

Office of the Inspector General FY2023

Agency Office of the Inspector General

Agency Code ADO

Fiscal Year 2023

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 (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
1 - Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismanagement. (5 Measures)					
Percent of proactive analytical activities initiated by RAFF's data analysis unit that resulted in an investigation, audit, or inspection	Up is Better	37.5%	166.7%	30%	30%
Percent of contacts evaluated and appropriate course or action determined within 10 business days of receipt by RAFF hotline program	Up is Better	95%	97.5%	90%	90%
Percentage of complaints received that are actionable by the OIG	Up is Better	29.1%	19%	25%	25%
Percentage of increase in complaints received compared to previous fiscal year	Up is Better	1.5%	6.9%	10%	10%
Percentage of planned quality assurance review projects completed in fiscal year	Up is Better	100%	100%	100%	100%
2 - Integrate plans, processes, and resources to support organizational accountability. (6 Measures)					
Percent of DC Council members and their staff trained on OIG 101	Up is Better	New in 2022	New in 2022	New in 2022	No Target Set
Percentage of federal funds deobligated back to the federal government by year end	Down is Better	0%	Not Available	1%	1%
Percentage of FTEs with completed annual performance reviews conducted by supervisors	Up is Better	100%	100%	100%	100%
Percentage of FTEs with completed mid-year performance reviews conducted by supervisors this fiscal year	Up is Better	100%	100%	100%	100%
Percentage of FTEs with completed performance plans this fiscal year	Up is Better	100%	100%	100%	100%
Percentage of local funds deobligated back to the general fund by year end	Down is Better	0%	Not Available	1%	1%
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)					
Percentage of audit recommendations agreed-to by District agencies	Up is Better	93.9%	87.3%	80%	80%
Percentage of final audit reports completed within 210 business days	Up is Better	50%	62.5%	55%	55%
Percentage of final inspection and evaluation reports completed within 210 business days	Up is Better	25%	20%	55%	55%
Percentage of FOIA Requests processed within 15 business days	Up is Better	95.5%	86.1%	100%	100%
Percentage of inspection and evaluation recommendations agreed-to by District agencies	Up is Better	75.6%	100%	80%	80%
Percentage of quality assurance review projects completed within 10 business days	Up is Better	100%	100%	100%	100%
Percentage of the Investigations Unit's cases closed that resulted in a criminal, civil, administrative action or monetary outcome	Up is Better	15%	19.7%	50%	50%

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
Percentage of the Medicaid Fraud Control Unit's cases closed that resulted in a criminal, civil, administrative action or monetary outcome	Up is Better	20.5%	14%	50%	50%
4 - Implement an information and knowledge management system that supports the OIG mission. (1 Measure)					
Percentage of planned data-based proactive projects completed this fiscal year	Up is Better	100%	100%	100%	100%
5 - Recruit, develop, and retain a highly qualified and diverse workforce. (3 Measures)					
Percentage of new hire retention (more than 1 year)	Up is Better	0%	80%	90%	90%
Percentage of vacancies	Down is Better	20.2%	18.6%	3%	3%
Percentage of voluntary employee turnover	Down is Better	2%	2.3%	2%	2%

Operations

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	Conduct audits, investigations, and inspections based on proactively identified leads and indicators.	Daily Service
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
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
2 - Integrate plans, processes, and resources to support organizational accountability. (3 Activities)		
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
Performance Excellence	Implement a performance assessment/excellence framework within the OIG to ensure continuous improvement.	Key Project
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
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)		
Independent Oversight Work	Initiate and conduct independent financial and performance audits, inspections, and investigations of District government operations.	Daily Service
GAO Liaison	Serve as the principal liaison between the District government and the US Government Accountability Office.	Key Project
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
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)		
Information Management System	Collect, process, and communicate information to enable the agency's leadership team to make more effective and efficient decisions.	Key Project
Knowledge Management System	Manage agency knowledge to improve performance and achieve the OIG mission.	Key Project
Information Security	Establish and maintain digital and physical security controls to protect critical information and knowledge assets from unauthorized access.	Key Project
5 - Recruit, develop, and retain a highly qualified and diverse workforce. (1 Activity)		
Strategic Operation 5	Assess current staffing to ensure it meets the OIG's mission and vision.	Daily Service

Workload Measures (WMs)

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Measure	FY 2020 Actual	FY 2021 Actual
1 - Hotline and Data Analysis Programs (4 Measures)		
Number of contacts analyzed by the RAFF Hotline Program and Medicaid Fraud Control Unit (MFCU)	236	Not Available
Number of actionable complaints to the RAFF Hotline	202	Not Available
Number of referrals made to District agencies by RAFF	100	Not Available
Number of Hotline complaints analyzed by RAFF	694	Not Available
1 - Oversight Work (7 Measures)		
Number of recommendations identified as "partially implemented" by District Agencies via Quickbase	Not Available	Not Available
Number of proactive analytical products RAFF-DAU that initiated an investigation, audit, or inspection	3	Not Available
Number of recommendations made to District agencies	123	Not Available
Number of referrals made to District agencies resulting from hotline contacts	100	Not Available
Number of RAFF-DAU products completed in support of an active investigations, audit, or inspection	33	Not Available
Number of proactive products completed by RAFF	8	Not Available
Number of RAFF proactive products used to initiate an investigation, audit, or inspection	3	Not Available
2 - OIG Policies and Procedures (2 Measures)		
Number of planned quality assurance review projects by DQM	15	Not Available
Number of quality assurance review projects completed within 10 business days by DQM	7	Not Available
2 - Spending Plans (3 Measures)		
Dollars spent quarterly	\$13,638,290	Not Available
Dollars returned to federal government	Not Available	Not Available
Dollars returned to general fund	Not Available	Not Available
3 - Independent Oversight Work (11 Measures)		
Number of audit reports issued by OIG staff	9	Not Available
Number of audit recommendations to District agencies	82	Not Available
Number of audit recommendations agreed to by District agencies	77	Not Available
Sum of funds recouped (fines, restitutions, and overpayments) from audit	\$7,432,480	Not Available
Sum of funds put to better use from audit	\$47,336	Not Available
Sum of questioned costs from audit	\$1,570,000	Not Available
Number of audit engagements completed within 210 business days	5	Not Available
Number of inspection and evaluation reports issued by OIG staff	4	Not Available
Number of inspection and evaluation recommendations to District agencies	41	Not Available
Number of inspection and evaluation recommendations agreed to by District agencies	31	Not Available
Number of inspection and evaluation projects completed within 210 business days	1	Not Available
3 - Reporting Evidence of Wrongdoing (4 Measures)		
Number of Medicaid Fraud Control Unit's cases closed	117	Not Available
Number of Medicaid Fraud Control Unit's cases opened	134	Not Available
Number of Investigation Unit's cases closed	113	Not Available
Number of Investigation Unit's cases opened	76	Not Available
4 - Information Management System (1 Measure)		
Number of proactive data-driven projects conducted by RAFF	1	Not Available
5 - Strategic Operation 5 (4 Measures)		
Number of FTEs with completed annual performance reviews with supervisors	73	Not Available
Number of FTEs with completed mid-year performance reviews with supervisors	74	Not Available
Number of FTEs with completed performance plans	74	Not Available
Number of FTEs	112	Not Available