

Pinal County - Managing For Results

Annual Report

FY 2009-2010

INTERNAL AUDIT

Audit Services

Audit Project

KR % of audit reports include recommendations to improve County operations

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	0.00%	90.00%	0.00%	90.00%	0.00%	90.00%	100.00%	100.00%	100.00%	100.00%

Internal Audit's work product or output is not completed on a regular, recurring basis. Time required to complete an individual project varies significantly from one project to another, depending on the scope and complexity of the project. As such, performance measurement is not reported on a monthly or quarterly basis. Internal Audit completed all 4 major audits on the FY 09-10 annual audit plan, along with 3 additional audits (non-major). A total of 103 audit recommendations were made to improve County operations. We exceeded expectations for FY 09-10 with 100% of our audit reports including recommendations to improve County operations. For FY 10-11, Internal Audit will maintain the goal of providing recommendations for improvements to County operations in at least 90% of all audit reports issued.

KR % of major audits on the Annual Audit Plan completed and posted to the County website

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
100.00%	0.00%	100.00%	0.00%	100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%

During FY 09-10, Internal Audit completed all major audits on the annual audit plan. Reports on the results of these audits have been or will be posted to the County website as soon as final reports are issued publicly. As noted earlier, time required to complete an individual project varies significantly from one project to another, depending on the scope and complexity of the project. As such, performance measurement is not reported on a monthly or quarterly basis.

Non-Audit Project

KR % of SilentWhistle alerts responded to within 10 business days

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
75.00%	90.91%	75.00%	96.15%	75.00%	100.00%	90.00%	100.00%	96.00%	96.36%	96.00%

Reports to the hotline this past Fiscal Year were responded to within 10 business days 96% of the time, which exceeded our annual target of 75%. We will continue to respond timely to employees and members of the public making reports to the Silent Whistle Hotline.

Administrative

Department Director

KR % of applicable Key Results achieved

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

During the past Fiscal Year, the Office of Internal Audit completed 100% of applicable key results. Internal Audit's work product or output is not completed on a regular, recurring basis. Time required to complete an individual project varies significantly from one project to another, depending on the scope of the project. As a result, certain key results will not be met on a monthly or even quarterly basis. However, we expect to continue meeting our annual target in this area.

KR % of surveyed customers who say they are satisfied or very satisfied with the services provided by the department

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
75.00%	0.00%	75.00%	0.00%	75.00%	0.00%	75.00%	100.00%	100.00%	100.00%	100.00%

During the past Fiscal Year, we received 6 responses to our departmental survey. All audit customers returned surveys reporting they were satisfied or very satisfied with the services provided. Audit will continue to send out customer surveys upon completion of major projects, to gain knowledge needed to improve audit services.

INTERNAL AUDIT

Administrative

Financial Services

KR % of non-construction payment authorizations (purchase orders) entered into the system within three business days of receipt of goods

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
90.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	100.00%	100.00%	100.00%

During the past Fiscal Year, we exceeded our annual goal of payment requisitions entered into the system within three business days. This information is tracked on a monthly spreadsheet maintained on our share drive and verified by a report provided by the Finance Department.

Human Resources

KR % of all annual employee appraisals will be submitted to Human Resources by the end of January due date.

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
98.00%	0.00%	100.00%	0.00%	100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%

All annual employee appraisals were submitted to Human Resources by the due date. We will continue to track this measure in the future to ensure we meet all established deadlines.

Records Management

KR % of record series managed in compliance with legal and policy requirements as determined by the Arizona State Library of Archives.

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

During the past Fiscal Year, all Internal Audit record series were in compliance with legal and policy requirements. We recently developed an internal policy/procedure, to ensure compliance with the Arizona State Library of Archives and Generally Accepted Government Auditing Standards. In the future, we will continue to ensure our records are managed in compliance with all legal and policy requirements.

Training

KR % of training dollars spent that directly align to County or Department strategic goals.

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
85.00%	0.00%	100.00%	0.00%	100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Throughout the Fiscal Year, 19 training sessions were provided to staff. Every training dollar spent was directly aligned with our Department strategic goals. The training dollars consist of employee time, registration fees, travel expenses and fuel, if applicable. We will continue to seek relevant and affordable training opportunities to ensure we meet all CPE requirements, per Department strategic goals, Government Auditing Standards and individual staff members' certification(s).

Vehicle Management

KR % of department vehicles operated more than 10,000 miles per year

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Our vehicle is considered an administrative/special use vehicle and is therefore exempt from the 10,000 miles per year measurement.

KR % of department vehicles with preventative maintenance performed as scheduled

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
95.00%	0.00%	100.00%	0.00%	100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%

During the past Fiscal Year, our vehicle was brought in for an oil change and new windshield wipers. We will continue to ensure all preventative maintenance is performed timely, by following the schedule indicated in the vehicle owner's manual.