

As Of <= 12/31/2024

Internal Compliance Department

The Internal Compliance Department (ICD) was created to ensure adherence with County policies and procedures. As part of the General Government strategic area, ICD examines the operations of County government to ensure efficient operation, detect and mitigate risks for the proper collection and use of public funds and establish best practices. ICD is also responsible for the oversight, implementation, management, and optimization of the County's Enterprise Resource Planning Application (ERP) system

Owner: Tamayo, Ofelia (ICD)

Department: Internal Compliance Department

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Monitor corrective actions	Percentage of planned follow-up reviews completed	'25 FQ1	🔴	10%	13%	10%	13%	🔴
	Communicate Results timely	Percentage of internal reports issued within 90 days of fieldwork completion	'25 FQ1	🟢	75%	50%	75%	50%	🟢
	Provide effective planning and support for County departments and Constitutional Office enterprise resource planning systems	Employee satisfaction with INFORMS services (score out of 5)	2024 FY	🟡	3.42	3.50	n/a	n/a	
Financial	Conduct reviews aimed at operational efficiencies and effectiveness	Amount assessed from reviews	'25 FQ1	🔴	\$270,600	\$750,000	\$270,600	\$750,000	🔴
		Amount collected from assessments	'25 FQ1	🔴	\$69,846	\$375,000	\$69,846	\$375,000	🔴
		Internal reports issued	'25 FQ1	🔴	12	13	12	13	🔴
		Percentage of planned follow-up reviews completed	'25 FQ1	🔴	10%	13%	10%	13%	🔴
		Complete Risk Assessment Analysis and Develop Audit Plan	2024 FY	🟢	100%	100%	100%	100%	🟢
		Percentage of internal reports issued within 90 days of fieldwork completion	'25 FQ1	🟢	75%	50%	75%	50%	🟢
	Meet Budget Targets (Internal Compliance Department)	Expen: Total (ICD)	'25 FQ1	🟢	\$6,153K	\$6,820K	\$6,153K	\$6,820K	🟢
		Revenue: Total (ICD)	'25 FQ1	🔴	\$2,624K	\$6,820K	\$2,624K	\$6,820K	🔴
		Positions: Full-Time Filled (ICD)	'25 FQ1	🟢	132	173	132	173	🟢
Internal	Maximize revenues through intensive collection activity	Average number of accounts worked per day per collector	'25 FQ1	🟢	50	45	50	45	🟢
		Total revenue collected on all delinquent debts, inclusive of fees	'25 FQ1	🔴	\$5,714,742	\$6,086,250	\$5,714,742	\$6,086,250	🔴
		Debt portfolio fees collected (in thousands)	'25 FQ1	🟢	\$2,008	\$1,947	\$2,008	\$1,947	🟢
		Code enforcement citations administered annually	'25 FQ1	🟢	35,049	24,480	35,049	24,480	🟢
Learning and Growth	Promote Staff Development and Certification	Percentage of Staff Professionally Certified	'25 FQ1	🟢	57%	55%	57%	55%	🟢
		Number of Quarterly Staff Meetings Held	'25 FQ1	🟢	1	1	1	1	🟢
		Percentage of Evaluations Completed Within 30 Days After Due Date	'25 FQ1	🟢	100%	90%	100%	90%	🟢
		Continuing education hours	2024 FY	🟢	40	40	40	40	🟢
		Number of Students on Staff	2024 FY	🟢	1	1	1	1	🟢

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Key:  Initiative  - Featured Objective

* - This measure has been annualized to match the fiscal year-to-date total for this report. This year-to-date measure is configured based on the calendar year.

Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Owners
Promote Staff Development and Certification	Implement Tools and expand use of tool in Department	1/23/2024	In Progress			Gayle, Michielan (ICD); Tamayo, Ofelia (ICD)

Initiatives for Scorecard

Initiative	As Of	Status	Budget	Timing	Owners
Complete needed changes to INFORMS for the Constitutional Offices implementation	3/14/2024	In Progress			Cromartie, Mario (ICD)
Continue optimization and evolution of INFORMS platform addressing customer needs and strategic initiatives	3/14/2024	In Progress			Cromartie, Mario (ICD)
Complete high priority enhancements to Human Capital Management/Payroll and Financial areas and expansion of Strategic Sourcing functionality	3/14/2024	In Progress			Cromartie, Mario (ICD)

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Name contains any Internal Compliance Department