

**COUNTY OF MILWAUKEE**  
Inter-Office Communication

Date: February 13, 2025

To: Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors  
Jack Eckblad, Chair, Committee on Audit

From: Jennifer Folliard, Director of Audits, Audit Services Division

Subject: From the Director of Audits, an informational report on the status of recommendations contained in the Courthouse Access Keycards Audit Report

File Type: Informational Report

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**REQUEST**

This report is for informational purposes. There is no request at this time.

**POLICY**

The Audit Service Division (ASD) conducts performance audits which provide elected officials and County management with an objective, third-party analysis of their operations to help them improve performance, reduce costs, and make informed data-driven decisions. ASD's performance Audit duties defined in s. 59.255(2)(i), Wis. Stats. and Section 34.09 of the Milwaukee County Code of General Ordinances.

Wisconsin State Statutes:	59.255(2)(i)
Milwaukee County Code of General Ordinances:	34.09

**BACKGROUND**

At its meeting in the September 2024 cycle, the Committee on Audit reviewed our audit report, "Courthouse Access Keycards: Controls Needed to Ensure Keycards are Deactivated When Users Terminate," issued in August 2024. The resolution noting County Board concurrence with the report recommendations was adopted.

Attached is a copy of the Executive Summary page that provides general information about our audit. The full audit report is available on the Comptroller's website via the following link:

[Courthouse Access Keycards Audit Report](#)

We are facilitating the submission of the DAS-Facilities Management Division's (FMD) first status report regarding its progress toward implementation of the eleven recommendations in our audit report. Based on the comments provided by FMD

management in the attached status report, all eleven recommendations are open and efforts to implement them continue.

FMD management has further expressed its commitment toward implementation of the recommendations with the following statement shared with ASD:

“Facilities Management Division (FMD) remains committed to implementing these recommendations and ensuring continuous improvements in access control policies. While several updates are dependent on the full implementation of C-Cure 9000, we are actively working to refine procedures, update policies, and strengthen oversight measures to enhance security and compliance.”

This status report is informational. Due to the remaining efforts required to implement our recommendations, we will facilitate submission of FMD’s next status report for the September 2025 committee meeting cycle.

Related File No’s:	24-728
Associated File No’s (Including Transfer Packets):	None
Previous Action Date(s):	File No. 24-728 was adopted September 19, 2024 and signed by the County Executive September 25, 2024.

**ALIGNMENT TO STRATEGIC PLAN**

Describe how the item aligns to the objectives in the [strategic plan](#):

3B: Enhance the County’s fiscal health and sustainability

While the County’s Audit Services Division performs work related to many of the County’s Strategic Plan objectives, the Division’s work routinely seeks to enhance the County’s fiscal health and sustainability.

**FISCAL EFFECT**

None

**VIRTUAL MEETING INVITES**

Jennifer Folliard, Director of Audits  
Molly Pahl, Deputy Director of Audits  
Aaron Hertzberg, Director, Department of Administrative Services  
Sean Hayes, Interim Director, Department of Administrative Services Facilities Management Division  
Dustin Schrader, Director Security, Department of Administrative Services

**PREPARED BY:**

Paul Grant, Audit Compliance Manager

**APPROVED BY:**

Jennifer Folliard, Director of Audits

**ATTACHMENTS:**

Executive Summary

Status Report

cc: Liz Sumner, Milwaukee County Comptroller  
Audit Committee Members  
David Crowley, Milwaukee County Executive  
Aaron Hertzberg, Director, Department of Administrative Services  
Sean Hayes, Interim Director, Dept. of Administrative Services Facilities Management Division  
Dustin Schrader, Director Security, Department of Administrative Services  
Kelly Bablitch, Chief of Staff, Milwaukee County Board of Supervisors  
Steve Cady, Research & Policy Director, Office of the Comptroller  
Jane Geyer, Research Analyst, Office of the Comptroller  
Janelle Jensen, Legislative Services Division Manager, Office of the Milwaukee County Clerk  
Ethan Masarik, Committee Coordinator, Office of the Milwaukee County Clerk