



City of San Jose, CA

Office of Retirement Services

Internal Audit Services

Forward-thinking internal audit solutions from a firm with extensive experience in the public sector.

P&F 10.2.25



With you today



Chris Kalafatis, CPA, CIA, CFE, Principal
Role: Engagement Executive



Kory Hoggan, CPA, CIA – Principal
Role: Public Employee Retirement System SME



Stacey Gill, CIA, CISA, Director
Role: Relationship Manager



Peter Tsengas, CISA, CISM, Director
Role: Public Sector IT/Cyber SME



Kate Murdock, CIA, CGAP, Senior Manager
Role: Engagement Manager

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What will success look like for the City?



A person with a backpack stands on a rocky mountain peak, looking out over a vast mountain range. The scene is captured in a cinematic style with a soft, hazy atmosphere. The person is silhouetted against the sky, and the mountains in the distance are layered, creating a sense of depth. The overall color palette is muted, with blues, greys, and earthy tones.

At a glance

About Baker Tilly



6th-
largest U.S.
accounting firm*



11,000+
team members,
1,000+ principals



100+
years in
business



~3,400
Certified Public
Accountants



\$3B+
firm revenue
in FY2025



100+
worldwide office
locations



300+
workplace and
culture awards

GETTING TO KNOW US

Dedicated public sector practice

Public sector: **Experience that matters**



4,200+ public sector clients



90+ years of industry experience



Serving clients nationwide



GETTING TO KNOW US

Risk Advisory practice



600+
Consultants

Local presence

California

local presence



40,000+
California clients



85+ years
of experience
serving area clients



23 offices
in the state of California



2,700+
professionals
in California

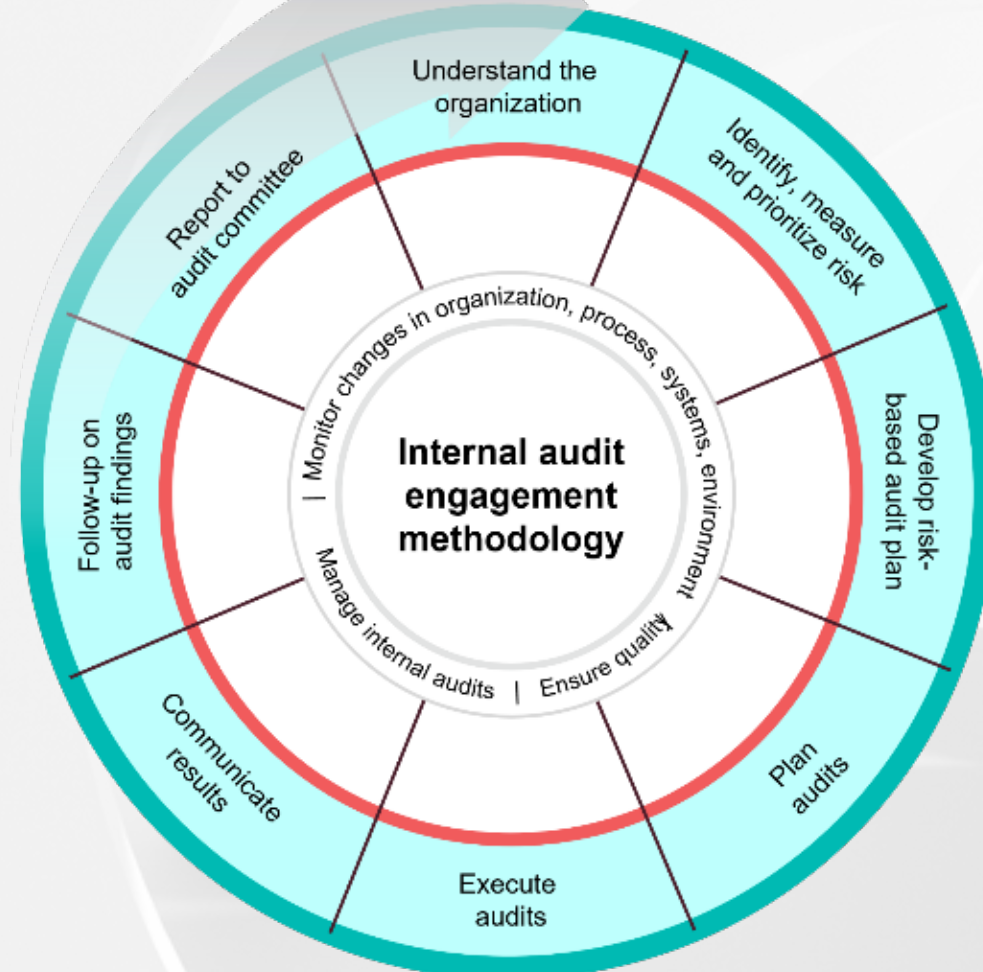


Sample retirement system clients

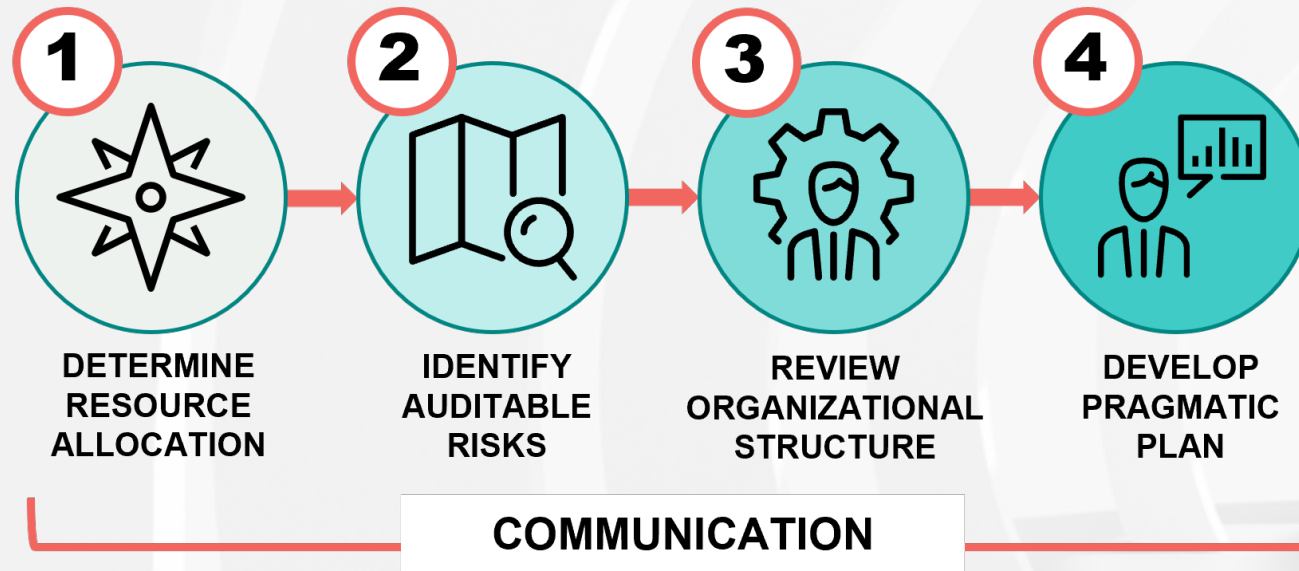
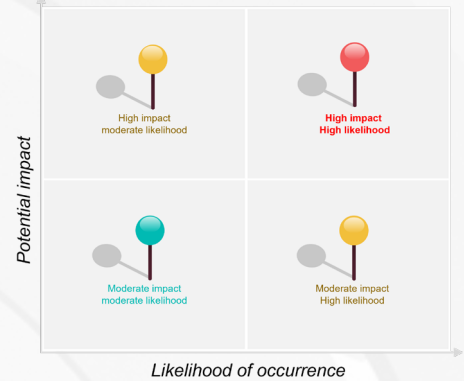
- American Samoa Government Employees' Retirement Fund
- Antelope Valley Hospital Medical Center Retirement Plan
- City of Portland Fire and Police Disability and Retirement Fund
- El Paso Firemen and Policemen's Pension Fund
- Houston Municipal Employees Pension System
- Los Angeles City Employees' Retirement System
- New Mexico Retiree Health Care Authority
- NYC Board of Education Retirement System
- Orange County Employees' Retirement System
- Public Employees Retirement Association of New Mexico
- Richmond Retirement System
- Sacramento County Section 457 Plan
- Spokane Employees' Retirement System
- Deferred Compensation Plan and Trust
- Ventura County Section 457 Plan

OUR APPROACH

Outsourced internal audit methodology



Risk Assessment & Annual Audit Plan



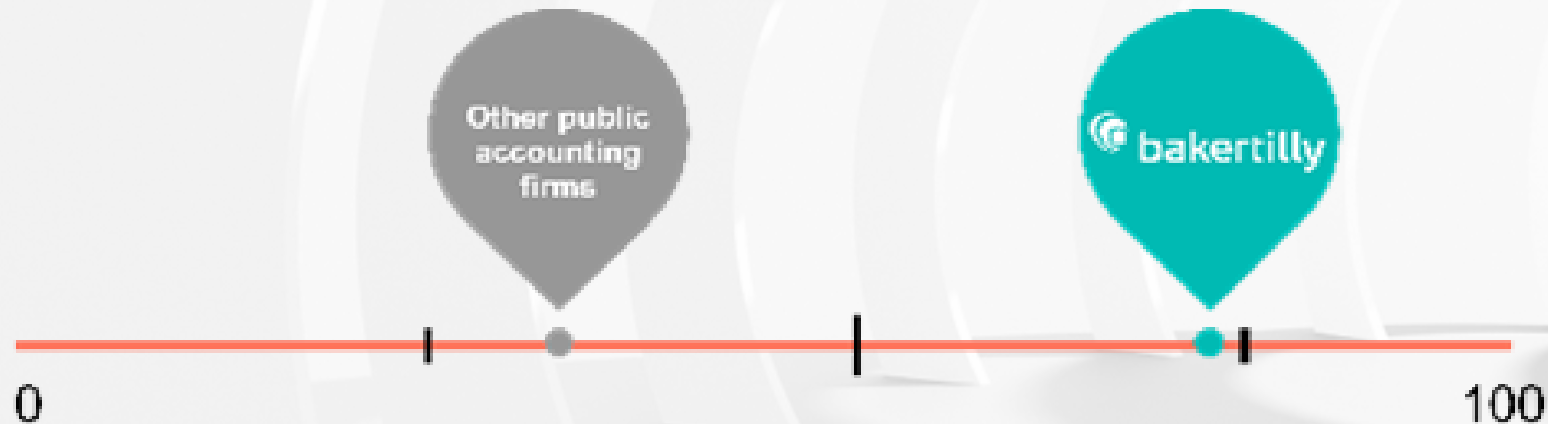
Audit Planning Considerations:

- Risk Assessment
 - Audit activities generally target higher risk areas
- Ability to add value
 - Independent and objective analysis
- Input from the Board
 - Input on audit priorities
- Coverage and Prior Audits
 - Internal, operational and financial
- “Ripeness” and On-going Initiatives
 - Avoid duplication of efforts
- Scheduling
 - Timing of the audit vs. on-going related initiatives



Why Select Baker Tilly?

- Net Promoter Score (NPS) - gauges customer loyalty by asking how likely customers are to recommend a company to others. An NPS of over 50 is considered “excellent.” In the accounting industry, the average benchmark is 41 according to a report by [ClearlyRated](#). Baker Tilly consistently receives an **NPS of greater than 65** and the Risk Advisory practice that will lead this work scored an **89**.

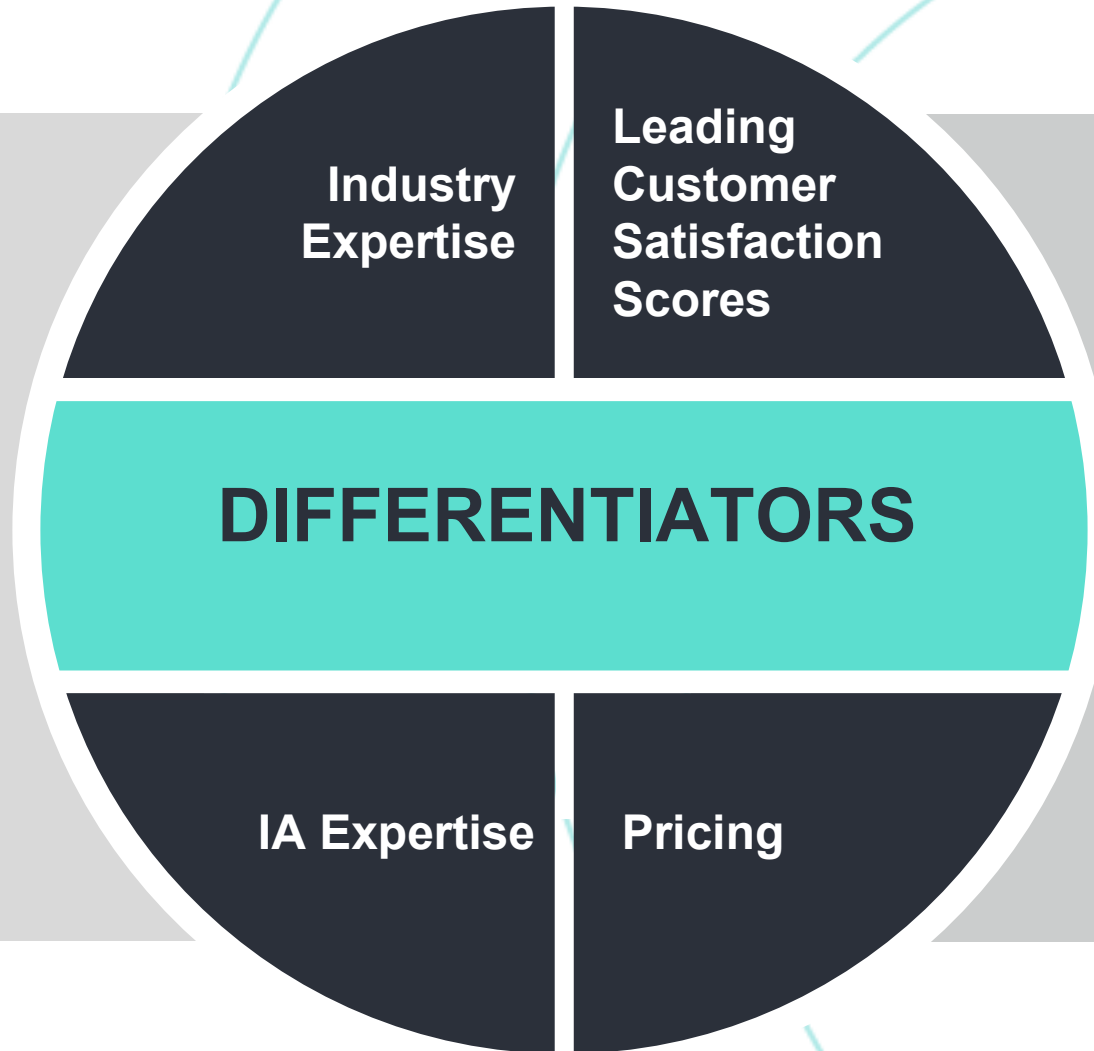


- Client Satisfaction Score (CSAT) is another well-known metric. We consistently score well above the industry average of 82 ([published by Retently - retently.com/blog/customer-satisfaction-score-csat/](#)).

HELPING YOU SOLVE YOUR MOST PRESSING CHALLENGES

Why Select Baker Tilly?

- Dedicated public sector practice with retirement system experience
- Numerous IA outsource and co-source projects



- Quantifiable customer satisfaction with a NPS score that doubles the average CPA firm
- Very competitive pricing for a Top 10 firm