



OFFICE OF THE INSPECTOR GENERAL

FY 2024 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 15, 2025

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1 OFFICE OF THE INSPECTOR GENERAL

Mission: The mission of the OIG is to independently audit, inspect, and investigate matters pertaining to the District of Columbia government in order to: (1) prevent and detect corruption, mismanagement, waste, fraud, and abuse; (2) promote economy, efficiency, effectiveness, and accountability; (3) inform stakeholders about issues relating to District programs and operations; and (4) recommend and track the implementation of corrective actions.

Services: The OIG offers the following services: (1) conduct independent fiscal and management audits, inspections, and investigations of District government operations; (2) serve as the principal liaison between the District government and the US Government Accountability Office; (3) conduct other special audits, assignments, and investigations; and (4) oversee an outside auditor to perform the Annual Comprehensive Financial Report (ACFR) of the District government for the fiscal year.

2 2024 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
The OIG implemented a Customer Feedback Survey in order to affect process improvements.	Having a customer feedback survey allows the OIG to make continual process improvements and use its limited resources effectively.	The more efficient and effective the OIG can be in accomplishing its' mission, delivering the right information at the right time for the District's leadership, the better its serves all District residents.
The OIG developed a Human Capital Plan.	With a developed Human Capital Plan the OIG becomes more effective and efficient utilizing people as our main resource.	The OIG's Human Capital Plan will allow the OIG to recruit, develop and retain talented professionals best equipped to meet the mission of the OIG for the residents and stakeholders.
The OIG developed a strategic engagement plan.	This plan allows the OIG to increase public awareness of our work and its value to the District, which in turn increases the commitment of our employees to our mission.	This plan allows the OIG to facilitate proactive and recurring relations with OIG Market and Customer Segments.

3 2024 OBJECTIVES

Strategic Objective

Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismanagement.

Integrate plans, processes, and resources to support organizational accountability.

Deliver actionable, relevant, and timely products and services to customers and stakeholders that promote economic, efficient, equitable, and effective government operations; deter misconduct and hold wrongdoers accountable.

Implement an information and knowledge management system that supports the OIG mission.

Execute the Human Capital plan to recruit, develop, and retain a highly qualified and diverse workforce.

Create and maintain a highly efficient, transparent, and responsive District government.

4 2024 OPERATIONS

Operation Title	Operation Description
Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismanagement.	
Government Oversight: Daily Service	Conduct audits, investigations, inspections, and evaluations based on proactively identified leads and indicators.
Assessment of Risk: Daily Service	Operate hotline and data analysis programs to aid in identifying and evaluating allegations of corruption, fraud, waste, abuse, and mismanagement.
Integrate plans, processes, and resources to support organizational accountability.	
Operational Excellence: Daily Service	Integrate internal OIG policies and procedures to ensure the OIG executes its mission in compliance with applicable standards to support our organizational performance excellence framework to ensure continuous improvement.
Deliver actionable, relevant, and timely products and services to customers and stakeholders that promote economic, efficient, equitable, and effective government operations; deter misconduct and hold wrongdoers accountable.	
Liaison: Key Project	Serve as the principal liaison between the District government and the US Government Accountability Office.
Government Accountability: Daily Service	Forward to the appropriate authorities evidence of criminal wrongdoing that is discovered as the result of any audit, inspection, or investigation conducted by the OIG.
Government Operations: Daily Service	Initiate and conduct independent fiscal and management audits, inspections, and investigations of District government operations.
Fiscal Accountability and Oversight: Key Project	Enter into a contract with an outside auditor to perform the Annual Comprehensive Financial Report (ACFR) of the District government for the fiscal year.
Government Oversight: Key Project	Conduct special audits, assignments, and investigations.
Implement an information and knowledge management system that supports the OIG mission.	
Knowledge Management: Daily Service	Manage information and data to enable the OIG's leadership team to make effective and efficient decisions and improve overall oversight performance.
Execute the Human Capital plan to recruit, develop, and retain a highly qualified and diverse workforce.	
Human Capital Plan: Daily Service	Assess current staffing to ensure it meets the OIG's mission and vision.

5 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismanagement.											
Percentage of OIG contacts evaluated and an appropriate course of action determined within 10 business days	Up is Better	New in 2023	New in 2023	100%	97.8%	98.2%	97.1%	98.4%	90%	Met	
Integrate plans, processes, and resources to support organizational accountability.											
Percentage of FOIA Requests processed within 15 business days	Up is Better	Not Available	95.5%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	50%	97%	Unmet	This FY, the OIG had a large number of FOIA requests that were complex in nature, requiring research, large amounts of PII, and HR materials
Percentage of administrative investigations completed within 180 days	Up is Better	New in 2023	New in 2023	No applicable incidents	No applicable incidents	No applicable incidents	100%	100%	60%	Met	
Deliver actionable, relevant, and timely products and services to customers and stakeholders that promote economic, efficient, equitable, and effective government operations; deter misconduct and hold wrongdoers accountable.											
Percentage of criminal investigations, referred and closed, that resulted in a positive outcome (a criminal, civil, administrative and/or monetary outcome at District Court, Superior Court or District entities)	Up is Better	New in 2023	New in 2023	38.7%	39.1%	28%	25.6%	32.2%	70%	Unmet	OIG had fewer small dollar cases taken due to staffing shortages at the USAO, however larger more complex cases were taken successfully.
Percentage of reported allegations from external sources resulting in an administrative investigation	Up is Better	New in 2023	New in 2023	100%	100%	100%	100%	100%	60%	Met	
Percentage of planned audits and inspections, relating to the programs and operations of District government departments and agencies, completed	Up is Better	New in 2023	New in 2023	25%	18.8%	6.3%	6.3%	14.1%	60%	Unmet	In addition to the 9 published reports, the OIG also supervised nine audits this FY that were not published during FY 24.

Key Performance Indicators (continued)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Percentage of recommendations accepted by agencies during the fiscal year	Up is Better	New in 2023	New in 2023	87.1%	100%	100%	100%	89%	75%	Met	
Execute the Human Capital plan to recruit, develop, and retain a highly qualified and diverse workforce.											
Percentage of vacancies	Down is Better	Not Available	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	14.2%	3%	Unmet	OIG requires specialized skill sets and has a large number of competitors for those skills. Vacancies take longer to fill and retention is difficult given the salary and benefits offered by other independent agencies and the federal government.
Percentage of FTEs with completed annual performance reviews conducted by supervisors	Up is Better	Not Available	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	100%		
Percentage of FTEs with completed mid-year performance reviews conducted by supervisors this fiscal year	Up is Better	100%	94.7%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	91.8%	100%	Nearly Met	OIG had a flux of new and resigning employees at the midyear, which made full completion of reviews difficult.
Percentage of FTEs with completed performance plans this fiscal year	Up is Better	100%	94.7%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	92.9%	100%	Nearly Met	OIG does not count plans for certain ES staff against their KPIs, however they do have plans and that is an additional 4 plans created for OIG staff.
Create and maintain a highly efficient, transparent, and responsive District government.											
Percent of new hires that are District residents	Up is Better	New in 2023	36.8%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	30.4%	-	-	
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	21.1%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available	-	-	

Key Performance Indicators (continued)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Percent of employees that are District residents	Up is Better	New in 2023	43.3%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	49%	-	-	
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	-	-	
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	73.7%	-	-	

Workload Measures

Measure	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024
Assessment of Risk							
Number of OIG contacts evaluated, and an appropriate course of action determined within 10 business days	New in 2023	New in 2023	360	219	222	270	1,071
Government Operations							
Number of recommendations accepted by agencies	New in 2023	New in 2023	111.5	11	3	8	133.5
Total Monetary Benefits	New in 2023	New in 2023	\$0.00	\$0.00	\$0.00	\$0.00	No applicable incidents
Total Criminal Recoveries	New in 2023	New in 2023	\$382,538.26	\$13,055,791.94	\$8,934,870.59	\$549,924.28	\$22,923,125
Total Civil Recoveries	New in 2023	New in 2023	No applicable incidents	No applicable incidents	\$7,895.84	\$28,773.00	\$36,668.84
Total Administrative Actions	New in 2023	New in 2023	No applicable incidents	1	No applicable incidents	1	2
Total Indictments	New in 2023	New in 2023	1	2	2	16	21
Total Convictions	New in 2023	New in 2023	4	5	6	2	17
Number of Investigations Opened	New in 2023	New in 2023	24	22	16	37	99
Number of Investigations Closed	New in 2023	New in 2023	13	30	25	41	109
Number of audits and inspections, relating to the programs and operations of District government departments and agencies, completed or supervised	New in 2023	New in 2023	4	3	1	1	9
Human Capital Plan							
Number of FTEs	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	104
Number of FTEs with completed performance plans	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	92
Number of FTEs with completed mid-year performance reviews with supervisors	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	90
Number of FTEs with completed annual performance reviews with supervisors	New in 2023	80	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data