



Follow-Up Review of COVID-19 Response: Pandemic Preparedness Audit

Madison Rorschach

City Auditor

Internal Audit Department

May 2, 2023



Purpose of the Follow-Up Review

- Provides a progress update on audit recommendations.
- Audit evaluated the pandemic readiness of the City by evaluating available emergency plans, procedures, and controls.
- Emergency management plans generally updated to include pandemic-specific considerations.



ID 23-150



ABSTRACT

The City generally has appropriate plans in place to respond to disaster situations – including a Pandemic Influenza Preparedness Plan; however, most of these plans should be updated to incorporate pandemic-specific considerations like social distancing and teleworking.

Internal Audit Department

City Auditor

Madison Rorschach, CIA, CGAP

Audit Staff

Neeraj Sama, MBA



Emergency Management Plans Generally Updated; Telework Incorporated into Regular Business

- Emergency Management Plan Updates:
 - Pandemic Influenza Plan now includes isolation/quarantine information and non-congregate sheltering plans.
- Emergency Operations Center Manual:
 - Now includes procedures for virtual EOC operations;
 - Adequate procedures for documenting EOC operations developed – COVID-19 EOC operations documentation not finalized.
- Business Continuity Plan:
 - Responsibility for plan recently shifted from Tech Services to Emergency Management – not yet updated;
 - Telework & virtual meetings incorporated into regular business practices.

Disaster Management Training Better Documented

- Disaster Management Training:
 - Required trainings now specified in EOC Manual;
 - Emergency Manager now centrally tracking training completion – tracker has not been updated since early 2022.
- Disaster Management Exercises:
 - All disaster management exercises now retained electronically;
 - All City exercises conducted between 2019 and 2022 are adequately documented.

Procurement Process Follow-Up Report Summary: Significant Improvement Made

Audit Area	Recommendations	Implemented	In Progress	Not Implemented
Emergency Management Planning	5	80%	20%	0%
Disaster Management Training	3	100%	0%	0%
EOC Operations	1	100%	0%	0%
All:	9	89%	11%	0%

Recommendations in Progress:

7. Incorporate planning for telework during pandemics into the existing Business Continuity Plan.



Questions?

Madison Rorschach

City Auditor

Internal Audit Department

