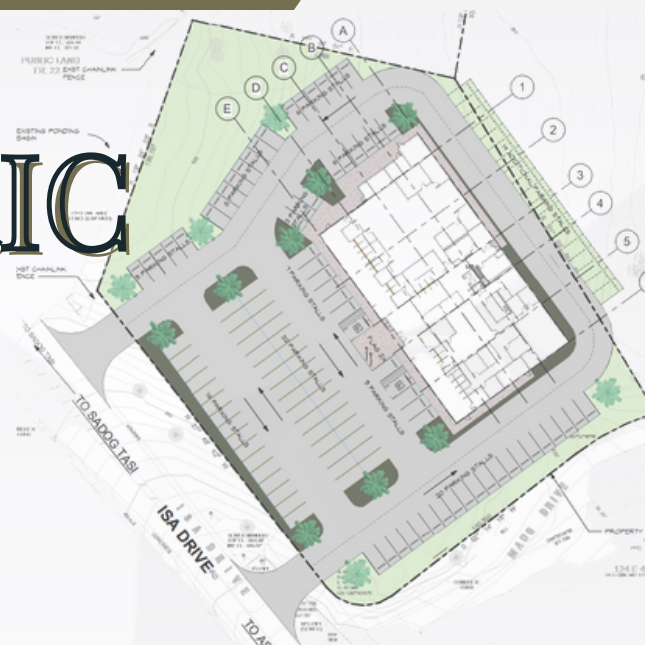




# DEPARTMENT OF FINANCE



# FY 2023 CITIZEN CENTRIC REPORT



Proposed A&E design for the new Economic Resiliency Center, the future Department of Finance building.

## Vision

"Driving practical, cost-effective, and quality outcomes across government to benefit the people of the Commonwealth of the Northern Mariana Islands"

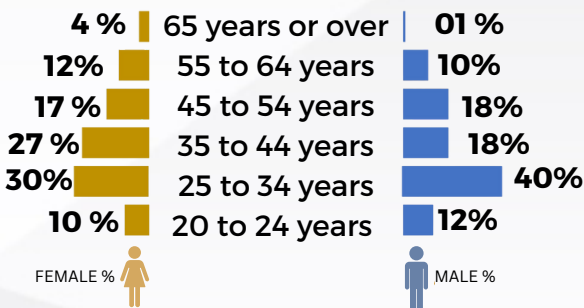
## Mission

To continue to seek out new and innovative ways to effectively administer the financial needs and requirements of the CNMI government:

- Collect, deposit, disburse, manage, and account or public funds in accordance with the CNMI Statutes.
- Enforce CNMI Tax Laws, other applicable laws, and customs regulations by encouraging voluntary compliance or, as needed by enforcement.
- Exercise general supervision and accountability of government asset, and provide resources needed by the accomplishment of their mission.

## Demographics

Gender & Age



## Years of Service



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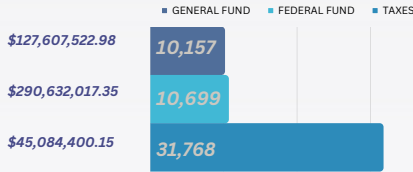


# WHAT WE'VE ACCOMPLISHED



## CNMI TREASURY

The Division of CNMI Treasury is responsible for the receiving and safekeeping of all revenues coming in to the CNMI Government. Its mission is to pursue effective revenue enhancement programs to monitor, control, audit, and invest government funds. The following data reflects all checks and electronic fund transfers facilitated by the CNMI Treasury:



**Travel Marianas**  
Travel.MP

Signup / Login

**Hafa Adai and Tirow!**

The CNMI Government is committed to provide an easy experience to all users on the Site. To help you do that, here are some simple instructions when you're here.



## DIVISION OF CUSTOMS BIOSECURITY

The Division of Customs Biosecurity is responsible for the facilitation trade and travel, collection of revenue (excise tax), and safeguarding the CNMI's borders by enforcing all applicable laws at the ports of entry. The following data highlights seizures performed and permits issued:

### CONTROLLED SUBSTANCES

Crystal Methamphetamine **1,049.59g**  
 Liquid Methamphetamine **4,535.92g**  
 Marijuana **943.8g**  
 Other (Steroids) **6.0g**

### COUNTERFEIT ITEMS

Purses, Bags, Wallets, etc. **50 pcs**  
 Other (auto accessories) **94 pcs**

### UNDECLARED/UNDERVALUED ITEMS

Food items **152 pcs**  
 Construction Equip & Materials **390 pcs**  
 Alcoholic Beverages (wine) **50 pcs**  
 Other **506 pcs**

## CNMI US PASSPORT ACCEPTANCE FACILITY

**3,229**

Adult and Minor **Passport Applications** accepted and processed



## DIVISION OF FINANCIAL SERVICES

The Division of Financial Services is responsible for the administration of all accounting transactions and financial records in matters pertaining to Payroll, Travel, Accounts Payable, Operations, Federal, and Reconciliation for the CNMI Government.

**1,924**

Payroll Processed - Locally Funded, Special Accounts and Others

**776**

Payroll Processed - Federally Funded

**1,242**

Travel Processed

TOTAL NUMBER OF FLIGHTS: 3,239  
 TOTAL PASSENGERS CLEARED : 229,746

TOTAL NUMBER OF VESSELS: 229  
 TOTAL CONTAINERS IMPORTED: 5,800

### AGRICULTURAL ITEMS

Issued Plant Permits **266**  
 Plant with Permits, received **919**  
 Issued Phytosanitary Certificates **48**

- Enhancing Border protection, Customs Biosecurity added two vessels, 35' Inventech/Lifeproof GT Enforcement Vessel and a Boston Whaler 330 Justice, in order to control the movements of incoming vessels, passengers, baggage, crew, cargoes, and if applicable, seize prohibited or restricted items, narcotics and contraband.



## OFFICE OF INFORMATION TECHNOLOGY

The Office of Information Technology is responsible for procuring, creating, implementing, managing, maintaining, and supporting CNMI Executive Branch IT infrastructure, assets, software, and security to enable a modern, secure, and reliable platform for the daily work activities of CNMI Government employees.



The implementation of SentinelOne and CATO improves our cybersecurity compliance, increases visibility, and reduces overall risk. While there is a loss of funding for on-going projects in FY2023 and into FY 2024, there are opportunities for funding through Cybersecurity & Infrastructure Security Agency, Infrastructure funding opportunities from the Department of Defense and Telecom and Software cost consolidation projects.

## DIV. OF PROCUREMENT SERVICES

The Division of Procurement Services is responsible for the general supervision and accountability of the requisition and provision of government assets and contracts needed by the government to provide public services across departments and agencies within the CNMI government. The following data reflects the total documents facilitated by the division:

INVITATION TO BID & REQUEST FOR PROPOSALS	56
TOTAL REQUISITIONS & ORDERS PROCESSED	3,662
TOTAL CONTRACTS PROCESSED	920
SALE OF GOV. PROPERTY	23 of 23
FIXED ASSET INVENTORY LIST	33 OF 14,293

## DIVISION OF REVENUE & TAXATION

The Division of Revenue and Taxation's mission is to seek out new and innovative ways to provide taxpayers with top-quality service by helping meet their tax responsibilities and licensing requirements and enforce CNMI law with integrity and fairness to all.

Business License Processed: **4,667**  
 Returns Processed: **142,394**  
 Refunds Issued: **\$ 30,747,414.94**  
 Audits Completed: **19**  
 Assessment Amounts: **\$ 1,010,478.50**

**24**  
 Gaming Licenses Issued  
**\$ 7,015,575.00**





# OUR FINANCIALS



All figures are rounded to the nearest thousandth

■ Budgeted Amount ■ Expensed Amount



### Office of the Secretary

\$408,000

\$534,000

### Office of Information Technology

\$426,000

\$466,000



### Division of Procurement Services

\$271,000

\$237,000

### Division of Revenue and Taxation

\$1,406,000

\$1,749,000



### Division of Financial Services

\$622,000

\$594,000

### CNMI Treasury

\$242,000

\$262,000



### Division of Customs Biosecurity

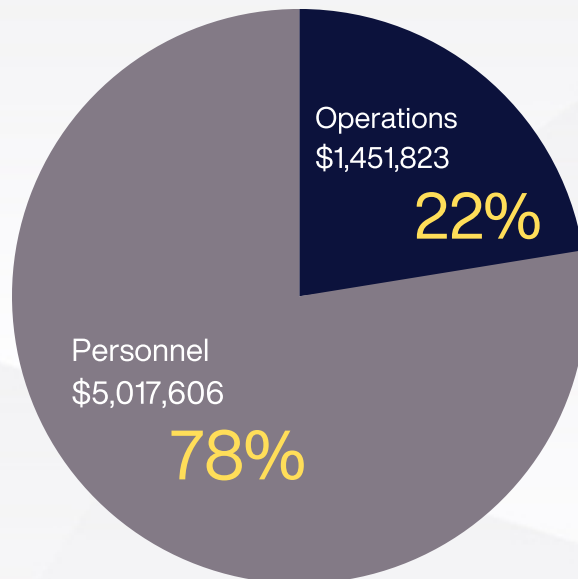
\$2,598,000

\$2,652,000

### Passport Acceptance Facility

\$37,000

\$67,000



## DEPARTMENT EXPENSES BY CATEGORY

- DOF Operations
- DOF Personnel







# OUR CHALLENGES & FUTURE OUTLOOK



## TECHNOLOGY

- The MUNIS blackout period allowed DOF time to catch up and process FY 2022 and FY 2023 purchase orders, invoices and vendor payments, close out outstanding employee travel expense, and reconcile accounts to aid in the preparation of end-of-year reports. In total, DOF personnel reviewed over 900 transactions that were impacting account balances. We have now implemented a monthly review of such items in order to decrease the time needed in future blackout periods.
- DRT is shifting to maximize its capabilities with the upcoming Revenue Management Information System (RMIS) slated to go live in phases in 2024. The transition from the old tax system to the RMIS may put a temporary lag in public service. Still, it will later result in a streamlined service and increased compliance with tax laws.
- Similarly, for Customs Biosecurity, the development of the RMIS will enhance its capabilities including manifest management for flights & voyages, streamline the assessment of taxes, facilitate the collection of taxes, enable online payments, provide real-time alerts, and enable container tracking functionalities.
- The Customs Biosecurity Online Declaration form will soon be available via [www.travel.mp](http://www.travel.mp) for all residents and visitors traveling through the Saipan International Airport. The online form, available in English, Japanese, Korean and Chinese, may be completed through mobile phones as well as desktop computers up to several hours prior to arrival in the CNMI.
- The Office of Information Technology aims to seek funding opportunities from the Cybersecurity & Infrastructure Security Agency, Infrastructure funding opportunities from the Department of Defense, and Telecom and Software cost consolidation projects.

## AUDIT READINESS

- The department is actively motivating all employees to assess our overall efficiency and effectiveness in monitoring tasks related to risk assessment, revenue streams, capacity building, and overall audit readiness so that we to improve our current services and strive for excellence in our services.

## EMPLOYEE RETENTION, ENGAGEMENT & DEVELOPMENT

- The department continues to struggle with retaining qualified personnel to meet the mandates and serving the community.
- To achieve employee success and retention, the department created the Employee Experience and Development (EED) Section in April 2023 to provide DOF employees with the tools and resources to excel in their roles and create pathways for career growth and development. The EED section has initiated several activities engaging employees, including the launch of annual employee survey to obtain baseline information on employee satisfaction, followed by the Employee Engagement Workshop held in June 2023; a monthly e-newsletter recognizing employee accomplishments and fostering communication, and developing mini workshops and training events for department personnel.
- Division of Revenue and Taxation (DRT) conducted professional development training with an emphasis on customer service.
- Through partnerships with CNMI organizations as well as regional and federal agencies, more than forty-seven (47) Customs Biosecurity officers attended and completed over twenty-three (23) training events, including but not limited to Bombing Prevention, Crisis Management, Forest Pest Detector Training, Pacific Harmonized System (PACHS), Postal Inspection, Boat Forces Activities & Training, Tactical Medic Training, Cryptocurrency for Narcotics Investigations and others.

## REAL ESTATE & CAPITAL IMPROVEMENTS

- The current site for surplus property will be returned and re-purposed by the Department Public Lands, requiring Procurement Services to identify a separate, secure site where Government Assets and Equipment can be stored.
- The Department of Public Lands deeded to DOF-Division of Customs Biosecurity a property adjacent to the Port of Saipan. This strategic location aims to enhance the efficiency of trade facilitation for goods while ensuring the safety, security, and thorough inspection of incoming cargo shipments.
- Also in the works is the future site of the CNMI Department of Finance building on Isa Drive in Capitol Hill. The construction of the building is made possible under a federal grant from the U.S. Department of Commerce, the Economic Development Administration.

## 3 PILLARS OF GOVERNANCE



### Systems

- Fully functional financial management systems (FMIS)
- Maximize utilization of existing systems
- Promote cybersecurity throughout the department



### Service

- Promote professional customer service.
- Be responsive to external communications
- Facilitate progress with efficiency



### Capacity

- Focus on employee engagement
- Provide leadership and skills training to employees
- Offer internship opportunities to build workforce

