



# Citizen-Centric Report FY 2021

## Office of Personnel Management

### About the Office - Mission, Vision & Core Values

#### Mission

To properly implement and enforce the provision of the Civil Service Commission and Excepted Service Personnel Rules & Regulations, Local and Federal Laws, and to promptly assist and efficiently render quality services and guidance to government departments and agencies, on a variety of personnel management matters and concerns.

#### Vision

As the human resource service center for the CNMI Executive Branch, the Office of Personnel Management would like to see employees at the government departments and agencies perform their duties and responsibilities at the highest level and consistently provide quality service and assistance to employees and the general public.



#### Values

√ **Leadership**

Possessing the ability to influence others to achieve positive work results.

√ **Integrity**

Adhering to moral and ethical principles; good character, honesty.

√ **Communication**

Exercising a two-way process through a verbal or non-verbal means to ensure information is transferred and understood.

√ **Dependability**

Responding to and making self available to meet work demands regardless of circumstances.

√ **Fairness**

Providing impartial, fair, and just treatment or behavior without favoritism or discrimination.

√ **Teamwork**

Working together as a unit to achieve common goals and objectives.

√ **Respect**

Treating others with dignity and value the contribution of individuals

√ **Confidentiality**

Ensuring workplace confidentiality that will foster employee trust, build confidence and promote integrity.



October 30, 2021

Commonwealth of the Northern Mariana Islands

## OPM Overview

Consisting of five (5) Sections, the Office of Personnel Management has five distinct areas of function all of which have a common goal; to process human resource documents and assist with personnel matters of our government employees and that includes satellite offices on Rota and Tinian.



## Challenges

The significant reduction in budget has been the most serious challenge for this Office. FY 21 Budget realized a 49.5% decrease in OPM’s budget. Working with a limited budget had a direct impact on operations. However; OPM gets by with assistance from the various government departments and agencies to ensure continuity of the required services are still provided to our workforce and the public

## Performance

At the onset of the COVID-19 pandemic, the entire Commonwealth was faced with yet another disaster. With a drastic downturn in both the local and global economy, this Office was faced with the possibility of a Reduction-in-Force (RIF) but at the same time, was required to furlough the majority of the staff. With the possibility of a RIF, a comprehensive analysis on each and every civil service employee’s employment history was done in preparation for the RIF. This required many man hours but after 5 months of laborious work, the OPM team completed the task at hand. Fortunately, the Governor’s Directive #2021-03, cancelled the RIF and government employees were recalled to duty.

## Finance – FY 21 Budget - Personnel Allotment

OPM experienced drastic cuts in the area of Personnel (salaries) however, towards the end of the 2nd quarter, ARPA funding was made available to cover the remainder of the FY 2021. The following table is a comparison of personnel allocations for local accounts only.

Personnel	FY 2019	FY 2020	FY 2021
Acct.1026	\$846,090	\$598,531	\$551,174
Acct. 1027	\$93,383	\$51,189	\$54,967
Acct. 1028	\$51,799	\$33,270	\$48,137
<b>Total:</b>	<b>\$ 991,272</b>	<b>\$ 682,990</b>	<b>\$ 654,278</b>

## Professional Development

In an effort to enhance skills and knowledge, the Office of Personnel Management managed to provide the staff with a two-day program of Professional Development during the mid part of the year. Various topics with subject-matter experts in the respective fields, graced the meaningful two-day event.

### PROGRAM TOPICS:

#### ***Mastering Change in the Workplace***

Presented by Ms. Josephine Mesta, Director of Human Resources Hyatt Regency Saipan

#### ***Building a Better Work Culture***

Presented by Dr. Galvin DL Guerrero, President NMC

#### ***Disability Inclusion in the Workplace***

Presented by NMPASI

#### ***Balancing Home & Workplace Stress***

Presented by Polly DLG Masga, Director of HR NMC

#### ***Building your Team through Goal Setting***

Presented by Gerorge J. Cruz, Administrator & President Marianas Health Services, Inc.

#### ***Mental Health Awareness***

Presented by Dr. Glenda George, Ph.D., CHCC

#### ***The History of the Civil Rights Act of 1964 & EEO Updates***

Presented by Hyun Jae Lee, General Counsel CNMI Judiciary

#### ***HR Responsibilities/On-boarding***

Presented by OPM Staff

## Governor’s Supplemental Budget FY 2021 Local/ARPA

	Business Unit	FTEs	Personnel	All Others	Total
Saipan	1026	20	\$424,743	\$61,924	\$486,667
	MI210140		\$414,102	\$4,141	\$418,243
Tinian	1027	2	\$ 28,823	\$1,941	\$30,764
	MI210141		\$45,036	\$450	\$45,486
Rota	1028	2	\$ 42,688	\$1,427	\$44,115
	MI210142		\$18,087	\$181	\$18,268
<b>Total:</b>		<b>24</b>	<b>\$973,479</b>	<b>\$70,064</b>	<b>\$1,043,543</b>

## Performance – Processed Requests for Personnel Actions

Amidst the COVID-19 pandemic, OPM continued to operate with the responsibilities of processing RFPA for the Executive Branch along with the Municipalities, the Judiciary Branch and the Legislative Branch. The following table provides a glimpse of the volume of actions processed by OPM for FY 21.

Type of Action Processed	Number of Actions
Examination Announcements	182
New—Excepted Service Employment Contract	332
Renewal—Excepted Service Employment Contract	470
Provisional Appointment/Extension	123
New - Excepted Service Appointment	936
Renewal—Excepted Service Appointment	403
Probationary Appointment	64
Limited Term Appointments	293
Limited Term Renewal/Extension	245
Temporary Appointments	176
Conversions/Change of Status	73
Lateral Transfers	73
Amendments/Corrections	266
Change of Accounts	1,064
Salary Adjustments	205
Reallocations/Reclassifications	113
Promotions	26
Merit Awards	192
Within Grade Increases	2,283
<b>Total:</b>	<b>7,519</b>

### Employment Verifications & Certifications

The Office of Personnel Management provides an array of services to the government employees. Employment Verifications and Employee Certifications are two most requested documents. These documents are completed for banking institutions, car dealerships, PUA certifications, Rental Assistance program, Community Development Block Grant assistance, Child Care Program, Medicaid and the Nutrition Assistance Program, to name a few. Leave adjustment certifications are also requested to support leave accruals as needed. A total of 731 verifications/certifications were completed in FY 21.



## The Government Workforce

The Office of Personnel Management strives to improve the government workforce by providing the necessary training to enhance employee skills and knowledge. There is a significant transformation as we move into a field of technology and the digital age. The Department of Finance is expanding and is filling in the gaps with highly skilled individuals in the information technology field.

In FY 21, we experienced about a 26.09% in employee turnover in the government sector. One of OPM's workforce strategies for FY 22 is to improve upon training the workforce as a motivation to carry out their duties and responsibilities more efficiently and effectively. On the flip side however, the lack of soft skills such as reliability, time management, dependability, flexibility and teamwork are all critical skills that are needed for a productive workforce. Although most employees are hired for their technical skills, possessing soft skills are also vital.

Another area of priority is employee health, both mental and physical. Employee burn-out caused by prolonged stress and excessive work hours need to be addressed to curb employee discontentment. The government as a whole needs to come together to discuss issues that affect employee burnout and find ways to improve the work environment. A happy workforce leads to improved productivity which will provide for better customer service.



**Forging Ahead**

The Commonwealth has been resilient these past several years considering it bounced back from two major typhoons and then the continuing fight against the COVID-19 pandemic. That tells a lot about our people, our community and our commitment to surviving major disasters and obstacles. Our government employees have proven to be survivors of such impediments and the Office of Personnel Management is committed to ensuring our government employees are best served in any way shape or form. We need to continue to provide the support and motivation they need to succeed in their career.

The human resources field is evolving along with technology. This Office is better equipped with knowledgeable staff and updated equipment to better serve our government employees. OPM is here to provide innovative training, improved customer service and swift processing of employment documents.



The future looks bright but to get to where we want to be can only be accomplished if everyone does their part in bringing our economy back to a workable financial level. The continued guidance and support from the Civil Service Commission Chairman and the Members, play a crucial role for OPM moving forward. The assistance of the American Rescue Plan Act (ARPA) will propel the CNMI government forward but we must also be cognizant of what the future may or may not hold for us all. We must continue to strive for a bigger and brighter tomorrow.



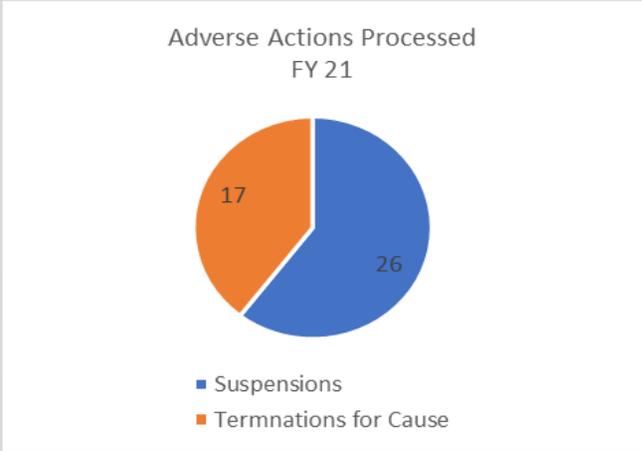
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EEO Claims Filed Against CNMI Government	Number of Claims—Status
Closed Case in FY 21	1
In-coming in FY 21	1
Pending Case in FY 21	1

