

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.

Summary of Services Initiate and 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.

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
No accomplishments found		

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
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	Quarterly	20%	40%	25%	50%	33.3%	50%	0%	40%	Met	
Percent of contacts evaluated and appropriate course of action determined within 10 business days of receipt by RAFP hotline program	Quarterly	93%	91%	95%	100%	93%	88%	86%	91.8%	Nearly Met	RAFP has implemented policy and procedure improvements to streamline the hotline complaint evaluation process.

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - Hotline and Data Analysis Programs (1 Measure)							
Number of contacts analyzed by the RAFP Hotline Program and Medicaid Fraud Control Unit (MFCU)	4561	4511	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4042
1 - Oversight Work (3 Measures)							
Number of proactive analytical products RAFP-DAU that initiated an investigation, audit, or inspection	15	4	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4
Number of recommendations made to District agencies	122	54	Annual Measure	Annual Measure	Annual Measure	Annual Measure	48
Number of referrals made to District agencies resulting from hotline contacts	92	100	Annual Measure	Annual Measure	Annual Measure	Annual Measure	57

2019 Operations

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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
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 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
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.	25-49%	In Progress. The OIG is finalizing requirements documentation and beginning the initial design phase. Development of the infrastructure is in progress. While progress is being made, the OIG will not realize a large impact until the technology infrastructure is online.	This initiative is not completed because it is incorporated into new initiative for FY 2020 (Initiative 4.1).
Independent Oversight Work (2 Strategic initiatives)				

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
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.	Complete	Completed.	
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.	75-99%	In Progress. The OIG hosted a District-wide oversight symposium on October 8, 2019. Additionally, the OIG is working with two other District agencies to develop training which will be live on the OIG's website in 2020. Training content is being developed. The OIG is deploying in-person OIG 101 per the PR Plan.	This initiative is not completed because it is incorporated into new initiative for FY 2020 (Initiative 1.1).
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.	Complete	Completed. The Division of Quality Management (DQM) has implemented Excel-based visual dashboards to track, monitor, analyze, and report OIG's performance on a monthly basis.	
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.	Complete	Completed.	
Initiative 4.2	Update the OIG's internal information security framework.	Complete	Complete.	
Performance Excellence (4 Strategic initiatives)				
Initiative 2.1	Develop a project management plan for the design and creation of the OIG's Decision Support System (DSS).	50-74%	The OIG has retained an outside expert to assist in the planning for and design of a comprehensive data warehouse (DW). The OIG is observing impact through periodic meetings/project updates with expert retained by the OIG.	This initiative is not completed because it is incorporated into new initiative for FY 2020 (Initiative 4.1).
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.	Complete	Complete	
Initiative 5.1: Develop and implement career training for staff based on OIG competencies.	Initiative 5.1: Develop and implement career training for staff based on OIG competencies.	0-24%	Current Status: In Progress. This initiative is currently in the planning stage.	This initiative is not completed because it is incorporated into new initiative for FY 2020 (Initiative 2.1).
Develop a template for operational units to assess staffing levels and plan for additional staffing requests.	Develop a template for operational units to assess staffing levels and plan for additional staffing requests.	0-24%	Current Status: In Progress. This initiative is currently in the planning stage.	This initiative is not completed because it is incorporated into new initiative for FY 2020 (Initiative 2.1).