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# Office of the Inspector General

www.oig.dc.gov  
Telephone: 202-727-2540

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Table AD0-1

Description	FY 2018 Actual	FY 2019 Actual	FY 2020 Approved	FY 2021 Approved	% Change from FY 2020
OPERATING BUDGET	\$14,365,636	\$15,559,287	\$19,193,696	\$18,910,640	-1.5
FTEs	88.4	109.4	112.0	112.0	0.0
CAPITAL BUDGET	\$656,314	\$376,621	\$0	\$0	N/A
FTEs	0.0	0.0	0.0	0.0	N/A

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

## Summary of Services

OIG initiates and conducts independent financial and performance audits, inspections, and investigations of District government operations; conducts other special audits, assignments, and investigations; audits procurement and contract administration continually; forwards to the authorities evidence of criminal wrongdoing discovered as the result of audits, inspections, or investigations conducted by the Office; contracts 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 chairs the CAFR oversight committee; and serves as the principal liaison between the District government and the U.S. Government Accountability Office.

The agency's FY 2021 approved budget is presented in the following tables:

## FY 2021 Approved Gross Funds Operating Budget and FTEs, by Revenue Type

Table AD0-2 contains the approved FY 2021 budget by revenue type compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 actual data.

**Table AD0-2**

(dollars in thousands)

Appropriated Fund	Dollars in Thousands						Full-Time Equivalents					
	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	% Change*	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	% Change
<b>GENERAL FUND</b>												
Local Funds	12,288	13,384	16,120	15,849	-271	-1.7	74.1	92.1	94.8	94.8	0.0	0.0
<b>TOTAL FOR GENERAL FUND</b>	<b>12,288</b>	<b>13,384</b>	<b>16,120</b>	<b>15,849</b>	<b>-271</b>	<b>-1.7</b>	<b>74.1</b>	<b>92.1</b>	<b>94.8</b>	<b>94.8</b>	<b>0.0</b>	<b>0.0</b>
<b>FEDERAL RESOURCES</b>												
Federal Grant Funds	2,078	2,175	3,073	3,062	-12	-0.4	14.2	17.2	17.2	17.2	0.0	0.0
<b>TOTAL FOR FEDERAL RESOURCES</b>	<b>2,078</b>	<b>2,175</b>	<b>3,073</b>	<b>3,062</b>	<b>-12</b>	<b>-0.4</b>	<b>14.2</b>	<b>17.2</b>	<b>17.2</b>	<b>17.2</b>	<b>0.0</b>	<b>0.0</b>
<b>GROSS FUNDS</b>	<b>14,366</b>	<b>15,559</b>	<b>19,194</b>	<b>18,911</b>	<b>-283</b>	<b>-1.5</b>	<b>88.4</b>	<b>109.4</b>	<b>112.0</b>	<b>112.0</b>	<b>0.0</b>	<b>0.0</b>

\*Percent change is based on whole dollars.

**Note:** If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue type and Intra-District agreement, please refer to **Schedule 80 Agency Summary by Revenue Source** in the **FY 2021 Operating Appendices** located on the Office of the Chief Financial Officer's website.

## FY 2021 Approved Operating Budget, by Comptroller Source Group

Table AD0-3 contains the approved FY 2021 budget at the Comptroller Source Group (object class) level compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 actual expenditures.

**Table AD0-3**

(dollars in thousands)

Comptroller Source Group	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	Percentage Change*
11 - Regular Pay - Continuing Full Time	8,647	9,223	11,477	11,542	65	0.6
12 - Regular Pay - Other	340	247	398	218	-180	-45.2
13 - Additional Gross Pay	142	97	0	0	0	N/A
14 - Fringe Benefits - Current Personnel	1,698	1,766	2,577	2,584	7	0.3
15 - Overtime Pay	5	0	0	0	0	N/A
<b>SUBTOTAL PERSONAL SERVICES (PS)</b>	<b>10,831</b>	<b>11,332</b>	<b>14,452</b>	<b>14,343</b>	<b>-108</b>	<b>-0.7</b>
20 - Supplies and Materials	21	173	159	130	-29	-18.0
31 - Telecommunications	6	-6	0	0	0	N/A
32 - Rentals - Land and Structures	0	0	732	243	-488	-66.7
40 - Other Services and Charges	3,175	3,709	3,525	3,839	314	8.9
50 - Subsidies and Transfers	333	351	326	343	17	5.2
70 - Equipment and Equipment Rental	0	0	0	11	11	N/A
<b>SUBTOTAL NONPERSONAL SERVICES (NPS)</b>	<b>3,534</b>	<b>4,228</b>	<b>4,742</b>	<b>4,567</b>	<b>-175</b>	<b>-3.7</b>
<b>GROSS FUNDS</b>	<b>14,366</b>	<b>15,559</b>	<b>19,194</b>	<b>18,911</b>	<b>-283</b>	<b>-1.5</b>

\*Percent change is based on whole dollars.

## FY 2021 Approved Operating Budget and FTEs, by Division/Program and Activity

Table AD0-4 contains the approved FY 2021 budget by division/program and activity compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 actual data. For a more comprehensive explanation of divisions/programs and activities, please see the Division/Program Description section, which follows the table.

**Table AD0-4**

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020
<b>(1000) AGENCY MANAGEMENT</b>										
(1010) Personnel	0	8	262	0	-262	0.0	1.0	2.0	0.0	-2.0
(1020) Contracting and Procurement	291	255	291	423	132	1.6	1.9	2.0	2.0	0.0
(1030) Property Management	160	116	650	165	-485	0.8	1.0	1.0	1.0	0.0
(1040) Information Technology	412	914	662	1,190	528	2.3	2.9	3.0	3.0	0.0
(1050) Financial Management	56	83	125	115	-10	0.0	1.0	0.0	0.0	0.0
(1060) Legal	621	724	813	818	5	3.9	4.9	5.0	5.0	0.0
(1070) Fleet Management	8	8	44	44	0	0.0	0.0	0.0	0.0	0.0
(1085) Customer Service	521	396	506	785	279	6.3	4.9	5.0	7.0	2.0
<b>SUBTOTAL (1000) AGENCY MANAGEMENT</b>	<b>2,070</b>	<b>2,504</b>	<b>3,352</b>	<b>3,540</b>	<b>187</b>	<b>14.8</b>	<b>17.5</b>	<b>18.0</b>	<b>18.0</b>	<b>0.0</b>
<b>(2000) OPERATIONS</b>										
(2010) Audit	4,135	4,444	4,555	4,609	54	16.4	20.4	22.0	22.0	0.0
(2020) Investigations	2	0	0	0	0	0.0	0.0	0.0	0.0	0.0
(2030) Inspections and Evaluations	1,226	946	1,191	1,068	-123	8.6	10.7	10.0	10.0	0.0
<b>SUBTOTAL (2000) OPERATIONS</b>	<b>5,362</b>	<b>5,390</b>	<b>5,746</b>	<b>5,677</b>	<b>-69</b>	<b>25.0</b>	<b>31.1</b>	<b>32.0</b>	<b>32.0</b>	<b>0.0</b>
<b>(3000) EXECUTIVE</b>										
(3001) Executive	1,197	1,236	1,602	1,371	-231	3.1	3.9	5.0	5.0	0.0
(3010) Investigations	1,889	2,123	2,913	2,800	-113	16.4	20.4	21.0	21.0	0.0
(3020) MFCU 25% Match	672	725	839	825	-13	4.5	5.6	5.8	5.8	0.0
(3030) Medicaid Fraud Control Unit	2,078	2,175	3,073	3,062	-12	14.2	17.2	17.2	17.2	0.0
<b>SUBTOTAL (3000) EXECUTIVE</b>	<b>5,836</b>	<b>6,259</b>	<b>8,427</b>	<b>8,058</b>	<b>-369</b>	<b>38.3</b>	<b>47.2</b>	<b>49.0</b>	<b>49.0</b>	<b>0.0</b>
<b>(4000) RISK ASSESSMENT AND FUTURE PLANNING</b>										
(4011) Risk Assessment and Future Planning	626	695	969	965	-3	6.3	8.8	8.0	8.0	0.0
<b>SUBTOTAL (4000) RISK ASSESSMENT AND FUTURE PLANNING</b>	<b>626</b>	<b>695</b>	<b>969</b>	<b>965</b>	<b>-3</b>	<b>6.3</b>	<b>8.8</b>	<b>8.0</b>	<b>8.0</b>	<b>0.0</b>
<b>(5000) QUALITY MANAGEMENT</b>										
(5001) Quality Management	472	712	699	671	-29	3.9	4.9	5.0	5.0	0.0
<b>SUBTOTAL (5000) QUALITY MANAGEMENT</b>	<b>472</b>	<b>712</b>	<b>699</b>	<b>671</b>	<b>-29</b>	<b>3.9</b>	<b>4.9</b>	<b>5.0</b>	<b>5.0</b>	<b>0.0</b>
<b>TOTAL APPROVED OPERATING BUDGET</b>	<b>14,366</b>	<b>15,559</b>	<b>19,194</b>	<b>18,911</b>	<b>-283</b>	<b>88.3</b>	<b>109.4</b>	<b>112.0</b>	<b>112.0</b>	<b>0.0</b>

(Change is calculated by whole numbers and numbers may not add up due to rounding)

**Note:** For more detailed information regarding the approved funding for the activities within this agency's programs, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2021 Operating Appendices** located on the Office of the Chief Financial Officer's website. "No Activity Assigned" indicates budget or actuals that are recorded at the division/program level.

## Program Description

The Office of the Inspector General (OIG) operates through the following 5 programs:

**Operations** – includes all external functions of the OIG including these units: Audit, and Inspections and Evaluations, comprising these activities:

- **Audit** – conducts audits, reviews, and analysis of financial, operational, and programmatic functions; and
- **Inspections and Evaluations** – inspects and evaluates District agencies under defined performance criteria, evaluates management and programs, and makes recommendations relating to improving overall efficiency and effectiveness.

**Executive** – oversees all agency-level divisions including: Office of the General Counsel, Operations, Business Management, Investigations, and Medicaid Fraud Control.

- **Executive** – oversees all agency-level divisions;
- **Investigations** – investigates fraud and other misconduct by District government employees and contractors doing business with the District government;
- **Medicaid Fraud Control Unit (MFCU) 25% Match** – represents the Local match associated with the MFCU federal grant; and
- **Medicaid Fraud Control Unit** – investigates and prosecutes cases of Medicaid provider fraud and patient abuse and neglect in Medicaid-funded facilities.

**Risk Assessments and Future Planning(AFP)** – aggregates, analyzes, and synthesizes information to identify and prioritize risks facing the District, and synergizes the OIG’s work to maximize the value it provides to the District.

**Quality Management (QM)** – supports the integrity of OIG operations through effective quality review processes.

**Agency Management** – provides for administrative support and the required tools to achieve operational and programmatic results. This program is standard for all agencies using performance-based budgeting.

## Program Structure Change

The Office of the Inspector General has no program structure changes in the FY 2021 approved budget.

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## FY 2020 Approved Budget to FY 2021 Approved Budget, by Revenue Type

Table AD0-5 itemizes the changes by revenue type between the FY 2020 approved budget and the FY 2021 approved budget. For a more comprehensive explanation of changes, please see the FY 2021 Approved Budget Changes section, which follows the table.

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### Table AD0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
<b>LOCAL FUNDS: FY 2020 Approved Budget and FTE</b>		<b>16,120</b>	<b>94.8</b>
No Change		0	0.0
<b>LOCAL FUNDS: FY 2021 Recurring Budget</b>		<b>16,120</b>	<b>94.8</b>
Increase: To support operational requirements	Multiple Programs	432	0.0
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	365	0.0
Decrease: To align Fixed Costs with proposed estimates	Multiple Programs	-500	0.0

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**Table AD0-5**

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
Reduce: To realize savings in nonpersonal services	Multiple Programs	-34	0.0
Reduce: To recognize savings in personal services	Multiple Programs	-535	0.0
<b>LOCAL FUNDS: FY 2021 Mayor's Proposed Budget</b>		<b>15,849</b>	<b>94.8</b>
No Change		0	0.0
<b>LOCAL FUNDS: FY 2021 District's Approved Budget</b>		<b>15,849</b>	<b>94.8</b>
<b>FEDERAL GRANT FUNDS: FY 2020 Approved Budget and FTE</b>		<b>3,073</b>	<b>17.2</b>
Increase: To align personal services and Fringe Benefits with projected costs	Executive	62	0.0
Increase: To align resources with operational spending goals	Executive	23	0.0
Decrease: To realize savings in nonpersonal services	Executive	-97	0.0
<b>FEDERAL GRANT FUNDS: FY 2021 Mayor's Proposed Budget</b>		<b>3,062</b>	<b>17.2</b>
No Change		0	0.0
<b>FEDERAL GRANT FUNDS: FY 2021 District's Approved Budget</b>		<b>3,062</b>	<b>17.2</b>
<b>GROSS FOR AD0 - OFFICE OF THE INSPECTOR GENERAL</b>		<b>18,911</b>	<b>112.0</b>

(Change is calculated by whole numbers and numbers may not add up due to rounding)

**FY 2021 Approved Budget Changes**

The Office of the Inspector General's (OIG) approved FY 2021 gross budget is \$18,910,640, which represents a 1.5 percent decrease from its FY 2020 approved gross budget of \$19,193,696. The budget is comprised of \$15,848,905 in Local funds and \$3,061,735 in Federal Grant funds.

**Recurring Budget**

**No Change:** OIG's budget reflects no change from the FY 2020 approved budget to the FY 2021 recurring budget.

**Mayor's Proposed Budget**

**Increase:** In Local funds, OIG's budget proposal includes a net increase of \$432,116 primarily to cover the cost of Information Technology hardware and software maintenance. The proposal also reflects an increase of \$364,934 in personal services to account for salaries and Fringe Benefits associated with the shift of 2.0 temporary positions to permanent status.

In Federal Grant funds, the agency's Executive program projects an increase of \$61,682 to reflect salary and Fringe Benefit costs of existing personnel. Also, a proposed increase of \$23,316 includes a net increase of \$11,765 in nonpersonal services and \$11,551 for Rent Fixed Costs in the Executive program.

**Decrease:** OIG's Local funds budget proposal includes a decrease of \$500,000 in the Executive program for costs associated with Rent Fixed Costs.

The Federal Grant funds budget proposal includes a decrease of \$96,597 in the Executive program for costs associated with professional services and fees to support the Medicaid Fraud grant.

**Reduce:** In Local funds, OIG proposes a reduction of \$33,682 across multiple programs to reflect anticipated savings in nonpersonal services. Additionally, OIG's proposed Local funds budget reflects a decrease of \$534,885 across multiple programs to recognize projected savings in personal services costs.

**District's Approved Budget**

**No Change:** The Office of the Inspector General's budget reflects no change from the Mayor's proposed budget to the District's approved budget.

## Agency Performance Plan\*

The Office of Inspector General (OIG) has the following strategic objectives for FY 2021:

### Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its mission. These are action-based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

### Objectives

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 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.

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### ACTIVITIES

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the budget line items. This is further divided into “daily services” (ex. sanitation disposal), and long-term “key projects” that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have daily services, whereas some agencies that have more of their budget come from capital funding will have several key projects.

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#### 1. Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismanagement. (3 Activities)

Activity Title	Activity Description	Type of Activity
Oversight Work	Conduct audits, investigations, and inspections based on proactively identified leads and indicators.	Daily Service
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
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

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#### 2. Integrate plans, processes, and resources to support organizational accountability. (3 Activities)

Activity Title	Activity Description	Type of Activity
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
Performance Excellence	Implement a performance assessment/excellence framework within the OIG to ensure continuous improvement.	Key Project
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)**

<b>Activity Title</b>	<b>Activity Description</b>	<b>Type of Activity</b>
Independent Oversight Work	Initiate and conduct independent financial and performance audits, inspections, and investigations of District government operations.	Daily Service
GAO Liaison	Serve as the principal liaison between the District government and the US Government Accountability Office.	Key Project
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
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)**

<b>Activity Title</b>	<b>Activity Description</b>	<b>Type of Activity</b>
Information Management System	Collect, process, and communicate information to enable the agency's leadership team to make more effective and efficient decisions.	Key Project
Knowledge Management System	Manage agency knowledge to improve performance and achieve the OIG mission.	Key Project
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)**

<b>Activity Title</b>	<b>Activity Description</b>	<b>Type of Activity</b>
Strategic Operation 5	Assess current staffing to ensure it meets the OIG's mission and vision.	Daily Service

## KEY PERFORMANCE INDICATORS

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome-oriented and should be used to answer the question, “What does the agency need to measure to determine success?”

### 1. Proactively identify and reduce vulnerabilities that could lead to corruption, fraud, waste, abuse, and mismanagement. (5 Measures)

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Percent of contacts evaluated and appropriate course or action determined within 10 business days of receipt by RAFP hotline program	No	91%	95%	91.8%	90%	90%
Percent of proactive analytical activities initiated by RAFP's data analysis unit that resulted in an investigation, audit, or inspection	No	40%	25%	40%	30%	30%
Percentage of complaints received that are actionable by the OIG	No	New in 2020	New in 2020	New in 2020	New in 2020	25%
Percentage of increase in complaints received compared to previous fiscal year	No	New in 2020	New in 2020	New in 2020	New in 2020	10%
Percentage of planned quality assurance review projects completed in fiscal year	No	New in 2020	New in 2020	New in 2020	New in 2020	100%

### 2. Integrate plans, processes, and resources to support organizational accountability. (5 Measures)

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Percentage of FTEs with completed annual performance reviews conducted by supervisors	No	New in 2020	New in 2020	New in 2020	New in 2020	100%
Percentage of FTEs with completed mid-year performance reviews conducted by supervisors this fiscal year	No	New in 2020	New in 2020	New in 2020	New in 2020	100%
Percentage of FTEs with completed performance plans this fiscal year	No	New in 2020	New in 2020	New in 2020	New in 2020	100%
Percentage of federal funds deobligated back to the federal government by year end	No	New in 2020	New in 2020	New in 2020	New in 2020	1%
Percentage of local funds deobligated back to the general fund by year end	No	New in 2020	New in 2020	New in 2020	New in 2020	1%

### 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)

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Percentage of FOIA Requests processed within 15 business days	No	New in 2020	New in 2020	New in 2020	New in 2020	100%
Percentage of audit recommendations agreed-to by District agencies	No	New in 2020	New in 2020	New in 2020	New in 2020	80%
Percentage of final audit reports completed within 210 business days	No	New in 2020	New in 2020	New in 2020	New in 2020	55%



**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)**

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Target</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Target</b>	<b>FY 2021 Target</b>
Percentage of final inspection and evaluation reports completed within 210 business days	No	New in 2020	New in 2020	New in 2020	New in 2020	55%
Percentage of inspection and evaluation recommendations agreed-to by District agencies	No	New in 2020	New in 2020	New in 2020	New in 2020	80%
Percentage of quality assurance review projects completed within 10 business days	No	New in 2020	New in 2020	New in 2020	New in 2020	100%
Percentage of the Investigations Unit's cases closed that resulted in a criminal, civil, administrative action or monetary outcome	No	New in 2020	New in 2020	New in 2020	New in 2020	50%
Percentage of the Medicaid Fraud Control Unit's cases closed that resulted in a criminal, civil, administrative action or monetary outcome	No	New in 2020	New in 2020	New in 2020	New in 2020	50%

**4. Implement an information and knowledge management system that supports the OIG mission. (1 Measure)**

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Target</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Target</b>	<b>FY 2021 Target</b>
Percentage of planned data-based proactive projects completed this fiscal year	No	New in 2020	New in 2020	New in 2020	New in 2020	100%

**5. Recruit, develop, and retain a highly qualified and diverse workforce. (3 Measures)**

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Target</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Target</b>	<b>FY 2021 Target</b>
Percentage of new hire retention (more than 1 year)	No	New in 2020	New in 2020	New in 2020	New in 2020	90%
Percentage of vacancies	No	New in 2020	New in 2020	New in 2020	New in 2020	3%
Percentage of voluntary employee turnover	No	New in 2020	New in 2020	New in 2020	New in 2020	2%

## WORKLOAD MEASURES

Workload Measures, also called inputs or outputs, quantify an activity, effort or process that is necessary to make progress towards the Strategic Objectives. They help answer the question; “How much are we doing?”

### 1. Oversight Work

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of proactive analytical products RAFP-DAU that initiated an investigation, audit, or inspection	No	15	4	4
Number of proactive products completed by RAFP	No	New in 2020	New in 2020	New in 2020
Number of RAFP proactive products used to initiate an investigation, audit, or inspection	No	New in 2020	New in 2020	New in 2020
Number of RAFP-DAU products completed in support of an active investigations, audit, or inspection	No	New in 2020	New in 2020	New in 2020
Number of recommendations made to District agencies	No	122	54	48
Number of referrals made to District agencies resulting from hotline contacts	No	92	100	57

### 2. Independent Oversight Work

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of audit engagements completed within 210 business days	No	New in 2020	New in 2020	New in 2020
Number of audit recommendations agreed to by District agencies	No	New in 2020	New in 2020	New in 2020
Number of audit recommendations to District agencies	No	New in 2020	New in 2020	New in 2020
Number of audit reports issued by OIG staff	No	New in 2020	New in 2020	New in 2020
Number of inspection and evaluation projects completed within 210 business days	No	New in 2020	New in 2020	New in 2020
Number of inspection and evaluation recommendations agreed to by District agencies	No	New in 2020	New in 2020	New in 2020
Number of inspection and evaluation recommendations to District agencies	No	New in 2020	New in 2020	New in 2020
Number of inspection and evaluation reports issued by OIG staff	No	New in 2020	New in 2020	New in 2020
Sum of funds put to better use from audit	No	New in 2020	New in 2020	New in 2020
Sum of funds recouped (fines, restitutions, and overpayments) from audit	No	New in 2020	New in 2020	New in 2020
Sum of questioned costs from audit	No	New in 2020	New in 2020	New in 2020

### 3. Information Management System

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of proactive data-driven projects conducted by RAFP	No	New in 2020	New in 2020	New in 2020

#### 4. OIG Policies and Procedures

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of planned quality assurance review projects by DQM	No	New in 2020	New in 2020	New in 2020
Number of quality assurance review projects completed within 10 business days by DQM	No	New in 2020	New in 2020	New in 2020

#### 5. Spending Plans

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Dollars returned to federal government	No	New in 2020	New in 2020	New in 2020
Dollars returned to general fund	No	New in 2020	New in 2020	New in 2020
Dollars spent quarterly	No	New in 2020	New in 2020	New in 2020

#### 6. Reporting Evidence of Wrongdoing

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of Investigation Unit's cases closed	No	New in 2020	New in 2020	New in 2020
Number of Investigation Unit's cases opened	No	New in 2020	New in 2020	New in 2020
Number of Medicaid Fraud Control Unit's cases closed	No	New in 2020	New in 2020	New in 2020
Number of Medicaid Fraud Control Unit's cases opened	No	New in 2020	New in 2020	New in 2020

#### 7. Hotline and Data Analysis Programs

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of actionable complaints to the RAFFP Hotline	No	New in 2020	New in 2020	New in 2020
Number of contacts analyzed by the RAFFP Hotline Program and Medicaid Fraud Control Unit (MFCU)	No	4561	4511	4042
Number of Hotline complaints analyzed by RAFFP	No	New in 2020	New in 2020	New in 2020
Number of referrals made to District agencies by RAFFP	No	New in 2020	New in 2020	New in 2020

#### 8. Strategic Operation 5

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of FTEs	No	New in 2020	New in 2020	New in 2020
Number of FTEs with completed annual performance reviews with supervisors	No	New in 2020	New in 2020	New in 2020
Number of FTEs with completed mid-year performance reviews with supervisors	No	New in 2020	New in 2020	New in 2020
Number of FTEs with completed performance plans	No	New in 2020	New in 2020	New in 2020

#### Performance Plan End Notes:

\*For more information about the structure and components of FY 2021 draft performance plans, please see the FY 2021 Approved Budget and Financial Plan, Volume 1, Appendix E.

\*\*Key performance indicators that are new may not have historical data and may only have FY 2021 targets.

\*\*\*For the final versions of agency FY 2021 performance plans when they become available in December 2020, see the OCA website at <https://oca.dc.gov/>.