

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 biennium 2021-2023.
 - e. Administered the purchasing card (pCard) program which includes all eligible divisions, staff offices, district offices, and attached agencies. For FY 21, average monthly pCard purchase transactions represented 62% (or approximately 829 purchase transactions) of total purchase transactions.
 - f. 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 continue to fine-tune procedures and business practices to process payroll in the new environment.
 - g. Staff participated in the Request for Proposal activities for the new Enterprise Financial System.
 - 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 continue to support the SharePoint website as the virtual inbox/outbox to process fiscal documents to support department staff who have returned to the office, who continue to telework, and who work as a hybrid of both from the office and from home.
2. Personnel Office
- a. Processed personnel transactions on a timely basis to ensure that employees properly and promptly received compensation, benefits, and other employment services. September/October 2020 was the bulk processing of retroactive pay increases as a result of collective bargaining negotiations. In FY21, two of three transactions positions were defunded, which posed a serious challenge and caused other areas to be delayed.
 - b. Hiring freeze since 4/3/20; low recruitment activity with hiring mainly in special funded positions and a few that received Governor's approval to fill. Classification position defunded in FY21; classification actions were kept mainly to extensions and UAC changes.
 - c. Advised programs on grievances, contract interpretations, consultations with unions, investigations of employee incidents, disciplinary actions, substandard performance, safety issues,

personal services contracts, family leave, leave share, reasonable accommodation, temporary assignment, and light duty. There was a slight increase in family leave and leave share requests. Received several employee complaints, which are still pending due to the Labor Relations position being defunded in FY21.

- d. Leave balances for G-2s are now queried through the Time & Leave/HIP for employees separating either through resignation, retirement, or transfer. Processing of leave share and other extended leaves are still being worked through the Time & Leave system. Reverted back to faxing address changes to EUTF due to several employees not receiving their health cards.
- e. Continue to prioritize the filling of multiple key positions for the Accounting Division, where turnover and internal movements continued into FY21.
- f. COVID-19 continues to generate a need for numerous communications, reports, tracking, and filing. Employee (voluntary) vaccination at assigned Point of Dispensary based on Tier system was coordinated in FY21.
- g. Worked with ASO and S&PO to create an electronic workflow for programs to submit Temporary Assignment (TA) Notifications. Generated instructions for submitting an electronic TA form through eSign. Eliminates the need for programs to purchase carbon forms and paper-based distribution.
- h. 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; annual Occupational Safety and Health Administration (OSHA) Report to the Department of Labor and Industrial Relations; annual IT security survey; review and report errors in monthly unemployment reports; monthly HGEA new hire query to DHRD; annual background check for CDL employees; annual open enrollment for EUTF; coordinate Wellness Program activities; and department liaison for the State's 2020 Census count.

3. Systems and Procedures Office

- a. Redesigned the Public Works Division's Purchase Order System from a legacy IBM mini-computer application to a web-based PC server application system with laser printed PO forms.
- b. Created a Daily Available Allotment System to provide the ASO Fiscal Office with an estimate amount of monies that a DAGS agency can currently use.
- c. Provided primary IT support for DAGS programs to be able to work remotely by teleworking throughout 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 timely 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 internal controls and pre-auditing for procurement compliance, and provide operational research and program review/evaluation.
 - 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. Continue to 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 vacant positions and train new hires; continue to provide opportunities internally for staff to learn other areas of human resources for coverage.
- 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. Prioritize efforts in recruitment to fill long standing vacancies due to the hiring freeze, which have recently received approval to fill.

3. Systems and Procedures Office

- a. Redesign of the Automotive Management Division's Parking Control computer application system currently residing on the IBM iSeries mini-computer to be a web-based application residing on a PC server.
- b. Redesign the departmental Purchase Order System from a legacy IBM mini-computer application to a web-based PC server application system with laser printed PO forms.
- c. Provide technical support for the department as the new statewide financial system is being phased into production.

C. Year 2

- 1. Administrative Services Office - Continuation of items a to e in Year 1.

2. Personnel Office – Continuation of items a to e in Year 1.
3. Systems and Procedures Office
 - a. Redesign of the Automotive Management Division's Motor Pool computer application system as web-based applications residing on a PC server.
 - b. Retire the Public Works Division mainframe-based Project Accounting System (MCD).
 - c. Provide technical support for the department as the new statewide financial system is being phased into production.

D. Year 5

1. Administrative Services Office – Continuation of items a to e 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.
 - c. Provide technical support for the new statewide financial system that should be in production.

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.
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.