AUDITOR-
CONTROLLER

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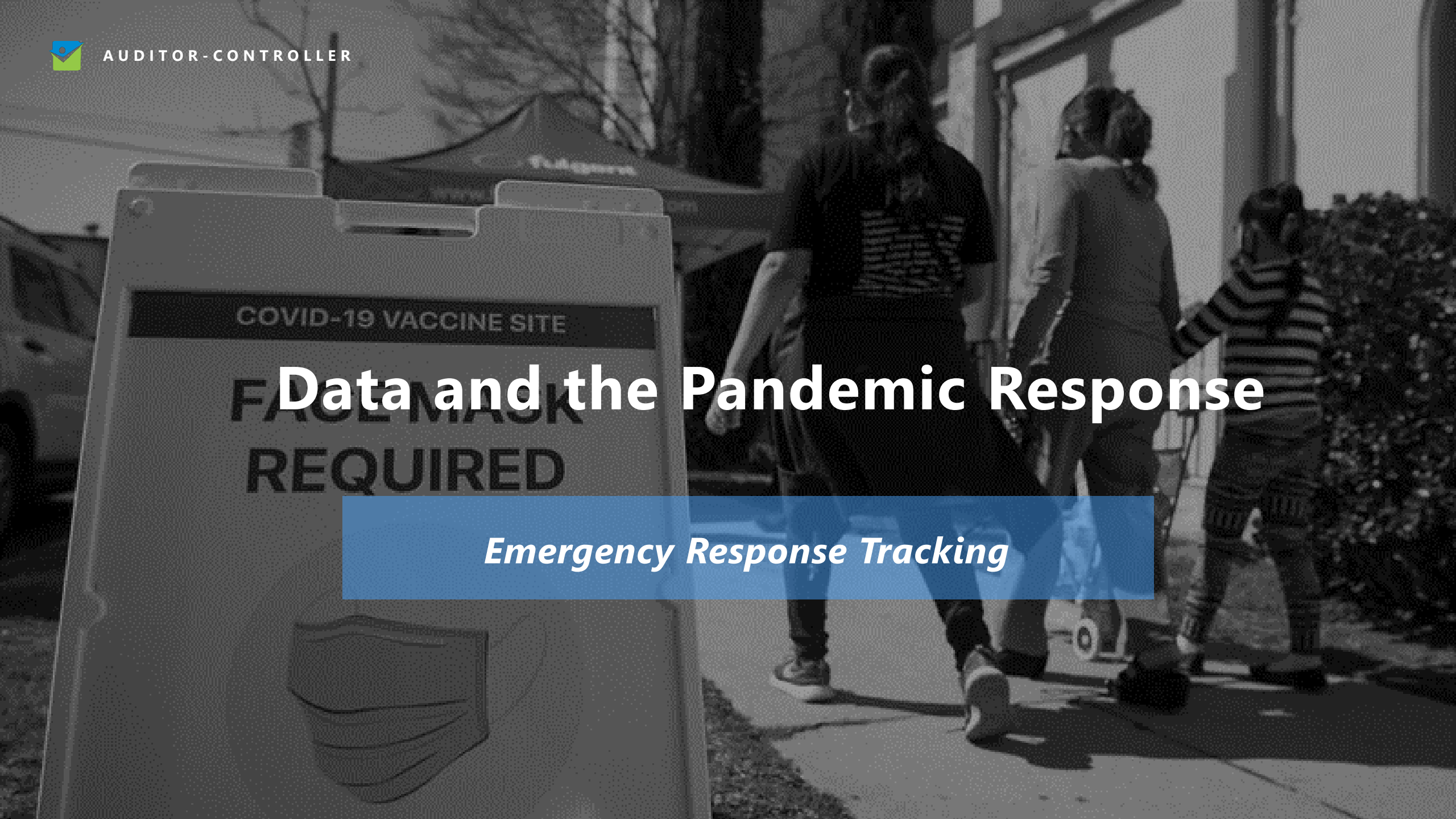

Data and the Pandemic Response

Emergency Response Tracking

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MEET **OUR PRESENTERS**

James Fortson

Emergent Technology Group

Frances Crutchley

Emergent Technology Group

Ivan Masayon

CEO, Office of Emergency Management

DEPARTMENTAL **NEEDS**

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Tracking Requirements

Countywide impact

Track other Covid-19 related activities

Track personnel leave and telework

Access to reliable and accurate information

QUESTIONS **ASKED**

Labor Related

What emergency activities were employees doing?

How many hours were staff working?

Non Labor Related

Which contracts did your department execute?

What supplies did your department purchase?

DATA LITERACY

Why do we need Data?

What makes data useful?

Data Governance

Why do we need **DATA**?

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Address Questions

- Financial/Operational Decision Making Process
- Proactive vs. Reactive
- Helps establish baselines, benchmarks and goals

Solves Problems

- Data = Knowledge
- Provides indisputable evidence, not assumptions
- Helps determine cause of problems

Organizational Insight

- Backs up arguments
- Patterns of costs during pandemic
- Increases efficiency

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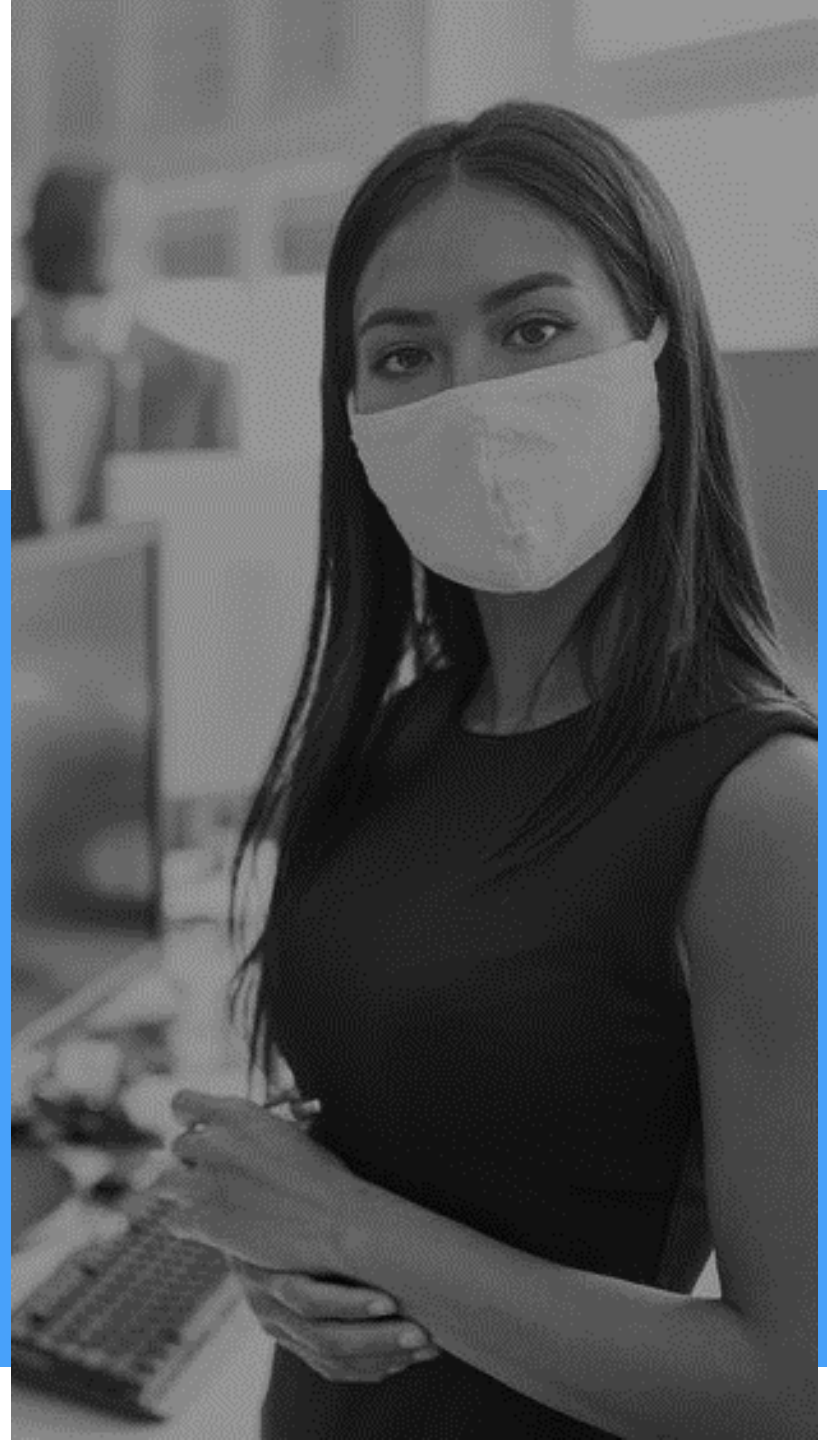
What Makes **Data Useful**?



Standardization

Reporting requirement and coding standards ensure the capture and collection of consistent data

Proper Coding

Formulate, track, document, account and manage all costs and activities

Communication

Clear, consistent, and timely communication reduces confusion and ensures objectives are met

Education

Understanding data is a key component in what makes data useful

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WHY CODE

Track Costs

- Formulate, Track, Document, Account, Manage All Costs and Activities

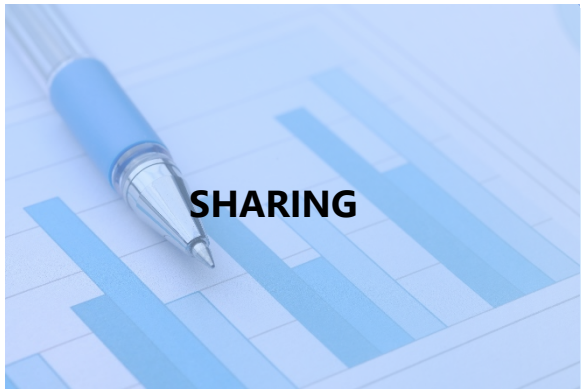
Claiming/Reimbursement

- Apply Federal/State/Insurance Funds for Damages
- Assist in County's Economic Recovery & Return Assets to Pre-Disaster Condition

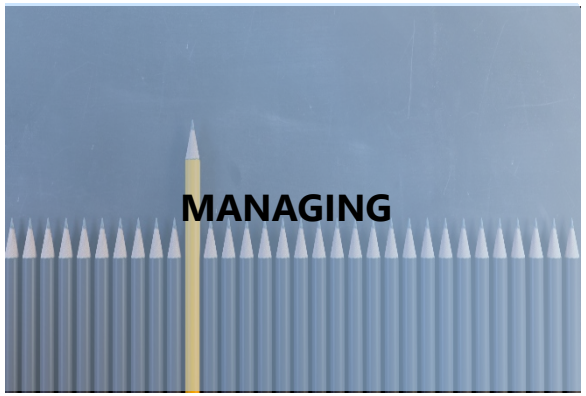
Legal Requirements

- Comply with Applicable Laws, Statutes, Regulations or Guidelines

DATA GOVERNANCE



- User Access to Data
- Faster Decision Making
- Prevent Overlap of Resources



- Define, monitor and maintain data integrity
- Improve data quality

- Distribution of Data
- Data Security
- Responsibility/Accountability

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WHAT DATA DID WE USE

eCAPS Financial

- Services and Supplies
- Equipment Costs
- Revenue (TBD)

eHR

- Labor Costs
- Personnel Leave
- Telework
- Mileage and Parking

MARS

- Mileage and Parking

BUSINESS **CASE**

Office of Emergency Management

FEMA Activities

STRATEGY PLAN

COLLABORATION

- Department of Auditor-Controller (A-C)
- CEO's Office of Emergency Management (OEM)
- Department of Human Resources (DHR)
- Internal Services Department (ISD)

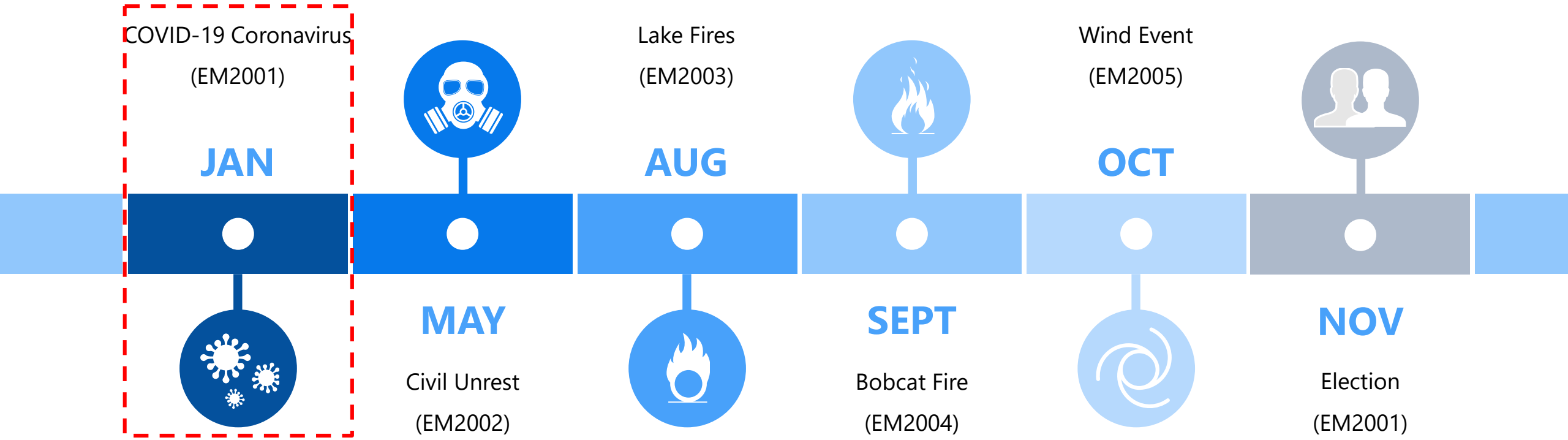
EMERGENCY RESPONSE TRACKING(ERT) PROGRAM

- Enhance County's ERT Program
- COVID-19 Analytics Dashboards (Central and Departmental)
- Track COVID-19 related costs to County
- Identify any financial shortfalls
- Assess possible cost recoveries

PREPARE FOR THE FUTURE

- Improve standards for proper coding & monitoring
- Cost coding structures redesigned & implemented Countywide
- Replicable for other disasters/emergencies

OVERVIEW OF 2020



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OUR CHALLENGES

Global County View

County leadership needed to assess the full financial impact of the emergency event immediately

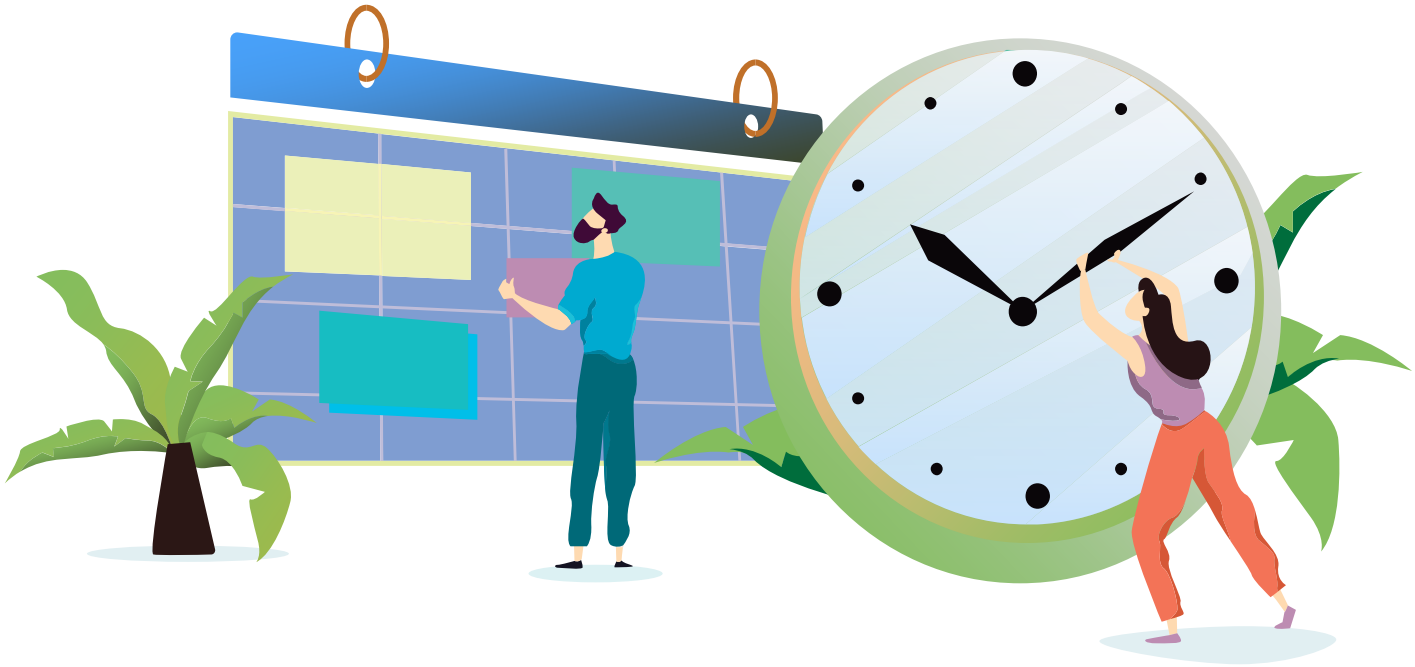
Tracking of COVID-19 Cost

Required a lot of time and manual labor to compile data

Data Not Easily Accessible

Had to manually source, extract, consolidate data in various complex systems

DEPARTMENT **DELIVERABLES**



DASHBOARDS

Central and departmental dashboards to track & monitor financial, payroll and human resources costs

TRANSACTIONAL FILES

Access to over 400,000 transactions produced every pay period to verify costs & accuracy. Over 10 million transactions have been processed YTD

DIGITIZATION OF RECORDS

Employee Records per Pay Period

- 22,000+ timesheets
- 13,000+ wage statements
- 16,000+ Mileage Claims

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PROCESS **FLOW**

OEM

- **Sent guidelines to departments**
- **Major Project: EM2001**

Submit to OEM for Claims Reimbursement

INPUT

Labor

- Employees enter their timesheets
- Labor related to COVID-19 activities
- Major Project: EM2001
- Leave and Telework (tracking only)

Services & Supplies

- Fiscal Staff
- Expenditure activity entered in eCAPS
- Major Project: EM2001

Equipment

- Employees enter their timesheets (PW and BH)
- Equipment usage for COVID-19 activities
- Major Project: EM2001

Mileage & Parking

- Employees enter in MARS or eHR
- Mileage/Parking related to COVID-19 activities
- Purpose of Trip
- Major Project: EM2001

OUTPUT

OEM Dashboard

Department Dashboard

Transactional Files

Digital Images

- Timesheets
- Wage Statements

LESSONS LEARNED

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COMMUNICATION

- Coordinating with Departments
- Confusion on which funding source applies

PROJECT CODES

- Incorrect use of Project Codes
- Not Implementing or using Project Codes to Track Activities

CLAIMS SUBMISSION

- Unsupported Costs Claimed
- Documentation did not Match System Information

AREAS FOR **IMPROVEMENT**

Communication

Establish Better Coordination with Participation of Departments

Dashboard & Detail Files

Educate & Enhance Understanding the Use of Dashboard & Department Detail Files

Project Coding

Educate & Enhance Understanding of the ERT Project Structure and Project Codes

Emergency Response Tracking (ERT)

Cost Summary

As of Date
01/15/2021

1/6/2020 – 1/15/2021

$1,357,012,998	$70,513,958	$27,140,260	$108,561,040
Total Cost	Current Month	Weekly Burn Rate	Monthly Burn Rate

- Services and Supplies
- Equipment Costs
- Mileage/Parking

PERSONNEL TRACKING SUM...

- Personnel Leave
- Telework

DEPT: ERT-Novel Coronaviru...

DEPARTMENT COST SUMMARY

- Labor
- Services and Supplies
- Equipment Costs
- Mileage/Parking

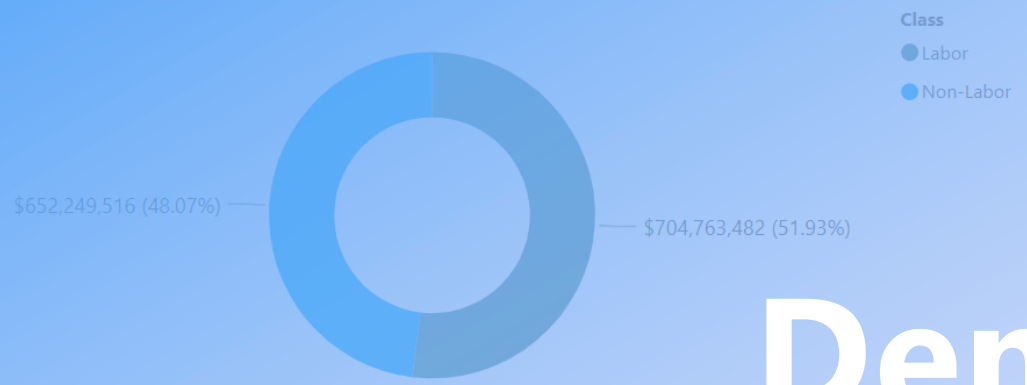
DEPARTMENT PERSONNEL TR...

- Personnel Leave
- Telework

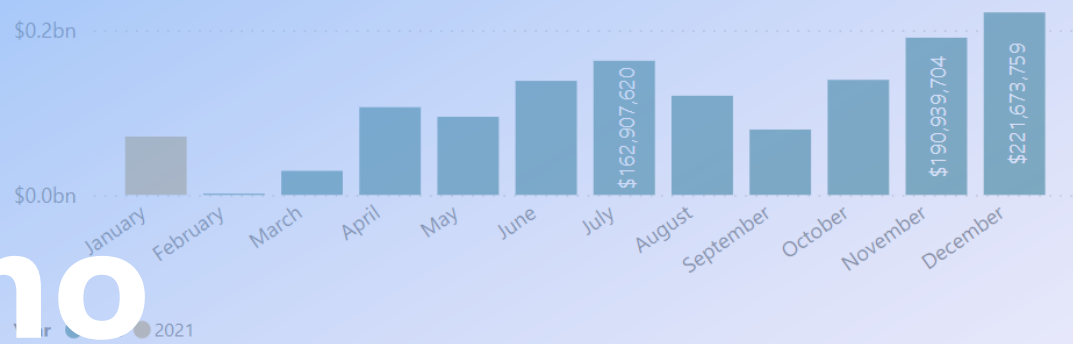
Go back

Filters

Cost Breakdown

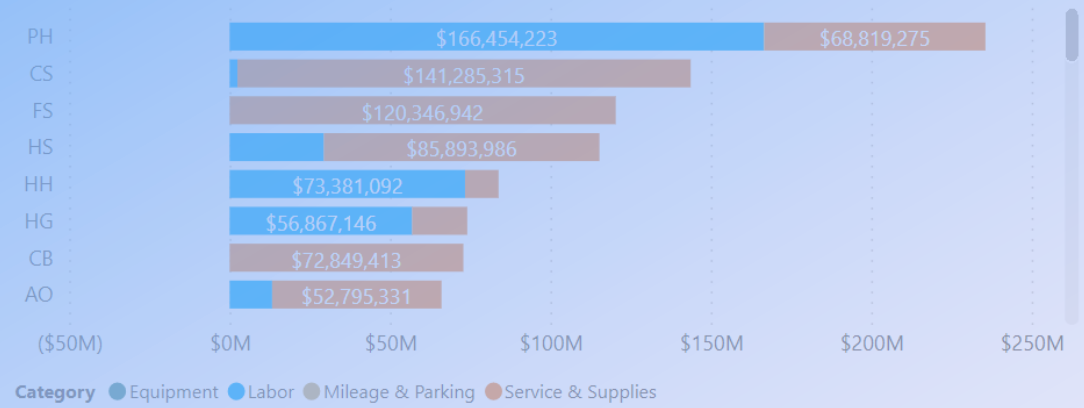


Cost by Month

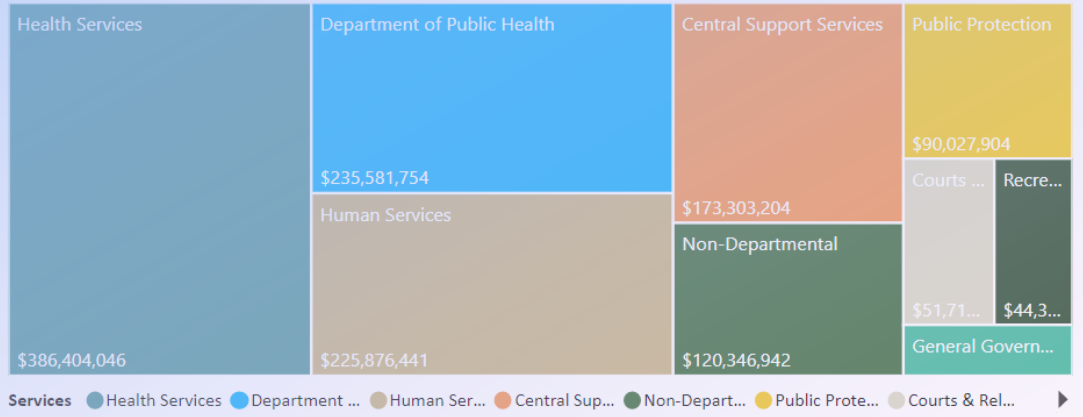


Demo

Cost by Department



Cost by Services



REPLICABILITY

EASY TO REPLICATE

- Develop a project structure to capture required information
- Develop clear instructions and guidelines
- Communicate and provide information to all stakeholders

OTHER PURPOSES

- American Rescue Plan Act of 2021 (ARPA)
- Future emergency events

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VALUE IN DATA ANALYTICS

Decision-Making

- Guided Business Decisions
- Gauge Decision Outcomes
- Visualize Results

Streamline Operations

- Increase Efficiency & Integrity
- Optimize Business Operations
- Trend Analysis

Self-Service

- Broader Access to Data
- Improve Data Value
- Better Overall Experience

Thank You!

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