Maricopa County Internal Audit
Performance Measure Certification

Program Information Packet

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PERFORMANCE MEASURE CERTIFICATION OVERVIEW

In FY 2001, the Maricopa County Board of Supervisors adopted the Managing for Results (MfR) performance management system. Performance measures are designed to monitor agency performance in mission-critical areas, and should yield the following benefits:

- ☑ *generate information that is meaningful to internal and external stakeholders*

- ☑ *return results that are actionable by agency personnel*

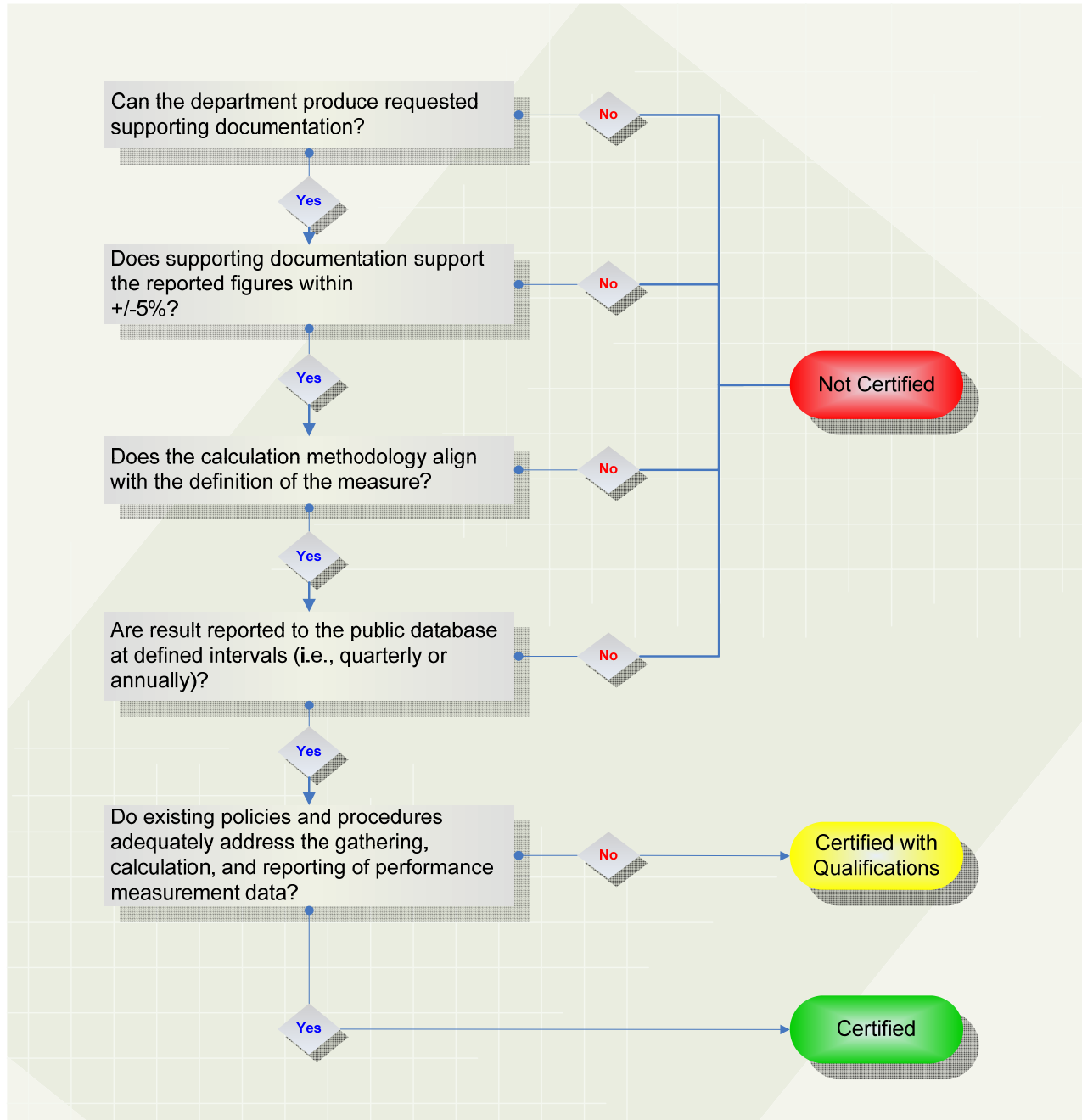- ☑ *provide the public a window into County operations and performance*

Measures exhibiting these elements play a vital role in the continuous improvement of County operations and accountability.

Maricopa County Administrative Policy #B6001 requires Internal Audit to assess the reliability of strategic plans and performance measure data. In response to this need, we developed and implemented a Performance Measure Certification (PMC) program. In our annual PMC review, we judgmentally select measures from several departments, and then test the accuracy of the measures, determine the reliability of the procedures used to collect data, and report the results using one of the three certification ratings shown in the table below.

Certification Ratings	
Certified	The reported performance measure is accurate (+/- 5%) And, Adequate procedures are in place for collecting and reporting performance data.
Certified with Qualifications	The reported performance measure is accurate (+/- 5%) But, Adequate procedures are *not* in place for collecting and reporting performance data.
Not Certified	Actual performance is not within 5% of reported performance Or, Actual performance measurement data could not be verified due to inadequate procedures or insufficient documentation Or, Actual performance measurement data was accurately calculated but not consistently posted to the public database.

WHAT WE ARE LOOKING FOR

A measure's certification rating is based largely on the policies and procedures each agency has adopted to track, calculate, and report performance measure data. Our PMC reviews focus on measurement results from the past two closed fiscal years, though we may also review data from the current fiscal year. As such, departments should retain supporting documentation for at least the past two closed fiscal years. The flowchart below represents the audit process for a typical Performance Measure Certification. However, the unique nature of each performance measure sometimes calls for a departure in this approach.

Can the department produce requested supporting documentation?

No

Yes

Does supporting documentation support the reported figures within +/-5%?

No

Yes

Not Certified

Does the calculation methodology align with the definition of the measure?

No

Yes

Are result reported to the public database at defined intervals (i.e., quarterly or annually)?

No

Yes

Do existing policies and procedures adequately address the gathering, calculation, and reporting of performance measurement data?

No

Certified with Qualifications

Yes

Certified

The tables below represent the checklists we use in our fieldwork tests to arrive at our conclusions and to assign a certification rating.

Background	
Department Name:	
Program/Activity Name:	
Performance Measure Name:	
Responsible Person(s):	
What is the purpose of this measure (i.e., what does it achieve for the customer)?	
Who are the customers/users of this information?	
Where is the data stored?	

Control Environment	Yes	No
Do written policies exist for collecting, calculating, and reporting performance measure data?		
Are there any secondary controls to catch miscalculations or misreporting of measurement data?		

Accuracy		
How is this measure calculated?		
How often is this measure reported (i.e., quarterly, annually, etc.)?		
	Yes	No
Does the existing source documentation support the figure reported?		
Has the system used to store the data been reviewed for reliability?		
Is the data reported based on system-generated data? If so, ensure the source documentation and system data reconcile.		

Does the data rely on third-party sources? If so, is the third-party source data considered accurate?		
Is the recalculated performance measure within 5% of an acceptable tolerance range?		

Final Assessment

	FY0X	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	FY0X
Reported						
IA Calc						
% Diff						
Certification Assigned	Certified		Certified w/Quals.		Not Certified	

Reason: