

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

January 2022

Program ID / Title: AGS 244/Surplus Property Management

Contact Person/Phone: Bonnie Kahakui/587-4701

I. Goals

To effectively and efficiently provide customers (donees) with surplus property items and continue to be fiscally solvent with revenues equaling or exceeding expenditures.

II. Objectives and Policies

- A. Intensify training available to eligible and participating donees to enable interaction with the entire spectrum of program features and to improve donee probability of obtaining needed items.
- B. Maintain financial viability through increasing promotion on use of the utilization and donation programs by enhancing promotion and marketing of the surplus property program to enable donees to benefit from the varied surplus property available to them at significantly reduced prices.
- C. Streamline processes and improve operational efficiencies and compliance with regards to the State Plan of Operation for the Federal Surplus Property Donation Program.

III. Action Plan with Timetable

- A. Intensify training available to eligible and participating donees to enable interaction with the entire spectrum of program features and to improve donee probability of obtaining needed items.
 - 1. Past Year Accomplishments
 - a. Transferred \$15,269.00 brand new equipment to Hawaii State Hospital for \$200.00 fee (1.3% of original acquisitions cost).
 - b. Maintained and stored over 100 pallets of personal protective equipment for HIEMA.
 - c. Stayed current with the federal requirements and learned best practices to support Surplus operations.

2. Year One
 - a. Continue to create Surplus on-demand on-line training class.
 3. Two Years
 - a. Continue to scan business environments for promoting Surplus to potential donees, for example: increase communication with eligible, but non-participating donees on file.
 4. Five Years
 - a. Increase contributions to zero-waste or other sustainability initiatives. Multiple methods of redistribution, resale, and disposal help divert waste from landfills and extend the useful life of assets.
- B. Maintain financial viability through increasing promotion on use of the utilization and donation programs by enhancing promotion and marketing of the surplus property program to enable donees to benefit from the varied surplus property available to them at significantly reduced prices.
1. Past Year Accomplishments
 - a. FY 2021 - Acquisition Cost of Surplus Property Transferred to Donees is \$6.2 Million (including \$1,204,088.40 for the FEMA Meals, Water, and Infant Toddler Kit for Hawaii Food Bank to distribute back to our community).
 - b. FY 2021 - Service & Handling fee of Surplus Property Transferred to Donees is \$517,485.
 2. One Year
 - a. Continue to use of social media to promote the program
 - b. Educate and implement the Veterans Small Business Enhancement Act of 2018 with Veteran-Owned Small Businesses that are interested in participating.
 3. Two Years
 - a. Promote new internet auction platforms.
 4. Five Years
 - a. Extend the useful life of assets and generate revenue by exploring multiple methods of disposal including but not limited to counter sales, online auction, and web surplus.
 - b. Monitor and adjust the program's website to improve customer satisfaction.

- C. Streamline processes and improve operational efficiencies and compliance with regards to the State Plan of Operation for the Federal Surplus Property Donation Program.
 1. Past Year Accomplishments
 - a. Executed HiePRO solicitation to acquire Federal Surplus Property Management Software.
 2. One Year
 - a. Execute and implement the Federal Surplus Property Management Software to:
 - Reach an efficient and effective donation process with the new system.
 - Streamline daily operation.
 - Automatically generate GSA required reports for compliance and utilization.
 - b. Continue to update State Plan of Operation
 - c. Continue to work on supplying program information on our website.
 3. Two Years
 - a. Implement new accounting system.
 4. Five Years
 - a. Automate new and renew “Application for Eligibility” process.
- IV. Performance Measures
- A. Customer Satisfaction measure - Perform trend analyses on the customer base of the Surplus Property Management program to include number of participating donees and percentage of participating donees.
 - B. Performance Standard measure - Perform trend analysis on distribution of surplus property to donees.
 - C. Cost Effectiveness measure - Perform long-term and comprehensive trend analyses annually of the financial net gain or loss of the Surplus Property Management program.