

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	Increase operational efficiency	Payroll accuracy rate	Mar '26	99%	95%	▲	99%	95%	▲
	Provide effective planning and support for County departments and Constitutional Office enterprise resource planning systems	Employee satisfaction with INFORMS services (score out of 5)	2025 FY	3.70	3.50	▲	3.70	3.50	▲
Financial	Conduct reviews aimed at operational efficiencies and effectiveness	Amount assessed from reviews	'26 FQ2	\$39,272	\$750,000	▼	\$117,989	\$1,500,000	▼
		Internal reports issued	'26 FQ2	9	13	▼	22	26	▼
		Complete Risk Assessment Analysis and Develop Audit Plan	2025 FY	100%	100%	▲	100%	100%	▲
		Percentage of internal reports issued within 90 days of fieldwork completion	'26 FQ2	78%	50%	▲	88%	50%	▲
	Meet Budget Targets (Internal Compliance Department)	Expen: Total (ICD)	'26 FQ2	\$9,564K	\$6,822K	▼	\$17,266K	\$13,644K	▼
		Revenue: Total (ICD)	'26 FQ2	\$3,100K	\$6,822K	▼	\$5,539K	\$13,644K	▼
		Positions: Full-Time Filled (ICD)	'26 FQ2	154	170	▲	153	170	▲
Internal	Maximize revenues through intensive collection activity	Total revenue collected on all delinquent debts, inclusive of fees	'26 FQ2	\$7,094,943	\$7,189,677	▼	\$12,939,683	\$14,379,354	▼
		Code enforcement citations administered annually	'26 FQ2	24,125	30,000	▼	65,457	60,000	▲
Learning and Growth	Promote Staff Development and Certification ♦	Percentage of Staff Professionally Certified	'26 FQ2	56%	55%	▲	56%	55%	▲
		Continuing education hours	2025 FY	40	40	▲	40	40	▲

[Edit Scorecard](#)

Key: ♦ - Initiative * - 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	11/4/2025	Complete			Gayle, Michielan (ICD); Tamayo, Ofelia (ICD)

Initiatives for Measures

There are no Initiatives associated to the Measures

Initiatives for Scorecard

Initiative	As Of	Status	Budget	Timing	Owners
Complete needed changes to	3/14/2024	In			

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