

Council Appointee Evaluation Form

Corrie Stokes

City Auditor

May 2017

Section 6: Discussion of Anticipated Future Performance Issues and Key Result Areas

- Identify goals and objectives to be met during the upcoming performance period.
- Identify key issues and result areas

Government that Works for All of Us – Believing that city government works effectively and collaboratively for all of us—that it is equitable, ethical and innovative.

1. Achieve a high level of satisfaction from our primary customer, the City Council, for issued audit products and integrity services as measured by responses to our annual Council satisfaction survey
 - a. Council satisfaction ratings for Audit Services and Integrity Services maintained at 4.0 or better out of 5.0 [FY15 result: 5.0, FY16 result: no responses received, FY17 target: 4.5]
2. Improve accountability, transparency, and encourage a culture of continuous improvement in the City
 - a. Percent of recommendations verified as implemented by management maintained at 80% or higher [FY15 result: 35%; FY16 result: 67%; FY17 estimate: 91%]
 - b. Percent of prior year investigations completed where needed corrective action occurs maintained at 80% or higher [FY15 result: N/A; FY16 result: 50%; FY17 estimate: 100%]
3. Maintain the competency of Office of the City Auditor staff
 - a. Percent of professional staff that have satisfied continuing education requirements required in Government Auditing Standards maintained at 100% [FY15 result: 100%; FY16 result: 100%; FY17 estimate: 100%]
 - b. Percent of professional staff involved in professional organizations maintained at 45% or higher [FY15 result: 48%; FY16 result: 63%; FY17 estimate: 45%]
4. Promote continuous improvement of office systems and processes
 - a. Percent of accepted quality assurance review recommendations implemented at 100% [FY15 result: 100%; FY16 result: 71%; FY17 estimate: 100%]

Key issues and results areas identified in 2016 appraisal:

1. Shifting focus to more complex performance audits: Since becoming City Auditor, I have worked to shift our office's focus from smaller scoped compliance-type audits to larger scoped audits focused on program outcomes. I believe this has improved the quality and value of our audits.
2. Changes to improve the readability of reports: Over the last year my office has continued efforts to present complex information more effectively in our reports by focusing on report readability and graphics. This included re-formatting our reports and presentations.
3. Implementing City Code changes (once approved) related to my office's investigative processes and interface with the Ethics Review Commission: Updated office policies and procedures and have been using this process since 2016 for all investigations.

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Potential key issues and results areas for the coming year:

1. Identify specific measures and targets that tie to the “four pillars”¹ for my office [Strategic Outcome: Good Government]
2. Invest more time in direct interactions with residents, including soliciting input/feedback on audit topics [Strategic Outcome: Good Government]
3. Align annual audit plan with new Strategic Outcome areas identified by City Council. Include at least one audit in each identified area in the annual audit plan.

¹ Since my appointment in 2015, I have organized my goals as the City Auditor into the following four areas or “pillars”: selecting topics that matter, performing quality work, balancing efficiency and effectiveness in our work, and being a place people want to work