

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS-901/General Administrative Services

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I. Goal

The goal of the General Administrative Services program is to provide efficient and effective executive management of the department, internal management and fiscal services, human resources management services, and to streamline and reengineer work processes through computerization, networking and greater utilization of Internet technology.

II. Objectives and Policies

The major objectives of the General Administrative Services program are to enhance program effectiveness and efficiency by formulating policies, allocating resources, administering operations and personnel, and providing DAGS employees with immediate access to information to support their job functions by supplying departmental knowledge database and computer application systems to enhance their work experience and customer service.

III. Action Plan with Timetable

The General Administrative Services program's action plan is to continue to provide executive, administrative, personnel and information technology services as required to meet the goals and objectives of the department.

A. Past Year Accomplishment

1. Administrative Services Office

- a. Continuously processed encumbrances and payments on a timely basis to ensure the employees are paid on time and that vendors are paid promptly.
- b. Maintained the system of accounts in accordance with the State Accounting System.
- c. Coordinated, prepared, and submitted annual reports to the legislature.

- d. Compiled and submitted required departmental biennium budget documents for the fiscal year 2021.
 - e. Administered the purchasing card (pCard) program which includes all eligible divisions, staff offices, district offices, and attached agencies. For FY 20, average monthly pCard purchase transactions represented 51% (or approximately 11,816 purchase transactions) of total purchase transactions.
 - f. As one of the two groups designated to be in the first phase of the statewide payroll system conversion, continued to adapt the new business processes resulting from the implementation of the Hawaii Pay payroll system. Payroll personnel continued to participate in monthly subject-matter-expert (SME) meetings conducted by the Hawaii Pay team.
 - g. As one of the three groups designated to be in the first phase of the statewide Time and Attendance modernization project (also known as Time & Leave, T&L), Payroll personnel participated in training and working meetings to process payroll in the new environment.
 - h. Replaced and trained key personnel capably and efficiently to ensure a smooth transition for succession planning.
 - i. Due to the COVID-19 pandemic, program staff built a SharePoint website, equipped fiscal staff with the necessary resources to function effectively online, and provided instructions for the electronic processing of payroll, vendor payments, and other essential fiscal processes to support department staff that worked from their office location, worked from home, and continued to work from home.
2. Personnel Office
- a. Continuously processed personnel transactions on a timely basis to ensure that employees properly and promptly received compensation, benefits and other employment services. Audited each employee's Form 7 as of 12/31/19 (annual activity) and again as of 4/30/20 due to deploying to HIP/Time and Leave on 5/4/2020 in order to ensure accurate leave balances in the system.
 - b. Completed 70 recruitment actions. Completed 153 position classification actions.

- c. Advised programs on grievances, contract interpretations, consultations with unions, investigations of employee incidents, disciplinary actions, substandard performance, safety issues, recruitment and selection, compensation, personal services contracts, family leave, leave share, reasonable accommodation, temporary assignment, and light duty. In addition, due to HGEA bargaining units going into arbitration, various data requests from DHRD and B&F were completed.
- d. In preparation for the HIP/Time and Leave Group 1 deployment, Reports To and Dept ID records needed to be identified/corrected/input into the HRMS system by December 2019. Audited each employee's Form 7 as of 4/30/20 in order to verify accurate leave balances input into the Time and Leave system prior to going live on 5/4/20. Researched, resolved, and/or placed HIP tickets for Time and Leave issues post deployment (e.g., a Human Resources Specialist logged 269 changes from 5/4/20 to 6/30/20).
- e. Prioritized the establishment and filling of multiple key positions for the Accounting Division. Due to a hiring freeze effective 4/3/20, a rush to onboard those applicants where commitments were made as well as coordinate closing of recruitments in various phases. There was also a rush to obtain approval for 89-day appointments that were beyond their second appointment.
- f. COVID-19 generated a need for numerous communications, reports, tracking, and filing. Activities that were not planned for but had to be accomplished included: identifying essential and non-essential workers, deployment of employees, administrative leave, teleworking, purchasing equipment and safety supplies, and administering the Families First Coronavirus Response Act: Employer Paid Leave (FFCRA).
- g. Collected and compiled Quarterly Staffing Reports to the Department of Budget & Finance; quarterly Grievance Reports to the Department of Human Resources Development (DHRD); Annual Vacation and Sick Leave Accruals to DAGS – Accounting Division, and annual Occupational Safety and Health Administration (OSHA) Report to the Department of Labor and Industrial Relations

3. Systems and Procedures Office
 - a. Rewrote the Central Services Division' Work Order System from a legacy IBM mini-computer application to a web-based PC server application system.
 - b. Converted all IBM mainframe computer application reports to be stored and accessed in PDF format.
 - c. Configured and programmed laptops for multiple DAGS agencies to be able to remote telework during COVID-19.

B. Year 1

1. Administrative Services Office - Provide continuous administrative support to the department by:
 - a. The timely processing of encumbrances and payments to ensure the employees are paid on time and that vendors are paid promptly to avoid any late vendor payment interest charges. Maintenance of a system of accounts in accordance with the prescribed State Accounting System.
 - b. The coordination, preparation, and submission of annual reports to the Legislature.
 - c. The preparation and coordination of departmental budgets for the Department of Budget and Finance and the Legislature.
 - d. The administration of the pCard program for the department. Transition the department to the new pCard vendor selected by the State Procurement Office for the pCard program.
 - e. In-house staff to perform the internal control and procurement compliance audit on selected DAGS programs instead of engaging the services of a CPA firm.
 - f. The continuation of a comprehensive in-house staff training program to improve its operations and to provide training skills for the supervisors.
 - g. The continuation of efforts to utilize electronic formats for document storage and retrieval; replace paper-intensive processes where appropriate.

2. Personnel Office

- a. Continue to process personnel transactions on a timely basis to meet the needs of employees and programs. Due to office staffing, prioritizing will need to be done causing some transactions to be delayed.
- b. Ensure that the Department continues to comply with all State and Federal employment laws, rules, and regulations; and collective bargaining agreements in the most efficient and effective manner. Update employment notices on employee bulletin boards.
- c. Continue to participate in the statewide program and policy development efforts to ensure that the department's human resource needs, concerns, and wants are addressed.
- d. Fill remaining vacant position and continue to coach staff in their fairly new capacities; continue to encourage staff to take training courses pertinent to their functional areas and attend professional development and networking opportunities.
- e. Document and organize paper and electronic files for more efficient searching; archive or destroy paper and electronic files according to the Records Retention Schedule.
- f. Work on pay adjustments and corrections from the HGEA collective bargaining unit agreements that are retroactive to 7/1/19. Identify and recalculate monthly and hourly pay rates due to the retroactive pay adjustments.
- g. Assist the department's planning, implementation, and adjustment(s) for a potential furlough.

3. Systems and Procedures Office

- a. Start the redesign of the Automotive Management Division's computer application systems currently residing on the IBM iSeries mini-computer to be web-based applications residing on a PC server.
- b. Rewrote all Lotus Notes scripted applications to PHP applications and retired the Lotus Notes Domino server.

C. Year 2

1. Administrative Services Office - Continuation of items a to d in Year 1.
2. Personnel Office – Continuation of items a to e in Year 1.
3. Systems and Procedures Office
 - a. Complete the redesign of the Automotive Management Division’s computer application systems as web-based applications residing on a PC server.
 - b. Retire the Public Works Division mainframe-based Project Accounting System (MCD).

D. Year 5

1. Administrative Services Office – Continuation of items a to d in Year 1.
2. Personnel Office – Continuation of items a to e in Year 1.
3. Systems and Procedures Office
 - a. Develop and implement a departmental cost control system that will utilize the office staff and open source software for this project. This system is intended for management to better monitor their expenditures.
 - b. Design, configure and implement a departmental data warehouse that will hold data from all the various computer application systems pertaining to DAGS. Management will be able to extract data to support future plans or decisions. For example, management could query the data warehouse to find out the payroll costs to maintain the Kalanimoku Building on an ongoing basis.

IV. Performance Measures

- A. Customer Satisfaction Measure – If there are suggestions and/or complaints, an annual written survey/evaluation for agencies affected by each office will be developed and distributed. The results will then be evaluated and any area of concern identified by the users will be addressed.

B. Program Standard Measure

1. Administrative Services Office – Monitor the number of days to internally process vendor payments to achieve the performance standard of seven working days, number and amount of instances of interest paid for late vendor payments as compared to other state departments, and timeliness and accuracy of budget submissions to the Department of Budget and Finance.
2. Number of Request for Personnel Actions (classification and recruitment) received and processed. within a reasonable time period. Number of complaints, grievances, investigations, and needs improvement performance evaluations assisted with and/or conducted. Number or work-related accidents/injuries, reasonable accommodation, W/C, light duty and RTWPP cases filed.
3. Systems and Procedures Office – Number of user requests completed by the desired completion date. Number of man-hours saved due to implementation or enhancement of computer system. Number of DAGS' users with e-mail and Internet access. Number of hits per month to the departmental intranet site.

C. Cost Effectiveness Measure

1. Administrative Services Office – Reduction of interest on late vendor payments. Continue to monitor funding requirements of DAGS' programs to ensure compliance with appropriation limits; office expenditures not exceeding budget amount.
2. Personnel Office – Provide programs and services with little or no additional cost. Office expenditures not exceeding budget amount. May need to look at cost savings/reductions and impact to providing operational support with reduced budgets.
3. Systems and Procedures Office – Job assignments completed within projections. Greater utilization of electronic routing and filing of documents. Office expenditures not exceeding budget amount.