County of Santa Barbara

Performance Plan

Office of the Auditor-Controller

Our Mission: *We ensure the County's financial integrity and promote efficient, effective and accountable government*

Vision	Goals	Strategies	Performance Measures
A Well-Run County	Independence & Objectivity	• Provide economic and operational analyses to assist Board of Supervisors and management with fiscal decisions • Provide accurate and timely allocations of tax revenues to all taxing agencies within the County • Provide auditing services to minimize internal control risks to the County	• Number of quarterly reports issued • Number of property tax allocations made within 20 days of installment due date • Number of other revenue allocations made • Number of special district audits performed by legal due date • Percentage of departments using FIN Web • Percentage of transactions processed through FIN Web • Percentage of annual disbursements to vendors through direct deposit (ACH) • Percentage of employees using automated time entry system • Percentage of employees using online earnings statements • Number of hours of Advanced Accounting services provided to County Departments and Agencies • Number of mandatory audits performed by legal due date • Percentage of discretionary audits performed • Number of FTEs dedicated to the Property Tax System Development Project during the fiscal year (comprised of resources from the Assessor, Auditor & Tax Collector)
	Process Improvements	• Promote effective integrated financial and information systems Countywide • Provide effective consulting and technical assistance to County Departments and Agencies to improve their operations • Provide timely auditing services with significant financial and operational impact	
A Financially Sound County	Provide High-Quality Financial Services	• Produce accurate and timely financial reporting • Provide information to support fiscal and budget planning • Process financial transactions accurately and timely • Provide effective consulting and technical assistance to County Departments and Agencies to address financial needs	• Receive Certificate of Achievement of Excellence in Financial Reporting from GFOA • Receive unqualified opinion on Comprehensive Annual Financial Report (CAFR) • Receive unqualified opinion on Federal Single Audit Report • Number of days from fiscal year-end to complete the County's CAFR • Number of days after fiscal year-end to load adopted budget into accounting system • Percentage of claims processed within seven days • Number of County Departments and Agencies receiving Advanced Accounting Services • Number of contracts approved within 24 hours • Percentage of business hours computer network resources are available • Percentage of System User Satisfaction Survey ratings that are "good" or "excellent" • Percentage of County Departments rating quality of customer service from FACS as "satisfactory" or better • Percentage of time sheet authorizations with exceptions
	Provide & Support the County's Financial Infrastructure	• Develop and maintain effective systems for Countywide payroll, budgeting, accounting, property tax and reporting functions • Ensure the County and certain Agencies follow appropriate accounting policies and procedures	
An Informed Public	Provide Useful & Timely Information	• Produce clear and easily accessible reports • Respond effectively to public inquiries and requests	• Number of popular reports produced • Produce annual report on special district compliance on budget submissions and audited financial statements • Number of web pages visited per year • Number of reports downloaded from website • Percentage of public inquiries addressed per year
	Increase Access & Awareness	• Maintain easy to use and up-to-date websites • Publicize Auditor-Controller reports and information services	
Knowledgeable and Effective Staff	Invest in Our Employees	• Recruit and retain highly qualified people • Provide high-value continuing educational opportunities for employees • Recognize and reward employee contributions • Facilitate employees' development for internal and external promotion	• Number of campus recruitment visits for professional Accountant/Auditor positions • Percentage of staff rated exceptional in most recent EPR who have worked for department two or more years • Percentage of department budget expended on training • Number of awards (GFOA, SCO, etc.) given directly to staff • Average number of training hours provided to staff • Percentage of staff with one or more professional licenses or designations
A Model County Department	Manage the Auditor-Controller's Office Effectively	• Conduct audits and projects efficiently • Provide effective support for internal information systems • Ensure all employees have current performance appraisals • Practice and promote effective communication • Promote employee health and wellness • Prepare for emergencies, disaster recovery and business resumption	• Percentage of audit work as delineated in the Audit Plan performed • Percentage of Computer Service Requests (CSRs) completed within the fiscal year requested • Percentage of Employee Performance Evaluations (EPRs) completed by scheduled date • Number of department and division meetings • Number of FACS/Payroll newsletters/surveys published • Percentage of staff with ergonomic workstations • Percentage of technical disaster recovery plans for mission critical systems updated per year

Accountability ▲ Customer-Focus ▲ Efficiency

Objectivity ◆ Independence ◆ Honesty ◆ Integrity

Teamwork • Trust • Respect • Equal Opportunity • Communication • Excellence • Service