

As Of <= 09/30/2020

**Audit and Management Services**

**Owner:** Jackson, Cathy (AMS); McKee, Nancy  
**Department:** AMS

Perspective Name	Objective Name	Measure Name	As Of	Actual	Business Plan Goal		Actual FYTD	FYTD Goal	
Customer	Monitor Auditee Corrective Actions (AMS)	Complete planned follow-up audits.	'20 FQ4	6%	13%		43%	50%	
	Communicate Audit Results Timely (AMS)	Issue Draft Report within 90 days of fieldwork completion (new)	'20 FQ4	83%	50%		69%	50%	
Financial	Sound asset management and financial investment strategies (AMS)	Net Audit Assessment	'20 FQ4	\$3,795,216	\$750,000		\$5,389,639	\$3,000,000	
		Audit Assessments Collected	'20 FQ4	\$1,258,638	\$375,000		\$2,009,887	\$1,500,000	
		Audit Reports or Deliverables	'20 FQ4	12	10		42	40	
		Complete Risk Assessment Analysis and Develop Audit Plan	2020 FY	100%	100%		100%	100%	
	Meet Budget Targets (Audit and Management Services)	Expen: Total (Audit & Mgmt Svcs)	'20 FQ4	\$1,082K	\$1,236K		\$4,548K	\$4,944K	
		Revenue: Total (Audit & Mgmt Svcs)	'20 FQ4	\$4,548K	\$1,236K		\$4,548K	\$2,811K	
Positions: Full-Time Filled (AMS)		'20 FQ4	35	38		35	38		
Learning and Growth	Staff Development and Certification (AMS)	Audit Staff Professionally Certified	'20 FQ4	55%	55%		54%	55%	
		Hold Quarterly Staff Meetings	'20 FQ4	0	1		2	4	
		Complete Evaluations Within 30 Days After Due Date.	'20 FQ4	100%	90%		63%	90%	
		Maintain a High Training Satisfaction Rate.	2019 FY	97%	95%		97%	95%	
		Continuing education hours	2020 FY	40	40		40	40	

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