



FY 10 PERFORMANCE PLAN Office of the Inspector General

MISSION

The mission of the Office of the Inspector General (OIG) is to conduct independent audits, investigations, and inspections to detect and prevent fraud, waste, and mismanagement, and 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 General Accountability Office.
- Conduct other special audits, assignments, and investigations.
- Audit procurement and contract administration on a continual basis.
- Forward to the appropriate 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 audit of the District government's financial operations with the results published in the Comprehensive Annual Financial Report (CAFR) as well as chairing the CAFR oversight committee.

OBJECTIVE 1: Through the Accountability, Control, and Compliance Program, conducts audits and inspections for the District government, focusing efforts on mitigating risks that pose the most serious challenges to District agencies and other stakeholders.

INITIATIVE 1.1: Schedule and conduct audits of the District of Columbia Medicaid Program.

Our audit plan for Medicaid coverage is citywide and comprehensive. Medicaid audit topics include: payment of claims; eligibility of recipients; provider rates; durable medical equipment/prosthetics, orthotics, and supplies; contracts; third party liability; and human care agreements. These audits will begin during FY2010 and will be concluded before the end of FY2012, commensurate with emerging priority issues. The purpose of the audits is to address causes of disallowed claims that have threatened the solvency of some District agencies. Most often, claims are denied because duplicate claims exist or supporting documentation is not adequate or non-existent and to prevent loss of grant funds

INITIATIVE 1.2: Establish a Sustained Compliance Program to Improve Follow-Up with Inspected Agencies.

In September 2009, the Inspections & Evaluations Division (I&E) prioritized the development of an ongoing compliance program to monitor and report on inspected agencies' implementation of agreed-upon recommendations. Once fully established, the program will include (1) a system for tracking the status of each recommendation in our Inspection Reports and Management Alert Reports; (2) an annual re-inspection activities plan; (3) re-inspection of selected agencies as planned; (4) and annual publication of a



compliance report on agencies' progress in carrying out OIG recommendations. The compliance program will be fully developed by March 2010 and will be ongoing each fiscal year thereafter. (Note: This initiative appeared in the OIG's FY 2009 Performance Plan but was not implemented due to exigent inspection activities.)

OBJECTIVE 2: Use the law enforcement and compliance program to conduct investigations into allegations of waste, fraud, and abuse relating to the programs and operations of the District Government.

INITIATIVE 2.1: Outreach to District government employees to communicate the rules regarding the appropriate conduct to protect the integrity of District government.

In FY 2009, the OIG began conducting corruption prevention lectures with the District government employees working in various agencies to inform them of the criminal, ethical, and administrative rules District government employees are required to follow. This outreach educated District employees of the mission of the OIG so that they can fulfill their obligations to report crime, corruption, and ethical violations appropriately.

In FY 2009 Performance Plan, the OIG represented that it would conduct 6 to 8 corruption prevention lectures in FY 2009 and it has met that goal. At each corruption prevention lecture conducted, the OIG has distributed information about the OIG, including contact information. For FY 2010, the OIG will conduct corruption prevention lectures at the regularly scheduled DCHR new employee orientation sessions. In addition, the OIG anticipates continuing to conduct corruption prevention and whistleblower protection lectures at other District government agencies and will distribute the OIG brochure at these lectures.



PROPOSED KEY PERFORMANCE INDICATORS

Metric	FY08 Actual	FY 09 Target	FY09 Actual	FY10 Projection	FY11 Projection	FY12 Projection
Number of final audit report issued (financial /performance).	32	26		28	28	28
Potential monetary benefits resulting from audits (\$million).	55.5	17		19	21	21
% of all fiscal year assigned inspections/ evaluations conducted.	80	N/A	N/A	N/A	N/A	N/A
Number of final inspection/evaluation reports issued.	N/A	10		10	10	10
% of complaints evaluated within ten days of receipt in investigations.	94	82		83	85	85
Number of criminal/ civil resolutions obtained in MFCU cases.	17	12		16	20	20
Number of complaints received	585					
Number of referrals	280					
Number of unusual incident reports received in the MFCU.	3,975					
Number of investigations initiated in the MFCU	260					
Number of agencies/offices provided audit coverage	27					



STANDARD CITYWIDE OPERATIONAL MEASURES

Measure	FY09 YTD
Contracts	
KPI: % of sole-source contracts	
KPI: Average time from requisition to purchase order for small (under \$100K) purchases	
KPI: # of ratifications	
KPI: % of invoices processed in 30 days or less	
Customer Service	
KPI: OUC customer service score	
Finance	
KPI: Variance between agency budget estimate and actual spending	
KPI: Overtime as percent of salary pay	
KPI: Travel/Conference spending per employee	
KPI: Operating expenditures "per capita" (adjusted: per client, per resident)	
People	
KPI: Ratio of non-supervisory staff to supervisory staff	
KPI: Vacancy Rate Total for Agency	
KPI: Admin leave and sick leave hours as percent of total hours worked	
KPI: Employee turnover rate	
KPI: % of workforce eligible to retire or will be within 2 years	
KPI: Average evaluation score for staff	
KPI: Operational support employees are percent of total employees	
Property	
KPI: Square feet of office space occupied per employee	
Risk	
KPI: # of worker comp and disability claims per 100 employees	