President's Message

Dear Chapter Members,

We have received and analyzed the survey results and some of the responses we received were enlightening, while other results confirmed what we previously thought were your concerns and needs for continuing education. Although you like the all-day workshops and the corresponding CPEs we offer for them, you have an interest in half-day workshops. Going forward, we will try to offer different options so that you can register for the full-day or half-day workshops (morning or afternoon) sessions.

Other results showed that you chose Downtown Los Angeles as the most popular location for chapter meetings and workshops with Beverly Hills a close second and the west side in third place. We received a number of recommendations on other locations where you would most likely attend a meeting or workshop. Although Pasadena, South Bay, Inland Empire and San Fernando Valley are within the Los Angeles County area, they are serviced by other IIA chapters that are local to those areas. However, we have heard you and will try to rotate the workshops locations.

As far as what continuing education you would like to see, we noted we have a wide range of industries that we service, but the overwhelmingly needs are in operations, risk management, compliance and financial auditing best practices. So with that in mind, we will try and bring to you workshops and conferences that focus on those issues for the coming year. We have shared the details of the survey results separately in the newsletter for your review.

The Los Angeles Chapter officers and I believe the 2011/2012 year will be a challenge to bring informative and value added workshops and seminars to you at locations you desire and we will do our best.

As previously announced during our first meeting, which is scheduled for September 21, 2011 we will be doing the incentive drawing for a gift certificate of $100 or coupon that can be used toward the purchase of a workshop or seminar. Don't forget you
don't have to be present to win; but if you are present, you will also be reimbursed for the cost of the workshop in addition to the $100 gift certificate or a coupon for another workshop or conference.

See you there!

Yours truly,

Kurtessa Clarke-Silke
IIA LA Chapter President

Register Now for Our 1st Meeting of the Year!

Upcoming Events

The Survey is in...Best Practices for Internal Audit Professionals
Wednesday September 21, 2011 from 11:45 AM to 1:30 PM PDT
The Los Angeles Chapter's 68th and IIA's 70th Anniversary Lunch Meeting
Los Angeles Athletic Club

And the Survey Says...

"And The Survey says..."
By Donald Baddorf

First, a large and gracious "Thank You" to everyone that responded. The response from 83 IIA-LA members to the survey was outstanding and larger than in past years. Thank you, all. I now feel like the "Family Feud" host, Richard Dawson, providing the top results. You'll have to read this article's title with a bit of an English accent, "And The Survey says..." (Am I dating myself?)

After reviewing the responses in detail we found:

- 64% of responding members are "Seasoned" with more than 10 years in Auditing and a high percentage of respondents have expertise in:
  - Financial and Operations (74%)
  - Compliance (55%)
  - SOX (41%)

  --> That is a wealth of knowledge that you can tap into at the meetings.

- Half of the respondents have attended one or more meetings while the other half did not indicate any attendance. The "seasoned" professional percent goes up when looking at just those that have attended past meetings. --> The seasoned members know where to find quality CPE credits.. The IIA-LA! (Okay, that may be a stretch based on the data, but, it's not an impossible conclusion!)

- IIA meetings and workshops are the highest responses to the training options that members use, but, most members seem to be using a broad mixture of available training.

- Many of the responding members are from Fortune 500 and other national/regional companies.

- Lecture type presentations were much preferred over round table presentations.

- Location, location, location - downtown has this highest percentage of "likes" and a low percent of "dislike." There is a moderate contingent of members that might attend a Westside or
Beverly Hills location. Additionally, wherever we meet, there was a preference for consistent (fixed day, mid-week, mid-month), monthly meetings.

- All day meetings are popular and half-day or lunch meetings are close runners up.

- We received a variety of responses for venues. The board’s goal is to find a cost effective solution that factors in parking, food, room and other costs. \( \rightarrow \) **Still looking for ideas in various locations!**

- There is support for a broad middle layer of topics while the top three choices were for:
  - Risk Management
  - Best Practices
  - Fraud

- Current communication methods were supported with little support for "social media" or the U.S. Postal Service.

On the lighter side, some interesting responses included:

- One member responded at 2:15 AM that he/she was "stationed in Afghanistan" and couldn't provide feedback on our meeting locations! A wise response and we wish him/her safety and a speedy return.

- A couple respondents want us to move our meeting to San Fernando Valley... not sure what the local IIA-SFV would think about that! Another member potentially is traveling in from Oxnard... that's a commitment.

- And, one member wants to book an IIA-LA boat cruise to knock off 20 to 40 CPE hours in one shot. Although some board members had reservations, I liked this idea and especially the creativity!

"Now what..." and "so what..." might be your questions at this point. You might draw some of your own conclusions. I trust they will reinforce what others have implied... we’ve got a good thing going at the IIA-LA and let’s keep it going. The President and her officers are already using this feedback to shape near-term activities and is working on integrating all of this feedback into our plans for the whole year.

Thank you, again for the tremendous response. We are always interested in your feedback, so feel free to shoot off an email once in awhile.

A full copy of the results is available for interested IIA-LA members; contact the Communications team.

Internal Auditor in the Spotlight

In each issue of our chapter newsletter, we will spotlight one of our members. This issue spotlights our VP of Administration, **Mindy Chiang**, Audit Project Manager of Internal Audit Services at Kaiser Permanente.
Q: How did you become an internal auditor?
It was really by chance actually. I went to a career fair while I was still in school and saw a former classmate at the recruiting table for Deloitte Touche. As we caught up, she educated me on what internal audit was about. I met with the head recruiter and was able to impress the recruiter enough to be invited for an interview. I landed the internship, one thing led to another and here I am now, an Internal Audit Project Manager at Kaiser Permanente.

Q: Any special skills or experiences you are proud of as an internal auditor?
I love internal audit because it exposes you to so many different experiences. You always hear those stories about auditors who were sent to the middle of nowhere to count pigs or something like that. Well, one of my favorite experiences as an internal auditor was being in the hospital operating room watching a surgeon perform an open heart surgery just 10 feet in front of me. I was performing an audit on surgical procedures looking to make sure the hospital had processes in place to minimize the occurrence of never events (i.e. operating on the wrong patient, performing the wrong procedure, leaving surgical equipment in the body, etc.). As part of our “testing” we suited up into scrubs and hair nets and observed what the nurses, surgical techs, anesthesiologists, and physicians did before, during, and after the patient was wheeled in. I understand that audits like these are probably very rare for internal auditors, but it is an example of the vast array of experiences we might be exposed to. Risk can be found just about anywhere in an organization and as auditors that means we have opportunities to look into these areas of the organization.

Q: What are your passions or hobbies outside of internal audit?
Crossfit! I’ve been doing it for about a year and I feel like I’m in the best shape that I’ve ever been in (which might not say a lot, but still). Crossfit is a strength and conditioning type of workout focused on overall fitness through functional training. We don’t focus on working one muscle at a time, rather we do high intensity movements that engage multiple body parts. It’s been such a rewarding challenge. At the surface it seems intimidating when you see people in the classes doing heavy Olympic lifting, flipping large tractor tires, or doing muscle ups on gymnastic rings, but once you try it out you’re instantly addicted.

Also, another interest of mine is to speak another language fluently. My parents can speak three languages fluently and are less fluent with a few others. They don’t know how to do a lot of things, but I’ve seen what the power of language has done for them. Language is a valuable asset which has opened many doors for them. Time to work on improving my broken Chinese.

Q: Any word of advice to fellow internal auditors?
Be creative and keep an open mind. Don’t forget that our job entails more than just performing an audit, there is still a heavy relationship aspect to it as well. Be passionate about what you do and remember that the more you put into it, the more you will get out. With that said, the IIA LA Chapter is always looking for volunteers. Since the new chapter year is just kicking off, this is the perfect moment to reach out and let the chapter know that you’re interested in volunteering.
Regional Audit Manager, North America
Dole Food Company
Westlake Village, CA

The Regional Audit Manager/North America is responsible for Internal Audit functions covering business units operating within North America as well as Corporate functions. He/she will lead projects such as risk assessments, compliance and operational audits, investigations, business unit advisory services and continuous monitoring. Click here for more information.

Internal Auditor
City of Glendale, California
Salary: $5,583 - $8,121/month. This position performs difficult technical and complex internal auditing work and performs all phases involved in an audit, including planning, organizing, performing, and reporting. Requires a Bachelor's Degree in accounting, information systems, business or a related field, and four years of progressively responsible, professional experience conducting internal audits, including one year at a supervisory level. For complete job description and application materials, visit www.ci.glendale.ca.us or call (818) 548-2110. Apply ASAP. Recruitment may close at any time.

Internal Auditor
Salt River Pima-Maricopa Indian Community (SRPMIC)
Scottsdale, AZ
Salary: $53,820-$74,004 Annually

"This job class is treated as FLSA Exempt" Under general supervision of an Internal Audit Manager, performs internal audits and analyzes a variety of accounting transactions to examine and conclude on the financial and operating integrity of the SRPMIC Government departments, divisions and Community Enterprises. Completes audit assignments in an accurate and timely manner and in accordance with generally accepted auditing standards.

"SRPMIC is an Equal Opportunity/Affirmative Action Employer" Preference will be given to a qualified Community Member, then a qualified Native American and then other qualified candidate.

To apply or view full job description go to www.srpmic-nsn.gov/employment

Internal Auditor Manager
Salt River Pima-Maricopa Indian Community (SRPMIC)
Scottsdale, AZ
Salary: $68,655-$96,120 Annually

"This job class is treated as FLSA Exempt" Under general supervision of the Internal Audit Director, manages day-to-day internal audits of the books and records of SRPMIC Tribal Government, SRPMIC Enterprises, Federal Grants as well as operational audits for efficiency and effectiveness of the SRPMIC government and Enterprises. Manages the department Senior Internal Auditors and Internal Auditors as assigned. Reviews audit planning memos, work papers and reports to ensure audit objectives, scope and procedures are sufficient to complete assigned audits. Reviews Audit Reports to ensure compliance with department standards. Develops and enhances the necessary "soft skills" to solidify the working relationship building for Internal Audit to be effective.

"SRPMIC is an Equal Opportunity/Affirmative Action Employer" Preference will be given to a qualified Community Member, then a qualified Native American and then other qualified candidate.

To apply or view full job description go to www.srpmic-nsn.gov/employment
If you'd like to place an ad, send us the ad you'd like to place in WORD format to vp-finance@theiia-la.org.

Normally the price for a one month ad placement on our website and newsletter is $120 for a full page ad and $60 for a half page ad. However for 2011, as a courtesy to our members in these difficult times, we are not charging job advertising fees. Allow 5 days from submission for your ad to be posted in on our website and included in the next edition of our newsletter. We post ads for 30 days unless and we will retire them unless a specific end of posting date is communicated to us.

Call for Volunteers

The IIA-LA Chapter Wants You!
Some of the officers are looking for additional volunteers (IIA members) to fill positions within their designated committees. If you are interested or know other IIA members who would like to be involved with an organization that promotes the profession of Internal Auditing, please contact the appropriate Vice President by clicking their email address below. What you do today, will help to develop or enhance your skills to further your growth in the audit profession.

![I Want You](image)

CAP Count

The Los Angeles Chapter is in its 8th year of being designated an IIA Gold Chapter. With two more years of achieving Gold status, we will become a Platinum Chapter. We ask that you take an active part in helping to make this happen. Here's what you can do:

- Attend a chapter event (yes, we get points for members and non-member attendees)
- Obtain your CIA, CCSA, CFSA or CGAP designation
- Submit an article(s) to the Internal Auditor (published or not)
- Submit an article to any other professional journal
- Speak at a chapter event
- Submit questions for IIA Certification Exams

The Institute of Internal Auditors (The IIA) Chapter Achievement Program (CAP) is designed to recognize activities that promote the strategic objectives of The IIA. This program provides minimum standards of performance, emphasizes the basic mission of the Chapter, encourages Chapters to perform that mission, and provides Chapters with a means to evaluate their success in accomplishing that mission.

A chapter must earn the minimum CAP points annually in each of the three service categories which are: 1) Service to Members; 2) Service to the Profession; 3) Chapter Administration.

If you've participated in CAP related activities or would like to help us earn CAP points, please reach
Our IIA-LA Chapter Officers

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Thank you for reading this month's edition of the IIA - Los Angeles Chapter Newsletter!

We hoped you enjoyed it and if you have any suggestions for improvement or would like to include material in subsequent issues (news articles, Internal Auditor in the Spotlight, etc.), please reach out to our Communications Committee.