

<b>Priority:</b>	Accountability	<b>Lead Agency:</b>	Auditor
<b>Program Offer Type:</b>	Innovative/New Program	<b>Program Contact:</b>	LaVonne Griffin-Valade
<b>Related Programs:</b>	72024A, 10005A		

**Program Characteristics:**

**Executive Summary**

For the FY08 budget cycle and at the request of the Budget Office, the Auditor initiated an innovative pilot project to audit a small group of program offer performance measures. The purpose of the pilot project was to provide an independent assessment of the quality of those performance measures, to review controls over the validity, reliability, and accuracy of data used in those measures, and to stimulate improvement. This program offer for performance measure audits scales up current audit services to expand the pilot project, audit additional program offer performance measures, and provide short-term follow-up of audits.

The audits conducted during the pilot project were narrowly scoped to be completed very quickly. The goal of this program offer is to add capacity to the Auditor's Office to conduct audits of program offer performance measures on an ongoing basis, to test data, and to provide continuous feedback to departments as they develop and improve performance measures. This offer will enhance the County's MULTSTAT initiative and the overall efforts to strengthen and increase management's use of performance data. This offer also provides resources for the continuation of the Citizen Survey and Marquee Indicator Reports.

**Program Description**

**ONGOING PERFORMANCE MEASURE AUDITS:** This program offer for performance measure audits adds one full-time auditor to audit performance measures on an ongoing basis. As a result, the number of program offer performance measures that receive independent review and assessment will increase, and the scope of these audits will expand to include limited testing of data.

**CITIZEN SURVEY CONTINUES:** The Citizen Survey was initially included in the Service Efforts and Accomplishments (SEA) reports established by the previous Auditor. The SEA will no longer be issued; however, this program offer would continue the annual Citizen Survey. Departments, the County's priority-based budgeting process, and MULTSTAT have adopted a number of survey responses as performance measures or priority indicators, and this offer would allow the Auditor's Office to continue providing these data to the County, as well as to the public.

**PRIORITY INDICATORS:** The previous Auditor had agreed to participate in the priority based budgeting process during FY05, FY06, and FY07 by tracking the County's marquee indicators and providing technical assistance to Outcome Teams. This program offer for performance measure audits will allow the Auditor's Office to continue that non-audit service.

**Program Justification**

The Auditor's Office has an important role to play in improving the quality of performance measures and data. Ongoing, independent audits of performance measures will bring greater transparency and accountability to program performance and contribute to the quality of performance measures and data, as well as to the County's efforts to build stronger performance measurement systems. The annual Citizen Survey included in this program offer will continue to serve as a tool for improved communication with the public and to provide indicators and measures for the County's priority-based budgeting process. In addition, through this program offer, the Auditor's Office will continue to be the independent repository for the County's marquee indicators.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY05-06)	Current Year Purchased (FY06-07)	Current Year Estimate (FY06-07)	Next Year Offer (FY07-08)
Output	Number of program offer performance measures audited	0	0	37	120
Outcome	% of audited measures that improved during follow-up	0.0%	0.0%	75.0%	80.0%

**Performance Measure - Description**

(1)"Number of program offer performance measures audited" = # measures audited. (2)"Percent of audited measures that improved during follow-up" = percent of audited measures whose ratings improved, as judged by follow-up work.

## Legal/Contractual Obligation

County Charter 8.10 includes the statement that the Auditor may also conduct studies intended to measure or improve the performance of County efforts. This program offer for performance measure audits is designed to contribute to continuous improvement efforts generally and to improve data and performance measures specifically.

The Charter requires the Auditor's Office to follow government auditing standards. As part of those standards, the Auditor's Office has a peer review every 3 years. These reviews ensure that non-audit services, such as the Auditor's Office acting as the repository of marquee indicators and providing assistance with the County's priority-based budgeting process, do not represent an impairment to the Auditor's independence.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	2007	2007	2008	2008
Personnel	\$0	\$0	\$88,573	\$0
Contracts	\$0	\$0	\$25,000	\$0
Materials & Supplies	\$0	\$0	\$2,750	\$0
Subtotal: Direct Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$116,323</b>	<b>\$0</b>
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Total GF/non-GF:	<b>\$0</b>	<b>\$0</b>	<b>\$116,323</b>	<b>\$0</b>
Program Total:	<b>\$0</b>		<b>\$116,323</b>	
Program FTE	0.00	0.00	1.00	0.00
<b>Program Revenues</b>				
Program Revenue for Admin	\$0	\$0	\$0	\$0
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

This is a General Fund proposal.

## Significant Program Changes

**Last year this program was:**

This is a new proposal.