



*"Working together to  
fund Washington's future"*

# Audit Division Emerging from the Pandemic

September 27, 2021

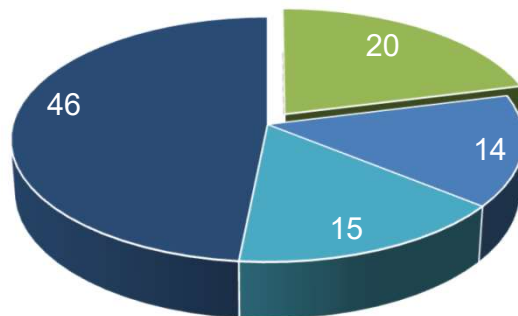
## Managing through and Emerging from the Pandemic

- What happened during the peaks?
- Where are we currently?
- Where are we headed in the future?

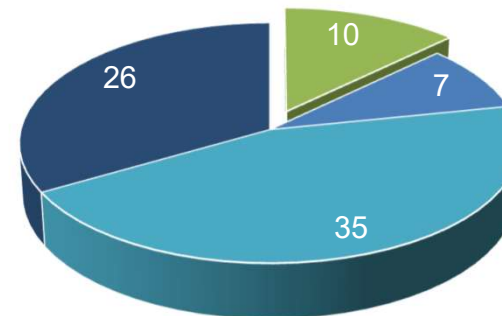


## Deferrals – A COVID Story

**July - 2020**  
**Deferrals Inventory = 95**



**July - 2021**  
**Deferrals Inventory = 78**



■ 0 to 180 Days  
■ One Year Old

■ 180 to 365 Days  
■ Two Plus Years Old

# Data Driven Decisions

## Web Messages

	A	B	C	D	E	F
	Genre	Assigned Backlog	Total	Older than 31/9/2021	Completed since 7/1/2021	
1						
2	Bellingham	2	1	3	1	19
3	Bonnet	7	0	7	3	41
4	Kent	4	0	4	0	14
5	OOS Central	0	0	0	0	37
6	OOS East	1	2	3	0	4
7	OOS North	0	0	0	0	1
8	OOS South	1	0	1	1	9
9	OOS West	4	8	4	0	6
10	Seattle	8	2	10	6	62
11	Spokane	2	6	8	7	4
12	Tacoma	0	0	0	0	20
13	Tumwater, Bremerton, PT Angeles	0	0	0	0	3
14	Vancouver	5	3	8	6	37
15	Yakima, Richland, and Wenatchee	1	0	1	1	23
16	ARDE - VDA	4	0	4	3	10
17	AS&P - Invoce	0	0	0	0	0
18	General Web Messages	0	0	0	0	2
19	PWC, Corporate Dies	0	1	1	0	9
20	PWC, Public Works	2	0	2	0	13
21	RDU, Defense	0	0	0	0	0
22	REET	0	2	2	0	1
23	AS&P - ARAI Invald period	3	0	3	2	0

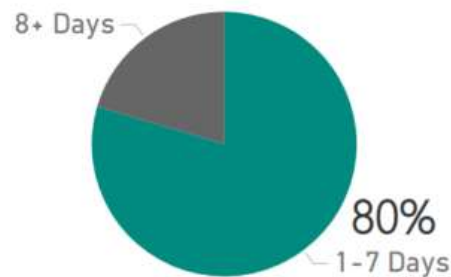
FY2021 by Days to Respond Percent

TAA Performance Measures - Web Message Response Report

TAA Performance Measures - Web Message Response - BK-AuditMessages

Type = Audit General, Invoices issued by the Audit division, Public X

Reply Range	Count
1 - 5 Days	148
6 - 7 Days	15
8 - 10 Days	10
over 10 Days	43
4 Rows	216



Decision:  
5 business days

## Where are we headed in the future?

- Build up active inventories
- Re-engage Educational Efforts
- Automate and streamline Estate Tax Process





QUESTIONS