

Office of the Inspector General FY2018

Agency Office of the Inspector General

Agency Code AD0

Fiscal Year 2018

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.

2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismanagement	2	3
2	Integrate plans, processes, and resources to support organizational accountability	1	3
3	Deliver actionable, relevant and timely products and services to customers and stakeholders that promote economic, efficient, and effective government	1	4
4	Implement an information and knowledge management system that supports the OIG mission	0	3
5	Create and maintain a highly efficient, transparent and responsive District government.**	11	1
TOT		15	14

2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
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 RAFF's data analysis unit that resulted in an investigation, audit, or inspection	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	No applicable incidents	20%	20%	25%
Percent of contacts evaluated and appropriate course or action determined within 10 business days of receipt by RAFF hotline program	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	87%	95%	93%	95%
2 - Integrate plans, processes, and resources to support organizational accountability (1 Measure)									
Percentage of core processes with defined key performance indicators (KPIs)	<input checked="" type="checkbox"/>	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	90%
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 outlined in the strategic public relations plan	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	50%
5 - Create and maintain a highly efficient, transparent and responsive District government.** (2 Measures)									
Percentage of career development plan completed for OIG employees	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	50%
Percentage of employees with Individual Training Plans (ITP)	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	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.

2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
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	3	2
CUSTOMER SERVICE	Hotline Program	Operate a hotline program to aid in identifying and evaluating allegations of corruption, fraud, waste, abuse, and mismanagement.	Daily Service	1	0
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	0	0
TOT				4	2
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	0	1
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	2	1
AGENCY OPERATIONS	Performance Excellence	Implement a performance assessment/excellence framework within the OIG to ensure continuous improvement	Key Project	0	1
TOT				2	3

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	1	1
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	0	0
AGENCY OPERATIONS	GAO Liaison	Serve as the principal liaison between the District government and the US Government Accountability Office	Key Project	0	0
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	0	0
TOT				1	1
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	0	2
INFO TECH	Knowledge Management System	Manage agency knowledge to improve performance and achieve the OIG mission	Key Project	0	2
INFO TECH	Information Security	Establish and maintain digital and physical security controls to protect critical information and knowledge assets from unauthorized access	Key Project	0	1
TOT				0	5
5 - Create and maintain a highly efficient, transparent and responsive District government.** (1 Activity)					
PERSONNEL	Staffing Assessments	Assess current staffing to ensure it meets the OIG's mission and vision	Key Project	1	2
TOT				1	2
TOT				8	13

2018 Workload Measures

Measure	New	FY 2014	FY 2015	FY2016	FY 2017
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	Measure/ Benchmark Year	Actual	Actual	Actual	Actual
1 - Hotline Program (1 Measure)					
Number of contacts analyzed by the RAFP Hotline Program and Medicaid Fraud Control Unit (MFCU)	<input type="checkbox"/>	Not available	Not Available	3593	4561
1 - Oversight Work (3 Measures)					
Number of proactive analytical products used to initiate an investigation, audit, or inspection	<input type="checkbox"/>	Not available	Not Available	Not Available	15
Number of recommendations made to District agencies	<input type="checkbox"/>	Not available	Not Available	Not Available	122
Number of referrals made to District agencies resulting from hotline contacts analyzed by RAFP	<input type="checkbox"/>	Not available	Not Available	Not Available	92
2 - OIG Policies and Procedures (2 Measures)					
Number of core processes documented	✓	Not available	Not Available	New Measure	New Measure
Number of defined KPIs for documented core processes	✓	Not available	Not Available	New Measure	New Measure
3 - Independent Oversight Work (1 Measure)					
Number of planned outreach activities completed as outlined in the strategic public relations plan	✓	Not available	Not Available	New Measure	New Measure
5 - Staffing Assessments (1 Measure)					
Number of employees with individual training plans (ITP)	✓	Not available	Not Available	New Measure	New Measure

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
CENTRALIZED SYSTEM	Develop and implement a centralized system to collect, store, and analyze information obtained during OIG engagements for inclusion in proactive projects.	09-30-2018
TECHNOLOGY SOLUTIONS	Enhance the OIG's technology solutions for storing and analyzing all data formats obtained by the OIG in support of investigations, audits, and inspections.	09-30-2018
ANNUAL SPENDING	Create an agency-wide FY 2018 spending plan to reflect OIG's strategic goals and objectives in support of fiscal and organizational accountability.	09-30-2018

PLAN		
IT SYSTEMS	Improve OIG's information technology systems to make operational management information readily to agency leadership for decision making.	09-30-2018
CORE PROCESSES	Document each of the agency's core processes and define its contribution to the OIG mission.	09-30-2018
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.	09-30-2018
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.	09-30-2018
IT SECURITY FRAMEWORK	Develop an information security framework to ensure the confidentiality, integrity, availability, and utility of OIG's information resources/assets.	09-30-2018
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.	09-30-2018
DECISION SUPPORT SYSTEM	Implement a cloud-based digital dashboard solution for performance management reporting and data-based decision making purposes.	09-30-2018
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.	09-30-2018
ASSESSMENT OF STAFFING LEVELS	Develop a template for operational units to assess staffing levels and plan for additional staffing requests.	09-30-2018
CAREER DEVELOPMENT TRAINING	Develop and implement career and training for staff based on OIG competencies.	09-30-2018