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
Who is an essential (in-person) worker?
Survey employees about remote work experiences – lessons learned
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