

# 2003-05 Performance Progress Report

## For Quarter Ending 6/30/2005

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 and with citizens, we strive to ensure the proper use of public resources.

**Goal** To collect and report consistent, timely and reliable local government financial information.

**Performance Measure** Percentage of users generally and very satisfied with the information available on the Local Government Financial Reporting System. Legislative and Office of Financial Management staff and local governments will be surveyed to assess satisfaction.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<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>
Estimate				90%				90%
Actual				97				97
Date Measured	6/30/2004				6/30/2005			

**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.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<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>
Estimate				75%				75%
Actual								
Date Measured								

**Quarter 4 Comment:** Due to severe resource restraints during the 2003-05 biennium, external surveys were not performed. The State Auditor's Office is in the process of re-developing its performance measures and necessary systems to further enhance its ability to track client and citizen satisfaction. The survey process will resume during the 2005-07 biennium.

**Quarter 8 Comment:** Due to severe resource restraints during the 2003-05 biennium, external surveys were not performed. The State Auditor's Office is in the process of re-developing its performance measures and necessary systems to further enhance its ability to track client and citizen satisfaction. The survey process will resume during the 2005-07 biennium.

**Goal** To provide independent, quality audits of state government in accordance with generally accepted government auditing standards at a reasonable cost.

**Performance Measure** Percentage of state agencies generally and very satisfied with the overall quality of the state's audit. The measurement of overall quality includes an assessment of accuracy of fact, fairness and value.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<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>
Estimate				87%				87%

# 2003-05 Performance Progress Report For Quarter Ending 6/30/2005

Agency 095

## Office of State Auditor

Actual

Date Measured

**Quarter 4 Comment:** Due to severe resource restraints during the 2003-05 biennium, external surveys were not performed. The State Auditor's Office is in the process of re-developing its performance measures and necessary systems to further enhance its ability to track client and citizen satisfaction. The survey process will resume during the 2005-07 biennium.

**Quarter 8 Comment:** Due to severe resource restraints during the 2003-05 biennium, external surveys were not performed. The State Auditor's Office is in the process of re-developing its performance measures and necessary systems to further enhance its ability to track client and citizen satisfaction. The survey process will resume during the 2005-07 biennium.

**Performance Measure** Years in which the State Auditor's Office demonstrates adherence to national quality standards by passing the National State Auditor's Association (NSAA) triennial peer reviews. The independent review encompasses a sample of all audits performed and related organizational controls over the quality of those audits.

Outcome	Fiscal Year 2004				Fiscal Year 2005				
	<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>	
Estimate						1			
Actual						1			
Date Measured							11/30/2004		

**Performance Measure** Cost containment as measured by the total cost of audit compared to total expenditures audited.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<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>
Estimate				.02%				.02%
Actual				.02%				.02
Date Measured	6/30/2004				6/30/2005			

**Goal** To provide independent, quality audits of local governments in accordance with generally accepted government auditing standards at a reasonable cost.

**Performance Measure** Percentage of local governments generally and very satisfied with the overall quality of local government audits. The measurement of overall quality includes an assessment of accuracy of fact, fairness and value.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<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>
Estimate				88%				88%
Actual								
Date Measured								

**Quarter 4 Comment:** Due to severe resource restraints during the 2003-05 biennium, external surveys were not performed. The State Auditor's Office is in the process of re-developing its performance measures and necessary systems to further enhance its ability to track client and citizen satisfaction. The survey process will resume during the 2005-07 biennium.

## 2003-05 Performance Progress Report For Quarter Ending 6/30/2005

Agency 095

### Office of State Auditor

**Quarter 8 Comment:** Due to severe resource restraints during the 2003-05 biennium, external surveys were not performed. The State Auditor's Office is in the process of re-developing its performance measures and necessary systems to further enhance its ability to track client and citizen satisfaction. The survey process will resume during the 2005-07 biennium.

**Performance Measure** Cost containment as measured by the average cost of audit compared to the total expenditures audited.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<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>
Estimate			.06%				.06%	
Actual			.06				.06	
Date Measured	6/30/2004				6/30/2005			

**Goal** To audit K-12 student enrollment data and the experience and education of school district certified instructional staff.

**Performance Measure** Percentage of customers generally and very satisfied with the results of our K-12 audit work. Pertinent staff of the fiscal committees of the legislature and Office of Financial Management will be surveyed.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<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>
Estimate				90%				90%
Actual								
Date Measured								

**Quarter 4 Comment:** Due to severe resource restraints during the 2003-05 biennium, external surveys were not performed. The State Auditor's Office is in the process of re-developing its performance measures and necessary systems to further enhance its ability to track client and citizen satisfaction. The survey process will resume during the 2005-07 biennium.

**Quarter 8 Comment:** Due to severe resource restraints during the 2003-05 biennium, external surveys were not performed. The State Auditor's Office is in the process of re-developing its performance measures and necessary systems to further enhance its ability to track client and citizen satisfaction. The survey process will resume during the 2005-07 biennium.

**Goal** To establish uniform systems of budgeting, accounting and reporting for local governments by class and entity type.

**Performance Measure** Percentage of users generally and very satisfied with local government budgeting, accounting and reporting systems.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<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>
Estimate				95%				95%
Actual				97				97
Date Measured	6/30/2005				6/30/2005			

## 2003-05 Performance Progress Report For Quarter Ending 6/30/2005

Agency 095

### Office of State Auditor

**Goal** To assist state special education safety net committee when requested.

**Performance Measure** Percentage of state special education safety net committee members generally and very satisfied with the State Auditor's Office assistance.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<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>
Estimate				90%				90%
Actual								

Date Measured

**Quarter 4 Comment:** Due to severe resource restraints during the 2003-05 biennium, external surveys were not performed. The State Auditor's Office is in the process of re-developing its performance measures and necessary systems to further enhance its ability to track client and citizen satisfaction. The survey process will resume during the 2005-07 biennium.

**Quarter 8 Comment:** Due to severe resource restraints during the 2003-05 biennium, external surveys were not performed. The State Auditor's Office is in the process of re-developing its performance measures and necessary systems to further enhance its ability to track client and citizen satisfaction. The survey process will resume during the 2005-07 biennium.

**Goal** To proactively mitigate the risk of payouts and defense costs attributable to tort claims.

**Performance Measure** Dollar amount of claims payouts and defense costs associated with tort claims.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<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>
Estimate	0	0	0	0	0	0	0	0
Actual	0	0	0	0	0	0	0	0
Date Measured	9/30/2003	12/31/2003	3/31/2004	6/30/2004	9/30/2004	12/31/2004	3/31/2005	6/30/2005