

# Office of the Inspector General FY2022

**Agency** Office of the Inspector General

**Agency Code** ADO

**Fiscal Year** 2022

**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 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
<b>1 - Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismanagement. (5 Measures)</b>					
Percent of proactive analytical activities initiated by RAFF's data analysis unit that resulted in an investigation, audit, or inspection	Up is Better	40%	37.5%	Waiting on Data	30%
Percent of contacts evaluated and appropriate course or action determined within 10 business days of receipt by RAFF hotline program	Up is Better	91.8%	95%	Waiting on Data	90%
Percentage of complaints received that are actionable by the OIG	Up is Better	New in 2020	29.1%	Waiting on Data	25%
Percentage of increase in complaints received compared to previous fiscal year	Up is Better	New in 2020	1.5%	Waiting on Data	10%
Percentage of planned quality assurance review projects completed in fiscal year	Up is Better	New in 2020	100%	Waiting on Data	100%
<b>2 - Integrate plans, processes, and resources to support organizational accountability. (6 Measures)</b>					
Percentage of federal funds deobligated back to the federal government by year end	Down is Better	New in 2020	0%	Waiting on Data	1%
Percentage of FTEs with completed annual performance reviews conducted by supervisors	Up is Better	New in 2020	100%	Waiting on Data	100%
Percentage of FTEs with completed mid-year performance reviews conducted by supervisors this fiscal year	Up is Better	New in 2020	100%	Waiting on Data	100%
Percentage of FTEs with completed performance plans this fiscal year	Up is Better	New in 2020	100%	Waiting on Data	100%
Percentage of local funds deobligated back to the general fund by year end	Down is Better	New in 2020	0%	Waiting on Data	1%
Percent of DC Council members and their staff trained on OIG 101	Up is Better	New in 2022	New in 2022	New in 2022	New in 2022

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
<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>					
Percentage of audit recommendations agreed-to by District agencies	Up is Better	New in 2020	93.9%	Waiting on Data	80%
Percentage of final audit reports completed within 210 business days	Up is Better	New in 2020	50%	Waiting on Data	55%
Percentage of final inspection and evaluation reports completed within 210 business days	Up is Better	New in 2020	25%	Waiting on Data	55%
Percentage of FOIA Requests processed within 15 business days	Up is Better	New in 2020	95.5%	Waiting on Data	100%
Percentage of inspection and evaluation recommendations agreed-to by District agencies	Up is Better	New in 2020	75.6%	Waiting on Data	80%
Percentage of quality assurance review projects completed within 10 business days	Up is Better	New in 2020	100%	Waiting on Data	100%
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	15%	Waiting on Data	50%
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	20.5%	Waiting on Data	50%
<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	100%	Waiting on Data	100%
<b>5 - Recruit, develop, and retain a highly qualified and diverse workforce. (3 Measures)</b>					
Percentage of new hire retention (more than 1 year)	Up is Better	New in 2020	0%	Waiting on Data	90%
Percentage of vacancies	Down is Better	New in 2020	20.2%	Waiting on Data	3%
Percentage of voluntary employee turnover	Down is Better	New in 2020	2%	Waiting on Data	2%

## Operations

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	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
<b>2 - Integrate plans, processes, and resources to support organizational accountability. (3 Activities)</b>		

Operations Title	Operations Description	Type of 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
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
<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>		
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
<b>4 - Implement an information and knowledge management system that supports the OIG mission. (3 Activities)</b>		
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
<b>5 - Recruit, develop, and retain a highly qualified and diverse workforce. (1 Activity)</b>		
Strategic Operation 5	Assess current staffing to ensure it meets the OIG's mission and vision.	Daily Service

## Workload Measures (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
<b>1 - Hotline and Data Analysis Programs (4 Measures)</b>			
Number of contacts analyzed by the RAFP Hotline Program and Medicaid Fraud Control Unit (MFCU)	4042	236	Waiting on Data
Number of actionable complaints to the RAFP Hotline	New in 2020	202	Waiting on Data
Number of referrals made to District agencies by RAFP	New in 2020	100	Waiting on Data
Number of Hotline complaints analyzed by RAFP	New in 2020	694	Waiting on Data
<b>1 - Oversight Work (7 Measures)</b>			

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
Number of proactive analytical products RAFF-DAU that initiated an investigation, audit, or inspection	4	3	Waiting on Data
Number of recommendations made to District agencies	48	123	Waiting on Data
Number of referrals made to District agencies resulting from hotline contacts	57	100	Waiting on Data
Number of RAFF-DAU products completed in support of an active investigations, audit, or inspection	New in 2020	33	Waiting on Data
Number of proactive products completed by RAFF	New in 2020	8	Waiting on Data
Number of RAFF proactive products used to initiate an investigation, audit, or inspection	New in 2020	3	Waiting on Data
Number of recommendations identified as "partially implemented" by District Agencies via Quickbase	New in 2022	New in 2022	New in 2022
<b>2 - OIG Policies and Procedures (2 Measures)</b>			
Number of planned quality assurance review projects by DQM	New in 2020	15	Waiting on Data
Number of quality assurance review projects completed within 10 business days by DQM	New in 2020	7	Waiting on Data
<b>2 - Spending Plans (3 Measures)</b>			
Dollars spent quarterly	New in 2020	\$13,638,290	Waiting on Data
Dollars returned to federal government	New in 2020	Waiting on Data	Waiting on Data
Dollars returned to general fund	New in 2020	Waiting on Data	Waiting on Data
<b>3 - Independent Oversight Work (11 Measures)</b>			
Number of audit reports issued by OIG staff	New in 2020	9	Waiting on Data
Number of audit recommendations to District agencies	New in 2020	82	Waiting on Data
Number of audit recommendations agreed to by District agencies	New in 2020	77	Waiting on Data
Sum of funds recouped (fines, restitutions, and overpayments) from audit	New in 2020	\$7,432,480	Waiting on Data
Sum of funds put to better use from audit	New in 2020	\$47,336	Waiting on Data
Sum of questioned costs from audit	New in 2020	\$1,570,000	Waiting on Data
Number of audit engagements completed within 210 business days	New in 2020	5	Waiting on Data
Number of inspection and evaluation reports issued by OIG staff	New in 2020	4	Waiting on Data
Number of inspection and evaluation recommendations to District agencies	New in 2020	41	Waiting on Data
Number of inspection and evaluation recommendations agreed to by District agencies	New in 2020	31	Waiting on Data

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
Number of inspection and evaluation projects completed within 210 business days	New in 2020	1	Waiting on Data
<b>3 - Reporting Evidence of Wrongdoing (4 Measures)</b>			
Number of Investigation Unit's cases opened	New in 2020	76	Waiting on Data
Number of Investigation Unit's cases closed	New in 2020	113	Waiting on Data
Number of Medicaid Fraud Control Unit's cases opened	New in 2020	134	Waiting on Data
Number of Medicaid Fraud Control Unit's cases closed	New in 2020	117	Waiting on Data
<b>4 - Information Management System (1 Measure)</b>			
Number of proactive data-driven projects conducted by RAFF	New in 2020	1	Waiting on Data
<b>5 - Strategic Operation 5 (4 Measures)</b>			
Number of FTEs	New in 2020	112	Waiting on Data
Number of FTEs with completed performance plans	New in 2020	74	Waiting on Data
Number of FTEs with completed mid-year performance reviews with supervisors	New in 2020	74	Waiting on Data
Number of FTEs with completed annual performance reviews with supervisors	New in 2020	73	Waiting on Data

## ▼ Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Independent Oversight Work (3 Strategic initiatives)</b>		
ICAP	Provide resources and support to the District agencies so that they can continuously and proactively assess their risks and the effectiveness of the internal controls mitigating these risks. The OIG will deploy the Internal Control Assessment Program (ICAP) tools (training, questionnaires, and an automated assessment of the agency's control maturity level) on the OIG website.	09-30-2022
Follow-up Activities	Implement a formal follow-up process for the systematic monitoring, analysis, and reporting on the status of the OIG recommendations to the District agencies. This will include the development of a QuickBase application that will allow District agencies to provide periodic updates on the implementation status of OIG recommendations. Recommendation status will be reported publicly via the OIG's website. The process will also identify specific recommendations for OIG Units to conduct follow up activities to assess the actions taken by management to corrected the identified deficiencies identified and (if applicable) whether monetary benefits were realized.	09-30-2022
ARPA	Develop and implement the OIG's Pandemic Oversight Program (POP) to provide enhanced oversight over the District's response to the COVID-19 Pandemic and use of federal funds from the CARES Act and the American Rescue Plan Act.	09-30-2022
<b>Knowledge Management System (1 Strategic Initiative)</b>		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
KM System	Design a knowledge management (KM) infrastructure to store and have access to all of the OIG's information, policies, procedures and governance tools in a secure framework 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.	09-30-2022
<b>Oversight Work (2 Strategic initiatives)</b>		
Strategic Marketing and Public Relations Plan	<p>Continue implementing the OIG's Strategic Marketing and Public Relations Plan developed during FY 2019 to increase customers using OIG services and enhance OIG's reputation through strategic public relations campaigns to shape the way customers think of our work. Focus for FY 2022 will be public outreach to the community and stakeholders through strategic meetings, increased social media campaigns, and a more interactive website.</p> <p>Additionally, the OIG will work in collaboration with OCA and DCHR to ensure that all District employees are trained on the mission of the OIG and the responsibilities for all District employees to report fraud, waste abuse and mismanagement to the OIG (OIG 101 training). This follows our FY 2021 initiative to provide training and outreach to increase understanding of what the OIG does and to increase the visibility of the OIG, and our FY 2020 to develop a strategic PR plan and increase intentional outreach to OIG stakeholders.</p>	09-30-2022
Racial Equity ToolKit	Implement the use of racial equity and social justice toolkit within the OIG's comprehensive risk assessment process. The OIG's Risk Identification Committee will evaluate potential engagements that consider the District's priority issue areas and its most vulnerable populations. Implementation of this initiative will be reflected in engagements found in the OIG's FY 2023 Audit and Inspection Plan that will be published no later than August 31, 2022.	08-31-2022
<b>Strategic Operation 5 (1 Strategic Initiative)</b>		
Racial Equity Training	Ensure that 100 percent of OIG staff complete racial equity training during the reporting period, using a robust data collection mechanism to track and report the number of agency staff trained by service category, source of training, and date of training.	09-30-2022