



MEMORANDUM

DATE: August 27, 2021
TO: Honorable Mayor and Members of the City Council
FROM: Madison Rorschach, City Auditor
SUBJECT: Fiscal Year 2020-21 Third Quarter Report

FY20-21 Annual Audit Plan Status

Audit Project Status – The Internal Audit Department is responsible for conducting audits to assess a variety of risks including internal control weaknesses, inefficiencies in City operations, ineffectiveness of City programs, and noncompliance with laws, regulations, and policies. Each year, an annual audit plan is approved by the City Council to establish the workload of the Internal Audit Department. The following table summarizes the status of each audit project included on the FY20-21 Annual Audit Plan at the end of the third quarter.

Table 1: FY20-21 Audit Project Status As of 06/30/21

Table with 4 columns: Audit Project, Status, Months Budgeted, Month Actuals1. Rows include various audit projects like Health Insurance Operations, Meter Reading & Billing, etc.

1 Month actuals reflect the number of months it took to complete fieldwork on the project. This is calculated from the date the project was initiated to the date first draft report was distributed to management.

Post-Audit Feedback Survey Results – Based on the three audit project reports issued during the third quarter of fiscal year 2020-21, the Internal Audit Department's services were rated 4.25 out of five stars by auditee department's staff with a 33 percent response rate.

Avg. Q3 Internal Audit Service Rating: 

Ad-Hoc Project Updates – The Internal Audit Department completed the following Consultation projects during the second quarter of fiscal year 2020-21:

- Five Advice requests from various City departments including, Community Services, Finance, Development Services, and Technology Services; and
- One Data Assistance request from the Water Department.

Emergency Medical Services Audit Scope – Planning work for the Emergency Medical Services audit project began during June 2021. Based on discussions with Fire Department staff, Internal Audit has scoped the project to focus on the billing and collections process for emergency medical services provided by the City of Denton.

Additional Items of Note

Winter Storm Uri After Action Item Reporting – On May 3, 2021, the City Manager's Office presented an overview of the City's 2021 Winter Weather Action Plan, which was developed in response to Winter Storm Uri. As part of this action plan, the Internal Audit Department is partnering with the City Manager's Office to issue quarterly reports on the progress of this plan. The first quarterly report is scheduled to be released in August 2021.

Internal Audit Supplemental Style Guide – In May 2021, an Internal Audit supplemental style guide was distributed to audit staff and discussed with Public Affairs Department staff. This style guide is used to guide audit staff in producing written, external deliverables including project reports, memorandums, etc. and is intended to promote consistency between audit deliverables and better align with accessibility guidelines put forward by [ally-101](#). The style guide is updated frequently and so has not been attached to this report.