

Internal Audit Department

O R A N G E C O U N T Y

FINAL CLOSE-OUT

INITIAL FOLLOW-UP AUDIT PERFORMANCE MEASURE VALIDATION AUDIT OF CLERK OF THE BOARD OF SUPERVISORS 2005 PERFORMANCE INDICATORS ORIGINAL AUDIT NO. 2747

The original audit report contained three (3) recommendations. Our Follow-Up Audit indicated one (1) recommendation has been fully implemented and two (2) recommendations closed due to satisfactory corrective action.

AUDIT NO: 2760-D
REPORT DATE: JULY 14, 2008

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Transmittal Letter



AUDIT NO. 2760-D JULY 14, 2008

TO: Darlene J. Bloom
Clerk of the Board of Supervisors

FROM: Dr. Peter Hughes, CPA, Director
Internal Audit Department

SUBJECT: **Final Close-Out** Initial Follow-Up Audit
of the Performance Measure Validation
Audit of Clerk of the Board of
Supervisors 2005 Performance
Indicators, Original Audit No. 2747

We have completed an Initial Follow-Up Audit of the Performance Measure Validation Audit of Clerk of the Board of Supervisors' 2005 Performance Indicator results included in their 2007 Business Plan. Our audit was limited to reviewing the actions taken to implement the three (3) recommendations in our original audit report dated December 10, 2007. The results of our Initial Follow-Up Audit are discussed in the **Internal Auditor's Report** following this transmittal letter.

Because satisfactory corrective action has been taken for the three (3) recommendations, **this report represents the final close-out of the original audit.**

Each month I submit an **Audit Status Report** to the Board of Supervisors (BOS) where I detail any material and significant audit findings released in reports during the prior month and the implementation status of audit recommendations as disclosed by our Follow-Up Audits. Accordingly, the results of this audit will be included in a future status report to the BOS.

ATTACHMENTS

Other recipients of this report listed on the Internal Auditor's Report on page 2.

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Performance Measure Validation Audit of
Clerk of the Board of Supervisors
2005 Performance Indicators, Original Audit No. 2747,
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INTERNAL AUDITOR'S REPORT

AUDIT No. 2760-D

JULY 14, 2008

TO: Darlene J. Bloom
Clerk of the Board of Supervisors

FROM: Dr. Peter Hughes, CPA, Director
Internal Audit Department

SUBJECT: **Final Close-Out** Initial Follow-Up Audit of the
Performance Measure Validation Audit of Clerk of the
Board of Supervisors 2005 Performance Indicators,
Original Audit No. 2747, Issued December 10, 2007

Scope of Review

We have completed an initial Follow-Up Audit of Performance Measure Validation Audit of Clerk of the Board of Supervisors' 2005 Performance Indicator results included in their 2007 Business Plan. Our audit was limited to reviewing actions taken to implement the three (3) recommendations in our original audit report dated December 10, 2007.

Results

The original audit contained three (3) recommendations. Our Follow-Up Audit indicated one (1) recommendation has been fully implemented and two (2) have been closed. The two closed recommendations are noted below along with a comment on their current status. The performance indicator numbers and recommendation numbers below correspond with the numbers in the December 10, 2007 report.

1. **Clerk of the Board Performance Indicator No. 3:** Percent of assessment appeal claims decided or waived within two-year deadline.

Recommendation No. 1: We recommend the Clerk of the Board ensure supporting documentation for reported key outcome indicator results in future business plans is retained.

2. **Clerk of the Board Performance Indicator No. 4:** Percentage of assessment appeals hearings held or scheduled within one year of filing.

Recommendation No. 2: We recommend the Clerk of the Board ensure all supporting documentation for reported key outcome indicator results in future business plans is retained.



Current Status of Recommendation Nos. 1 and 2: Closed. The Clerk of the Board has taken measures to implement these recommendations by developing a process to retain supporting documentation for assessment appeals performance indicator results reported in future business plans. In order for the support documentation to be retained, it must be printed or saved at the time the results are queried off the Clerk of the Board's Assessment Tax System (ATS); however, the supporting documentation is not in an understandable format when it is saved to another application or printed off the ATS. The Clerk of the Board has developed a four-step process to convert the data into an understandable format and currently has completed three of the four-step process. In addition, Clerk of the Board management informed us that the new Property Tax Management System (PTMS) will resolve these issues when it is implemented in the future. Because the Clerk of the Board is making progress with the performance measure controls, we will consider these recommendations "closed."

Acknowledgment

We appreciate the courtesy and cooperation extended to us by your staff during our Follow-Up Audit. If we can be of further assistance, please contact me or Eli Littner, Deputy Director at (714) 834-5899 or Alan Marcum, Senior Audit Manager at (714) 834-4119.

Distribution Pursuant to Audit Oversight Committee Procedure No. 1:

Members, Board of Supervisors
Members, Audit Oversight Committee
Thomas G. Mauk, County Executive Officer
Foreperson, Grand Jury