

Office of the Inspector General FY2019

Agency Office of the Inspector General

Agency Code ADO

Fiscal Year 2019

Mission The mission of the Inspector General (OIG) is to conduct independent audits, investigations, and inspections to detect and prevent fraud, waste, and mismanagement, to help the District of Columbia government improve its programs and operations by promoting economy, efficiency, and effectiveness.

2019 Strategic Objectives

Objective Number	Strategic Objective
1	Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismanagement.
2	Integrate plans, processes, and resources to support organizational accountability.
3	Deliver actionable, relevant and timely products and services to customers and stakeholders that promote economic, efficient, and effective government.
4	Implement an information and knowledge management system that supports the OIG mission.

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
1 - Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismanagement. (2 Measures)					
Percent of proactive analytical activities initiated by RAFP's data analysis unit that resulted in an investigation, audit, or inspection	Up is Better	No applicable incidents	20%	40%	25%
Percent of contacts evaluated and appropriate course or action determined within 10 business days of receipt by RAFP hotline program	Up is Better	87%	93%	91%	95%

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismanagement. (3 Activities)			
OVERSIGHT WORK	Oversight Work	Conduct audits, investigations, and inspections based on proactively identified leads and indicators.	Daily Service
CUSTOMER SERVICE	Hotline and Data Analysis Programs	Operate hotline and data analysis programs to aid in identifying and evaluating allegations of corruption, fraud, waste, abuse, and mismanagement.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
AUDIT	Reduce Misconduct	Forward to the appropriate authority any report, as a result of any audit, inspection or investigation conducted by the office, in order to reduce misconduct or unethical behavior.	Daily Service
2 - Integrate plans, processes, and resources to support organizational accountability. (3 Activities)			
CONTRACTING AND PROCUREMENT	Spending Plans	Develop spending plans to ensure appropriated resources are used efficiently and effectively to support organizational accountability and are in compliance with District regulations.	Daily Service
AGENCY OPERATIONS	OIG Policies and Procedures	Integrate internal OIG policies and procedures to ensure the OIG executes its mission in compliance with applicable standards to support organizational accountability.	Key Project
AGENCY OPERATIONS	Performance Excellence	Implement a performance assessment/excellence framework within the OIG to ensure continuous improvement.	Key Project
3 - Deliver actionable, relevant and timely products and services to customers and stakeholders that promote economic, efficient, and effective government. (4 Activities)			
OVERSIGHT WORK	Independent Oversight Work	Initiate and conduct independent financial and performance audits, inspections, and investigations of District government operations.	Daily Service
CONTRACTING AND PROCUREMENT	Annual District Audit	Contract with an outside audit firm to perform the annual audit of the District government's financial operations with the results published in the Comprehensive Annual Financial Report (CAFR) and chair the CAFR oversight committee.	Key Project
AGENCY OPERATIONS	GAO Liaison	Serve as the principal liaison between the District government and the US Government Accountability Office.	Key Project
INVESTIGATIONS	Reporting Evidence of Wrongdoing	Forward to the Mayor, within a reasonable time of reporting evidence of criminal wrongdoing to the Office of the U.S. Attorney's Office for the District of Columbia, or other law enforcement office, any report regarding the evidence, if appropriate.	Daily Service
4 - Implement an information and knowledge management system that supports the OIG mission. (3 Activities)			
INFO TECH	Information Management System	Collect, process, and communicate information to enable the agency's leadership team to make more effective and efficient decisions.	Key Project
INFO TECH	Knowledge Management System	Manage agency knowledge to improve performance and achieve the OIG mission.	Key Project
INFO TECH	Information Security	Establish and maintain digital and physical security controls to protect critical information and knowledge assets from unauthorized access.	Key Project

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Hotline and Data Analysis Programs (1 Measure)			

Measure	FY 2016	FY 2017	FY 2018
Number of contacts analyzed by the RAFP Hotline Program and Medicaid Fraud Control Unit (MFCU)	3593	4561	4511
1 - Oversight Work (3 Measures)			
Number of proactive analytical products RAFP-DAU that initiated an investigation, audit, or inspection	Not Available	15	4
Number of recommendations made to District agencies	Not Available	122	54
Number of referrals made to District agencies resulting from hotline contacts	Not Available	92	100

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Hotline and Data Analysis Programs (1 Strategic Initiative)		
Initiative 1.1	Develop the technology infrastructure to access, store, and query District data sources necessary to proactively identify corruption, fraud, waste, abuse, and mismanagement.	09-30-2019
Independent Oversight Work (2 Strategic initiatives)		
Initiative 3.1	Develop strategic public relations plan to further disseminate the OIG's mission and reporting conduits to District employees and residents. While this initiative focuses on developing the plan, the OIG will start executing the plan during FY 2019 as reflected in the related metric below.	09-30-2019
Initiative 3.2	Develop and deploy a District-wide corruption, fraud, waste, abuse and mismanagement training program. Training program will be used similar to other training programs, and will be used to heighten the awareness of corruption, fraud, waste, abuse and mismanagement within the District government. Training will also provide a refresher on how to make complaints to the OIG, what protections are afforded to complainants, and next steps following a complaint.	06-30-2019
Information Management System (1 Strategic Initiative)		
Initiative 4.3	Implement agency-wide visual dashboards to continuously track, monitor, analyze, report, and manage the OIG's performance.	09-30-2019
Information Security (2 Strategic initiatives)		
Initiative 4.1	Implement OIG's cloud migration strategy to ensure secure and reliable migration of OIG's mission critical information technology (IT) systems and services to selected cloud environments.	06-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Initiative 4.2	Update the OIG's internal information security framework.	06-30-2019
Performance Excellence (2 Strategic initiatives)		
Initiative 2.1	Develop a project management plan for the design and creation of the OIG's Decision Support System (DSS).	06-30-2019
Initiative 2.2	Coordinate with DGS to provide a Comprehensive Space Needs Analysis to facilitate the relocation of the Agency by the expiration of OIG's current lease in 2021.	09-30-2019