

# Office of the Inspector General FY2020

**Agency** Office of the Inspector General

**Agency Code** ADO

**Fiscal Year** 2020

**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.

## 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 operations, deter misconduct and hold wrongdoers accountable.
4	Implement an information and knowledge management system that supports the OIG mission.
5	Recruit, develop, and retain a highly qualified and diverse workforce.

## Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
<b>1 - Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismanagement. (5 Measures)</b>					
Percentage of Proactive Analytical Products used to initiate an investigation, audit, or inspection annually	Up is Better	20%	40%	40%	30%
Percentage of complaints evaluated and an appropriate course of action determined within 10 business days	Up is Better	93%	91%	91.8%	90%
Percentage of complaints received that are actionable by the OIG	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percentage of increase in complaints received compared to previous fiscal year	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percentage of planned quality assurance review projects completed in fiscal year	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
<b>2 - Integrate plans, processes, and resources to support organizational accountability. (5 Measures)</b>					
Percentage of FTEs with completed performance plans this fiscal year	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percentage of FTEs with completed annual performance reviews conducted by supervisors	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percentage of FTEs with completed mid-year performance reviews conducted by supervisors this fiscal year	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percentage of local funds deobligated back to the general fund by year end	Down is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percentage of federal funds deobligated back to the federal government by year end	Down is Better	New in 2020	New in 2020	New in 2020	New in 2020
<b>3 - Deliver actionable, relevant, and timely products and services to customers and stakeholders that promote economic, efficient, and effective government operations, deter misconduct and hold wrongdoers accountable. (8 Measures)</b>					

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
Percentage of audit recommendations agreed-to by District agencies	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percentage of inspection and evaluation recommendations agreed-to by District agencies	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percentage of final audit reports completed within 210 business days	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percentage of final inspection and evaluation reports completed within 210 business days	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percentage of the Investigations Unit's cases closed that resulted in a criminal, civil, administrative action or monetary outcome	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percentage of the Medicaid Fraud Control Unit's cases closed that resulted in a criminal, civil, administrative action or monetary outcome	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percentage of quality assurance review projects completed within 10 business days	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percentage of FOIA Requests processed within 15 business days	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
<b>4 - Implement an information and knowledge management system that supports the OIG mission. (1 Measure)</b>					
Percentage of planned data-based proactive projects completed this fiscal year	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
<b>5 - Recruit, develop, and retain a highly qualified and diverse workforce. (3 Measures)</b>					
Percentage of voluntary employee turnover	Down is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percentage of vacancies	Down is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percentage of new hire retention (more than 1 year)	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020

## Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismanagement. (3 Activities)</b>			
OVERSIGHT WORK	Oversight Work	Conduct audits, investigations, and inspections based on proactively identified leads and indicators.	Daily Service
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
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
<b>2 - Integrate plans, processes, and resources to support organizational accountability. (3 Activities)</b>			
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

Operations Header	Operations Title	Operations Description	Type of Operations
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	Performance Excellence	Implement a performance assessment/excellence framework within the OIG to ensure continuous improvement.	Key Project
<b>3 - Deliver actionable, relevant, and timely products and services to customers and stakeholders that promote economic, efficient, and effective government operations, deter misconduct and hold wrongdoers accountable. (4 Activities)</b>			
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
<b>4 - Implement an information and knowledge management system that supports the OIG mission. (3 Activities)</b>			
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	Maintain and increase, as necessary, data security to protect critical information and knowledge assets.	Key Project
<b>5 - Recruit, develop, and retain a highly qualified and diverse workforce. (1 Activity)</b>			
Strategic Operation 5	Strategic Operation 5	Assess current staffing to ensure it meets the OIG's mission and vision.	Daily Service

## Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
<b>1 - CUSTOMER SERVICE (4 Measures)</b>			
Number of contacts analyzed by the RAFF Hotline Program and Medicaid Fraud Control Unit (MFCU)	4561	4511	4042
Number of Hotline complaints analyzed by RAFF	New in 2020	New in 2020	New in 2020
Number of actionable complaints to the RAFF Hotline	New in 2020	New in 2020	New in 2020
Number of referrals made to District agencies by RAFF	New in 2020	New in 2020	New in 2020
<b>1 - OVERSIGHT WORK (6 Measures)</b>			
Number of proactive analytical products RAFF-DAU that initiated an investigation, audit, or inspection	15	4	4
Number of recommendations made to District agencies	122	54	48

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of referrals made to District agencies resulting from hotline contacts	92	100	57
Number of RAFF-DAU products completed in support of an active investigations, audit, or inspection	New in 2020	New in 2020	New in 2020
Number of proactive products completed by RAFF	New in 2020	New in 2020	New in 2020
Number of RAFF proactive products used to initiate an investigation, audit, or inspection	New in 2020	New in 2020	New in 2020
<b>2 - AGENCY OPERATIONS (2 Measures)</b>			
Number of planned quality assurance review projects by DQM	New in 2020	New in 2020	New in 2020
Number of quality assurance review projects completed within 10 business days by DQM	New in 2020	New in 2020	New in 2020
<b>2 - CONTRACTING AND PROCUREMENT (3 Measures)</b>			
Dollars spent quarterly	New in 2020	New in 2020	New in 2020
Dollars returned to general fund	New in 2020	New in 2020	New in 2020
Dollars returned to federal government	New in 2020	New in 2020	New in 2020
<b>3 - INVESTIGATIONS (4 Measures)</b>			
Number of Investigation Unit's cases opened	New in 2020	New in 2020	New in 2020
Number of Investigation Unit's cases closed	New in 2020	New in 2020	New in 2020
Number of Medicaid Fraud Control Unit's cases opened	New in 2020	New in 2020	New in 2020
Number of Medicaid Fraud Control Unit's cases closed	New in 2020	New in 2020	New in 2020
<b>3 - OVERSIGHT WORK (12 Measures)</b>			
Number of audit reports issued by OIG staff	New in 2020	New in 2020	New in 2020
Number of audit recommendations to District agencies	New in 2020	New in 2020	New in 2020
Number of audit recommendations to District agencies	New in 2020	New in 2020	New in 2020
Number of audit recommendations agreed to by District agencies	New in 2020	New in 2020	New in 2020
Sum of funds recouped (fines, restitutions, and overpayments) from audit	New in 2020	New in 2020	New in 2020
Sum of funds put to better use from audit	New in 2020	New in 2020	New in 2020
Sum of questioned costs from audit	New in 2020	New in 2020	New in 2020
Number of audit engagements completed within 210 business days	New in 2020	New in 2020	New in 2020
Number of inspection and evaluation reports issued by OIG staff	New in 2020	New in 2020	New in 2020
Number of inspection and evaluation recommendations to District agencies	New in 2020	New in 2020	New in 2020
Number of inspection and evaluation recommendations agreed to by District agencies	New in 2020	New in 2020	New in 2020
Number of inspection and evaluation projects completed within 210 business days	New in 2020	New in 2020	New in 2020
<b>4 - INFO TECH (1 Measure)</b>			
Number of proactive data-driven projects conducted by RAFF	New in 2020	New in 2020	New in 2020
<b>5 - (empty) (4 Measures)</b>			
Number of FTEs	New in 2020	New in 2020	New in 2020

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of FTEs with completed performance plans	New in 2020	New in 2020	New in 2020
Number of FTEs with completed mid-year performance reviews with supervisors	New in 2020	New in 2020	New in 2020
Number of FTEs with completed annual performance reviews with supervisors	New in 2020	New in 2020	New in 2020

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Knowledge Management System (1 Strategic Initiative)</b>		
FY20 Initiative 4.1	Implement Phase I of a technology and knowledge management infrastructure to ensure that all OIG's accountabilities, processes, and governance are in place and interconnected to ensure that knowledge is shared freely throughout the agency and enable OIG staff to access, store, and query District data sources necessary to proactively identify corruption, fraud, waste, abuse, and mismanagement. This Phase includes the cloud migration process to ensure secure transfer of the OIG's mission critical information technology systems and services to cloud environments.	09-30-2020
<b>OIG Policies and Procedures (1 Strategic Initiative)</b>		
FY20 Initiative 2.1	Implement Phase I developing an agency-wide organizational manual that incorporates policies and procedures to provide effective guidance on handling all key processes in the OIG to include: a project management plan for the design and creation of the OIG's decision support system (DSS); career training for staff based on OIG competencies; and, a template for operational units to use in assessing staffing levels and planning for additional staffing requests.	09-30-2020
<b>Oversight Work (1 Strategic Initiative)</b>		
FY20 Initiative 1.1	Implement Phase II of the OIG's Strategic Marketing and Public Relations Plan developed during FY 2019 to increase the number of customers using OIG services through a better understanding of the OIG's mission and improved outreach to its customers. This Phase will include a District-wide corruption, fraud, waste, abuse and mismanagement training program. 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.	09-30-2020