Office of the Inspector General FY2021

Agency   Office of the Inspector General   **Agency Code**   AD0   **Fiscal Year**   2021

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 mismangement.
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

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
1 - Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismangement. (5 Measures)					
Percent of proactive analytical activities initiated by RAFP's data analysis unit that resulted in an investigation, audit, or inpsection	Up is Better	40%	40%	37.5%	30%
Percent of contacts evaluated and appropriate course or action determined within 10 business days of receipt by RAFP hotline program	Up is Better	91%	91.8%	95%	90%
Percentage of complaints received that are actionable by the OIG	Up is Better	New in 2020	New in 2020	29.1%	25%
Percentage of planned quality assurance review projects completed in fiscal year	Up is Better	New in 2020	New in 2020	100%	100%
Percentage of increase in complaints received compared to previous fiscal year	Up is Better	New in 2020	New in 2020	1.5%	10%
2 - Integrate plans, processes, and resources to support organizational accountability. (5 Measures)					
Percentage of federal funds deobligated back to the federal government by year end	Down is Better	New in 2020	New in 2020	0%	1%
Percentage of FTEs with completed annual performance reviews conducted by supervisors	Up is Better	New in 2020	New in 2020	100%	100%
Percentage of FTEs with completed mid-year performance reviews conducted by supervisors this fiscal year	Up is Better	New in 2020	New in 2020	100%	100%
Percentage of FTEs with completed performance plans this fiscal year	Up is Better	New in 2020	New in 2020	100%	100%
Percentage of local funds deobligated back to the general fund by year end	Down is Better	New in 2020	New in 2020	0%	1%

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
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)					
Percentage of audit recommendations agreed-to by District agencies	Up is Better	New in 2020	New in 2020	93.9%	80%
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	New in 2020	20.5%	50%
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	New in 2020	15%	50%
Percentage of final audit reports completed within 210 business days	Up is Better	New in 2020	New in 2020	50%	55%
Percentage of final inspection and evaluation reports completed within 210 business days	Up is Better	New in 2020	New in 2020	25%	55%
Percentage of FOIA Requests processed within 15 business days	Up is Better	New in 2020	New in 2020	95.5%	100%
Percentage of inspection and evaluation recommendations agreed-to by District agencies	Up is Better	New in 2020	New in 2020	75.6%	80%
Percentage of quality assurance review projects completed within 10 business days	Up is Better	New in 2020	New in 2020	100%	100%
4 - Implement an information and knowledge management system that supports the OIG mission. (1 Measure)					
Percentage of planned data-based proactive projects completed this fiscal year	Up is Better	New in 2020	New in 2020	100%	100%
5 - Recruit, develop, and retain a highly qualified and diverse workforce. (3 Measures)					
Percentage of vacancies	Down is Better	New in 2020	New in 2020	20.2%	3%
Percentage of new hire retention (more than 1 year)	Up is Better	New in 2020	New in 2020	0%	90%
Percentage of voluntary employee turnover	Down is Better	New in 2020	New in 2020	2%	2%

▼ Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismangement. (3 Activities)			
OVERSIGHT WORK	Oversight Work	Conduct audits, investigations, and inspections based on proactively identified leads and indicators.	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
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
2 - Integrate plans, processes, and resources to support organizational accountability. (3 Activities)			

Operations Header	Operations Title	Operations Description	Type of Operations
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
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
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)			
OVERSIGHT WORK	Independent Oversight Work	Initiate and conduct independent financial and performance audits, inspections, and investigations of District government operations.	Daily Service
AGENCY OPERATIONS	GAO Liaison	Serve as the principal liaison between the District government and the US Government Accountability Office.	Key Project
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
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
5 - Recruit, develop, and retain a highly qualified and diverse workforce. (1 Activity)			
Strategic Operation 5	Strategic Operation 5	Assess current staffing to ensure it meets the OIG's mission and vision.	Daily Service

⬤ Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
1 - Hotline and Data Analysis Programs (4 Measures)			
Number of contacts analyzed by the RAFP Hotline Program and Medicaid Fraud Control Unit (MFCU)	4511	4042	236
Number of actionable complaints to the RAFP Hotline	New in 2020	New in 2020	202
Number of referrals made to District agencies by RAFP	New in 2020	New in 2020	100
Number of Hotline complaints analyzed by RAFP	New in 2020	New in 2020	694
1 - Oversight Work (6 Measures)			

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of proactive analytical products RAFP-DAU that initiated an investigation, audit, or inspection	4	4	3
Number of recommendations made to District agencies	54	48	123
Number of referrals made to District agencies resulting from hotline contacts	100	57	100
Number of RAFP-DAU products completed in support of an active investigations, audit, or inspection	New in 2020	New in 2020	33
Number of proactive products completed by RAFP	New in 2020	New in 2020	8
Number of RAFP proactive products used to initiate an investigation, audit, or inspection	New in 2020	New in 2020	3
2 - OIG Policies and Procedures (2 Measures)			
Number of planned quality assurance review projects by DQM	New in 2020	New in 2020	15
Number of quality assurance review projects completed within 10 business days by DQM	New in 2020	New in 2020	7
2 - Spending Plans (3 Measures)			
Dollars spent quarterly	New in 2020	New in 2020	$13,638,290
Dollars returned to federal government	New in 2020	New in 2020	Waiting on Data
Dollars returned to general fund	New in 2020	New in 2020	Waiting on Data
3 - Independent Oversight Work (11 Measures)			
Number of audit reports issued by OIG staff	New in 2020	New in 2020	9
Number of audit recommendations to District agencies	New in 2020	New in 2020	82
Number of audit recommendations agreed to by District agencies	New in 2020	New in 2020	77
Sum of funds recouped (fines, restitutions, and overpayments) from audit	New in 2020	New in 2020	$7,432,480
Sum of funds put to better use from audit	New in 2020	New in 2020	$47,336
Sum of questioned costs from audit	New in 2020	New in 2020	$1,570,000
Number of audit engagements completed within 210 business days	New in 2020	New in 2020	5
Number of inspection and evaluation reports issued by OIG staff	New in 2020	New in 2020	4
Number of inspection and evaluation recommendations to District agencies	New in 2020	New in 2020	41
Number of inspection and evaluation recommendations agreed to by District agencies	New in 2020	New in 2020	31
Number of inspection and evaluation projects completed within 210 business days	New in 2020	New in 2020	1
3 - Reporting Evidence of Wrongdoing (4 Measures)			
Number of Investigation Unit's cases opened	New in 2020	New in 2020	76
Number of Investigation Unit's cases closed	New in 2020	New in 2020	113
Number of Medicaid Fraud Control Unit's cases opened	New in 2020	New in 2020	134
Number of Medicaid Fraud Control Unit's cases closed	New in 2020	New in 2020	117
4 - Information Management System (1 Measure)			
Number of proactive data-driven projects conducted by RAFP	New in 2020	New in 2020	1

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
5 - Strategic Operation 5 (4 Measures)			
Number of FTEs	New in 2020	New in 2020	112
Number of FTEs with completed performance plans	New in 2020	New in 2020	74
Number of FTEs with completed mid-year performance reviews with supervisors	New in 2020	New in 2020	74
Number of FTEs with completed annual performance reviews with supervisors	New in 2020	New in 2020	73

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Knowledge Management System (1 Strategic Initiative)		
Knowledge Management Infrastructure	Design a knowledge management 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.	09-30-2021
OIG Policies and Procedures (1 Strategic Initiative)		
Operations Manual	Produce an agency-wide organizational manual that incorporates policies and procedures developed in FY 2019 and 2020 to provide effective guidance on handling all key processes in the OIG.	09-30-2021
Oversight Work (1 Strategic Initiative)		
OIG Strategic Marketing	Continue implementing Phase II of the OIG's Strategic Marketing and Public Relations Plan to increase customers and awareness of the OIG's mission to prevent and detect corruption, mismanagement, waste, fraud, and abuse in District government programs and operations.	09-30-2021