

DATE: Wednesday, January 22, 2014
TO: Metropolitan Council Audit Committee
FROM: Katie Shea, Director, Program Evaluation and Audit
SUBJECT: Departmental Performance in 2013

Requirements of the Standards

The Institute of Internal Auditors' *International Standards for the Professional Practice of Internal Auditing* Standard 1300 require that the Chief Audit Executive (Director) develop and maintain a quality assurance and improvement program that covers all aspects of the internal audit activity and continuously monitors its effectiveness. This Memo summarizes the internal assessment. This year, we also conducted an external assessment, which will be reported later this meeting.

There are several measures we use to evaluate our effectiveness. They are as follows.

Audit Plan Completion

Each year, the audit committee approves an audit plan for the year. For 2013, the approved on the plan contained 15 projects. Three were postponed and one canceled at the request of the respective clients. All of the remaining projects were completed, although some will not be presented until today's meeting or the next meeting of the committee. In addition to the planned projects, a number of projects were added at the request of clients. Eight additional audits were conducted. They included assisting with five federal reviews, as well as unplanned work related to other projects. Finally, 18 investigations were conducted at the request of clients throughout Council. In total, Program Evaluation and Audit conducted 41 projects in 2013.

Status of Recommendations

Program Evaluation and Audit maintains a database containing all recommendations made by external auditors, as well as any made in our reports rated as significant or greater. Auditors annually follow up with clients to determine the status of corrective actions resulting from these recommendations. Recommendations remaining unresolved are reported to the regional administrator and the audit committee.

The database currently contains all recommendations made since 2005. As of year-end 2013, there are no recommendations that have neither been resolved or are in progress toward resolution. I believe this reflects the strong collaborative relationship between Program Evaluation and Audit and our clients throughout the Council.

Client Satisfaction

Another key measure of our success is the satisfaction of our clients with our work. Currently, two tools enable us to measure this.

Each year, Regional Administration conducts a customer satisfaction survey for central services that is directed to managers and supervisors throughout the Council. Program Evaluation and Audit is one participant in the survey. Similar to previous years, we were positively rated this year. 89% of respondents reported overall satisfaction with our services. 93% said that program evaluation and audit staff help my department performed its business functions and their valuable for my department.

In addition, after every project, the client receives a post-engagement questionnaire. The questionnaire asks for inspections on project planning, communications, and results. Opinions are also solicited about auditor performance and engagement supervision. All of the engagements for 2013 received positive feedback, and nearly all of the audit staff were individually praised by clients for the quality of their work.

Summary

Program Evaluation and Audit continues to provide independent, objective evaluation and audit services that add value to Council operations. 2013 performance information demonstrates the continued success of the Department's activities.

During the coming transition, continued performance measurement will be important to ensure the ongoing fulfillment of Program Evaluation and Audit's mission within the Council.