



EDWARD M. BIRN
 Director (Direktot)
RENA K. BORJA
 Deputy Director (Sigundo Direktot)

**DEPARTMENT OF
 ADMINISTRATION**
 DIPATTAMENTON ATMENESTRASION

HUMAN RESOURCES DIVISION
(Dibision Inadilanto yan Guinaha Para Taotao)
 Telephone (Telifon): (671) 475-1101/1250 • Fax (Faks): (671) 477-3671



LOURDES A. LEON GUERRERO
 Governor (Maga'hága)
JOSHUA F. TENORIO
 Lt. Governor (Sigundo Maga'áhi)

August 20, 2025

HRD NO.: 25-215

MEMORANDUM

To: Personnel Services Administrator, Human Resources Division
From: Personnel Specialist IV, Classification and Pay Branch
Subject: Notice of Proposed Amendment of Position
RE: Health Professional Licensing Administrator

Buenas yan Háfa Adai! This is to request your approval to proceed with the proposed amendment of the Class Specifications for the above-referenced position, at the request of the Director, Department of Public Health and Social Services (DPHSS).

To reflect updates that align with current programmatic needs and leadership responsibilities of the Health Professional Licensing Administrator position, DPHSS has requested to an amendment to the job standard. The classification specification was last amended in April 2007. The amendment is necessary to fully capture the evolving complexity, expanded leadership role, and compliance oversight requirements with federal and state mandates, necessary for the administration of the Health Professional Licensing Office.

To properly align the position within the organization, the following is our recommended Hay Evaluation for the proposed position:

POSITION TITLE	KNOW-HOW	PROBLEM SOLVING	ACCOUNTABILITY	TOTAL POINTS	PAY GRADE
Health Professional Licensing Administrator	E II 3 304	E 3 33% 100	E 2 C 115	519	P

Upon approval of this request, the proposal will be posted on the Department of Administration's website for a period of ten (10) working days, with a copy of the proposal being forwarded to the requesting department to be posted on their website, pursuant to 4 GCA §6303 (c)(2). Additionally, electronic copies will be provided to the various local media outlets to fulfill the transparency and disclosure requirements. After the 10-day period has expired, the proposed job specification will be sent to the Director of Administration and the Governor for final approval.

Your consideration of the above request is greatly appreciated. Should you have any questions, please do not hesitate to contact our Classification and Pay Branch at 475-1131/1174/1201.
Dangkolo na Agradesimientol

RS

ROSEZETTE NT SANTOS

Attachment

APPROVED

DISAPPROVED

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TONY C. AGUON, PSA
Human Resources Division

Date: *9-2-2025*

NATURE OF WORK IN THIS CLASS:

Administers the overall operation of the Health Professional Licensure Section, which provides staff support to the Commission on Licensure and Boards of Healing Arts as mandated under Title X, Chapter 12 of the Guam Code Annotated.

This is responsible professional work involving administrative, technical and regulatory duties related to the licensure and credentialing of various health professionals to ensure compliance with all applicable local and federal laws, rules and regulations governing health professional licensure.

ILLUSTRATIVE EXAMPLES OF WORK: (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Oversees the Health Professional Licensure Section and assures that necessary support services are provided to the Commission of Licensure and all Boards of the Healing Arts.

Administers licensing examinations in accordance with established contract, security measures and guidelines; reviews license applications and verifications to determine compliance with laws, rules and regulations.

Provides required licensure reports to the National Practitioner Data Bank (NPDB) and financial statements of revenues generated to the nine (9) Health Professional Boards.

Develops plans for optimizing organizational performance; manages the organizational planning for the Health Professional Licensing Office (HPLO), including staff resource management, strategic planning, policy creation and implementation.

Evaluates effectiveness of the HPLO; establishes operational objectives to ensure maximum utilization of resources; analyzes data to identify program needs; recommends changes to improve effectiveness of policies and services for stakeholders and populations at risk.

Reviews complaints of alleged malpractice or non-compliance against licensed professionals; assists the licensing Board and designated legal counsel in investigations in preparation for hearings or disciplinary actions; provides oral and written information during disciplinary meetings, public hearings and legal proceedings.

Maintains strict confidentiality of sensitive information related to complaints and investigations and other matters related to licensure requirements.

Participates in the evaluation of health professional training programs that require certification or recognition by respective licensing boards; ensures professional development training of nursing staff and/or annual work programs.

Serves as a primary point of contact for inquiries from health professionals, employers, educational institutions and the public regarding licensing requirements, status of applications and regulatory information.

Develops and updates informational materials, forms and online resources for licensees and applicants; provides updated information to health professionals and employer agencies on licensure requirements, laws and regulations.

Keeps abreast of changes in local and federal healthcare laws, rules and regulations affecting professional licensure; maintains and updates the HPLO Provider's Digital Directory.

Prepares the annual budget request for the Health Professional Licensure Section.

Oversees the Emergency Medical Services for Children (EMSC) State Partnership grant.

Reviews and approves Military Portability and Temporary Licenses.

Performs other related duties as assigned.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of the principles and practices of business or public administration.

Knowledge of health professional licensing and examination standards.

Knowledge of medical/health training standards.

Ability to interpret and apply laws, policies, rules and regulations.

Ability to gather information, compile data, analyze findings and make decisions in accordance with pertinent laws, regulations and appropriate program guidelines.

Ability to work effectively with a variety of health professionals and health agencies, officials, employees and the general public.

Ability to evaluate programs and processes and recommend solutions to improve operational effectiveness related to licensing requirements.

Ability to supervise subordinate staff.

Ability to communicate clearly and concisely, both orally and in writing.

Ability to prepare reports and maintain records.

Ability to maintain highly confidential information.

Skill in identifying and resolving issues related to licensing requirements and processes.

MINIMUM EXPERIENCE AND TRAINING:

- A. Four (4) years of progressively responsible experience in the certification or licensing of health professionals including two (2) years of supervisory experience in public health or program management and graduation from an accredited or recognized college or university with a Bachelor's degree in business or public administration, public health administration or closely related field; or
- B. Any equivalent combination of experience and training which provides the minimum knowledge, abilities, and skills.

NECESSARY SPECIAL QUALIFICATIONS:

Possession of a valid Guam driver's license may be required.

AMENDED: **AUGUST 2025**
 APRIL 2007
 MARCH 2006

ESTABLISHED: **SEPTEMBER 1988**

PAYGRADE: **P (GPP)**

HAY EVALUATION:	KNOW-HOW:	E II 3	304
	PROBLEM SOLVING:	E 3 33%	100
	ACCOUNTABILITY:	E 2 C	<u>115</u>
	TOTAL POINTS		519

This standard revises and supersedes the standard established in December 1982 and last amended in April 2007.

EDWARD M. BIRN, Director
Department of Administration

LOURDES A. LEON GUERRERO
Governor of Guam



GOVERNMENT OF GUAM

DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES
DIPATTAMENTON SALUT PUPBLEKO YAN SETBISION SUSLAT



LOURDES A. LEON GUERRERO
MAGA'NĀGAN GUĀHAN
GOVERNOR OF GUAM

JOSHUA F. TENORIO
SEGUNDO MAGA' LAHEN GUĀHAN
LT. GOVERNOR OF GUAM

Tony A.
Pl. reu...
Adviser.

DEPARTMENT OF ADMINISTRATION
Human Resources Division
JUN 27 2025
Classified & Pay Grade

THERESA C. ARRIOLA, MBA
DIRECTOR
PETERJOHN D. CAMACHO, MPH
DEPUTY DIRECTOR
AMANDA LEE SHELTON, MPA
DEPUTY DIRECTOR

JUN 24 2025

RECEIVED

JUN 27 2025

Department of Administration
Director's Office

2:34pm
JU

MEMORANDUM

TO: Director, Department of Administration
VIA: Personnel Services Administrator, DOA Human Services Division
FROM: Director, Department of Public Health and Social Services
SUBJECT: Request for pay adjustment for the Health Professional Licensing Office Administrator

The Department of Public Health and Social Services (DPHSS) requests that the Human Resources Division (DOA-HR) of the Department of Administration (DOA) conducts a pay adjustment of the Division of General Administration (DGA) Health Professional Licensing Office (HPLO) Administrator position.

The HPLO Administrator is an essential component to the operations of the Division. The HPLO Administrator is currently responsible for implementing 17 statutory mandates in service to ten health professions licensing boards. The HPLO is solely responsible for providing administrative support for those health professions licensing boards and commissions authorized by Title 10, Div. 1, Chapters 12, Articles 2 – 24; Chapters 15 and Chapter 18; and Division 4, Chapter 84, Guam Code Annotated to include the Commission on Licensure; the Guam Boards of Medical Examiners; Allied Health Examiners; Nurse Examiners; Dental Examiners; Examiners for Pharmacy; Optometry; Social Work; and Board of Barbering and Cosmetology; and Emergency Medical Services Commission. At any given time, the HPLO is responsible for the management and administrative support of upwards of 4,500 licensees; applicants for licensure; and applicants for renewal.

The HPLO Administrator oversees the operations of the Health Professional Licensure section, which provides staff support to the Commission on Licensure and Boards of the Healing Arts as mandated under Title 10, Chapter 12 of the Guam Code Annotated. The HPLO Administrator is routinely responsible for the agendas, shifting priorities, needs of the appointed board members of nine individual boards plus one commission consisting of the chairs of each of the boards or their designees. This individual is therefore required to possess an in-depth knowledge of the workings

of the nine health professions licensing boards, but also their individual enabling legislations; the Guam Administrative Adjudication Law; Open Meetings Law; and Sunshine Act (Freedom of Information Act or FOIA).

The work of the HPLO Administrator significantly impacts the public, as demonstrated by the following duties and responsibilities:

- Administers the Health Professional Licensure Section and assures that necessary support services are provided to the Commission on Licensure and all Boards of the Healing Arts.
- Administers licensing examinations in accordance with established contract, security measures and guidelines.
- Reviews license applications, transcripts, certifications, background checks, and other supporting documentation for completeness, accuracy, and compliance with established laws, rules, and regulations.
- Provides required licensure reports including financial statements of revenues generated.
- Provides information to health professionals and employer agencies on licensure requirements, laws and regulations. Receives complaints of alleged malpractice, misfeasance, and misconduct, and works with licensing Board and designated legal counsel to investigate, review and hear the case.
- Conducts evaluation of health professional training programs that require certification of the respective licensing Board.
- Prepares the annual budget request for the Health Professional Licensing Office section.
- Administers the Emergency Medical Services for Children (EMSC) State Partnership grant
- Administers the reporting of professionals to the National Practitioner Data Bank (NPDB)
- Evaluates effectiveness of the Health Professional Licensing Office (HPLO) and other public health services/activities and recommends changes to improve effectiveness in the assigned area.
- Identifies aspects of policies, programs and/or services that are important for quality monitoring based on the needs/community assessment of the regions.
- Analyzes and implements activities to enhance the quality of polices, programs and services.
- Participates in interdisciplinary teams that evaluate policies, programs and/or services.
- Evaluates and ensures that nursing staff attend a professional development experience that are consistent with the changing needs of the population.
- Communicate effectively in both oral and written forms to maintain records and prepare in the assigned area.
- Documentation/charting findings of incomplete documentation without reasonable justification.
- Submits and prepares financial reports to the (9) Nine Health Professional Boards treasurers.
- Quality Data is analyzed and recommendations made to identify opportunities for improving policies, programs, and services for agencies, organization, populations at risk.
- Provides accurate oral and written information to during disciplinary meetings, public hearings, and legal proceedings with transcriptions or press releases returned.

- Reviews license applications and verifications to determine compliance with laws, rules and regulations. Provides required licensure reports including financial statements of revenues generated.
- Serves as a primary point of contact for inquiries from health professionals, employers, educational institutions, and the public regarding licensing requirements, status of applications, and regulatory information.
- Provides accurate and timely information, explaining complex regulatory processes clearly and concisely.
- Develops and updates informational materials, forms, and online resources for licensees and applicants.
- Receives and processes complaints of alleged malpractice or non-compliance against licensed professionals.
- Assists boards and designated legal counsel in coordinating investigations, gathering necessary documentation, and preparing for hearings or disciplinary actions.
- Maintains strict confidentiality of sensitive information related to complaints and investigations
- Maintains and updates the HPLO Provider's Digital Directory.
- Contributes in the preparation of plans and annual work programs.
- Support in reviewing and analyzing budget requests for federal funding
- Reviews and approves Military Portability and Temporary Licenses
- Works on improving efficiency in the licensing process (e.g., reducing processing times, streamlining workflows).
- Participates in the evaluation of health professional training programs that require certification or recognition by respective licensing boards.
- Stays informed about changes in local and federal healthcare laws, regulations, and best practices affecting professional licensure.
- Contributes to the development and revision of policies, procedures, and legislative recommendations to enhance the licensing system
- Successfully managing a high volume of applications and complex cases.

The substantial work of the HPLO Administrator can affect Guam's healthcare system and the economy. The Health Professional Licensing Office (HPLO) Administrator is responsible for overseeing and performing a wide range of administrative, technical, and regulatory duties related to the licensure and credentialing of various health professionals on Guam. This position ensures compliance with all applicable local and federal laws, rules, and regulations governing health professional licensure, and provides essential support to the Commission on Licensure and various Health Professional Boards of Examiners. The Administrator serves as a key liaison between the licensing office, healthcare professionals, educational institutions, government agencies, and the public.

The request for the pay adjustment is to correct the disparity, which is also part of the HPLO's Recruitment and Retention Plan. The HPLO Administrator position has been vacant since 2006 due to funding not consistently available for this position and there have been periods of freezes. Government hiring processes are often notoriously slow and complex. They can involve multiple layers of approval, extensive paperwork, rigid regulations, and lengthy background checks. This

can deter qualified candidates who might receive faster offers from the private sector. Lack of Competitive Salaries and Benefits: While government jobs offer stability and comprehensive benefits, the salaries, especially for specialized roles, may not always be competitive with the private sector. This can make it difficult to attract top talent, particularly in fields like health administration where private sector compensation can be significantly higher.

Limited Applicant Pool.

The Health Professional Licensing Office Administrator role is specialized, requiring knowledge of public administration, health professional licensing, and regulatory standards. The pool of candidates with this specific combination of experience and education might be limited.

Funding issues can lead to positions being frozen or unfunded, preventing recruitment efforts from even beginning. Even if a position is approved, limited budget might restrict the salary offered, making it unattractive.

The Department seeks to acknowledge the work and to ensure they are compensated accordingly, which currently may not to be the case, especially when compared with other position series of similar work and/or pay such as the Health Services Administrator.

Please contact Ms. Breanna Sablan, Acting HPLO Administrator of DGA, at (671) 735-7410 or via email at breanna.sablan@dphss.guam.gov for any questions regarding this request.



THERESA C. ARRIOLA, MBA
Director