

Enterprise
FSA-Wide Support

CFO-INTERNAL REVIEW
“Coordinators”

We Put The Pieces



Team Roster

Faye Harris	Dawn Dawson	Bernardette Herbert
Pamela Jefferson	Jesus Moya	Mark Love
Martha Benjamin		

Performance Score

FSA Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	72.9	74.2			
	Other survey					
EMPLOYEE SATISFACTION		3.56	4.13			
UNIT COST	Your Contribution		\$0.36		\$0.35	
	Efficiency Ratio*					

Contributions

- Coordinate FSA’s responses to GAO/OIG audit work, audit reports, and congressional requests. Providing timely responses ties in to customer (GAO/OIG) satisfaction, program integrity and reduced unit cost. FYE02
- Work with FSA’s offices regarding progress toward closing out (i.e., implementing corrective actions) audit recommendations. This ensures effective operations, which in turn leads to reduced unit cost. FYE02
- Provide analysis/reports on FSA performance with regard to program payments and operations and input to various Department reports. FYE02

**Efficiency Ratio:* [(% of Timely Responses to Draft and Final Report) + (% of Timely Closed Recommendations) / 2]
(Quarterly- increase in ratio equals improvement; will start calculating beginning with Q2 2002)