



Office of the Governor

Government of Guam

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STANDARD OPERATING PROCEDURE

DIVISION/SECTION: COMMUNITY AFFAIRS DIVISION		
NUMBER: SOP2019-___	DATE OF ISSUE: April 15, 2019	EFFECTIVE DATE: April 15, 2019
SUBJECT: COMMUNITY AFFAIRS – Policy and Standards		

Purpose

To establish operating procedures for Community Affairs Personnel, providing guidelines for operational performances as well as for administrative reports. While certainly not complex enough to address all aspects of personnel responsibilities, enclosure does provide many of the answers to everyday questions on procedures.

Responsibility

The Community Affairs Division and its personnel are responsible to report to the Deputy Chief of Staff under the office of the Governor. This is accomplished by providing direct services and assistance to constituents.

Mission

Community Affairs is committed to ensuring that continued support and services are readily available. Assist and provide direct services for all constituents. Personnel can work collaboratively with other local government agencies or organizations in the community. Constituents shall be entertained regardless of ethnic profile, gender, country of origin or physical appearance. Personnel shall work diligently to ensure government resources are utilized to the fullest capacity.

Scope

This SOP will take effect immediately and shall apply to all personnel under Community Affairs Division. All personnel shall thoroughly familiarize themselves with the contents and to ensure compliance with the procedures therein.

Procedure

- 1) The daily operations of the division are for all employees to assist and coordinate the Constituents request. When walk-ins or telephone calls are received from Constituents, they will be directed immediately to the next available staff to be entertained.
- 2) When a constituent appears at the Community Affairs Office, the receptionist will direct the individual to sign-in on the sign-in sheet, before directions are made to the available staff.
- 3) Community Affairs staff upon receiving the constituent either by phone or physical appearance is required to utilize the standard form used to apply all information necessary from the constituent, and the action taken when providing assistance. The information that's required on the standardized form requires the following:
 - a. Identification of constituent
 - b. Subject matter
 - c. Resolution (shall include action taken, and the end results.)
 - d. All reports shall indicate the government of Guam agency or community organization that assisted during the process.
- 4) Each report shall be designated an event number by the receptionist for tracking and filing purposes.
- 5) All reports will be filed without any delay by the designated administrative staff.
- 6) No reports shall be left unattended with the office area. Reports shall be controlled by the staff assigned to process a constituent.
- 7) The sensitivity of all completed reports shall be safe guarded by each employee.

References:

Community Affairs Visitor Log
Constituent Referral Form
Constituent Authorization Form

subject to change with notice

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