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INTERNAL AUDIT DEPARTMENT

Job No. 2455

May 21, 2004

TO: Steve Rodermund
Registrar of Voters

SUBJECT: Report on Control Self-Assessment by the Registrar of Voters

Attached is Internal Audit's final report on the Control Self-Assessment by the Registrar of Voters employees and volunteer poll workers. Thank you for your courtesy and cooperation.

A handwritten signature in cursive script, appearing to read "Peter Hughes".

Dr. Peter Hughes, CPA
Director, Internal Audit

/PH:nmi

Attachment

cc: Members, Board of Supervisors
Members, Audit Oversight Committee
James D. Ruth, County Executive Officer
Foreman, Grand Jury
Darlene J. Bloom, Clerk of the Board of Supervisors
Vicki Wilson, Deputy CEO, Infrastructure and Environment
Chip Monaco, On Assignment to CEO, Infrastructure and Environment



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TO: Steve Rodermund
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SUBJECT: Control Self-Assessment by the Registrar of Voters Employees and Poll Workers
(Job Number 2455)

The Internal Audit Department facilitated two Control Self-Assessment (CSA) workshops in the Registrar of Voters Office (ROV). One CSA workshop was held with 14 ROV employees and a second CSA workshop was comprised of eleven volunteer poll workers and four County employees.

After the workshops, we provided ROV management with workshop summaries showing the workshop participants' perceptions of strengths and concerns. As part of the process, internal action plans were prepared to address the issues brought forward during the workshops. We received action plans for each of the two 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 16 participants evaluating the CSA process are shown below.

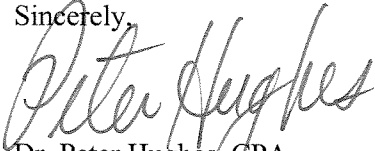
A score of 7 indicates the participants strongly agree with the statement. A score of 4 indicates they neither agree nor disagree. And a score of 1 indicates the participants strongly disagree with the statement.

Evaluation Statement	Average Score
I understand the purpose of Control-Self Assessment.	6.82
The workshop helped to highlight issues significant to this team.	6.82
I was able to express my opinions freely.	6.85
The (Internal Audit) facilitators did a good job.	6.82
I would recommend this process to other teams.	6.63

Steve Rodermund
May 21, 2004
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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

/PH:nni

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