

Pandemic Response Audit Ideas

1. Preparedness (Continuity Of Operations Plan—COOP—analysis)

- a. Application of the Pandemic Response Plan – did we do what we planned to?
- b. Areas where COOP isn't being deployed – services that aren't being delivered that we had intended to do (ex: no one can get to licensing services)
- c. Prep for next step – vaccine distribution
- d. Assess risk assessment process – why weren't we prepared for a pandemic? What else are we not prepared for?

2. Direct response (Public Health, Community Services, Sheriff, others)

- a. Barriers to effective Public Health response
- b. Equity of response efforts in serving vulnerable communities
- c. Services delivered to people in quarantine (survey methodology?)
- d. Sharing information with public/employees (survey methodology?)
- e. Labor contract versatility/impediments
- f. on-going monitoring/auditing of emergency-related spending and purchasing

3. Customer service focus

- a. Employee needs (information on pandemic, communication about work, pay, and leave policies, technology assistance, mental health, telework ergonomics)
- b. County stakeholders or other cities/regional partners
- c. Regional coordination efforts between cities/stakeholders in county

4. Local coordination between County and cities

- a. Using chambers of commerce or other regional entities to disseminate services and information

5. Human Resource process challenges

- a. Application and documentation of leave
- b. Ensuring essential employee safety
- c. Redeployment of nonessential staff
- d. Telework preparedness and effectiveness

6. Finances

- a. Planning for budget cuts/recession/recovery
- b. Oversight of financial relief funds (State Auditor's Office?)
- c. Financing of direct response activities
- d. Financing for leave for employees who can't telework
- e. Financing for lost direct revenue (transit fares, etc)
- f. Financing for lost tax revenue (sales tax, etc)
- g. County serving as conduit for economic relief to businesses, renters, etc?

7. Transition to telework

- a. Preparedness – devices, technology, cybersecurity,
- b. Policies for council, commission, and advisory committee meetings

- c. Who is an essential (in-person) worker?
- d. Survey employees about remote work experiences – lessons learned
- e. Internal Controls, particularly new vulnerabilities during telework

8. Breakdowns where one plan touches another

- a. Resources
- b. Dependencies/conflicts
 - i. financing
 - ii. staffing
 - iii. supplies
 - iv. space
 - v. technology
 - vi. communication

Target impact outcomes (late summer/fall timeframe):

- County response practices take equity into account more (pandemic is exacerbating disparities that already exist)
- Share best ideas across agencies that might not talk – increase efficiency and effectiveness in new environment
- County ready for next phase of pandemic (second wave?)
- Facilitate better response/improve current response (like non-audit service?)
- Agencies learn and improve, implement changes
- Public is safer, feels safer. Increase confidence in government

Points to remember

Remember to validate good work – include success stories

Don't duplicate efforts – try to piggyback on existing information-sharing to avoid overburdening staff

Scope by anticipated impact magnitude, timing, and equity