



*Advancing  
Government  
Accountability*

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November 14, 2013

Maripaz N. Perez  
AGA Guam Chapter  
PO Box 535  
Agana, GU 96932

Dear Maripaz,

AGA applauds your commitment to good governance and responsible fiscal action reflected in the Citizen-Centric Report you produced for your members! We thank you for your hard work and commitment to transparency and accountability.

We have had the opportunity to review your FY 2012-2013 report and are pleased to present you with the **Certificate of Excellence in Citizen-Centric Reporting**.

The team would like to commend you on the outstanding points of your report:

- Visual Appeal – The report is visually attractive and inviting, and effectively uses charts and graphs to present the technical information. The photos give the report a personal touch. Great use of the space!
- Well-Written – The report does a great job listing all of the requirements and adding some additional pertinent information without overwhelming the reader.
- Overall – This is a perfect CCR! A perfect marketing tool!

As with any report, there are opportunities for growth. Here are some items that the review team would like to see improved for your next report:

- Visual Appeal – Consider including a caption below the photos identifying the name of the groups, not necessarily the individuals.

AGA members believe that government accountability and transparency are essential to a healthy democracy and are committed to fulfilling our obligation to advance government accountability. As you know, this initiative is focused on encouraging governments at all levels to improve how they present financial and performance information to taxpayers, so that it is non-technical, accurate, up-to-date and easily accessible to all. By preparing a Citizen-Centric Report for the chapter, you have taken the first step to understanding this initiative and giving yourself an informed platform on which to stand and promote the report.

Again, congratulations on your noteworthy accomplishment. We're counting on your support to ensure that our important work continues well into the future. We look forward to seeing your future reports!

Sincerely,

Relmond Van Daniker, DBA, CPA  
Executive Director

Enclosure



**Chapter CCR  
Best Practices for FY14 Reports**



1. Use the CCR Logo –The logo, which has been copyrighted, is the brand for the program.
2. AGA revised their strategic plan in 2011. The mission and goals have been revised. <http://www.agacgfm.org/About/Strategic-History.aspx>
3. Page 1 - Include member demographics such as the number of CGFMs, women versus men, identifying the federal, state and local members.
4. Page 2 – Don't forget to include quantifiable performance measures – average number of attendees on audio conferences (past, present and the target); attendance at chapter PDCs, number of new CGFMs, number of new members with comparisons, etc.
5. Page 3 – A statement that the financial report has been audited or reviewed by the chapter executive committee should be included.
6. Page 4 – Chapter challenges should be listed. The better reports have identified these i.e., increasing the number of young leaders, offering cost effective CPEs, encouraging members to become chapter officers, etc.
7. Action photos makes for a more interesting report, i.e., pictures from a community service event, chapter education events, etc.
8. CGFM has an updated logo.
9. Remember not only is the CCR for your members; it is also a marketing tool. Let prospective members, agency leaders, know what the ROI is for being a member of AGA.



# *Certificate of Excellence in Member-Centric Reporting*

*is presented to*

## *AGA Guam Chapter*

*For its Member-Centric Report for the  
Fiscal Year Ended*

### **2013**

A Certificate of Excellence in Member-Centric Reporting is awarded by the Association of Government Accountants (AGA) to its chapters to recognize outstanding efforts in the publication of a report that communicates financial and chapter information in a visually appealing and understandable four-page document that demonstrates accountability and transparency to its members. Your completion of this report signifies the chapter's commitment to advancing government accountability.

Relmond P. Van Daniker, DBA, CPA  
AGA Executive Director