



FY 2018 ACCOMPLISHMENTS REPORT

The Office of the City Auditor was created by the Austin City Charter as an independent office reporting to City Council to help establish accountability and improve City services.

OUR FOCUS:



SELECTING TOPICS THAT MATTER



PERFORMING QUALITY WORK



BALANCING EFFICIENCY AND EFFECTIVENESS



BEING A PLACE PEOPLE WANT TO WORK

AUDIT SERVICES

We conduct performance audits to review aspects of a City service or program and provide recommendations for improvement.

INTEGRITY SERVICES

We conduct investigations of allegations of fraud, waste, or abuse by City employees or contractors.

SELECTING AUDITS

When we select projects each year, we want to identify topics that directly impact Austin residents. In FY 2019, our audit plan included topics such as:

ENVIRONMENTAL SUSTAINABILITY

PUBLIC SAFETY DISPATCH

WILDFIRE PREPAREDNESS

USE OF BODY WORN CAMERAS

ACCESSIBILITY OF MENTAL HEALTH SERVICES

AUDITS ISSUED LAST FISCAL YEAR

We issued 15 audits in FY 18. As we conduct our audits we aim to focus on issues that most impact Austin residents. Some examples of audits issued in FY18 include:



HOMELESSNESS ASSISTANCE SERIES

1. Enforcement of some City ordinances may create barriers for people trying to exit homelessness, do not effectively connect people to needed services, and create a legal risk for the City

2. Many departments are involved with the issue of homelessness, but the City only recently started to coordinate these efforts and does not have a dedicated group assigned to this task

3. Since the City lacks information about the needs of the homeless population, it is unclear whether resources were allocated effectively



POLICE DEPARTMENT RESPONSE TO MENTAL-HEALTH RELATED INCIDENTS

Improvements are needed in the areas of crisis intervention training, involvement of certified officers, and review of incidents to improve outcomes



WORKFORCE DEVELOPMENT

The City should have a strategic approach to workforce development and manage contracts effectively



MATCHED SAVINGS ACCOUNT PROGRAM

Stronger oversight of the Matched Savings Account program is needed, and program funds should not be distributed to ineligible participants

PEER REVIEW

To make sure we have objective well-supported products, we are reviewed by an external "peer review" team every three years. This team assesses whether we comply with the Government Auditing Standards we are required to follow per City Charter. In 2018, we received the highest rating possible from the peer review team.

CONTRIBUTIONS TO THE AUDITING PROFESSION

The City Auditor was appointed to the Government Accountability's Office Domestic Working Group in 2018. Through this group, the Comptroller General and the heads of 18 federal, state, and local audit organizations exchange information and collaborate. In addition, we also had:



staff serving on several boards and committees of professional organizations



staff participating in peer reviews of other audit shops around the country



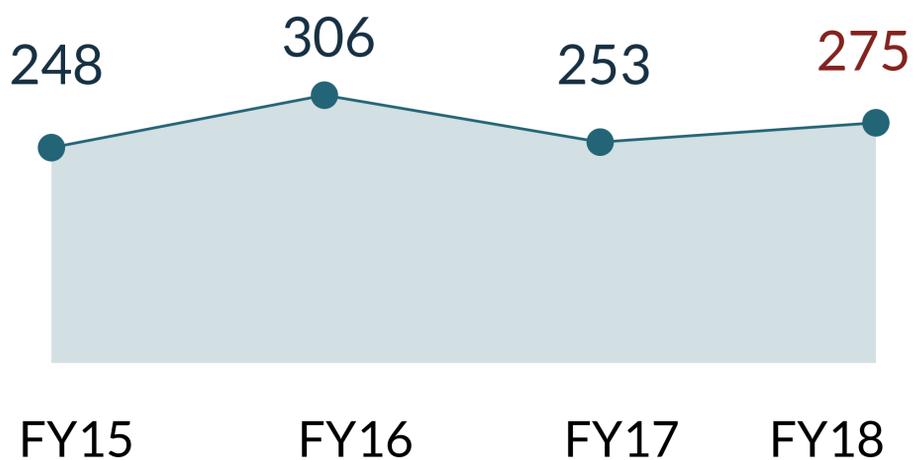
staff leading training sessions and contributing articles to professional publications

INVESTIGATIONS ISSUED LAST FISCAL YEAR

This year we received 275 new allegations. There was a 9% increase from FY17, which aligns with the general trend we have seen over the last 4 years. Many allegations were either referred to another party with appropriate jurisdiction or closed due to lack of information.

We completed 8 investigations and issued 6 reports or complaints, involving:

- Misuse of City resources
- Conflicts of interest
- Acceptance of favor or employment
- Waste of City resources



Management took action in 100% of the cases where action was warranted. The Ethics Review Commission dismissed 1 complaint we filed in 2018, and is still reviewing the other one.

Refer to the FY18 City Auditor's Integrity Unit report for more information.

COUNCIL SATISFACTION

In FY18, Council rated their satisfaction with our services as follows:



4.67 of 5 for audit services



5 of 5 for integrity services

OUR VALUES



INTEGRITY



OBJECTIVITY



QUALITY



INNOVATION