

# Office of the Inspector General FY2017

**Agency** Office of the Inspector General

**Agency Code** AD0

**Fiscal Year** 2017

**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.

## 2017 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 stakeholder 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	Create and maintain a highly efficient, transparent and responsive District government.**

## 2017 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target
<b>1 - Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismanagement (3 Measures)</b>									
Percentage of proactive analytical activities initiated by RAFP's Data Analysis Unit that resulted in an investigation, audit, or inspection	<input type="checkbox"/>	Quarterly		Not available	Not available	Not Available	Not Available	0	20
Percentage of contacts evaluated and appropriate course of action determined within 10 business days of receipt by RAFP Hotline Program	<input type="checkbox"/>	Quarterly		Not available	Not available	Not Available	Not Available	87	95
Percentage of OIG recommendations selected and reviewed for follow-up	✓	Quarterly		Not available	Not available	Not Available	Not Available	New Measure	40
<b>2 - Integrate plans, processes, and resources to support organizational accountability. (2 Measures)</b>									
Percentage of local and federal funds expended and encumbered	✓	Annually		Not available	Not available	Not Available	Not Available	New Measure	80%

Percentage of FTEs familiar with the performance excellence framework	✓	Quarterly		Not available	Not available	Not Available	Not Available	New Measure	90
<b>3 - Deliver actionable, relevant and timely products and services to customers and stakeholder that promote economic, efficient and effective government operations, deter misconduct and hold wrongdoers accountable. (7 Measures)</b>									
Percentage of strategic engagements accomplished	✓	Quarterly		Not available	Not available	Not Available	Not Available	New Measure	75
Potential monetary benefits resulting from audits and inspections (in millions)	<input type="checkbox"/>	Quarterly		\$41,820,000	Not available	\$0	Not Available	\$0	\$5,000,000
Percentage of draft audit reports issued for comment within OIG-defined timeframes	✓	Quarterly		Not available	Not available	Not Available	Not Available	New Measure	50
Percentage of draft inspection and evaluation reports issued for comment within OIG-defined timeframes	✓	Quarterly		Not available	Not available	Not Available	Not Available	New Measure	50
Number of criminal/civil resolutions obtained in MFCU cases	<input type="checkbox"/>	Quarterly		17	Not available	26	Not Available	16	17
Percentage of administrative investigations completed by IU within 6 months of assignment	✓	Quarterly		Not available	Not available	Not Available	Not Available	New Measure	10
Percentage of criminal investigations by both MFCU and IU presented to and accepted by the U.S. Attorney's Office	<input type="checkbox"/>	Quarterly		46	Not available	30.8	Not Available	31.3	30
<b>4 - Implement an information and knowledge management system that supports the OIG mission. (2 Measures)</b>									
Percentage of IT services/systems covered in the BC/DR plan	✓	Quarterly		Not available	Not available	Not Available	Not Available	New Measure	50
Percentage of aged laptops replaced based on 3-year lifecycle replacement plan	✓	Quarterly		Not available	Not available	Not Available	Not Available	New Measure	100
<b>5 - Create and maintain a highly efficient, transparent and responsive District government.** (4 Measures)</b>									
Percentage of PDs reviewed and revised	✓	Quarterly		Not available	Not available	Not Available	Not Available	New Measure	100
Percentage of vacancies in the agency	✓	Quarterly		Not available	Not available	Not Available	Not Available	New Measure	2

Percentage of job and career fair participants that subsequently interviewed for an OIG position	✓	Quarterly		Not available	Not available	Not Available	Not Available	New Measure	10
Percentage of performance plans, evaluations, and final assessments completed	✓	Quarterly		Not available	Not available	Not Available	Not Available	New Measure	100

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.

## 2017 Operations

Operations Header	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>			
OPERATIONS	Oversight Work	Conduct audits, investigations, and inspections based on proactively identified leads and indicators.	Daily Service
RISK ASSESSMENT AND FUTURE PLANNING	Hotline Program	Operate a hotline program to aid in identifying and evaluating allegations of corruption, fraud, waste, abuse, and mismanagement.	Daily Service
OPERATIONS	Oversight Work	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
<b>2 - Integrate plans, processes, and resources to support organizational accountability. (3 Activities)</b>			
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
<b>3 - Deliver actionable, relevant and timely products and services to customers and stakeholder that promote economic, efficient and effective government operations, deter misconduct and hold wrongdoers accountable. (4 Activities)</b>			
OPERATIONS	Conduct Oversight Work	Initiate and conduct independent financial and performance audits, inspections, and investigations of District government operations	Daily Service
OPERATIONS	CAFR Activities	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

OVERSIGHT ACTIVITIES	GAO Liaison	Serve as the principal liaison between the District government and the US Government Accountability Office	Key Project
INVESTIGATIONS	Reporting Evidence of Criminal Wrongdoings	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>			
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
INFRO TECH	Knowledge Management System	Manage agency knowledge to improve performance and achieve the OIG mission	Key Project
INFRO TECH	Information Security	Establish and maintain digital and physical security controls to protect critical information and knowledge assets from unauthorized access	Key Project
<b>5 - Create and maintain a highly efficient, transparent and responsive District government.** (1 Activity)</b>			
HUMAN RESOURCES MANAGEMENT	Staffing Assessments	Assess current staffing to ensure it meets the OIG's mission and vision	Key Project

## 2017 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2017
<b>1 - Hotline Program (2 Measures)</b>						
Number of contacts analyzed by the RAFP Hotline Program and Medicaid Fraud Control Unit (MFCU)	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4567
Number of contacts received and analyzed by the RAFP Hotline Program	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2413
<b>1 - Oversight Work (3 Measures)</b>						
Number of proactive analytical products RAFP-DAU that initiated an investigation, audit, or inspection	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	15
Number of recommendations made to District agencies	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	122
Number of referrals made to District agencies resulting from hotline contacts	Annually	Annual	Annual	Annual	Annual	92

		Measure	Measure	Measure	Measure	
<b>3 - Conduct Oversight Work (4 Measures)</b>						
Number of final audit reports issued by OIG staff (financial and performance)	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	13
Number of final audit reports issued by contracted experts (financial and performance)	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	14
Number of final inspections/evaluation reports issued	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5
Number of strategic engagements with OIG stakeholders	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	10
<b>4 - Information Security (3 Measures)</b>						
Number of aged laptops	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	112
Number of new laptops	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	112
Number of IT services/systems	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4
<b>5 - Staffing Assessments (2 Measures)</b>						
Number of job and career fairs attended by the OIG	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0
Number of applications submitted to the OIG, following a job or career fair	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0

## 2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>AGENCY OPERATIONS (1 Strategic Initiative)</b>		
Performance assessment/excellence framework	Select and implement a performance assessment/excellence framework within the OIG to integrate processes fostering continuous improvement and to supporting organizational accountability.	09-30-2017
<b>CONTRACTING AND PROCUREMENT (2 Strategic initiatives)</b>		

Spending Plan	Create an agency-wide FY 2017 spending plan to reflect OIG's strategic goals and objectives in support of fiscal and organizational accountability.	11-30-2016
Dashboard	Develop a visual dashboard to monitor the available balance (expenditures, encumbrances, and CBE allocations) in order to maintain fiscal and organizational accountability.	09-30-2017
<b>HUMAN RESOURCES MANAGEMENT (3 Strategic initiatives)</b>		
Staff position descriptions	Review and revise current staff position descriptions (PDs) to fit the needs of the OIG in order to recruit and develop a qualified and diverse workforce.	09-30-2017
Performance plans	Ensure all staff members have performance plans, midyear performance evaluations, and final assessments completed in order to develop and retain a qualified and diverse workforce.	09-30-2017
Job fairs	Attend job and career fairs to recruit for a highly qualified and diverse workforce.	09-30-2017
<b>INFO TECH (1 Strategic Initiative)</b>		
Business continuity and disaster recovery (BC/DR) plan	Develop a business continuity and disaster recovery (BC/DR) plan covering all mission-critical information and knowledge management systems	09-30-2017
<b>INFRO TECH (1 Strategic Initiative)</b>		
Laptop Refresh	Implement an OIG-wide laptop refresh strategy to increase efficiency in support of the OIG mission.	09-30-2017
<b>OPERATIONS (4 Strategic initiatives)</b>		
Risk-based data model	The OIG will work to develop a risk-based data model to identify agencies, programs, and procurements most at risk for corruption, fraud, waste, abuse or mismanagement in order to proactively initiate audits, investigations, and inspections.	09-30-2017
Resolution and Tracking	Establish a uniform recommendation resolution and tracking process for all OIG-issued products in order to reduce vulnerabilities in the District. This process will begin after the OIG issues the draft report to a District agency and ends when the follow-up process shows that responsible agencies have addressed and fully implemented the OIG's recommendations to correct management control weaknesses.	09-30-2017
Oversight system	Implement a system to assess whether the OIG is delivering actionable, relevant, and timely oversight products to District stakeholders.	09-30-2017
Strategic engagement	Develop and execute a strategic engagement plan to promote economic, efficient, and effective government operations with District stakeholders.	09-30-2017
<b>RISK ASSESSMENT AND FUTURE PLANNING (1 Strategic Initiative)</b>		
OIG Hotline	Upgrade the OIG hotline system to ensure an enhanced user experience and process. The improved OIG hotline system will incorporate a web-based reporting capability to facilitate greater public feedback, ensure hotline contacts are processed and evaluated more quickly, which will increase the amount of quality investigations, audits, and inspections.	09-30-2017