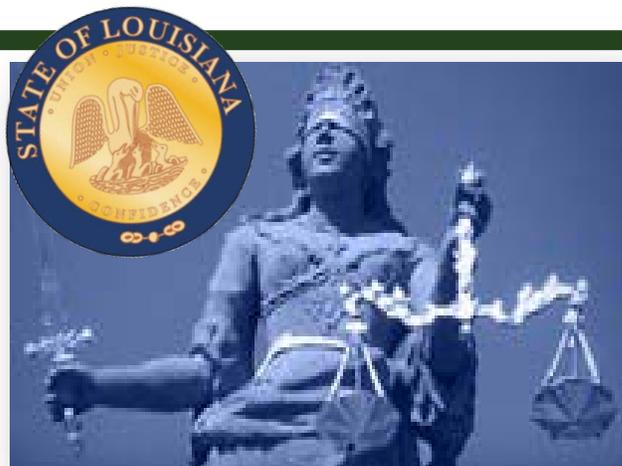


STATE OF LOUISIANA

**OFFICE OF
STATE INSPECTOR GENERAL**



Strategic Plan

**Fiscal Year 2011 - 2012
Through
Fiscal Year 2015 - 2016**

Date Submitted: July 1, 2010

Introduction

The Office of State Inspector General (hereinafter sometimes referred to as "OIG") has undergone significant changes since January of 2008. During the 2008 First Special and Regular sessions of the Louisiana Legislature, the OIG was established in statute through LSA-R.S. 49:220.21-25 within the Office of the Governor. This enabling legislation statutorily empowered the OIG as a law enforcement agency and conferred all investigative powers and privileges appurtenant to a law enforcement agency. These changes have resulted in a shift from our agency being one that primarily generates reports, to an agency focused primarily on white collar criminal activity.

The OIG is committed to providing the citizens of Louisiana with a more transparent, accountable, and effective state government by carrying out its statutory purpose to prevent and detect fraud, corruption, waste, inefficiencies, mismanagement, misconduct, and abuse within the executive branch of state government using a highly qualified, committed, and trained staff.

In drafting the proposed language for its enabling statutes, the OIG consulted with members of the national Association of Inspectors General and reviewed examples of enabling statutes and model legislation from other jurisdictions. This same information, and the OIG's new enabling statutes were assessed and utilized in the development of this Strategic Plan. In addition, the OIG's existing strategic plan (submitted prior to the new enabling statutes) was assessed and utilized in the development of this Strategic Plan.

During the development of this plan, our staff reviewed the OIG's vision and mission and revised them where needed. We established goals and objectives, and analyzed the OIG's performance indicators using the Louisiana Performance Accountability System.

The Inspector General and all management staff participated in the development of the OIG's new Strategic Plan for fiscal year 2011-12 through fiscal year 2015-16, resulting in a plan that shows our commitment to achieving success, and serving as a catalyst for all of state government to better serve its citizens.

Office of State Inspector General Strategic Plan Fiscal Years 2011 – 2012 through 2015 - 2016

Vision: To promote a high level of integrity, efficiency, effectiveness, and economy in the operations of the executive branch of state government, increasing the general public's confidence and trust in state government.

Mission: The Office of State Inspector General was established in statute through LSA-R.S. 49:220.21-25 within the Office of the Governor. Its mission as a statutorily empowered law enforcement agency is to investigate, detect, and prevent fraud, corruption, waste, inefficiencies, mismanagement, misconduct, and abuse in the agencies comprising the executive branch of state government, referred to collectively as "covered agencies." This also extends by law to contractors, subcontractors, grantees, and sub-grantees of covered agencies.

Philosophy: The philosophy of the Office of State Inspector General is that in order to achieve a high level of integrity, efficiency, effectiveness, and economy in the operations of state government, and increase the citizens' confidence and trust, the state government must be more transparent and the individuals who carry out the work of the citizens must be held accountable. Therefore, the OIG strives to ensure a more transparent, accountable, and effective government by carrying out its mission as a law enforcement agency and providing an independent oversight function within the executive branch with a highly qualified, committed, and trained staff.

Overall Goals of the Agency

- I. To provide the Governor, state officials and employees, and the general public with an independent law enforcement body that will audit, examine, investigate, and make recommendations with respect to the prevention and detection of fraud, corruption, waste, inefficiencies, mismanagement, misconduct, and abuse in the executive branch of state government as authorized by LSA-R.S. 49:220.21-25.
- II. To increase public confidence and trust in state government by providing the general public with a means to report concerns and have those concerns investigated as authorized by LSA-R.S. 49:220.21-25.

Duplication

The designation of the Office of State Inspector General as a law enforcement agency with a statutory mission to root out fraud and corruption in the executive branch of government has provided us with a unique role in state government. Though we maintain a critical audit function that is similar to that performed by the Office of Legislative Auditor, the Inspector General's law enforcement powers distinguish it from the Legislative Auditor. As a law enforcement agency, the Inspector General is statutorily authorized to access confidential criminal databases maintained by the FBI and State Police, can obtain and execute criminal search warrants, and apply for and serve criminal investigative subpoenas. In addition, the members of the Investigation Division, as well as the Inspector General, are trained and certified under Peace Officer Standards and Training (POST) to carry and use firearms, and have received Special Officer Commissions from the Louisiana State Police. Further, the Inspector General regularly provides training and education on the prevention and detection of fraud, corruption, waste and abuse. The establishment of a statutorily independent law enforcement agency within the Office of the Governor, staffed with seasoned audit, accounting, financial investigation, and law enforcement personnel is unprecedented in Louisiana and by its very nature serves as a tool for achieving a more effective government.

Office of State Inspector General Program

The Office of State Inspector General has only one program and programmatic activity that includes the following functions:

Administration: This management function supports the audit, investigation, and prevention functions and ensures the goals of the office are accomplished with resources appropriated through the budget process. The administrative duties are performed by the Inspector General, State Audit Director, and State Audit Managers. The office has an administrative support staff of two.

Audits and Investigations: Criminal investigations and forensic audits, which are initiated from internal risk assessments or from complaints, consist of identifying and reporting fraud, corruption, waste, inefficiencies, mismanagement, misconduct, and abuse in the executive branch of state government. These functions advance the state outcome goal of Transparent, Accountable, and Effective Government by identifying misspent and misappropriated funds and those parties responsible, as well as by identifying areas to improve the effectiveness and efficiency of covered agencies. These functions also identify internal control deficiencies in covered agencies and make recommendations for recovery and improvement that will prevent and mitigate the risk of potential future losses. These functions promote a high level of integrity, efficiency, effectiveness, and economy in the operation of state government and increase the citizens' confidence and trust in state government.

Prevention: This function includes work performed by the Inspector General, General Counsel, and the State Audit Director. The Inspector General trains and educates others in state government and the general public by frequently serving as an instructor at professional conferences and training on different techniques for fraud detection and prevention. He also speaks to civic groups and makes radio and television appearances to increase public awareness of the Office of State Inspector General's mission. The Inspector General, General Counsel, and State Audit Director review proposed and existing legislation, rules, regulations, policies, procedures, and transactions to ensure that these do not inadvertently promote fraud, corruption, waste, inefficiencies, mismanagement, misconduct, and abuse in the executive branch of state government and make recommendations to the Governor and the legislature where needed. By identifying internal control deficiencies in covered agencies and recommending ways to improve the effectiveness and efficiency of covered agencies, the Inspector General helps prevent and mitigate the risk of future losses.

Being that the Office of State Inspector General has only one program and programmatic activity, its program's mission and goals are the same as the overall agency's mission and goals.

Program Mission: The Office of State Inspector General's program mission is to investigate, detect, and prevent fraud, corruption, waste, inefficiencies, mismanagement, misconduct, and abuse in the agencies comprising the executive branch of state government, referred to collectively as "covered agencies." This also extends by law to contractors, sub-contractors, grantees, and sub-grantees of covered agencies.

Principal Clients: The Governor, state officials and employees, and the general public are the principal clients of the OIG.

The OIG receives complaints and referrals from its clients, which are promptly screened to determine whether the OIG has jurisdiction and whether sufficient information was provided to warrant an audit or investigation. If we determine that an audit or investigation is warranted, we open a case.

Audits and investigations with unsubstantiated allegations will result in a closure letter to management. Closure letters frequently include recommendations for improvement of operations. Audits and investigations with significant findings of fraud, corruption, waste, inefficiencies, mismanagement, misconduct, and abuse result in our issuing a written report to the Governor, which is considered a public record upon the Inspector General's signature. The written reports are also sent to management. They provide recommendations for corrective action and recovery of funds.

Once completed, we publish all reports on the OIG website. Many of our audits and investigations stem from complaints from state employees and the public. Publicizing our reports informs these clients that we are acting upon their complaints and encourages others to report wrongdoing.

Audits and investigations with potential criminal behavior may result in joint investigations with federal, state, or local agencies and may include subpoenas, warrants, and arrests. In these cases, any report our office issues would not be released until that investigation concludes.

Program Goals:

Goal I: To provide the Governor, state officials and employees, and the general public with an independent law enforcement body that will audit, examine, investigate, and make recommendations with respect to the prevention and detection of fraud, corruption, waste, inefficiencies, mismanagement, misconduct, and abuse in the executive branch of state government as authorized by LSA-R.S. 49:220.21-25.

Goal II: To increase public confidence and trust in state government by providing the general public with a means to report concerns and have those concerns investigated as authorized by LSA-R.S. 49:220.21-25.

Program Activity: Administration, Audits, and Investigations

Objective I.1: To investigate, detect, and prevent fraud, waste, corruption, misconduct, abuse, waste, inefficiencies, and mismanagement in the executive branch of state government, including contractors, grantees, and subcontractors. The dollar amount identified will meet or exceed the OIG annual general fund budget. **(Strategic Link to State Outcome Goal 9 - Transparent, Accountable, and Effective Government)**

Strategy I.1.1: Conduct criminal investigations and forensic audits of complaints and provide the Governor and state officials and managers with timely, factual, accurate reports that contain pertinent information, identify internal control deficiencies, and make recommendations for recovery and improvement that will prevent or mitigate the risk of future losses.

Strategy I.1.2: In keeping with LSA-R.S. 49:220.24 (J, K, and L), examine all complaints for evidence of violations of Louisiana and federal criminal statutes. If such evidence appears to exist, determine whether it warrants additional involvement by appropriate federal, state, or local agencies, as well as prosecutorial authorities, and partner with them in a thorough, professional criminal investigation.

Strategy I.1.3: Assist state government officials in the performance of their duties by periodically conducting forensic audits on areas at risk for fraud, corruption, and waste and provide the Governor and state officials and managers, with timely, factual, accurate reports that contain pertinent information, identify internal control deficiencies and make recommendations for recovery and improvement that will prevent or mitigate the risk of potential future losses.

Strategy I.1.4: When appropriate on both criminal investigations and forensic audits, determine whether disciplinary action is appropriate and whether additional involvement by appropriate federal, state, or local agencies is warranted, and take further action as needed.

Strategy I.1.5: Engage in prevention activities, including, but not limited to, reviewing legislation, rules, regulations, policies, procedures, and transactions; providing for training and education; and making recommendations to the Governor and the legislature to strengthen public integrity laws.

Principal Clients: The Governor, state officials and employees, and the general public

External Factors:

1. A change in State Inspector General.
2. A reduction in budget.
3. A reduction in personnel resulting in fewer staff-hours available for audits or investigations.
4. An increase in the complexity of cases resulting in an increase in staff-hours required to complete audits and investigations.
5. The ability to recruit and maintain a skilled workforce.

Performance Indicators:

Outcome	Dollars identified as fraud and waste compared to the OIG general fund budget, expressed as a percentage.
Efficiency	Percentage of cases with fieldwork completed within 12 months from the date opened.
Efficiency	Percentage of reports issued to the Governor no later than 30 working days after receipt of final responses to the draft report.
Input	Number of cases opened (during the fiscal year).
Output	Number of cases closed (during the fiscal year).
Input	Number of cases currently open.
Output	Number of cases opened in prior fiscal year and closed in current fiscal year.
Output	Number of cases opened in current fiscal year that were also closed during that same fiscal year.
Output	Number of cases with fieldwork completed that are currently open or have been closed in current fiscal year.
Output	Number of cases with fieldwork completed within 12 months of the date opened that are currently open or have been closed in current fiscal year.

Objective II.1: To document the receipt of complaints and how we intend to proceed within 30 days. **(Strategic Link to State Outcome Goal 9 - Transparent, Accountable, and Effective Government)**

Strategy II.1.1: Establish and maintain a toll-free fraud hotline and website for anonymous reporting complaints.

Strategy II.1.2: Receive complaints via mail, phone, fax, online complaint form, email, or walk-in.

Strategy II.1.3: Screen complaints within 30 days of receipt to determine if within OIG jurisdiction and/or if sufficient information is provided to warrant an audit or investigation.

Principal Clients: The Governor, state officials and employees, and the general public

External Factors:

1. A change in State Inspector General.
2. A reduction in budget.
3. A reduction in personnel resulting in less staff-hours available for screening of complaints.
4. The ability to recruit and maintain a skilled workforce.
5. The volume of complaints to our office.

Performance Indicators:

Efficiency	Percentage of complaints with a determination of how we intend to proceed within 30 days of receipt.
Input	Total number of complaints received during the fiscal year.
Output	Total number of complaints with a determination of how we intend to proceed within 30 days of receipt during the fiscal year.

Appendix

Performance Indicator Documentation Sheet

Office:	Office of State Inspector General
Program:	Office of State Inspector General
Activity:	Administration, Audits, and Investigations
Objective:	To investigate, detect, and prevent fraud, waste, corruption, misconduct, abuse, waste, inefficiencies, and mismanagement in the executive branch of state government, including contractors, grantees, and subs. The dollar amount identified will meet or exceed the OIG annual general fund budget.
Indicator Name:	Dollars identified as fraud and waste compared to the OIG general fund budget, expressed as a percentage.
Indicator LaPas Code:	New

1.	Type and Level:	Outcome - Key
2.	Rationale:	This indicator helps measure how effective the OIG is in investigating and detecting fraud, waste, corruption, misconduct, abuse, waste, inefficiencies, and mismanagement.
3.	Use:	Will be used by the OIG to determine whether Audit and Investigation Plans need revising and will also be used for outcome based budgeting.
4.	Clarity:	The indicator clearly identifies what is measured.
5.	Validity, Reliability & Accuracy:	The data collected for this indicator comes directly from findings identified in audits and investigations and is maintained in the OIG's Audit File Management Databases.
6.	Data Source, Collection, and Reporting:	The data is continually collected and maintained in the OIG's Audit File Management Databases and reported quarterly in the Louisiana Performance Accountability System.
7.	Calculation Methodology:	Total dollar value of findings identified in audits and investigations, divided by the annual OIG general fund budget.
8.	Scope:	Aggregate
9.	Caveats:	This indicator is limited by external factors such as a reduction in budget, personnel resulting in less staff-hours available for audits or investigations, an increase in the complexity of cases resulting in an increase in staff-hours required to complete audits and investigations, and the ability to recruit and maintain a skilled workforce. Dollars identified is not synonymous with dollars recovered. Agencies other than the OIG seek recovery of identified dollars.
10.	Responsible Person:	Cindy Summers, State Audit Manager

Performance Indicator Documentation Sheet

Office:	Office of State Inspector General
Program:	Office of State Inspector General
Activity:	Administration, Audits, and Investigations
Objective:	To investigate, detect, and prevent fraud, waste, corruption, misconduct, abuse, waste, inefficiencies, and mismanagement in the executive branch of state government, including contractors, grantees, and subs. The dollar amount identified will meet or exceed the OIG annual general fund budget.
Indicator Name:	Percentage of cases with fieldwork completed within 12 months from the date opened.
Indicator LaPas Code:	10379

1.	Type and Level:	Efficiency - Supporting
2.	Rationale:	This indicator helps measure how efficient the OIG is in completing audits and investigations.
3.	Use:	Will be used by the OIG to determine whether Audit and Investigation Plans need revising.
4.	Clarity:	The indicator clearly identifies what is measured.
5.	Validity, Reliability & Accuracy:	The data collected for this indicator comes directly from OIG's Audit File Management Databases, which track all audit and investigations opened and the essential milestones within the audit or investigation.
6.	Data Source, Collection, and Reporting:	The data is continually collected and maintained in the OIG's Audit File Management Databases and reported semi-annually in the Louisiana Performance Accountability System.
7.	Calculation Methodology:	The total number of cases with fieldwork completed in the current fiscal year within 12 months from the date opened, divided by the total number of cases with fieldwork completed in the current fiscal year.
8.	Scope:	Aggregate
9.	Caveats:	This indicator is limited by external factors such as a reduction in budget, personnel resulting in less staff-hours available for audits or investigations, an increase in the complexity of cases resulting in an increase in staff-hours required to complete audits and investigations, and the ability to recruit and maintain a skilled workforce.
10.	Responsible Person:	Cindy Summers, State Audit Manager

Performance Indicator Documentation Sheet

Office:	Office of State Inspector General
Program:	Office of State Inspector General
Activity:	Administration, Audits, and Investigations
Objective:	To investigate, detect, and prevent fraud, waste, corruption, misconduct, abuse, waste, inefficiencies, and mismanagement in the executive branch of state government, including contractors, grantees, and subs. The dollar amount identified will meet or exceed the OIG annual general fund budget.
Indicator Name:	Percentage of reports issued to the Governor no later than 30 working days after receipt of final responses to the draft report.
Indicator LaPas Code:	10380

1.	Type and Level:	Efficiency - Supporting
2.	Rationale:	This indicator helps measure how efficient the OIG is in issuing reports upon completion of audits and investigations.
3.	Use:	Will be used by the OIG to determine whether procedures for the issuance of reports need modification.
4.	Clarity:	The indicator clearly identifies what is measured.
5.	Validity, Reliability & Accuracy:	The data collected for this indicator comes directly from OIG's Audit File Management Databases, which track all audit and investigations opened and the essential milestones within the audit or investigation.
6.	Data Source, Collection, and Reporting:	The data is continually collected and maintained in the OIG's Audit File Management Databases and reported semi-annually in the Louisiana Performance Accountability System.
7.	Calculation Methodology:	The total number of reports sent to the Governor within 30 working after receipt of final responses to the draft report for the fiscal year, divided by the total number of reports sent to the Governor for the fiscal year.
8.	Scope:	Aggregate
9.	Caveats:	This indicator is limited by external factors such as a reduction in budget, personnel resulting in less staff-hours available for audits or investigations, and the ability to recruit and maintain a skilled workforce.
10.	Responsible Person:	Cindy Summers, State Audit Manager

Performance Indicator Documentation Sheet

Office:	Office of State Inspector General
Program:	Office of State Inspector General
Activity:	Administration, Audits, and Investigations
Objective:	To investigate, detect, and prevent fraud, waste, corruption, misconduct, abuse, waste, inefficiencies, and mismanagement in the executive branch of state government, including contractors, grantees, and subs. The dollar amount identified will meet or exceed the OIG annual general fund budget.
Indicator Name:	Number of cases opened
Indicator LaPas Code:	22614

1.	Type and Level:	Input - General
2.	Rationale:	This indicator measures the total number of cases opened during the fiscal year and is an indication of the case workload.
3.	Use:	Will be used by the OIG for comparison to pending cases and determination of staffing needs.
4.	Clarity:	The indicator measures total cases opened during the fiscal year.
5.	Validity, Reliability & Accuracy:	The data collected for this indicator comes directly from OIG's Audit File Management Databases, which track all audit and investigations opened and the essential milestones within the audit or investigation.
6.	Data Source, Collection, and Reporting:	The data is continually collected and maintained in the OIG's Audit File Management Databases and reported annually in the Louisiana Performance Accountability System.
7.	Calculation Methodology:	The total number of audits or investigations opened during the fiscal year.
8.	Scope:	Aggregate
9.	Caveats:	This indicator is limited by external factors such as a reduction in budget, personnel resulting in less staff-hours available for audits or investigations, an increase in the complexity of cases resulting in an increase in staff-hours required to complete audits and investigations, and the ability to recruit and maintain a skilled workforce.
10.	Responsible Person:	Cindy Summers, State Audit Manager

Performance Indicator Documentation Sheet

Office:	Office of State Inspector General
Program:	Office of State Inspector General
Activity:	Administration, Audits, and Investigations
Objective:	To investigate, detect, and prevent fraud, waste, corruption, misconduct, abuse, waste, inefficiencies, and mismanagement in the executive branch of state government, including contractors, grantees, and subs. The dollar amount identified will meet or exceed the OIG annual general fund budget.
Indicator Name:	Number of cases closed
Indicator LaPas Code:	22615

1.	Type and Level:	Output - General
2.	Rationale:	This indicator measures the total number of cases closed during the fiscal year and is an indication of the complexity of the case workload.
3.	Use:	Will be used by the OIG for determination of staffing needs.
4.	Clarity:	The indicator measures total cases closed during the fiscal year.
5.	Validity, Reliability & Accuracy:	The data collected for this indicator comes directly from OIG's Audit File Management Databases, which track all audit and investigations opened and the essential milestones within the audit or investigation.
6.	Data Source, Collection, and Reporting:	The data is continually collected and maintained in the OIG's Audit File Management Databases and reported annually in the Louisiana Performance Accountability System.
7.	Calculation Methodology:	The total number of audits or investigations closed during the fiscal year.
8.	Scope:	Aggregate
9.	Caveats:	This indicator is limited by external factors such as a reduction in budget, personnel resulting in less staff-hours available for audits or investigations, an increase in the complexity of cases resulting in an increase in staff-hours required to complete audits and investigations, and the ability to recruit and maintain a skilled workforce.
10.	Responsible Person:	Cindy Summers, State Audit Manager

Performance Indicator Documentation Sheet

Office:	Office of State Inspector General
Program:	Office of State Inspector General
Activity:	Administration, Audits, and Investigations
Objective:	To investigate, detect, and prevent fraud, waste, corruption, misconduct, abuse, waste, inefficiencies, and mismanagement in the executive branch of state government, including contractors, grantees, and subs. The dollar amount identified will meet or exceed the OIG annual general fund budget.
Indicator Name:	Number of cases currently open
Indicator LaPas Code:	22598

1.	Type and Level:	Input - General
2.	Rationale:	This indicator measures the number of cases open at any point during the fiscal year and is an indication of the case workload.
3.	Use:	Will be used by the OIG for comparison to pending cases and determination of staffing needs.
4.	Clarity:	The indicator clearly identifies what is measured.
5.	Validity, Reliability & Accuracy:	The data collected for this indicator comes directly from OIG's Audit File Management Databases, which track all audit and investigations opened and the essential milestones within the audit or investigation.
6.	Data Source, Collection, and Reporting:	The data is continually collected and maintained in the OIG's Audit File Management Databases and reported annually in the Louisiana Performance Accountability System.
7.	Calculation Methodology:	The total number of audits or investigations currently open.
8.	Scope:	Aggregate
9.	Caveats:	This indicator is limited by external factors such as a reduction in budget, personnel resulting in less staff-hours available for audits or investigations, an increase in the complexity of cases resulting in an increase in staff-hours required to complete audits and investigations, and the ability to recruit and maintain a skilled workforce.
10.	Responsible Person:	Cindy Summers, State Audit Manager

Performance Indicator Documentation Sheet

Office:	Office of State Inspector General
Program:	Office of State Inspector General
Activity:	Administration, Audits, and Investigations
Objective:	To investigate, detect, and prevent fraud, waste, corruption, misconduct, abuse, waste, inefficiencies, and mismanagement in the executive branch of state government, including contractors, grantees, and subs. The dollar amount identified will meet or exceed the OIG annual general fund budget.
Indicator Name:	Number of cases opened in prior fiscal year and closed in current fiscal year.
Indicator LaPas Code:	22599

1.	Type and Level:	Output - General
2.	Rationale:	This indicator is necessary to determine the complexity of the case workload.
3.	Use:	Will be used by the OIG for comparison to pending cases and determination of staffing needs.
4.	Clarity:	The indicator clearly identifies what is measured.
5.	Validity, Reliability & Accuracy:	The data collected for this indicator comes directly from OIG's Audit File Management Databases, which track all audit and investigations opened and the essential milestones within the audit or investigation.
6.	Data Source, Collection, and Reporting:	The data is continually collected and maintained in the OIG's Audit File Management Databases and reported annually in the Louisiana Performance Accountability System.
7.	Calculation Methodology:	The total number of audits or investigations that were open at the beginning of the fiscal year and closed during the fiscal year.
8.	Scope:	Aggregate
9.	Caveats:	This indicator is limited by external factors such as a reduction in budget, personnel resulting in less staff-hours available for audits or investigations, an increase in the complexity of cases resulting in an increase in staff-hours required to complete audits and investigations, and the ability to recruit and maintain a skilled workforce.
10.	Responsible Person:	Cindy Summers, State Audit Manager

Performance Indicator Documentation Sheet

Office:	Office of State Inspector General
Program:	Office of State Inspector General
Activity:	Administration, Audits, and Investigations
Objective:	To investigate, detect, and prevent fraud, waste, corruption, misconduct, abuse, waste, inefficiencies, and mismanagement in the executive branch of state government, including contractors, grantees, and subs. The dollar amount identified will meet or exceed the OIG annual general fund budget.
Indicator Name:	Number of cases opened in current fiscal year that were also closed during that same fiscal year.
Indicator LaPas Code:	22600

1.	Type and Level:	Output - General
2.	Rationale:	This indicator is necessary to determine the complexity of the case workload.
3.	Use:	Will be used by the OIG for comparison to pending cases and determination of staffing needs.
4.	Clarity:	The indicator clearly identifies what is measured.
5.	Validity, Reliability & Accuracy:	The data collected for this indicator comes directly from OIG's Audit File Management Databases, which track all audit and investigations opened and the essential milestones within the audit or investigation.
6.	Data Source, Collection, and Reporting:	The data is continually collected and maintained in the OIG's Audit File Management Databases and reported annually in the Louisiana Performance Accountability System.
7.	Calculation Methodology:	The total number of audits or investigations that were both opened and closed during the fiscal year.
8.	Scope:	Aggregate
9.	Caveats:	This indicator is limited by external factors such as a reduction in budget, personnel resulting in less staff-hours available for audits or investigations, an increase in the complexity of cases resulting in an increase in staff-hours required to complete audits and investigations, and the ability to recruit and maintain a skilled workforce.
10.	Responsible Person:	Cindy Summers, State Audit Manager

Performance Indicator Documentation Sheet

Office:	Office of State Inspector General
Program:	Office of State Inspector General
Activity:	Administration, Audits, and Investigations
Objective:	To investigate, detect, and prevent fraud, waste, corruption, misconduct, abuse, waste, inefficiencies, and mismanagement in the executive branch of state government, including contractors, grantees, and subs. The dollar amount identified will meet or exceed the OIG annual general fund budget.
Indicator Name:	Number of cases with fieldwork completed that are currently open or have been closed in current fiscal year.
Indicator LaPas Code:	22596

1.	Type and Level:	Output - General
2.	Rationale:	This indicator helps to measure how efficient the OIG is in completing audits and investigations.
3.	Use:	Will be used by the OIG to determine the percentage of cases with fieldwork completed within 12 months from the date opened.
4.	Clarity:	The indicator clearly identifies what is measured.
5.	Validity, Reliability & Accuracy:	The data collected for this indicator comes directly from OIG's Audit File Management Databases, which track all audit and investigations opened and the essential milestones within the audit or investigation.
6.	Data Source, Collection, and Reporting:	The data is continually collected and maintained in the OIG's Audit File Management Databases and reported annually in the Louisiana Performance Accountability System.
7.	Calculation Methodology:	The total number of audits or investigations for which fieldwork has been completed during the fiscal year.
8.	Scope:	Aggregate
9.	Caveats:	This indicator is limited by external factors such as a reduction in budget, personnel resulting in less staff-hours available for audits or investigations, an increase in the complexity of cases resulting in an increase in staff-hours required to complete audits and investigations, and the ability to recruit and maintain a skilled workforce.
10.	Responsible Person:	Cindy Summers, State Audit Manager

Performance Indicator Documentation Sheet

Office:	Office of State Inspector General
Program:	Office of State Inspector General
Activity:	Administration, Audits, and Investigations
Objective:	To investigate, detect, and prevent fraud, waste, corruption, misconduct, abuse, waste, inefficiencies, and mismanagement in the executive branch of state government, including contractors, grantees, and subs. The dollar amount identified will meet or exceed the OIG annual general fund budget.
Indicator Name:	Number of cases with fieldwork completed within 12 months of the date opened that are currently open or have been closed in current fiscal year.
Indicator LaPas Code:	22597

1.	Type and Level:	Output - General
2.	Rationale:	This indicator helps measure how efficient the OIG is in completing audits and investigations.
3.	Use:	Will be used by the OIG to determine the percentage of cases with fieldwork completed within 12 months from the date opened.
4.	Clarity:	The indicator clearly identifies what is measured.
5.	Validity, Reliability & Accuracy:	The data collected for this indicator comes directly from OIG's Audit File Management Databases, which track all audit and investigations opened and the essential milestones within the audit or investigation.
6.	Data Source, Collection, and Reporting:	The data is continually collected and maintained in the OIG's Audit File Management Databases and reported annually in the Louisiana Performance Accountability System.
7.	Calculation Methodology:	The total number of audits or investigations during the fiscal year for which fieldwork has been completed within 12 months from the date the case was opened.
8.	Scope:	Aggregate
9.	Caveats:	This indicator is limited by external factors such as a reduction in budget, personnel resulting in less staff-hours available for audits or investigations, an increase in the complexity of cases resulting in an increase in staff-hours required to complete audits and investigations, and the ability to recruit and maintain a skilled workforce.
10.	Responsible Person:	Cindy Summers, State Audit Manager

Performance Indicator Documentation Sheet

Office:	Office of State Inspector General
Program:	Office of State Inspector General
Activity:	Administration, Audits, and Investigations
Objective:	To document the receipt of complaints and how we intend to proceed within 30 days.
Indicator Name:	Percentage of complaints with a determination of how we intend to proceed within 30 days of receipt.
Indicator LaPas Code:	22616

1.	Type and Level:	Efficiency - Key
2.	Rationale:	This indicator measures how efficient the OIG is in its screening of complaints.
3.	Use:	Will be used by the OIG to determine whether the complaint screening process needs revision or additional staffing.
4.	Clarity:	The indicator clearly identifies what is measured.
5.	Validity, Reliability & Accuracy:	The data collected for this indicator comes directly from OIG's Complaint File Management Database, which tracks all complaints received and whether opened as a case, referred elsewhere, or closed for lack of jurisdiction or insufficient information.
6.	Data Source, Collection, and Reporting:	The data is continually collected and maintained in the OIG's Complaint File Management Database and reported quarterly in the Louisiana Performance Accountability System.
7.	Calculation Methodology:	The total number of complaints in a fiscal year that are screened within 30 days of receipt, divided by the total number of complaints received during the fiscal year.
8.	Scope:	Aggregate
9.	Caveats:	This indicator is limited by external factors such as a reduction in budget, personnel resulting in less staff-hours available for complaint processing, an increase or decrease in the number of complaints received, and the ability to recruit and maintain a skilled workforce.
10.	Responsible Person:	Cindy Summers, State Audit Manager

Performance Indicator Documentation Sheet

Office:	Office of State Inspector General
Program:	Office of State Inspector General
Activity:	Administration, Audits, and Investigations
Objective:	To document the receipt of complaints and how we intend to proceed within 30 days.
Indicator Name:	Total number of complaints received during the fiscal year.
Indicator LaPas Code:	New

1.	Type and Level:	Input - General
2.	Rationale:	This indicator tracks the number of complaints received and is used to measure how efficient the OIG is in the screening process of complaints received.
3.	Use:	Will be used by the OIG to calculate the percentage of complaints with a determination of how we intend to proceed within 30 days of receipt.
4.	Clarity:	The indicator clearly identifies what is measured.
5.	Validity, Reliability & Accuracy:	The data collected for this indicator comes directly from OIG's Complaint File Management Database, which tracks all complaints received and whether opened as a case, referred elsewhere, or closed for lack of jurisdiction or insufficient information.
6.	Data Source, Collection, and Reporting:	The data is continually collected and maintained in the OIG's Complaint File Management Database and reported annually in the Louisiana Performance Accountability System.
7.	Calculation Methodology:	The total number of complaints received during the fiscal year.
8.	Scope:	Aggregate
9.	Caveats:	This indicator is limited by external factors such as a reduction in budget, personnel resulting in less staff-hours available for complaint processing, an increase or decrease in the number of complaints received, and the ability to recruit and maintain a skilled workforce.
10.	Responsible Person:	Cindy Summers, State Audit Manager

Performance Indicator Documentation Sheet

Office:	Office of State Inspector General
Program:	Office of State Inspector General
Activity:	Administration, Audits, and Investigations
Objective:	To document the receipt of complaints and how we intend to proceed within 30 days.
Indicator Name:	Total number of complaints with a determination of how we intend to proceed within 30 days of receipt during the fiscal year.
Indicator LaPas Code:	New

1.	Type and Level:	Output - General
2.	Rationale:	This indicator tracks the number of complaints screened within 30 days of receipt and is used to measure how efficiently the OIG screens complaints.
3.	Use:	Will be used by the OIG to calculate the percentage of complaints with a determination of how we intend to proceed within 30 days of receipt.
4.	Clarity:	The indicator clearly identifies what is measured.
5.	Validity, Reliability & Accuracy:	The data collected for this indicator comes directly from OIG's Complaint File Management Database, which tracks all complaints received and whether opened as a case, referred elsewhere, or closed for lack of jurisdiction or insufficient information.
6.	Data Source, Collection, and Reporting:	The data is continually collected and maintained in the OIG's Complaint File Management Database and reported annually in the Louisiana Performance Accountability System.
7.	Calculation Methodology:	The total number of complaints received during the fiscal year that have been completely screened within 30 days of receipt during the fiscal year.
8.	Scope:	Aggregate
9.	Caveats:	This indicator is limited by external factors such as a reduction in budget, personnel resulting in less staff-hours available for complaint processing, an increase or decrease in the number of complaints received, and the ability to recruit and maintain a skilled workforce.
10.	Responsible Person:	Cindy Summers, State Audit Manager