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Director

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INTERNAL AUDIT DEPARTMENT

Job No. 2239

December 4, 2002

TO: William A. Baker, Director
Community Services Agency

SUBJECT: Report on Control Self-Assessment by the Community Services Agency

Attached is Internal Audit's final report on the Control Self-Assessment by the Community Services Agency. Thank you for your courtesy and cooperation.

Peter Hughes

Dr. Peter Hughes, CPA
Director, Internal Audit

/PH:nni

Attachment

cc: Members, Board of Supervisors
Members, Audit Oversight Committee
Michael Schumacher, Ph.D., County Executive Officer
Foreman, Grand Jury
Darlene J. Bloom, Clerk of the Board of Supervisors
Richard Harris, Division, Mgr., Budget and Management Services
Ron Melendez, Division Mgr., Veterans Service Office & Information Technology
Rusty Kennedy, Executive Director, Human Relations Commission

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December 4, 2002

TO: William A. Baker, Director
Community Services Agency

SUBJECT: Control Self-Assessment by the Community Services Agency
(Job Number 2239)

The Internal Audit Department facilitated Control Self-Assessment (CSA) workshops in the Community Services Agency Veterans Services Office and Human Relations Commission (including employees from the Human Relations Council). A third workshop was comprised of participants from Community Services Agency Administration, Accounting, and Agency Information Technology. Of approximately 80 total employees, 31 employees participated in the workshops.

After the workshops, we provided the participant teams with workshop summaries showing their perceived strengths and concerns. As part of the process, each team prepares an internal action plan to address the issues brought forward during the workshop. We received internal action plans from all of the divisions/sections participating in the workshops, which included items that had been initiated, planned, or were under development to address their issues.

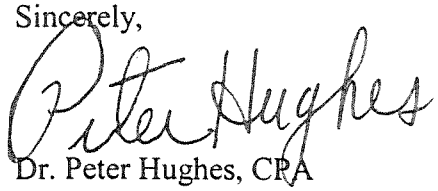
Following each workshop, the facilitators asked participant teams to evaluate the CSA process by anonymously voting on five standard quality assurance statements. The participants reflected high ratings for the CSA process and their individual workshops as indicated by their voting. The average scores from the 31 participants evaluating the CSA process are shown below.

A score of 7 indicates the participants strongly agree with the statement. A score of 4 indicates they neither agree nor disagree. And a score of 1 indicates the participants strongly disagree with the statement

Evaluation Statement	Average Score
I understand the purpose of Control-Self Assessment.	6.29
The workshop helped to highlight issues significant to this team.	6.32
I was able to express my opinions freely.	6.06
The (Internal Audit) facilitators did a good job.	6.48
I would recommend this process to other teams.	6.48

If you have any questions or if I can be of further assistance, please do not hesitate to call me.

Sincerely,



Dr. Peter Hughes, CPA
Director, Internal Audit

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