



**LOU A. LEON GUERRERO**  
Governor (Maga'håga)

**JOSHUA TENORIO**  
Lt. Governor (Sigundo Maga'låhi)

## **CIVIL SERVICE COMMISSION**

### **Kumisión I Setbision Sibit**

*"CSC IS THE VANGUARD OF THE MERIT SYSTEM."*

#### **GOVERNMENT OF GUAM**

#### **I Gobietnon Guåhan**

Telephone (Telifon): (671) 647-1855 • Fax (Faks): (671) 647-1867

Website: <https://www.csc.guam.gov>



**DANIEL D. LEON GUERRERO**  
Executive Director

**CHR-819207**

#### **MEMORANDUM - DELIVERY VIA EMAIL**

Date: January 19, 2024

To: Office of Public Accountability (OPA)  
Speaker Therese M. Terlaje  
GuamWEBZ

From: Daniel D. Leon Guerrero, Executive Director  
Civil Service Commission (CSC)

Subject: **Civil Service Commission – Fiscal Year (FY) 2022 Citizen-Centric Report.**

*Hafa Adai,*

Our office is pleased to announce that the Civil Service Commission Fiscal Year (FY) 2022 Citizen Centric Report has been completed in compliance with *Title 1 Guam Code Annotated (GCA) Chapter 19 §1922 (a)*.

Attached herewith is an electronic copy of the FY22 CSC Citizen Centric Report. For added convenience, you may also access this report online at our CSC website at: [csc.guam.gov](https://www.csc.guam.gov)

*Si Yu'os Ma'ase!*

**Daniel D. Leon Guerrero, Executive Director**  
Civil Service Commission



# CIVIL SERVICE COMMISSION

*Kumision 1 Setbision Sibit*

## FY 2022 CITIZEN-CENTRICS REPORT

OCTOBER 2021 - SEPTEMBER 2022



### 1. OVERVIEW

### 2. PERFORMANCE

### 3. FINANCES

### 4. OUTLOOK

## History of the CSC

The Civil Service Commissions (CSC) authority originated with §1422c Organic Act of Guam under §1422c,

*"The legislature shall establish a merit system and, as far as practicable, appointments and promotions shall be made in accordance with such merit system. The Government of Guam may by law establish a Civil Service Commission to administer the merit system. Member of the Commission may be removed as provided by the laws of Guam."* [cited in part]

However, it was not until August 7, 1967, with the passage of Public Law (PL) 9-86 that the CSC was created. The creation was prompted by a letter from then Governor, Manuel F. Leon Guerrero, which was submitted to the Ninth Guam Legislature to establish a CSC, separate from any operating department of the government in order to afford balance between the needs of the institution and rights of the employee.

## Our Mission

The Civil Service Commission Board is organized with seven (7) commissioner positions appointed by the Governor with the consent of the Guam Legislature. A quorum of four (4) commissioners shall be present at any of its board meetings to make the proceedings of that board meeting valid.

The Civil Service Commission board adjudicates appeals primarily for classified Government of Guam employees for adverse action appeals, grievances, Equal Employment Opportunities (EEO), post audit complaints, notices of personnel actions, Public Employee Protection Act "aka: Whistle Blower," priority placements, furloughs, Ethics in Procurement and Political Activity "aka: Mini-Hatch Act." The CSC's jurisdiction extends approximately over sixty (60) Executive Branch line departments, agencies and autonomous agencies covering ten thousand two-hundred fifteen (10,215) employees.

### GOAL

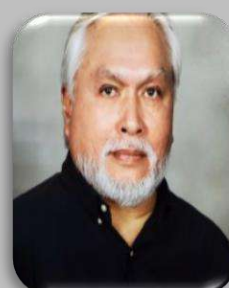
*Our goal is to provide quality and efficient services in order to promote a healthy Merit System.*

**"CSC IS THE VANGUARD  
OF THE MERIT SYSTEM."**

### BOARD OF COMMISSIONERS



**JUAN K. CALVO,**  
Chairman



**ANTHONY P. BENAVENTE,**  
Vice-Chairman



**PRISCILLA T. TUNCAP,**  
Commissioner



**JOHN A. SMITH,**  
Commissioner



**ROBERT C. TAITANO,**  
Commissioner



**FRANCISCO T. GUERRERO,**  
Commissioner



# CIVIL SERVICE COMMISSION

*Kumision 1 Setbision Sibit*

## FY 2022 CITIZEN-CENTRICS REPORT

OCTOBER 2021 - SEPTEMBER 2022



### 1. OVERVIEW

### 2. PERFORMANCE

### 3. FINANCES

### 4. OUTLOOK

## Duties of the Commission

The Commission hears appeals from the adverse actions taken to suspend, demote or dismiss an employee from the classified service if such right of appeal to the Commission is established in the personnel rules governing the employee; however, it may not hear an appeal of an action taken to suspend, demote or dismiss an employee of the government of Guam who has not been hired through the competitive hiring procedures of the personnel rules of the government of Guam, as such personnel rules required at the time of the hiring of the employee, nor any unclassified employee;

The provisions above shall not apply to the Judiciary of I Liheslaturan Guahan [Legislature] in compliance with the doctrine of Separation of Powers, unless such separate Branch opts to make them applicable by submitting to the jurisdiction of the Commission; and all reference to classified employees will be deemed to mean classified employees of the Executive Branch, including agencies and authorities; and,

The jurisdiction of the Commission shall not extend to academic personnel of the Guam Community College and the University of Guam, except upon mutual consent by the governing board of the respective institution and the Commission, not to any position or person, appeal or proceeding of whatever kind or description if the position denominated "unclassified" in this Title, except to the extent explicitly permitted in this Section, nor shall such jurisdiction extend to the determination of whatever it is practicable to place a position in the classified service.

The Commission serves the Government of Guam consisting of approximately sixty (60) agencies to include line agencies and autonomous agencies along with instrumentalities of the Government of Guam with over ten-thousand two hundred fifteen (10,215) employees in the Executive Branch.

## LEADERSHIP



**Daniel D. Leon Guerrero**  
*Executive Director*

## OFFICE INFORMATION



### Hours of operation:

Monday-Friday **open** from

**8:00 a.m. to 5:00 p.m.**

Monday-Friday **closed** from

**12:00 p.m. to 1:00 p.m.**



### Location:

BELL TOWER, Suite 201, 710  
West Marine Corps Drive,  
Hagatna, Guam 96910



### Contact Number:

(671) 647-1855



### Fax Number:

(671) 647-1867



### Mailing address:

P.O. Box 2950 Hagatna,  
Guam 96932

## Personnel Action Review

The number of personnel actions submitted and reviewed substantially decreased between 2020 and 2022. Actions reviewed are defendant upon the timely submission of the various agencies.

## Appeals

The CSC saw a decline of adverse action appeals and post audit cases between 2021 and 2022.



# CIVIL SERVICE COMMISSION

*Kumision 1 Setbision Sibit*

## FY 2022 CITIZEN-CENTRICS REPORT

OCTOBER 2021 - SEPTEMBER 2022



### 1. OVERVIEW

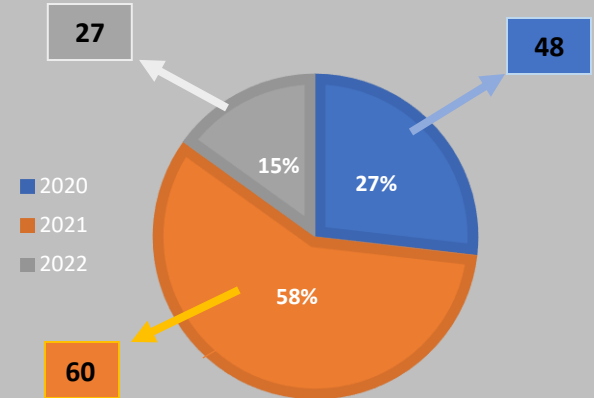
### 2. PERFORMANCE

### 3. FINANCES

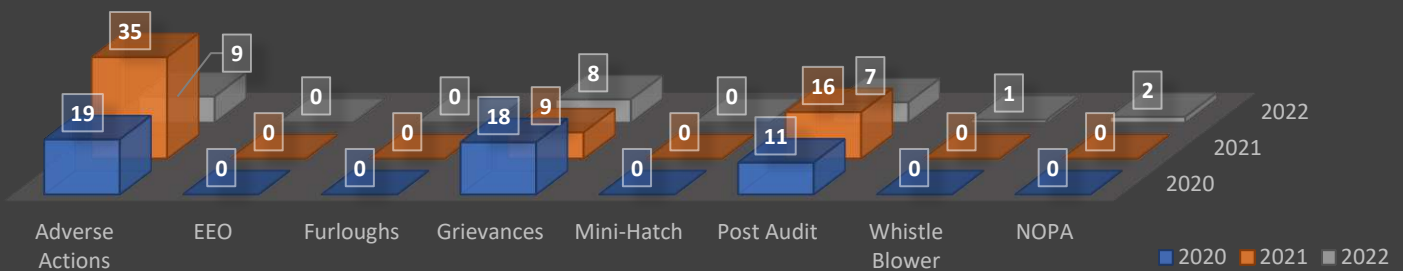
### 4. OUTLOOK

| TYPE OF APPEALS/COMPLAINTS | YEAR 2020 | YEAR 2021 | YEAR 2022 |
|----------------------------|-----------|-----------|-----------|
| ADVERSE ACTION             | 19        | 35        | 9         |
| EEO                        | 0         | 0         | 0         |
| FURLOUGH                   | 0         | 0         | 0         |
| GRIEVANCE                  | 18        | 9         | 8         |
| MINI-HATCH ACT             | 0         | 0         | 0         |
| MERIT BONUS APPEAL         | 0         | 0         | 0         |
| POST AUDIT                 | 11        | 16        | 7         |
| WHISTLE BLOWER             | 0         | 0         | 1         |
| Notice of Personnel Action | 0         | 0         | 2         |
| <b>TOTAL PER YEAR:</b>     | <b>48</b> | <b>60</b> | <b>27</b> |

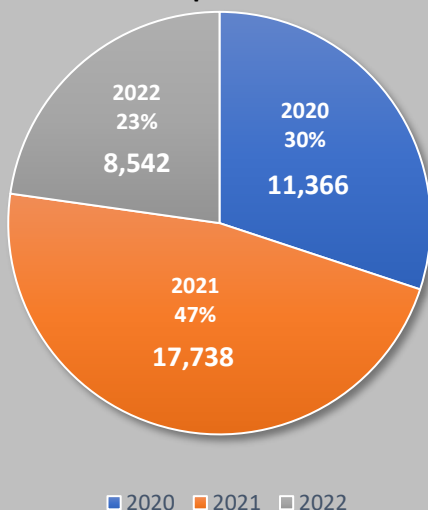
Appeals / Complaints per last three (3) Fiscal Years.



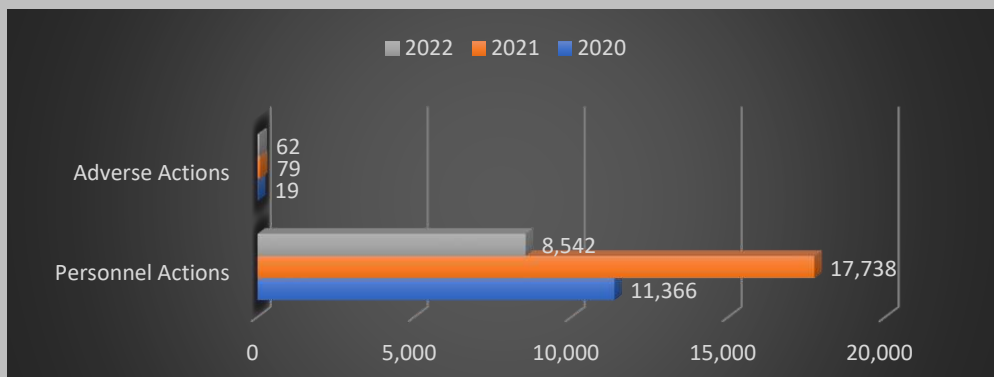
### Type of Appeals/Complaints per Fiscal Year



### Actions per Fiscal Year



| TYPE OF ACTION         | YEAR 2020     | YEAR 2021     | YEAR 2022    |
|------------------------|---------------|---------------|--------------|
| PERSONNEL ACTIONS      | 11,366        | 17,738        | 8,542        |
| ADVERSE ACTIONS        | 19            | 79            | 62           |
| <b>TOTAL PER YEAR:</b> | <b>11,385</b> | <b>17,817</b> | <b>8,604</b> |





# CIVIL SERVICE COMMISSION

*Kumision 1 Setbision Sibit*

## FY 2022 CITIZEN-CENTRICS REPORT

OCTOBER 2021 - SEPTEMBER 2022



1. OVERVIEW

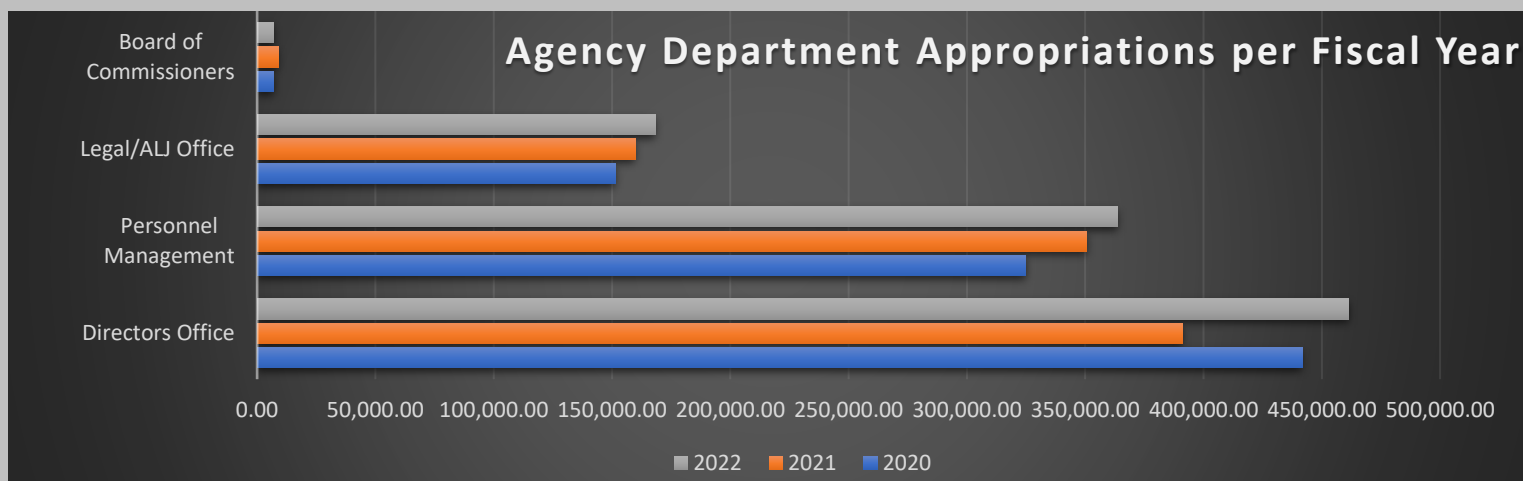
2. PERFORMANCE

3. FINANCES

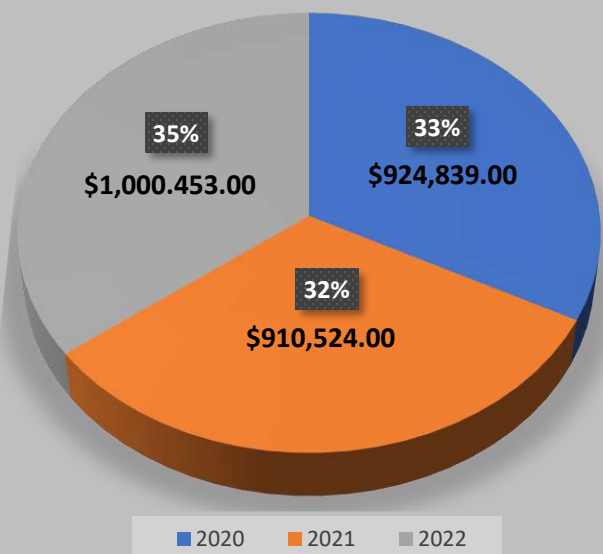
4. OUTLOOK

### Appropriations

| Agency Department      | 2020                 | 2021                 | 2022                   |
|------------------------|----------------------|----------------------|------------------------|
| Directors Office       | \$ 441,743.00        | \$ 391,299.00        | \$ 461,324.00          |
| Personnel Management   | \$ 324,796.00        | \$ 350,591.00        | \$ 363,838.00          |
| Legal/ALJ Office       | \$ 151,296.00        | \$ 159,786.00        | \$ 168,221.00          |
| Board of Commissioners | \$ 7,004.00          | \$ 8,848.00          | \$ 7,070.00            |
| <b>TOTAL</b>           | <b>\$ 924,839.00</b> | <b>\$ 910,524.00</b> | <b>\$ 1,000,453.00</b> |



### Appropriations per Fiscal Year



The Fiscal Year 2022 budget increased from the previous years as a result of the updated Public Laws moving forward with mandates of modern technology. The Civil Service Commission staff are able to conduct status call conferences, pre-hearing conferences and interviews via zoom. CSC Board Meetings are broadcasted on the CSC website. The commission is working to update a new data system and update software and equipment.

Despite the ongoing pandemic and its impact worldwide the Commission continues to be cognizant and fortified for the vanguard of the merit system.



# CIVIL SERVICE COMMISSION

*Kumision 1 Setbision Sibit*

## FY 2022 CITIZEN-CENTRICS REPORT

OCTOBER 2021 - SEPTEMBER 2022



1. OVERVIEW

2. PERFORMANCE

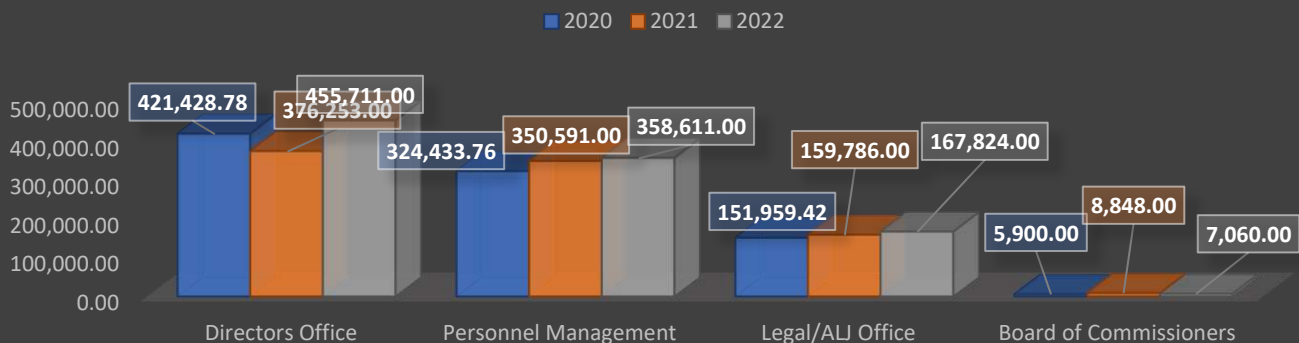
3. FINANCES

4. OUTLOOK

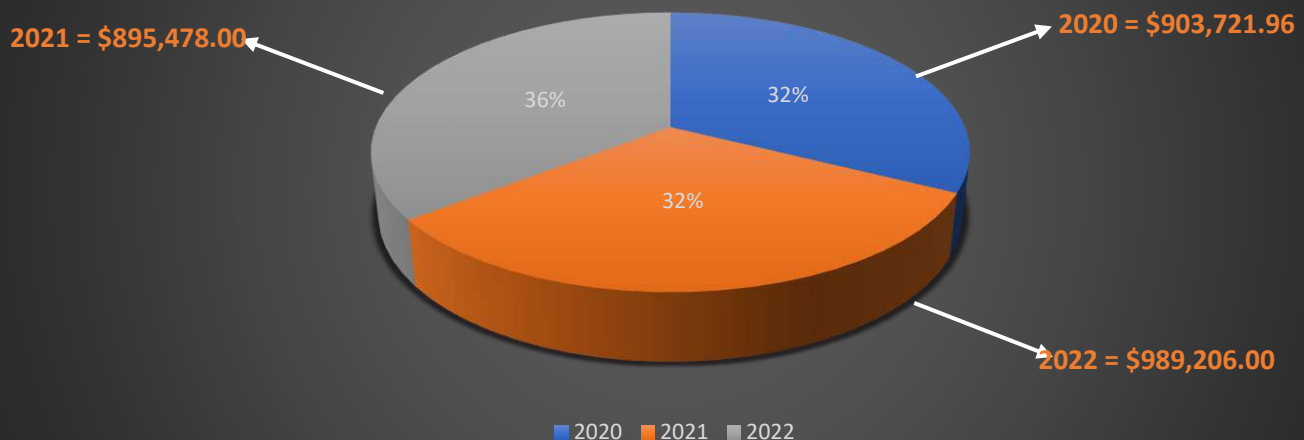
### Expenditures

| Agency Department      | 2020                 | 2021                 | 2022                 |
|------------------------|----------------------|----------------------|----------------------|
| Directors Office       | \$ 421,428.78        | \$ 376,253.00        | \$ 455,711.00        |
| Personnel Management   | \$ 324,433.76        | \$ 350,591.00        | \$ 358,611.00        |
| Legal/ALJ Office       | \$ 151,959.42        | \$ 159,786.00        | \$ 167,824.00        |
| Board of Commissioners | \$ 5,900.00          | \$ 8,848.00          | \$ 7,060.00          |
| <b>TOTAL</b>           | <b>\$ 903,721.96</b> | <b>\$ 895,478.00</b> | <b>\$ 989,206.00</b> |

### AGENCY DEPARTMENT EXPENDITURES PER FISCAL YEAR



### Expenditures per Fiscal Year





# CIVIL SERVICE COMMISSION

*Kumision 1 Setbision Sibit*

## FY 2022 CITIZEN-CENTRICS REPORT

OCTOBER 2021 - SEPTEMBER 2022



1. OVERVIEW

2. PERFORMANCE

3. FINANCES

4. OUTLOOK

### Future Outlook

Our future outlook is to move toward a paperless environment by accomplishing milestones projects, utilizing all resources currently available within our government system, purchasing additional software/equipment and revising our current Standard Operating Procedures as well as our Rules. We are currently scanning all incoming documents and are making strides to scan all previously filed documents. We are also in the process of displaying and distributing all documents presented before our commissioners via electronic ipads. Our office looks to also enhance its services by providing training for its employees, providing more information via the internet and working collaboratively with our customers.

## CIVIL SERVICE COMMISSION

### STAFF MEMBERS & CONTACT INFORMATION

#### DIRECTOR'S OFFICE STAFF

**DANIEL D. LEON GUERRERO**  
Executive Director

**JAMES P. DIAZ,**  
Administrative Services Officer. – [james.diaz@csc.guam.gov](mailto:james.diaz@csc.guam.gov)

**CHRISTINE P. QUINATA,**  
Special Projects Coordinator. – [christine.quinata@csc.guam.gov](mailto:christine.quinata@csc.guam.gov)

**JANEQUE L. L.G. SAGUN,**  
Board Secretary. – [janeque.sagun@csc.guam.gov](mailto:janeque.sagun@csc.guam.gov)

**ELYZE T. POCAIGUE,**  
Clerk I. – [elyze.pociague@csc.guam.gov](mailto:elyze.pociague@csc.guam.gov)

#### LEGAL OFFICE STAFF

**ERIC D. MILLER**  
Administrative Counsel. - [eric.miller@csc.guam.gov](mailto:eric.miller@csc.guam.gov)

**SUSAN L. CORBIN**  
Legal Secretary III. - [susan.corbin@csc.guam.gov](mailto:susan.corbin@csc.guam.gov)



#### PERSONNEL MANAGEMENT ADMIN STAFF

**ROLAND P. FEJARANG**  
PM Administrator. – [roland.fejarang@csc.guam.gov](mailto:roland.fejarang@csc.guam.gov)

**MARIA P. MASNAYON**  
PM Analyst III. – [maria.masnayon@csc.guam.gov](mailto:maria.masnayon@csc.guam.gov)

**AUDRE D.C. KING**  
PM Analyst I. – [audre.king@csc.guam.gov](mailto:audre.king@csc.guam.gov)

**VICKILYNN C. SABLON**  
PM Analyst III. – [vickilynn.sablan@csc.guam.gov](mailto:vickilynn.sablan@csc.guam.gov)

**CYNTHIA K.M. CAMACHO**  
PM Analyst II. – [cynthia.camacho@csc.guam.gov](mailto:cynthia.camacho@csc.guam.gov)



# CIVIL SERVICE COMMISSION

## *KUMISION I SETBISION SIBIT*

### GOVERNMENT OF GUAM

FISCAL YEAR 2022

#### *Hafa Adail*

As the Executive Director of the Civil Service Commission (CSC), it has been an honor to serve the people of Guam.

CSC adjudicates the appeals of classified Government of Guam employees under its jurisdiction sees over approximately sixty (60) Executive Branch line departments, agencies and autonomous agencies covering over ten thousand two hundred fifteen (10,215) employees. The CSC is the only entity in the Executive Branch of the Government of Guam that exists to provide merit adjudication services for classified Government of Guam employees in accordance to applicable laws and regulations.

CSC is the vanguard of the “Merit System” providing justice to the employees. It allows employees to appeal at a lower cost.

The CSC staff provides administrative, legal, and budgetary support to the Civil Service Commission Board. The CSC Board adjudicates all appeals and makes decisions and orders. CSC’s decisions and orders are appealable to the Courts.

The CSC staff work diligently to offer well-organized services and the CSC Commissioners are committed and ready to spend supplementary hearing days to complete the appeals in accordance to time standards and case management requirements. The Civil Service Commission Legal Counsel provides legal guidance to the CSC Commissioners and staff. CSC Legal Counsel represents the CSC in Courts and may be appointed as an ALJ by the Board.

CSC purchased and replaced the Board’s Audio/Video system and are able to stream board hearings in compliance with the open government law and can broadcast from the CSC website at [csc.guam.gov](http://csc.guam.gov). CSC Purchased and designed employed zoom technology to conduct status call/pre-hearing conferences. This was done by CSC staff with the consultation of OTEC and technical vendors.

During Fiscal Year (FY) 2022, the CSC completed twenty-three (23) adverse action appeals, ten (10) grievances, two (2) whistle-blowers, three (3) Mini-Hatch Acts; a total of sixty-three (63) cases completed.

On May 22, 2023, the Guam Legislature reconfirmed Commissioner Robert C. Taitano and confirmed a new Commissioner, Francisco T. Guerrero to obtain a total of six (6) commissioners.

Special thanks to the Honorable Lourdes A. Leon Guerrero, *Maga’hågan Guåhan*, Governor of Guam; the Honorable Joshua F. Tenorio, *Sigundo Maga’låhen Guåhan*, Lieutenant Governor of Guam and staff. Thank you to the Guam Legislature for supporting the CSC and enable us to provide the employees a cost-effective way of appealing actions taken management that they believe is in violation of regulations.



Daniel D. Leon Guerrero, CSC Executive Director



Office of Public Accountability - Guam &lt;admin@guamopa.com&gt;

**CIVIL SERVICE COMMISSION: FY 2022 CITIZEN CENTRICS REPORT**

4 messages

Janeque Sagun &lt;janeque.sagun@csc.guam.gov&gt;

Fri, Jan 19, 2024 at 4:08 PM

To: Office of Public Accountability &lt;admin@guamopa.com&gt;, "Speaker Therese M. Terlaje"

&lt;speaker@guamlegislature.org&gt;, "mcruz@guamopa.com" &lt;mcruz@guamopa.com&gt;

Cc: CSC Everyone &lt;everyone@csc.guam.gov&gt;

Hafa Adai!

On behalf of the CSC Executive Director, Daniel D. Leon Guerrero, our office is pleased to announce that the Fiscal Year 2022 Civil Service Commission Citizen Centrics Report has been completed in compliance with *Title 1 Guam Code Annotated (GCA) Chapter 19 §1922 (a)*.

Attached herewith is an electronic copy of the FY22 CSC Citizen Centric Report. For added convenience, you may also access this report online at our CSC website by clicking here: [csc.guam.gov](https://csc.guam.gov)

Very Respectfully,

--

*Janeque LeeAnn L.G Sagun***Civil Service Commission (CSC)**

BOARD SECRETARY

BELL TOWER, Suite 201, 710 West Marine Corps

Drive Hagatna, Guam 96910

[janeque.sagun@csc.guam.gov](mailto:janeque.sagun@csc.guam.gov)Website: [csc.guam.gov](https://csc.guam.gov)

Work: (671) 647-1855 / Fax: (671) 647-1867

**CONFIDENTIALITY NOTICE:** This electronic message transmission contains information that may be proprietary, confidential and/or privileged. The information is intended only for the use of the individual(s) or entity named in the "TO" and the "CC" address lines. If you are not the intended recipient, be aware that any disclosure, copying or distribution or use of the contents of this information is prohibited. If you received this communication in error, please contact the sender immediately and destroy the material in its entirety, whether electronic or hard copy. This communication may contain nonpublic information about individuals and businesses subject to the restrictions of the Gramm-Leach-Bliley Act. You may not directly or indirectly reuse or disclose such information for any purpose other than to provide the services for which you are receiving the information.

Please consider the environment before printing this email.

**2022 CCR.pdf**

1306K

Janeque Sagun &lt;janeque.sagun@csc.guam.gov&gt;

Fri, Jan 19, 2024 at 4:24 PM

To: Office of Public Accountability &lt;admin@guamopa.com&gt;, "Speaker Therese M. Terlaje"

&lt;speaker@guamlegislature.org&gt;, "mcruz@guamopa.com" &lt;mcruz@guamopa.com&gt;

Hafa Adai,

Kindly see the attached files below to include our memorandum (CHR-819207) dated January 19, 2024.

Thank you very much.

[Quoted text hidden]

---

**2 attachments**



**CHR-819207.pdf**

30K



**2022 CCR.pdf**

1306K

---

**Janeque Sagun** <janeque.sagun@csc.guam.gov>

Mon, Jan 22, 2024 at 9:28 AM

To: Office of Public Accountability <admin@guamopa.com>, "Speaker Therese M. Terlaje" <speaker@guamlegislature.org>, "mcruz@guamopa.com" <mcruz@guamopa.com>

Hafa Adai,

My sincerest apologies.

May you please disregard the 2022 CSC Citizen Centric Report that was sent to you on Friday, January 19, 2024. Kindly use the revised one attached below as finance numbers have been updated.

Thank you so very much and my apologies for the inconvenience.

On Fri, Jan 19, 2024 at 4:08 PM Janeque Sagun <janeque.sagun@csc.guam.gov> wrote:

[Quoted text hidden]

[Quoted text hidden]



**2022 CCR.pdf**

1305K

---

**Janeque Sagun** <janeque.sagun@csc.guam.gov>

Mon, Jan 22, 2024 at 9:57 AM

To: Office of Public Accountability <admin@guamopa.com>, "Speaker Therese M. Terlaje" <speaker@guamlegislature.org>, "mcruz@guamopa.com" <mcruz@guamopa.com>

My apologies,

Changes were not reflecting on the previous one sent. Please disregard. Kindly use the revised one attached below.

On Fri, Jan 19, 2024 at 4:08 PM Janeque Sagun <janeque.sagun@csc.guam.gov> wrote:

[Quoted text hidden]

[Quoted text hidden]



**2022 CCR.pdf**

1305K