# Performance Plan

**County of Santa Barbara**

## Our Mission:

We ensure the County’s financial integrity and promote efficient, effective and accountable government.

### Vision Goals Strategies Performance Measures

#### Well-Run County

- **Independence & Objectivity**
  - Provide economic and operational analyses to assist Board of Supervisors and management with fiscal decisions
  - Provide accurate and timely allocations of tax revenues to all taxing agencies within the County
  - Provide auditing services to minimize internal control risks to the County
  - Promote effective integrated financial and information systems Countywide
  - Provide effective consulting and technical assistance to County Departments and Agencies to improve their operations
  - Provide timely auditing services with significant financial and operational impact

- **Number of quarterly reports issued**
- **Number of property tax allocations made within 20 days of installment due date**
- **Number of other revenue allocations made**
- **Number of special district audits performed by legal due date**
- **Percentage of departments using FIN Web**
- **Percentage of transactions processed through FIN Web**
- **Percentage of annual disbursements to vendors through direct deposit (ACH)**
- **Percentage of employees using automated time entry system**
- **Percentage of employees using online earnings statements**
- **Number of hours of Advanced Accounting services provided to County Departments and Agencies**
- **Number of mandatory audits performed by legal due date**
- **Percentage of discretionary audits performed**

#### Financially Sound County

- **Process Improvements**
  - Provide High-Quality Financial Services
  - Provide & Support the County’s Financial Infrastructure
  - Develop and maintain effective systems for Countywide payroll, budgeting, accounting, property tax and reporting functions
  - Ensure the County and certain Agencies follow appropriate accounting policies and procedures

- **Number of days from fiscal year-end to complete the County's CAFR**
- **Number of days after fiscal year-end to load adopted budget into accounting system**
- **Percentage of claims processed within seven days**
- **Number of FTEs dedicated to the Property Tax System Development Project during the fiscal year**
- **Number of contracts approved within 24 hours**
- **Percentage of business hours computer network resources are available**
- **Percentage of System User Satisfaction Survey ratings that are “good” or “excellent”**
- **Number of popular reports produced**
- **Produce annual report on special district compliance on budget submissions and audited financial statements**

#### Informed Public

- **Customer-Focus**
  - Provide Useful & Timely Information
  - Increase Access & Awareness
  - Develop and maintain effective systems for Countywide payroll, budgeting, accounting, property tax and reporting functions
  - Ensure the County and certain Agencies follow appropriate accounting policies and procedures

- **Number of web pages visited per year**
- **Number of reports downloaded from website**
- **Percentage of public inquiries addressed per year**

#### Knowledgeable and Effective Staff

- **Efficiency**
  - Invest in Our Employees
  - Manage the Auditor-Controller’s Office Effectively
  - Recruit and retain highly qualified people
  - Provide high-value continuing educational opportunities for employees
  - Recognize and reward employee contributions
  - Facilitate employees’ development for internal and external promotion

- **Number of campus recruitment visits for professional Accountant/Auditor positions**
- **Percentage of staff rated exceptional in most recent EPR who have worked for department two or more years**
- **Percentage of department budget expended on training**
- **Number of awards (GFOA, SCO, etc.) given directly to staff**
- **Average number of training hours provided to staff**
- **Percentage of staff with one or more professional licenses or designations**

#### Model County Department

- **Integrity**
  - Teamwork
  - Trust
  - Respect
  - Equal Opportunity
  - Communication
  - Excellence
  - Service
  - Practice and promote effective communication
  - Promote employee health and wellness
  - Prepare for emergencies, disaster recovery and business resumption

- **Conduct audits and projects efficiently**
- **Provide effective support for internal information systems**
- **Ensure all employees have current performance appraisals**
- **Number of quarterly reports issued**
- **Percentage of Computer Service Requests (CSRs) completed within the fiscal year requested**
- **Number of visits to the Auditor-Controller's Office**
- **Percentage of Employee Performance Evaluations (EPRs) completed by scheduled date**
- **Number of FACS/Payroll newsletters/surveys published**
- **Percentage of staff with ergonomic workstations**
- **Percentage of technical disaster recovery plans for mission critical systems updated per year**