



Controller's Office

FY 2023-24 Performance

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COUNTY OF SAN MATEO



Our Mission

Promote the County's operational effectiveness, and ensure its financial transparency and integrity, by providing quality accounting, audit, and financial reporting services.



FY 2023-24 Accomplishments

- Prioritized use of electronic payments (ACH/Direct Deposit)
- Rolled-out online expense reimbursement functions
- Supported diversity, equity and inclusion goals through employee recruitment and development efforts



Financial Reporting - Awards

- County's Annual Comprehensive Financial Report (ACFR) received clean opinion from external auditors
- ACFR received Government Finance Officers Association (GFOA) Award for Excellence in Financial Reporting for 24 consecutive years
- Popular Annual Financial Reporting (PAFR) received GOFA Award for Outstanding Achievement for 22 consecutive years



Other Highlights



Prepared and submitted Cost Allocation Plan and SB 90 Claims to State Controller's Office



Issued Property Tax Highlights Publication



Received Department Equity Team Award



Fostered organizational culture that supports inclusion and belonging



Maintained multiple-languages translation team for customer service

Wellness & Training

- Controller's Office 2024 Wellness Dividend Program Participation Results

Dividend Program	Percentage	Countywide Ranking
Completed All Wellness Dividend Requirements	91%	1

- 100% of the Controller's Office employees completed the minimum 20 hours training requirement
- County-wide Training Events
 - ✓ "Early Warning" verification tool of bank info
 - ✓ FY 23-24 Year-End financial closing training



Employee Engagement

	CONTROLLER'S OFFICE	COUNTYWIDE
Overall Favorability	86%	73%



IME Indices	CONTROLLER'S OFFICE	COUNTYWIDE
I = How Employees Feel About Their Work	84%	79%
M = How Employees Perceive Their Managers	86%	76%
E = How Employees Perceive Their Senior Leaders	88%	57%

Results from latest 2023 survey



Innovations



- W-2 self-service access made available in Workday
- Implementing an Automated Accounts Payable solution (target go-live: Summer 2025)
 - Automate and standardize departmental invoice review and approval processes
 - Increase online visibility to status of invoices
 - Shorten turn-around time to pay vendors without sacrificing proper internal controls

Other Priorities

- Contract audits - compliance and value assessments
- Work with and assist departments to replace systems
- Hosting of property tax system
- Continue supporting employee inclusion, well-being, and development activities





Questions?