

2001-03 Performance Progress Report

For Quarter Ending June 2002

Agency 095

Office of State Auditor

Mission

The State Auditor's Office independently serves the citizens of Washington by promoting government accountability, fiscal integrity and openness in state and local government. Working with these governments, we strive to ensure the proper use of public resources.

Goal To provide independent, quality audits of state and local governments

Performance Measure Percent of customers satisfied with the audit process. Citizens will be surveyed on satisfaction. Governments will be surveyed on accuracy of fact, fairness and value.

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Outcome								
Estimate		85%				87%		
Actual								
Date Measured								

Quarter 2 Comment The SAO has not completed its annual survey due to other commitments. Once session is over we will be surveying counties, cities, K-12, state agencies and possibly ports and transits.

Performance Measure Years in which the State Auditor demonstrates adherence to national quality standards by passing the National State Auditors Association's triennial peer reviews. The external review encompasses audits performed and related organizational controls.

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Outcome								
Estimate		1						
Actual		1						
Date Measured		10/31/2001						

Goal To collect and report consistent, timely and reliable government financial data.

Performance Measure Percent of users satisfied with due process and value of the Budget, Accounting and Reporting Systems (BARS) prescription process. (Users are Citizens, Local Governments, Local Government Associations, Legislature, Legislative staff, etc.)

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Outcome								
Estimate		95%				95%		
Actual		100%						
Date Measured		12/31/2001						

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Performance Measure Percent of users satisfied with Local Government Comparative Statistics (LGCS). (Users are Citizens, Local Governments, Local Government Associations, Legislature, Legislative staff, etc.)

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Outcome								
Estimate		95%				95%		
Actual		96%						
Date Measured		12/31/2001						

Goal To investigate and report, in a responsive and unbiased manner, assertions of improper activities in state government.

Performance Measure Percent of whistleblowers, agencies and alleged parties satisfied with the fairness and responsiveness of the State Auditor's investigative process.

	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Outcome								
Estimate		75%						
Actual								
Date Measured								

Quarter 2 Comment The SAO has not completed its annual survey due to other commitments. Once session is over we will be surveying state agencies with regards to the Whistleblower program. The Whistleblower program will also be undergoing a Performance Review during the spring of 2003.

Quarter 6 Comment Whistleblower survey will only be conducted once a biennium. A future performance indicator will be tied to biennial performance audit of the Whistleblower program.