



# WASHOE COUNTY

Integrity Communication Service

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## STAFF REPORT

BOARD MEETING DATE: *August 25, 2021*

**DATE:** Friday, November 19, 2021  
**TO:** Board of County Commissioners  
**FROM:** Samantha Pierce, Internal Auditor, Office of the County Manager  
775-328-2064, [spierce@washoecounty.us](mailto:spierce@washoecounty.us)  
**THROUGH:** Christine Vuletich, Chief Financial Officer  
775-328-2016, [cvuletich@washoecounty.us](mailto:cvuletich@washoecounty.us)  
**SUBJECT:** Recommend Acknowledgement of Annual Report from the Internal Audit Division for Fiscal Year Ending June 30, 2021. (All Commission Districts)

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### SUMMARY

Section 15.569.4 of the Washoe County Code requires the Internal Auditor to submit an annual report to the Board of County Commissioners each fiscal year indicating the audits completed with the findings and recommendations. Also required is whether or not the corrective actions have been taken or if the areas of concern are still outstanding.

### **Washoe County Strategic Objective supported by this item:**

Stewardship of our Community

### PREVIOUS ACTION

No previous action has been taken by the Board of County Commissioners on this item.

### BACKGROUND

No audits were completed during the fiscal year ending June 30, 2021 due to the response activities of COVID-19.

Internal audit was asked to assist other departmental needs during the pandemic to include: 311 call-center coverage, efficiency of health district response, and leading contact tracing for the Washoe County School District.

311 staff needed additional coverage at the beginning of the pandemic to answer calls from citizens with questions relating to testing and business operations. Internal audit volunteered to help with this need and took over 1,000 calls during the assistance.

Health District asked for a process review during the fall of 2020 to see if any efficiency could be gained within their programs that were set-up for the response to the pandemic. Internal audit shadowed and offered insight into the structure of the department. The

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overall recommendation was to add additional staff due to the increased number of cases. Washoe County offered to prioritize positive cases within the Washoe County School District therefore a taskforce was put together, and the internal auditor facilitated the make-up of the team as well as the training needed to contact trace the positive cases. The team of approximately thirty employees who were redirected from their normal duties worked over 500 cases and were dedicated to this project over 500 hours a week from January to June 2021.

Internal audit also analyzed and provided information related to the best places to work survey conducted prior to the pandemic and implemented a new software program designed to automate some of the data analysis crucial to monitoring. Lastly, internal audit did perform the surprise cash count for the Treasurer's Office as mandated by Washoe County Code.

At the request of the Washoe County Audit Committee, internal audit set-up a fraud, waste, or abuse hotline. The documentation and reporting forms were created and posted on the Internal Audit Website for the public and employees to report any witnessed fraud, waste, or abuse. The documentation explains what fraud, waste and abuse are and how to report this information for the internal audit department to investigate. All complaints are provided to the Washoe County Audit Committee for consideration of planning the Internal Audit Department Schedule and transparency. ([https://www.washoecounty.us/mgrsoff/internal\\_audit.php](https://www.washoecounty.us/mgrsoff/internal_audit.php))

### **FISCAL IMPACT**

No fiscal impact.

### **RECOMMENDATION**

Recommend Acknowledgement of Annual Report from the Internal Audit Division for Fiscal Year Ending June 30, 2021. (All Commission Districts)

### **POSSIBLE MOTION**

Should the Board of County Commissioners wish to acknowledge the annual report a possible motion would be:

*Move to acknowledge Annual Report from the Internal Audit Division for fiscal year ending June 30, 2021.*