



**INTERNAL AUDIT DEPARTMENT**  
**COUNTY OF ORANGE**

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*Integrity  
Objectivity  
Independence*

**CONTROL SELF-ASSESSMENT  
BY  
HEALTH CARE AGENCY  
CONTRACT  
DEVELOPMENT & MANAGEMENT**

**REPORT NUMBER: 2443**

**REPORT DATE: June 21, 2005**

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**Control Self-Assessment by HCA Contract Development and Management  
Report No. 2443**

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**OFFICE OF THE DIRECTOR**

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**Transmittal Letter**

Report No. 2443

June 21, 2005

TO: Juliette A. Poulson, Director  
Health Care Agency

FROM: Peter Hughes, Ph.D., CPA, Director  
*FOR* Internal Audit Department 

SUBJECT: Control Self-Assessment by HCA Contract Development and Management

Attached is Internal Audit's final report on the Control Self-Assessment by HCA Contract Development and Management. Thank you for your courtesy and cooperation.

Attachment

Other recipients of this report:

Members, Board of Supervisors  
Members, Audit Oversight Committee  
Foreman, Grand Jury  
Thomas G. Mauk, County Executive Officer  
William D. Mahoney, Deputy CEO/Government & Public Services  
David L. Riley, HCA Assistant Director  
Darlene J. Bloom, Clerk of the Board of Supervisors



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**REPORT**

Report No. 2443

June 21, 2005

Juliette A. Poulson, Director  
Health Care Agency  
405 W. 5<sup>th</sup> Street  
Santa Ana, CA 92701

The Internal Audit Department facilitated two Control Self-Assessment (CSA) workshops in Health Care Agency (HCA) Contract Management and Development.

After each workshop, we provided the participants with workshop summaries showing their perceived strengths and concerns. As part of the process, team members worked with their management to prepare an internal action plan to address the issues brought forward during the workshop. HCA Contract Management and Development provided us with a combined action plan for both workshops, which included items that had been initiated, planned, or were under development to address their issues.

**Both the workshop summaries and action plans are provided by the Internal Audit Department to the Department Head, the CEO, and Deputy CEO for their review and ongoing monitoring.**


Following each workshop, 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 workshop as indicated by their voting. The average scores from the 22 participants evaluating the CSA process are shown below.

The participants vote by selecting a numerical rating from a scale of 1 through 7. 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.	6.64
The workshop helped to highlight issues significant to this team.	6.41
I was able to express my opinions freely.	6.41
The (Internal Audit) facilitators did a good job.	6.78
I would recommend this process to other teams.	6.14

If you have any questions or if I can be of further assistance, please do not hesitate to call me or Alan Marcum, Audit Manager, at 834-4119.

Sincerely,

  
 Peter Hughes, Ph.D., CPA  
 Director, Internal Audit

Distribution:

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