



# KPMG Operational and Performance Reviews

**Child Support Services, Clerk Recorder  
Assessor Elections, and Auditor Controller**



June 25, 2024  
Meeting of the Board of Supervisors

# Today's Presentation

## 01 Context and Scope

## 02 KPMG Operational and Performance Review Summary

- Child Support Services Department
- Clerk Recorder Assessor Elections Department
- Auditor Controller Department

## 03 Department Response and Implementation Plan

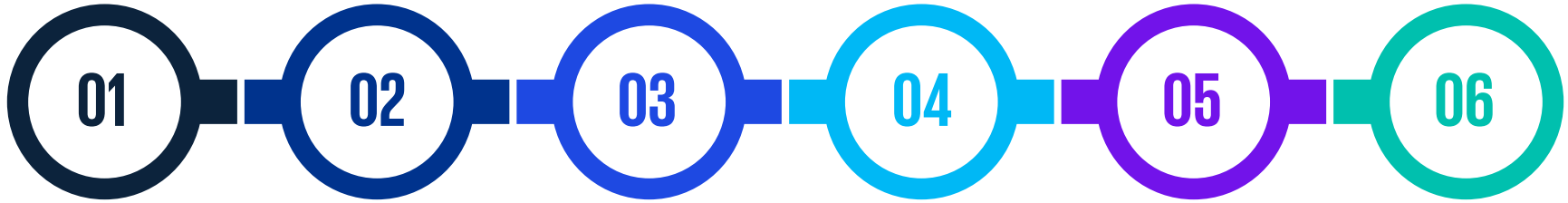


# Context

- Renew 22 – improve efficiency, effectiveness, and customer service of all County operations
- KPMG selected in May 2019 after competitive process
- Nine departments in first year
  - CEO, HR, GS – complete
  - Public Health and Planning & Development – complete
  - Sheriff, Public Defender – complete
  - Probation, District Attorney – complete
- Three departments in second year
  - Fire - complete
  - Behavioral Wellness – complete
  - Social Services – complete
- Five departments and one program in third year
  - Community Services – complete
  - Public Health Re-review – complete
  - County Counsel - complete
  - Public Works – complete
  - Agricultural Commissioner – complete
  - Crisis Services Program - complete
- Remaining departments reviewed in fourth year
  - Clerk Recorder Assessor Elections – complete
  - Auditor Controller – complete
  - Child Support Services – complete



# Scope



01  
Compare to leading practices to highlight where improvements needed

02  
Not a financial audit or budget cutting exercise

03  
Recommendations should result in savings, efficiencies, or better performance and outcomes

04  
Areas of focus - selected with department and CEO's Office

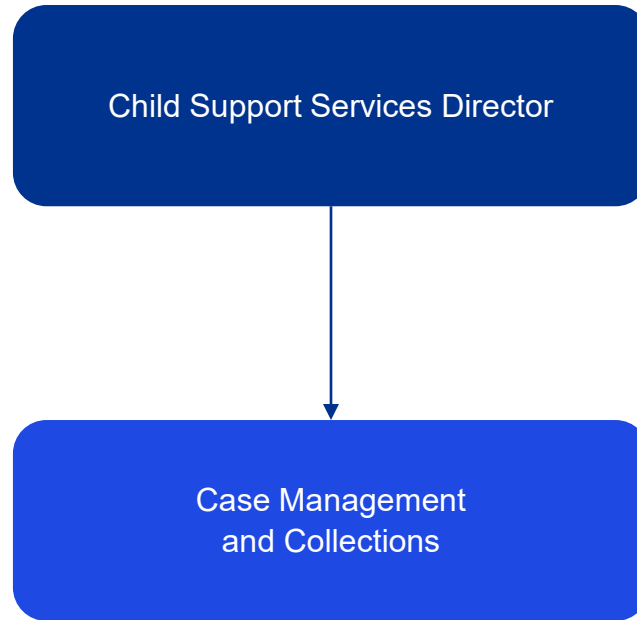
05  
Relies on department cooperation, data availability, and interviews

06  
Scope did not include implementation plans; will be up to departments

# Organization Overview: Child Support Services

**Staff:** 75 FTE

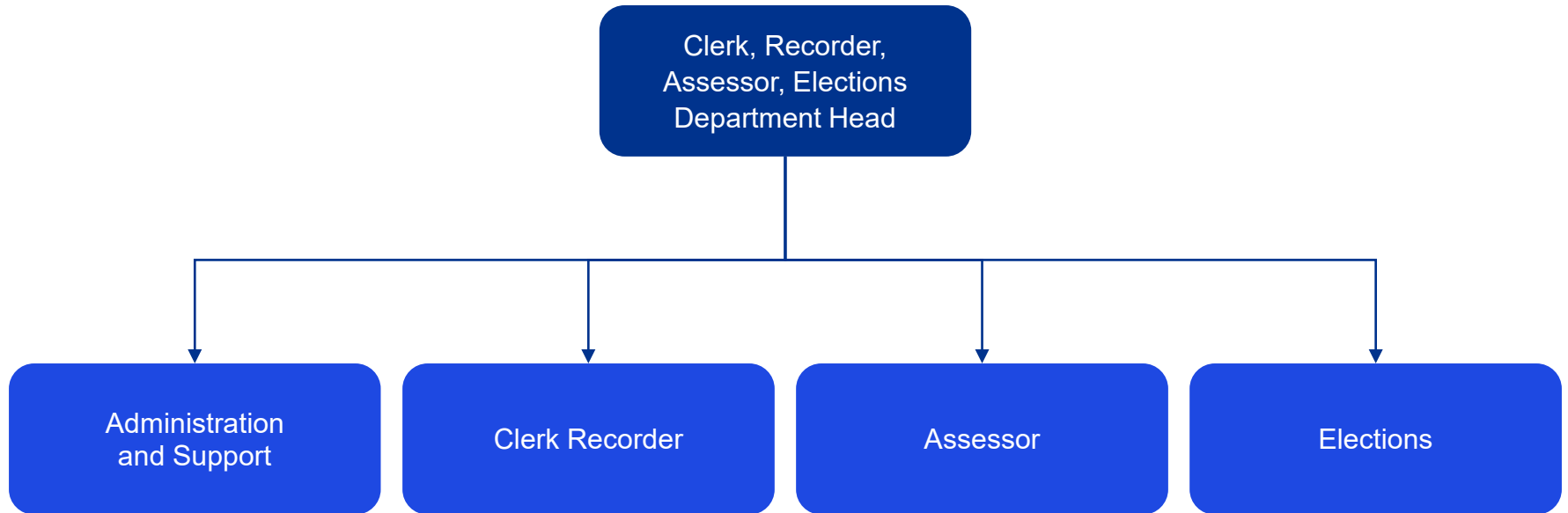
**Budget:** \$11.2 Million



# Organization Overview: Clerk Recorder Assessor Elections

**Staff:** 109 FTE

**Budget:** \$21.7 Million



# Organization Overview: Auditor Controller

**Staff:** 51.6 FTE

**Budget:** \$10.7 Million

