

Strategic Focus Area 1:
**Strengthen Institutional
Foundation of the OAG**

Long Range Goals and Objectives:

**Goal 1: The Office of the Attorney General will have
executive independence.**

- Objective 1: Seek changes to local laws and congressional amendments to the Organic Act.
- Objective 2: Define powers, duties, and responsibilities of the Office under local law.
- Objective 3: Educate and foster public and government support for the independence of the Office of the Attorney General of Guam.



**Office of the Attorney General
2016-2017
Strategic Priority
Projects/Initiatives**

A Companion Document to the OAG
Strategic Plan 2015-2018

**2016-2017 Strategic Projects
Strategic Focus Area 1:
Strengthen Institutional Foundation of the OAG**

1. Launch Public Awareness Campaign to amend the Organic Act and local laws
2. Form Inter-Governmental Collaborative

2016-2017 Strategic Projects/Initiatives

Section 1: Overview

This document presents the Office of the Attorney General's (OAG) strategic projects for 2016-2017. It is a companion to the OAG's newly developed 2015-2018 Strategic Plan, Pathway to Justice, which lays out a roadmap for making important changes and improvements over the next 4 years. It includes:

1. Mission, vision, and core values of the OAG.
2. The five strategic focus areas and the goals and objectives for each.
3. A list of the annual strategic projects/initiatives in each of the strategic focus areas.

Section 2: Mission, Vision, and Core Values

Mission Statement:

The Office of the Attorney General serves, protects, and represents the government and the people by enforcing the laws of Guam and the United States.

Vision Statement:

The Office of the Attorney General is a trusted and respected leader in Guam and the Western Pacific providing the highest quality of legal services and representation to the government and the people.

Core Values:

Professionalism
Respect
Integrity
Dedication
Excellence

**Section 3: Strategic Focus Areas, Goals, Objectives,
and Strategic Projects**

Strategic Focus Areas (SFAs)
(2016)

1. Strengthen Institutional Foundation of the OAG
2. Provide Quality Services
3. Enhance Employee Development and Satisfaction
4. Build Infrastructure – Facilities, Technology, Administrative, and Financial
5. Enhance Public Education and Community Outreach

Strategic Focus Area 2: Provide Quality Services

Long Range Goals and Objectives:

Prosecution and Juvenile Divisions

Goal 1: The OAG provides timely justice.

- Objective 1: Improve, streamline, and standardize processes and procedures.
- Objective 2: Improve trial practices and preparedness.
- Objective 3: Educate and train staff on effective and efficient trial and work methods.

Solicitor and Litigation Divisions

Goal 2: The OAG provides the highest quality of legal representation to the Government.

- Objective 1: Secure and strengthen internal capacity and resources to meet demands.
- Objective 2: Train and educate staff in all areas.
- Objective 3: Develop training for government agencies on legal processes.

Client Services and Client Interaction

Goal 3: The OAG provides easily accessible, fair, timely, and effective services.

- Objective 1: Increase access to services and information.
- Objective 2: Educate/inform clients of legal process and about their case.
- Objective 3: Expand culturally and linguistically diverse services. Or, communicate effectively across diverse cultures, languages, and generations.
- Objective 4: Improve, streamline, and standardize work processes.
- Objective 5: Develop data driven mechanisms to measure internal and external performance.

2016-2017 Strategic Projects

Strategic Focus Area #2: Provide Quality Services

1. Develop/create written internal training materials
 - a. Trial Practice Handbook (Brief and Form Bank)
 - b. Document preparation and filing procedure
2. Develop division specific flowcharts (intake to resolution)
3. Provide regular training for agency clients re: processes and expectations
4. Implement surveys (employee and consumer) to gauge performance and make recommendations for needed improvements
5. Develop informational pamphlets about OAG services
6. Develop/create a Customer Service Handbook (scripts)

Strategic Focus Area 3: Enhance Employee Development and Satisfaction

Long Range Goals and Objectives:

Goal 1: The OAG will have skilled, knowledgeable, engaged, and satisfied employees.

- Objective 1: Develop training for all employees.
- Objective 2: Increase understanding of the role and functions of the OAG.
- Objective 3: Recognize and appreciate staff for their contributions.
- Objective 4: Engage and seek input and feedback from employees.
- Objective 5: Provide career growth and development opportunities.
- Objective 6: Keep employees better informed about matters of the OAG and matters that affect them.
- Objective 7: Better prepare managers and supervisors for their roles.

2016-2017 Strategic Projects

Strategic Focus Area #3: Enhance Employee Development and Satisfaction

1. Conduct training needs assessment and deliver at least one training program
2. Develop Employee Intranet
3. Implement Employee Recognition Program
4. Conduct one supervisor training
5. Establish an employee (electronic) suggestion box
6. Develop a Job Shadow Program

Strategic Focus Area 4: Build Infrastructure-Facilities, Technology, Administrative, and Financial

Long Range Goals and Objectives:

Goal 1: The OAG will have the necessary resources and infrastructure to support operations, sustain programs, and implement and expand innovative initiatives.

- Objective 1: Improve facilities to meet needs of public and enhance employee effectiveness.
- Objective 2: Improve proximity and remote access of the OAG's office to court facilities.
- Objective 3: Deploy cutting-edge automation, technology, and equipment to enhance internal and organizational efficiencies.
- Objective 4: Enhance computer system integration (e.g., interfaces, data sharing with other agency information systems) to reduce duplication and enhance staff and organizational efficiency.
- Objective 5: Build and strengthen overall administrative infrastructure (i.e., human resources, fiscal).
- Objective 6: Increase staffing capacity and levels to meet workload, service, and performance expectations and demands.

2016-2017 Strategic Projects

Strategic Focus Area #4: Build Infrastructure – Facilities, Technology, Administrative and Financial

1. Seek resources for technology needs (e.g., software, hardware, video-conferencing, interfaces)
2. Increase staffing levels to meet workload demand and fill all vacancies
3. Update Standard Operating Procedures (SOPs) and train staff (form divisional committees)
4. Develop Human Resources Section within the OAG
5. Develop OAG Personnel Rules and Regulations
6. Improve accessibility – ADA, Signage, Website
7. Recruit General Accounting Supervisor to manage resources
8. Seek resources for off-site location (e.g., in close proximity to Court)
9. Recruit personnel specialist

Strategic Focus Area 5: Enhance Public Education and Community Outreach

Long Range Goals and Objectives:

Goal 1: The public will understand and be aware of the work of the OAG.

- Objective 1: Educate on the roles, functions, and importance of the OAG.
- Objective 2: User existing and emerging, user-friendly technologies and social media.
- Objective 3: Effectively communicate across diverse cultures, languages, and age groups.
- Objective 4: Solicit input from and collaborate with stakeholders and the public.

2016-2017 Strategic Projects

Strategic Focus Area #5: Enhance Public Education and Community Outreach

1. Update OAG Website
2. Create Educational Flyers/Brochures
3. Project P.R.I.D.E.
4. Establish a social media strategy and presence
5. Develop Problem Flowcharts
6. Conduct Annual OAG Conference
7. Create Public Service Announcements
8. Host Public Forums
9. Develop Public Suggestion Box
10. Conduct an OAG Open House