Office of the Inspector General FY2018

▼ FY2018 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

▼ 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.

▼ Summary of Services

Initiate an conduct independent financial and performance audits, inspections, and investigations of District government operations serve as the principal liaison between the District government and the US Government Accountability Office. Conduct other special audits, assignments, and investigations. Audit procurement and contract administration on a continual basis. Forward to the appropriated authorities evidence of criminal wrongdoing that is discovered as the result of audits, inspections, or investigations conducted by the Office. Enter into a contract with an outside audit firm to perform the annual Comprehensive Annual Financial Report (CAFR) as well as chairing the CAFR oversight committee.

▼ FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
Implementation of a centralized system to collect, store, and analyze information obtained during OIG engagements for inclusion in proactive projects.	As the centralized system becomes more robust, it will give the OIG greater insights into additional areas of risk in the District government.	Information collected by the centralized system led to the development of planned OIG engagements for FY 19,
Implementation of mobile workforce solutions to attract and retain knowledge workers, share knowledge and expertise, eliminate redundant manual work processes, and facilitate convenient learning.	Improved mobile workforce solutions ensure business continuity in the event of an emergency or disaster.	OIG staff are able to work remotely due to new computer equipment, VPN access, and a reformed teleworking policy.
Creation of an agency-wide FY18 spending plan to reflect OIG's strategic goals and objectives in support of fiscal and organizational accountability	The FY18 spending plan enabled the OIG to more prudently acquire and manage its financial resources, helping to minimize waste of District taxpayer money.	The FY18 annual spending plan allowed the OIG to spend funds more effectively.

▼ 2018 Strategic Objectives

Objective Number	Strategic Objective
1	Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismangement
2	Integrate plans, processes, and resources to support organizational accountability
3	

Objective Number	Strategic Objective
	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
5	Recruit, develop, and retain a highly qualified and diverse workforce.

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
1 - Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismangement (2 Measures)									
Percent of contacts evaluated and appropriate course or action determined within 10 business days of receipt by RAFP hotline program	Annually	95%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	91%	Nearly Met	The RAFP Hotline Program has seen a 9% increase in the number of contacts from FY2017 to FY2018 and a 40% increase from FY2016 to FY2018. Despite the additional contacts, the RAFP Hotline Program evaluated and determined the appropriate course of action within 10 days on an additional 158 contacts from FY2017 to FY2018. With the continued increase in contacts to the hotline, additional resources may need to be allocated to the program in FY2019 to meet this KPI.
Percent of proactive analytical activities initiated by RAFP's data analysis unit that resulted in an investigation, audit, or inpsection	Annually	25%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	40%	Met	
2 - Integrate plans, processes, and resources to support organizational accountability (1 Measure)									
Percentage of core processes with defined key performance indicators (KPIs)	Annually	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0%	Unmet	KPIs for OIG core processes are still in development.
3 - Deliver actionable, relevant and timely products and services to customers and stakeholders that promote economic, efficient, and effective government (1 Measure)									
Percentage of planned outreach activities that were completed as	Annually	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	71%	Met	

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
outlined in the strategic public relations plan									
5 - Recruit, develop, and retain a highly qualified and diverse workforce. (2 Measures)									
Percentage of career development plan completed for OIG employees	Annually	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0%	Unmet	The OIG is currently redefining the human resources function.Career development plans will be implemented for OIG staff when the human resource role is better defined.
Percentage of employees with Individual Training Plans (ITP)	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0%	Unmet	The OIG is currently redefining the human resources function. Individual training plans will be implemented for OIG staff when the human resource role is better defined.

**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

▾ 2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
1 - Hotline Program (1 Measure)						
Number of contacts analyzed by the RAFP Hotline Program and Medicaid Fraud Control Unit (MFCU)	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4511
1 - Oversight Work (3 Measures)						
Number of proactive analytical products used to initiate an investigation, audit, or inspection	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4
Number of recommendations made to District agencies	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	54
Number of referrals made to District agencies resulting from hotline contacts analyzed by RAFP	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100
2 - OIG Policies and Procedures (2 Measures)						
Number of core processes documented	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0
Number of defined KPIs for documented core processes	Annually					0

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
		Annual Measure	Annual Measure	Annual Measure	Annual Measure	
3 - Independent Oversight Work (1 Measure)						
Number of planned outreach activities completed as outlined in the strategic public relations plan	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	17
5 - Staffing Assessments (1 Measure)						
Number of employees with individual training plans (ITP)	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0

▾ 2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
AGENCY OPERATIONS (1 Strategic Initiative)				
CORE PROCESSES	Document each of the agency's core processes and define its contribution to the OIG mission.	Complete	This was accomplished during Organizational Performance Excellence Framework tasks 1 and 3 in FY 2018.	During FY 2018, the OIG reviewed and revised all procedures applicable to its mission. The results of these procedures are currently in the process of being codified through policies and procedures – both creating and updating.
CONTRACTING AND PROCUREMENT (1 Strategic Initiative)				
ANNUAL SPENDING PLAN	Create an agency-wide FY 2018 spending plan to reflect OIG's strategic goals and objectives in support of fiscal and organizational accountability.	Complete	We instituted a standard operating procedure that ensured the annual spending plan would be completed each fiscal year.	
INFO TECH (5 Strategic initiatives)				
CLOUD MIGRATION STRATEGY	Determine and document OIG's cloud migration strategy. This initiative will help ensure secure and reliable migration of OIG's information technology (IT) systems and services to selected cloud environments.	25-49%	The OIG will begin a full migration to the cloud in FY 2019	The OIG was delayed in this effort because the IAAS vendor was purchased by another company, which impacted the OIG's plans to issue the contract.
IT SECURITY FRAMEWORK	Develop an information security framework to ensure the confidentiality, integrity,	0-24%		The OIG included this initiative in the FY 2018

Title	Description	Complete to Date	Status Update	Explanation
	availability, and utility of OIG's information resources/assets.		This strategic initiative is now included in FY 2019 Performance Plan with target completion date of June 30, 2018.	Performance Plan, but competing priorities and turnovers, including departure of the IT Director, hampered efforts to implement it.
KEY PERFORMANCE INDICATORS	Develop key performance indicators (KPIs) for all OIG's key work processes to enhance the effectiveness of agency performance measurement and management.	25-49%	The development of the OIG's KPIs remain in development.	During FY 2018, the OIG reviewed and revised all procedures applicable to its mission. The results of these procedures are currently in the process of being codified through policies and procedures – both creating and updating.
DECISION SUPPORT SYSTEM	Implement a cloud-based digital dashboard solution for performance management reporting and data-based decision making purposes.	0-24%	The OIG's DSS remains in development.	The OIG continues to develop its underlying case management systems that will feed the OIG's Decision Support System (DSS). The OIG's revised completion date is September 30, 2019."
MOBILE WORKFORCE SOLUTIONS	Implement mobile workforce solutions to attract and retain knowledge workers, share knowledge and expertise, eliminate redundant manual work processes, and facilitate convenient learning.	Complete	The OIG ensured that all staff had laptops, and VPN access. We also reformed our teleworking policy to comport with DCHR's policies.	
OVERSIGHT WORK (3 Strategic initiatives)				
CENTRALIZED SYSTEM	Develop and implement a centralized system to collect, store, and analyze information obtained during OIG engagements for inclusion in proactive projects.	Complete	Building on risk assessment processes conducted by the OIG, in FY 2018 the OIG developed and implemented an internal system to collect, track, and consolidate risk information obtained during engagements conducted by OIG operations units. Information collected is made available to the Risk Assessment and Evaluation committee and the initial successes of the system can be seen in the OIG's comprehensive FY 2019 Audit and Inspection Plan and in proactive investigations undertaken by the OIG. The OIG will continue to use this system to improve the OIG's ability to proactively identify risks to the District of Columbia.	
		25-49%	Throughout FY 2018 the OIG developed a system for storing and analyzing data of	The scope of this initiative requires the development of

Title	Description	Complete to Date	Status Update	Explanation
			multiple formats. While the OIG has made progress in its ability to analyze specific data formats and types, the need for further technical and analytical development remains a work in progress.	multiple underlying systems and processes. This OIG continues to develop the underlying systems necessary to support this initiative.
ONLINE TRAINING PROGRAM	Develop and deploy a District-wide online corruption, fraud, waste, abuse and mismanagement training program. Training program will be used similar to other online 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.	0-24%	The OIG is in the early stage of procuring online training services.	In FY 2018, the OIG's efforts to procure an online training module was arduous and did not result in a contract for services that could be implemented in FY 2018. The OIG determined that it would more efficient to continue providing in-person training and outreach.
PERSONNEL (2 Strategic initiatives)				
ASSESSMENT OF STAFFING LEVELS	Develop a template for operational units to assess staffing levels and plan for additional staffing requests.	0-24%	We expect to complete this initiative in FY 2019,	The OIG is currently redefining the human resources function. An assessment of staffing levels will be performed when the human resources role is better defined.
CAREER DEVELOPMENT TRAINING	Develop and implement career and training for staff based on OIG competencies.	0-24%	We expect to complete this initiative in FY 2019.	The OIG is currently redefining the human resources function. Career development plans will be implemented for OIG staff when the human resources role is better defined.