

## OFFICE OF THE INSPECTOR GENERAL

FY 2024 PERFORMANCE ACCOUNTABILITY REPORT

**JANUARY 15, 2025** 



#### CONTENTS

Co	ntents	2
1	Office of the Inspector General	3
2	2024 Accomplishments	4
3	2024 Objectives	5
4	2024 Operations	6
5	2024 Key Performance Indicators and Workload Measures	7

#### **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 mismangement.

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 gement.	ce vulnerabilities that could lead to corruption, fraud, waste, abuse, and misman-						
Government Oversight:	Conduct audits, investigations, inspections, and evaluations based on						
Daily Service	proactively identified leads and indicators.						
Assessment of Risk: Daily	Operate hotline and data analysis programs to aid in identifying and evaluating						
Service	allegations of corruption, fraud, waste, abuse, and mismanagement.						
Integrate plans, processes, and resources to support organizational accountability.							
Operational Excellence:	Integrate internal OIG policies and procedures to ensure the OIG executes its						
Daily Service	mission in compliance with applicable standards to support our organizational						

# 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.

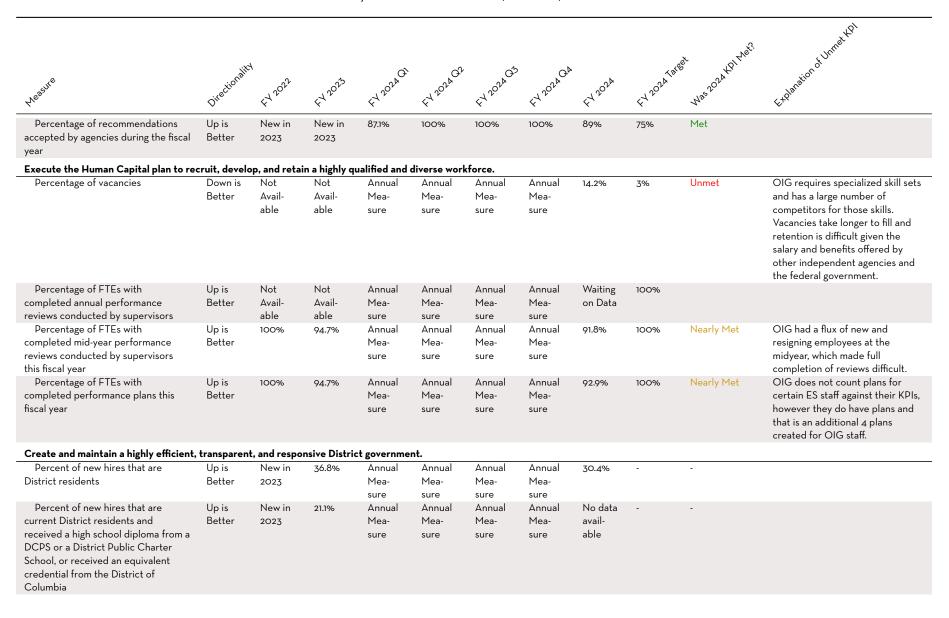
performance excellence framework to ensure continuous improvement.

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 I	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.						

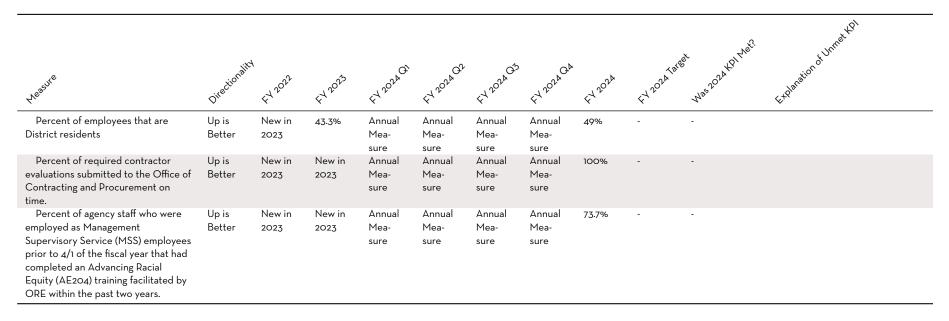
#### 5 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators											
rnessue	Oirectional <sup>th</sup>	+ +	< <sup>42023</sup>	5 <sup>42024</sup> C1	54-2024 QA	54-2024 Q3	EY 2024 QA	5 <sup>42024</sup>	F <sup>1 2024</sup> Tak	N822024 PI 1462.	Explanation of Unnet Well
Proactively identify and reduce vulne	Negative Directioned int CAPAPA <t< td=""><td></td></t<>										
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 resou	rces to supp	ort organiza	tional accou	intability.							
Percentage of FOIA Requests processed within 15 business days	Up is Better	Not Avail- able	95.5%	Annual Mea- sure	Annual Mea- sure	Annual Mea- sure	Annual Mea- sure	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 ap- plicable inci- dents	No ap- plicable inci- dents	No ap- plicable inci- dents	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)



Key Performance Indicators (continued)



#### Workload Measures

Kessure	54 2022	\$4 <sup>2023</sup>	54 2024 Q1	<1202 Q2	<1202 03	54-207A QA	\$ <sup>4</sup> 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