

**Department of Education**

**OFFICE OF INSPECTOR GENERAL**

**Fiscal Year 2024 Budget Request**

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## **Appropriations Language**

For expenses necessary for the Office of Inspector General, as authorized by section 212 of the Department of Education Organization Act, [~~\$67,500,000~~]\$87,497,000, of which \$3,000,000 shall remain available until expended.<sup>1</sup> (Department of Education Appropriations Act, 2023.)

### **NOTE**

Each language provision that is followed by a footnote reference is explained in the Analysis of Language Provisions and Changes document which follows the appropriations language.

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**Analysis of Language Provisions and Changes**

Language Provision	Explanation
1...of which \$3,000,000, shall remain available until expended.	The language provides that of the amount appropriated, \$3 million would be no-year funding. The need for the additional flexibility is for two main reasons: (1) due to delays in hiring, multiyear funds provide additional flexibility to allow the OIG to restore its FTE level; (2) execute the IT Modernization project, and (3) since 17.25 percent of the OIG budget is associated with common support provided by the Department, multiyear funds allow for flexibility if actual costs are lower than expected and funds are returned to the OIG at end of the fiscal year (FY), or if actual costs are higher than expected and additional funds are required for the OIG.

**OFFICE OF INSPECTOR GENERAL**

**Amounts Available for Obligation**  
(dollars in thousands)

Appropriation and Adjustments	2022	2023	2024
<b>Discretionary budget authority:</b>			
Appropriation	\$64,000	\$67,500	\$87,497
Transfer from Annual to OIG No-Year Funding	-2,000	-3,000	-3,000
Disaster Relief unobligated balance, start of year	2,225	841	341
CARES Act unobligated balance, start of year	4,629	0	0
CRRSAA Act unobligated balance, start of year	5,000	3,214	1,115
American Rescue Plan Act unobligated balance, start of year	5,000	5,000	3,295
OIG No-Year Funding unobligated balance, start of year	2,000	2,325	2,000
Transfer to OIG No-Year Funding from Annual	2,000	3,000	3,000
Unobligated balance, expiring	-1,007	0	0
Disaster Relief unobligated balance, end of year	-841	-341	-341
CRRSAA Act unobligated balance, end of year	-3,214	0	0
American Rescue Plan Act unobligated balance, end of year	-5,000	-3,295	-426
OIG No-Year Funding unobligated balance, end of year	-2,325	-2,000	-3,000
Total, direct obligations	70,467	73,244	90,481

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**Obligations by Object Classification, Office of Inspector General**  
(dollars in thousands)

Object Class	2022 Actual	2023 Base	2024 Request	Change from 2023 to 2024
11.10 Full-time permanent	\$24,728	\$32,884	\$39,162	\$6,278
11.31 Full-time temporary	933	0	0	0
11.32 Part-time	360	0	0	0
11.51 Overtime	1,835	0	0	0
11.52 Awards	783	790	1,282	492
Subtotal, Personnel Comp.	28,639	33,674	40,444	6,770
12.00 Benefits	12,290	14,478	17,234	2,756
Subtotal, Per. Com. & Ben.	40,929	48,152	57,678	9,526
21.00 Travel	486	350	1,567	1,217
22.00 Transportation of things	0	0	0	0
23.10 Rental payments to GSA	6,444	6,181	6,068	-113
23.31 Communications	131	100	200	100
23.32 Postage/fees	0	9	13	4
Subtotal, 23	6,575	6,290	6,281	-9
24.00 Printing and reproduction Advisory and assistance	0	1	1	0
25.10 services	848	0	30	30
25.21 Other services	2,478	3,732	4,094	362
25.22 Training/tuition contracts Goods/services from Federal	410	254	799	545
25.30 Sources	1,474	1,467	2,165	698
25.71 Operations/maint of equip.	15	1	153	152
25.72 IT services/contracts	8,418	6,838	11,154	4,316
Subtotal, 25	13,643	12,292	18,395	6,103
26.00 Supplies	113	76	124	48
31.10 IT equipment/software	654	317	3,130	2,813
31.30 Other equipment	473	22	321	299
Subtotal, 31	1,127	339	3,451	3,160
32.00 Building alterations	0	0	0	0
Total, Budget Authority	62,873	67,500	87,497	19,997

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**Obligations by Object Classification, Supplemental, Disaster Relief**  
(dollars in thousands)

Object Class		2022 Actual	2023 Base	2024 Request	Change from 2023 to 2024
11.10	Full-time permanent	\$955	0	0	0
11.31	Full-time temporary	35	\$360	0	-\$360
11.51	Overtime	2	0	0	0
	Compensation subtotal	992	360	0	-360
12.00	Benefits	392	139	0	-139
	Comp/benefits subtotal	1.384	499	0	-499
21.00	Travel	0	0	0	0
23.31	Communications	0	0	0	0
25.21	Other services	0	0	0	0
25.22	Training/tuition contracts	0	0	0	0
25.72	IT services/contracts	0	0	0	0
	Subtotal 25	0	0	0	0
26.00	Supplies	0	0	0	0
31.10	IT equipment/software	0	0	0	0
	Total, Obligations	1.384	499	0	-499

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Obligations by Object Classification, Supplemental, CARES Act (P.L. 116-136)  
(dollars in thousands)

Object Class	2022 Actual	2023 Base	2024 Request	Change from 2023 to 2024
11.10 Full-time permanent	0	0	0	0
11.31 Full-time temporary	\$2,536	0	0	0
11.32 Part-time	0	0	0	0
11.51 Overtime	0	0	0	0
11.52 Awards	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Compensation subtotal	2,536	0	0	0
12.00 Benefits	947	0	0	0
13.00 Benefits for former personnel	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Comp/benefits subtotal	3,552	0	0	0
21.00 Travel	79	0	0	0
22.00 Transportation of things	0	0	0	0
23.10 Rental payments to GSA	0	0	0	0
23.31 Communications	1	0	0	0
23.32 Postage/fees	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Subtotal 23	80	0	0	0
24.00 Printing and reproduction	0	0	0	0
25.10 Advisory and assistance services	0	0	0	0
25.21 Other services	15	0	0	0
25.22 Training/tuition contracts	23	0	0	0
25.30 Goods/services from Federal sources	0	0	0	0
25.40 Operations/maint of facilities	0	0	0	0
25.70 Operations/maint of equip.	0	0	0	0
25.72 IT services/contracts	<u>748</u>	<u>0</u>	<u>0</u>	<u>0</u>
Subtotal 25	786	0	0	0
26.00 Supplies	7	0	0	0
31.10 IT equipment/software	1	0	0	0
31.30 Other equipment	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Subtotal 31	8	0	0	0
Total, Obligations	4,426	0	0	0

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**Obligations by Object Classification, Supplemental, CRRSA Act (P.L. 116-260)**  
(dollars in thousands)

Object Class	2022 Actual	2023 Base	2024 Request	Change from 2023 to 2024
11.10 Full-time permanent	\$1,178	0	0	0
11.31 Full-time temporary	43	\$1,464	0	-\$1,464
11.32 Part-time	46	0	0	0
11.51 Overtime	7	0	0	0
11.52 Awards	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Compensation subtotal	1,274	1,464	0	-1,464
12.00 Benefits	493	586	0	-586
13.00 Benefits for former personnel	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Comp/benefits subtotal	1	2,050	0	-2,050
21.00 Travel	0	135	0	-135
22.00 Transportation of things	0	0	0	0
23.10 Rental payments to GSA	0	0	0	0
23.31 Communications	0	0	0	0
23.32 Postage/fees	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Subtotal 23	0	135	0	-135
24.00 Printing and reproduction	0	0	0	0
25.10 Advisory and assistance services	0	0	0	0
25.21 Other services	0	54	0	-54
25.22 Training/tuition contracts	0	30	0	-30
25.30 Goods/services from Federal sources	0	0	0	0
25.40 Operations/maint of facilities	0	0	0	0
25.70 Operations/maint of equip.	0	0	0	0
25.72 IT services/contracts	<u>0</u>	<u>943</u>	<u>0</u>	<u>-943</u>
Subtotal 25	0	1,027	0	-1,027
26.00 Supplies	0	1	0	-1
31.10 IT equipment/software	0	0	0	0
31.30 Other equipment	<u>0</u>	<u>1</u>	<u>0</u>	<u>-1</u>
Subtotal 31	0	2	0	-2
Total, Obligations	1,767	3,214	0	-3,214



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**Obligations by Object Classification, Supplemental, ARP Act (P.L. 117-2)**  
(dollars in thousands)

	Object Class	2022 Actual	2023 Base	2024 Request	Change from 2023 to 2024
11.10	Full-time permanent	0	0	0	0
11.31	Full-time temporary	0	\$1,230	\$1,230	0
11.32	Part-time	0	0	0	0
11.51	Overtime	0	0	0	0
11.52	Awards	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
	Compensation subtotal	0	0	0	0
12.00	Benefits	0	475	475	0
13.00	Benefits for former personnel	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
	Comp/benefits subtotal	0	1,705	1,705	0
21.00	Travel	0	0	135	\$135
22.00	Transportation of things	0	0	0	0
23.10	Rental payments to GSA	0	0	0	0
23.31	Communications	0	0	0	0
23.32	Postage/fees	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
	Subtotal 23	0	0	135	135
24.00	Printing and reproduction	0	0	0	0
	Advisory and assistance				
25.10	services	0	0		0
25.21	Other services	0	0	54	54
25.22	Training/tuition contracts	0	0	30	30
	Goods/services from Federal				
25.30	sources	0	0	0	0
25.40	Operations/maint of facilities	0	0	0	0
25.70	Operations/maint of equip.	0	0	0	0
25.72	IT services/contracts	<u>0</u>	<u>0</u>	<u>943</u>	<u>943</u>
	Subtotal 25	0	0	1,027	1,027
26.00	Supplies	0	0	1	1
31.10	IT equipment/software	0	0	0	0
31.30	Other equipment	<u>0</u>	<u>0</u>	<u>1</u>	<u>1</u>
	Subtotal 31	0	0	2	2
	Total, Obligations	0	1,705	2,869	1,164

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**Summary of Changes**  
(dollars in thousands)

	2023	\$67,500
	2024	87,497
Net change		+19,997

	2023 base	Change from base
<b>Increases:</b>		
<u>Built in:</u>		
Increase in salaries and benefits for 31 FTE, projected benefits increase, and a 5.2 percent pay raise	\$48,152	+\$9,526
<u>Program:</u>		
Other Equipment	22	+299
Supplies	76	+48
Postage/Fees	9	+4
IT Services/Contracts	6,838	+4,316
Other Services	3,732	+362
Changes in other areas	8,417	+4,897
Subtotal, increases		+19,452
<b>Decreases:</b>		
<u>Program:</u>		
Training	254	-545
Subtotal, decreases		-545
Net change		+19,997

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**Authorizing Legislation**  
(dollars in thousands)

Activity	2023 Authorized	2023 Appropriation	2024 Authorized	2024 Request
Inspector General ( <i>DEOA, Section 212</i> )	Indefinite	\$67,500	Indefinite	\$87,497
Total appropriation		67,500		87,497

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**Appropriations History**  
(dollars in thousands)

Year	Budget Estimate to Congress	House Allowance	Senate Allowance	Appropriation
2015 <sup>1</sup>	\$62,347	N/A	\$59,700	\$57,791
2016 <sup>2</sup>	59,181	N/A	58,791	57,791
2017 <sup>3</sup>	59,256	\$59,256	57,791	59,256
2018 <sup>4</sup>	61,941	59,256	59,256	59,256
2019 <sup>5</sup>	61,143	59,256	61,143	61,143
2020 <sup>6</sup>	63,418	67,418	61,143	63,000
2021 <sup>7</sup>	68,019	64,000	63,000	63,000
2022 <sup>8</sup>	70,115	70,115	70,115	64,000
2023 <sup>9</sup>	76,452	76,452	77,000	67,500
2024	87,497			

<sup>1</sup> The House allowance is shown as N/A because there was no Subcommittee action; Senate allowance reflects Senate Subcommittee action only.

<sup>2</sup> The levels for House and Senate allowances reflect action on the regular annual 2016 appropriations bill, which proceeded in the 114th Congress only through the House Committee and Senate Committee.

<sup>3</sup> The levels for the House and Senate allowances reflect Committee action on the regular annual 2017 appropriations bill; the Appropriation reflects the Consolidated Appropriations Act, 2017.

<sup>4</sup> The level for the House allowance reflects floor action on the Omnibus appropriation bill; the Senate allowance reflects Committee action on the regular annual 2018 appropriations bill; the Appropriation reflects the Consolidated Appropriations Act, 2018 (P.L. 115-141).

<sup>5</sup> The levels for the House and Senate allowance reflect Committee action on the regular annual 2019 appropriations bill; the Appropriation reflects enactment of the Department of Defense and Labor, Health and Human Services, and Education Appropriations Act, 2019 (P.L. 115-245).

<sup>6</sup> The Senate allowance reflects the Chairman's mark; the Appropriation reflects the Further Consolidated Appropriations Act, 2020 (P.L. 116-94).

<sup>7</sup> The level for the House Allowance reflects subcommittee action. The level for Senate Allowance reflects the Chairman's mark; the Appropriation reflects Division H of the FY 2021 Consolidated Appropriations Act, 2021 (P.L. 116-260).

<sup>8</sup> The House allowance reflects floor action on the FY 2022 Consolidated Appropriations Act; the Senate allowance reflects the Chairman's mark; and the Appropriation reflects the Consolidated Appropriations Act, 2022 (P.L. 117-103).

<sup>9</sup> The House allowance reflects the regular annual FY 2023 appropriation, which was introduced on the floor; the Senate allowance reflects the Chairman's mark; and the Appropriation reflects the Consolidated Appropriations Act, 2023 (P.L. 117-328).

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**Office of Inspector General**

(Department of Education Organization Act, Section 212)

(dollars in thousands)

FY 2024 Authorization: Indefinite

Budget Authority:

	<u>2023 Appropriation</u>	<u>2024 Request</u>	<u>Change</u>
Personnel Compensation and Benefits Costs	\$48,152	\$57,678	+\$9,526
Non-Personnel Costs	19,348	29,819	+10,471
Total	67,500	87,497	+19,997
FTE	232 <sup>1</sup>	263 <sup>2</sup>	+31

**PROGRAM DESCRIPTION**

The U.S. Department of Education (Department) Office of Inspector General (OIG) is an independent entity within the Department with the statutory responsibility to carry out activities to promote economy, integrity, efficiency, and effectiveness of the Department’s programs and operations and to prevent and detect fraud, waste, and abuse involving those programs and operations.

To meet its statutory mission, the OIG conducts independent and objective audits, investigations, inspections, other reviews, performs and provides technical and administrative duties and assistance related thereto. The OIG has the authority to inquire about all program and administrative activities of the Department and related activities of all parties working under contracts, grants, or other arrangements with the Department.

Through audit-related work, the OIG seeks to ensure that Department programs are operating in accordance with established laws, regulations, and policies. Based on its findings, the OIG makes recommendations to improve program efficiency, address systemic weaknesses, and initiate administrative action. Its work may also recommend changes needed in Federal laws, regulations, and policies. In its investigative work, the OIG operates with full statutory law enforcement authority, conducting criminal, civil, and administrative investigations involving fraud, embezzlement, public corruption, cybercrime, and other violations of law involving Department funds and operations. The OIG also conducts information technology (IT) reviews to assist the Department in identifying risks and recommending actions to improve security and management of its numerous data systems. In addition, the OIG fulfills statutory requirement to ensure that work performed by non-Federal auditors involving Department program participants, grantees and subgrantees complies with Government Auditing Standards. This

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<sup>1</sup> Fiscal Year 2023 FTE total excludes CARES, CRRSA, and ARP Act FTE.

<sup>2</sup> Fiscal Year 2024 FTE total excludes CRRSA, and ARP Act FTE.

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includes conducting desk reviews and quality control reviews of non-Federal audits. Each year, the OIG issues about 25 audit-related reports, carries a caseload of more than 200 criminal and civil investigations, and completes more than 100 desk and quality control reviews.

Through its work and efforts, the OIG looks to ensure integrity in the Department's operations and programs by identifying problems or deficiencies and recommending actions to improve them. The OIG shares information on its organizational goals and initiatives, planned and completed work, performance measures and results, via the OIG [website](#), where the public can obtain copies of its audit-related reports and news on its investigations. The website also hosts the [OIG Hotline](#) where the public can submit allegations of fraud, waste, or abuse involving Department funds, programs, or operations, as well as file whistleblower reprisal complaints. Allegations can be reported in six languages. The OIG Hotline also includes a toll-free phone number (1-800-MISUSED) for the public to report or receive assistance in reporting their allegations to the OIG. The OIG Hotline receives about 300 complaints via email and 200 telephone contacts each month. The OIG also receives over 100 complaints per month through Federal Student Aid's (FSA) Feedback system.

The OIG staff is composed of criminal investigators, auditors, inspectors, attorneys, financial and forensic analysts, specialists, and other business professionals. As of this submission date, the OIG conducts its work via [17 office locations](#) across the country. Due to significant financial challenges facing the OIG in fiscal year 2023, it anticipates consolidating several of its offices in fiscal year 2023 to immediately reduce cost. Although the OIG is not certain how many offices it will have in fiscal year 2024, it knows that 40 percent of the OIG staff will be assigned to the OIG's headquarters in Washington, D.C., and 60 percent of its staff will be assigned to one of its regional offices.

Funding levels for the past 5 fiscal years were:

Fiscal Year	(dollars in thousands)
2019	61,143
2020	63,000
2020 CARES Act	7,000
2021	63,000
2021 CRRSA Act	5,000
2021 Mandatory ARP Act	5,000
2022	64,000
2023	67,500

**FY 2024 BUDGET REQUEST**

For fiscal year 2024 operations, the Administration requests \$87.5 million, \$20 million more than fiscal year 2023. The requested funding level includes \$3 million in no-year funding to allow for much-needed flexibility to cover frequent, unanticipated year-end expenses and cover any cost overruns associated with the required IT modernization upgrades.

At the fiscal year 2024 requested funding level, the OIG will have the ability to sustain 263 full-time equivalent (FTE) employees, an increase of 31 FTEs from fiscal year 2023. This will allow the OIG to expand its audit and investigative efforts and provide more robust and effective oversight of the OIG's expanding and diverse programs, operations, and funding.

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The Administration understands that this is a significant increase (\$20 million) above its actual fiscal year 2023 appropriation as opposed to the fiscal year 2023 request (an increase of \$11 million); however, the OIG fiscal year 2023 appropriation will require it to make significant reductions in FTEs and other costs to bring the expenditures in line with its resources. Specifically, the OIG will need to cover required expenses or otherwise mandated operational and systems modernization upgrades. As a result, the OIG will not be able to sustain a full time equivalent (FTE) level of 232. To achieve these reductions, the OIG has implemented a fiscal year-long across-the-board hiring freeze and will not backfill positions as they become vacant, have reduced its overall mission-support trainings and travel, and are examining potential office closures and elimination of certain contracts and contractor support to help the OIG carry out its work. Without the possibility of a significant increase in the fiscal year 2024 appropriation, the OIG is likely facing the need to further reduce its existing workforce, resulting in a reduction in audit and investigative activities that generate arrests and indictments and millions of dollars in savings and recoveries integral to appropriately protecting the integrity of education programs.

As the Administration has shared in previous budget requests, with its student loan portfolio (which now surpasses \$1.6 trillion) the Department is one of the largest financial institutions in the country. The Department also administers more than \$70 billion in grants each year, making it one of the largest grant-making agencies in the Federal government. Further, Department funding flows out to thousands of eligible entities, including all the States and territories, about 17,000 school districts and 98,000 public schools, about 5,600 postsecondary institutions, and more than 10 million individual recipients of Federal student aid funds each year. With such a large amount of money going to an equally as large number of programs and program participants, and given the Department’s reliance on contractor support, effective oversight and monitoring of Department programs, operations, and program participants are critical. Oversight and monitoring, however, are longstanding management challenges for the Department. Therefore, the role of the OIG as the entity responsible for overseeing the Department’s operations, programs, and funds, is so vital. However, the steady state of funding since fiscal year 2015 has not allowed the OIG to both cover increased operational costs and hire much-needed FTEs to conduct certain oversight work. Instead, the OIG had to implement partial hiring freezes and divert funds it intended to use for FTEs to cover the increased operational costs. This has impacted the OIG’s output and has held us back from where it feels it needs to be as a statutory oversight entity.

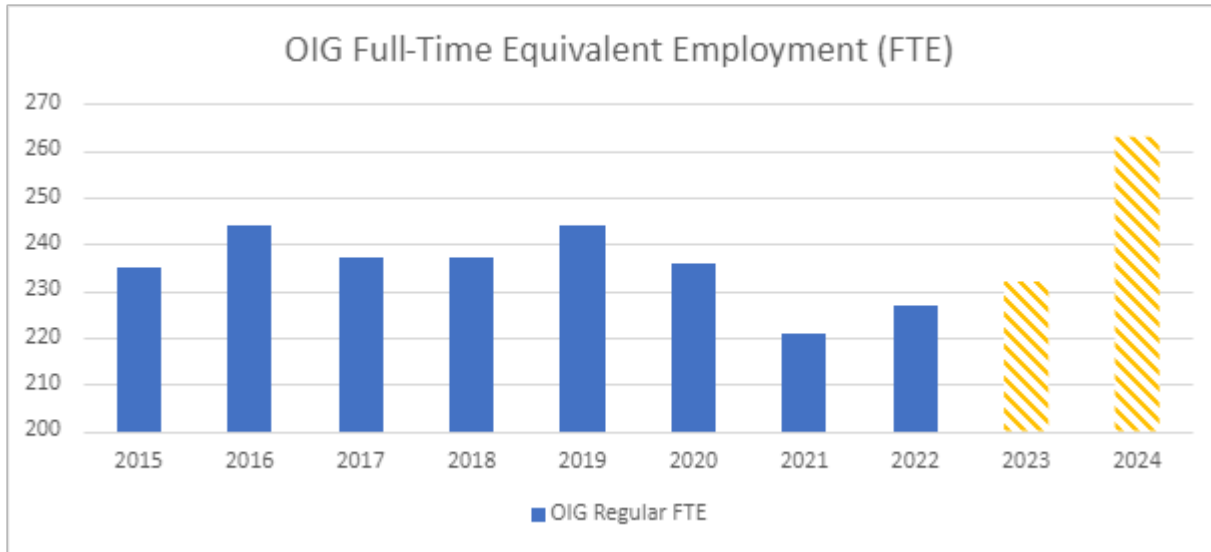
The tables and figure below describe the OIG’s budget over the last seven years, FTEs, and the impact it has had on the OIG’s output.

**Table 1. OIG Funding.** Since FY 2015, the OIG’s appropriation has not grown sufficiently to keep pace with the demands for work, services, and inflation.

FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
\$57.7 Million	\$59.2 Million	\$59.2 Million	\$61.1 Million	\$61.1 Million	\$63 Million	\$63 Million	\$64 Million	\$67.5 Million

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**Figure 1. Lack of Significant Growth in FTE.** Unanticipated costs associated with common support and general personnel and non-personnel services have required the OIG to divert funds it intended to use for FTEs to cover those costs. This has impacted the OIG’s output (see Table 2 below) and ability to fully meet the demands for services. There may well be an even bigger drop in output in FY 2023 due to the OIG’s present resource challenges that has forced the OIG to implement an across-the-board hiring freeze and not backfill positions as they become vacant.



### No-Year Funding

For fiscal year 2024, the OIG requests \$3 million for no-year funding. This no-year funding provides the OIG with additional flexibility for frequent, unanticipated year-end changes usually associated with common support and central IT support provided by the Department. These multiyear funds allow for flexibility if actual costs are lower than expected and funds are returned to the OIG at the end of the fiscal year, or if actual costs are higher than expected and additional funds are required from the OIG.

### Staffing Challenges and FY 2024 Opportunities

This fiscal year 2024 budget request provides the OIG with opportunities to address and remedy six operational challenges in a meaningful and impactful way. The narrative below provides specific information on those challenges; specific information on four opportunities for improvement; and ways the OIG can address these challenges and significantly improve its ability to provide a wider range of oversight of the Department’s programs, operations, and funding.

- **Challenge 1: Staffing**

Personnel compensation and benefits is the OIG’s largest pool of costs (65.9 percent of the OIG budget). If the fiscal year 2024 budget request is met, the OIG will be able to sustain 263 FTEs. This is an increase of 31 FTEs above fiscal year 2023 enacted level. With 263 FTEs, the OIG will be able to better meet the needs for its services by providing more robust and effective oversight of the Department’s programs and operations. At this funding level, the OIG could lift its fiscal year 2023 hiring freeze and would no longer need to divert funds to cover operational costs as it has for the last seven years.



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- **Challenge 2: Common Support and Centralized Services**

Overhead is the OIG's second largest pool of costs (17.25 percent of the OIG budget). In fiscal year 2023, the OIG anticipates these costs will be \$13.711 million for overhead and Departmental centralized services (*i.e., rent, interagency agreements for services such as payroll processing, security guard services in buildings that house OIG staff, background security investigations, communications, and IT services and contracts*). In fiscal year 2024, the OIG understands that these costs will rise dramatically to \$15.089 million—an increase of \$1.4 million. The reasons for this significant increase include the implementation of the Department's enterprise cybersecurity programs and rental payments to the General Services Administration. This \$1.4 million needs to be covered in fiscal year 2024 regardless of the OIG's ultimate appropriation. However, without a significant increase in appropriation, the OIG will find itself where it has been over the last seven years: unable to sustain much less hire enough FTEs, which will negatively impact its oversight capabilities and output.

- **Challenge 3: IT Modernization**

In addition to meeting Federal initiatives to adopt a cloud-first strategy, the White House has directed all Federal agencies to have a plan to adopt a Zero-Trust cybersecurity posture by the end of fiscal year 2024. The OIG maintains three IT systems that are impacted by this requirement, two of which are non-cloud systems. These systems are used for data analytical purposes that allow it to proactively identify fraud, waste, and abuse and to detect illegal electronic financial transactions, including unauthorized payment requests, ineligible program participants, and program abuse and fraud. These systems will require substantial modernization for cloud migration and Zero-Trust implementation. In fiscal year 2023, the OIG anticipate directing approximately \$3.3 million of its annual appropriation to maintain these systems. In fiscal year 2024, the OIG will need to dedicate \$4.0 million for these systems to cover the cost of a systems assessment and to begin the process of upgrading and migrating these systems to meet Zero-Trust requirements. In addition, in fiscal year 2024 the OIG must be prepared to commit FTE resources to oversee and maintain this new IT posture and upgraded systems.

- **Challenge 4: Body Cameras for Federal Law Enforcement**

On June 7, 2021, the U.S. Department of Justice mandated that all Federal law enforcement agencies use body-worn cameras when executing pre-planned arrest and search and seizure warrants. The President supported this effort in his May 25, 2022, Executive Order on Advancing Effective, Accountable Policing and Criminal Justice Practices to Enhance Public Trust and Public Safety. All Federal law enforcement agencies must adhere to this requirement. In addition to procuring the body cameras, agencies will need digital evidence software and cloud-based data storage. In fiscal year 2023, the OIG directed \$200,000 of its appropriation to procure 85 body-worn cameras and related tools for storing, maintaining, and downloading the information captured by the cameras. For fiscal year 2024, the OIG will need to direct \$120,000 to support the data maintenance and storage for the body-worn cameras.

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- **Challenge 5: Pandemic Relief Aid Oversight**

In fiscal year 2020 and fiscal year 2021, the OIG received \$17 million (\$10 million in no-year funding) to carry out its pandemic relief aid oversight work. This funding was authorized and appropriated via the Coronavirus Aid, Relief, and Economic Security (CARES) Act (\$7 million), the Consolidated Appropriations Act, 2021-Coronavirus Response and Relief Supplemental Appropriations Act (\$5 million), and the American Rescue Plan (\$5 million). The OIG's CARES Act funding expired at the end of fiscal year 2022, and the OIG is on course to expend the remainder of this supplemental funding by the second quarter of fiscal year 2024. Although the OIG will largely have completed the audit-related work planned for the funding by the time it is expended, there will be audit-related and investigative work still to do. This may include audit-related work involving new uses of pandemic relief aid or areas where closer scrutiny of these allowances may be needed. Further, criminal investigations often occur (and extend) long after the Department's obligation of the funding and grantee and subgrantee spending. Complex fraud schemes can take several years to develop and investigate, with additional time needed for investigative support to the Department of Justice during the prosecution. Since fiscal year 2020, the OIG has relied on supplemental funding to sustain 1 term and 11 rehired annuitants to conduct pandemic oversight work. As these funds are expended and their term agreements expire, the OIG not only lose these employees, but will need to rely on its FTE to carry out its remaining pandemic oversight work. As such, the OIG fiscal year 2024 appropriation must be at a level where it can increase FTE levels so that it can continue its oversight work in the absence of supplemental appropriations-funded term employees.

In addition, the OIG invested \$750,000 of its pandemic supplemental funds for advanced analytical and cyber intelligence tools that provide critical information that support its oversight efforts. In anticipation of the depletion of its pandemic supplemental funds in fiscal year 2024, the OIG will need to direct \$800,000 of its annual appropriation to maintain these tools.

- **Challenge 6: Unplanned Assignments:** The OIG must always be prepared to dedicate resources to address new or emerging risks or new Departmental programs and responsibilities, which often is unplanned. For example, in fiscal year 2022, the Congress passed, and the President signed into law the Bipartisan Safer Communities Act. The law provides the Department with more than \$2 billion for the School Improvement Programs and Safe Schools and Citizenship Education program, along with new reporting, and other responsibilities. It did not include supplemental funding for the OIG to conduct oversight work related to the programs and funding related thereto. This means that the OIG needs to rely on its annual appropriation to conduct audits, investigations, or other oversight work specific to the law. Given the significance of the Bipartisan Safer Communities Act, the OIG will need to be prepared in fiscal year 2024 to dedicate resources to conduct work related thereto. Further, it must be prepared to conduct unplanned work specific to any new Department programs or responsibilities included in the final fiscal year 2024 appropriations bill, or new Department and FSA initiatives that may require closer scrutiny. Without additional appropriations that will enable the OIG to hire much-needed staff, it will be a challenge to conduct unplanned work without impacting other ongoing or planned priority work.

Should the OIG receive the fiscal year 2024 requested funding level of \$87.497 million, \$3 million in no-year funding, it could absorb the \$19.997 million in increased costs noted above and support an FTE level of 263. This would present the OIG with tremendous opportunities to get

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the oversight efforts where they need to be, allowing the OIG to be agile enough to take on unplanned assignments without impacting other mission critical work.

- **Opportunity 1: Expanded Audit-Related Capabilities**

For the last seven years, the OIG has completed about 25 audit-related reviews annually. However, many of these products, such as financial statement, information technology security, and improper payment audits, are required to be completed periodically by statute. The need to perform these and other mandated reviews have limited its ability to perform discretionary assignments. As the OIG focused that limited work in areas posing the most significant risk or impact to the Department, it left many Department programs and operations free from OIG oversight. Further, the OIG has not been agile enough to take on unplanned assignments often requested by its stakeholders in a timely manner without postponing or canceling other priority work. This is unacceptable for an organization with the financial and programmatic responsibilities of the Department. With its present financial posture, hiring freeze and not backfilling positions as they become vacant, it is only with an increase in the OIG fiscal year 2024 budget that will have the opportunity to expand its level of oversight and audit-related capabilities. The much-needed staff additions will enable the OIG to:

  - Establish and adequately staff a new component within Audit Services dedicated to conducting inspections, evaluations, and quick response work.
  - Expedite nationwide audit work to allow the OIG to cover multiple external entities (such as States) simultaneously and complete work in a timelier fashion.
  - Increase audit coverage of emerging areas and programs and operations with heightened risk.
  - Conduct audit and investigative work to cover the following priorities and high-risk areas.
    - **Student Financial Assistance Programs**
      - Contractors. FSA relies heavily on contractors to operate its computer systems and perform many of the functions necessary to process, award, service, and account for student aid. The OIG has consistently identified problems with FSA's contract oversight. Planned and ongoing work includes FSA's implementation of the Student Aid and Borrower Eligibility Reform Initiative, FSA's transition plans for Business Process Operations vendors, and the effectiveness of FSA's Federal student loan borrower defense loan discharge process.
      - Postsecondary Institutions. The OIG plans to continue to conduct audits of proprietary, nonprofit, and public schools. The interests of schools may not always align with the purposes of the Federal student financial assistance programs and could harm students and lead to the misuse of Federal funds. Planned and ongoing work may include compliance with Career Pathways program and Ability-to-Benefit requirements.
      - Oversight and Monitoring of Student Financial Assistance Program Participants. The OIG's audits of FSA's oversight of program participants,

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schools, lenders, and servicers have consistently identified weaknesses. Planned and ongoing work includes an assessment of the extent to which FSA identifies individuals who belong to underserved communities and performs related outreach and FSA's processes for overseeing proprietary school compliance with 90/10 revenue requirements.

- State and Local Programs
  - Every Student Succeeds Act (ESSA). ESSA reauthorized the Elementary and Secondary Education Act. ESSA is a departure from its predecessor, as it provides States with more flexibility and control over education policy. Planned and ongoing work includes reviews of States' implementation of their ESSA State plans, focusing specifically on Statewide accountability systems and required assessments, and the Department's oversight processes to ensure that the plans are being followed.
  - Charter Schools. The Department's Charter Schools Program provides funding that is intended to help create new public charter schools, replicate high-quality public charter schools, and disseminate information about effective practices within charter schools. The OIG's ongoing work includes a review of the Department's oversight of Charter School Program Grants for Replication and Expansion of High-Quality Charter Schools, also known as Charter Management Organization grants.
  - Individuals with Disabilities Education Act (IDEA). IDEA authorizes programs to help educate children with disabilities and governs how States and public agencies provide early intervention, special education, and related services. Ongoing work includes a review to determine what steps the Department has taken to implement its final regulations on significant disproportionality in special education.
- Departmental Operations
  - Financial Statement Audits. The Government Management Reform Act of 1994 expanded the Chief Financial Officers Act of 1990 by requiring, among other things, the annual preparation and audit of organization-wide financial statements of the Executive Branch departments. The OIG annually oversees and monitors the work performed by an independent public accounting firm contracted to provide an opinion on whether Department and FSA financial statements are fairly presented. Under OIG oversight, the independent public accounting firm also reports any material weaknesses and significant deficiencies in the Department's or FSA's internal control over financial reporting and any instances of noncompliance with certain laws, regulations, contracts, and grant agreements.
  - Improper Payments. The Payment Integrity Information Act of 2019 requires each agency's inspector general to determine the agency's compliance with the statute for each fiscal year. As part of this review, the OIG also evaluates various actions concerning improper payments taken by the agency.
- Non-Federal Audit Activities

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- The Inspector General Act of 1978, as amended, requires that inspectors general take appropriate steps to ensure that any work performed by non-Federal auditors complies with Government Auditing Standards. To fulfill these requirements, the OIG performs several activities, including conducting desk reviews and quality control reviews of non-Federal audits, providing technical assistance, and issuing audit guides to help independent public accountants or audit organizations performing audits of participants in the Department's programs.
- **Opportunity 2: Criminal, Civil, and Administrative Investigations**

The OIG strives to investigate all legitimate allegations of fraud, corruption, and other criminal activity involving the Department's funds and programs. Due to staffing limitations, the OIG has focused its efforts on statutory investigations (i.e., whistleblower reprisal complaints) and matters of the highest priority that would have the most significant impact on the Department's programs and operations. The OIG needs to do more. Bad actors and fraudsters may be able to further their schemes and scams while the OIG tackles statutory and higher risk, higher priority cases. This fiscal year 2024 budget request would allow the OIG to hire additional criminal investigators so it can expand the investigative caseload and coverage, including the following:

  - Expand investigative reach to geographic areas where it has not been in recent years but where it believes fraud exists at the same level as other States, and well as those areas where U.S. Attorney's Offices have expressed significant interest in working on education-related fraud matters.
  - If budget allows, expand fraud awareness outreach efforts to help educate and train stakeholders and the public on education-related fraud schemes and fraud indicators, including contract fraud specific to construction or after-school and tutoring programs, areas significantly vulnerable to fraud.
  - Optimize data analytics and improve its ability to identify and combat new and emerging high-tech fraud schemes.
  - Increase OIG investigative reach and efforts in the following high-risk areas:
    - Postsecondary Education Fraud. The OIG will increase its focus on fraud involving postsecondary education, which have long represented the largest concentration of education program dollars at risk. Recent examples of this type of fraud included a nurse practitioner who was charged in a \$10 million Total and Permanent Disability fraud scam, and a school owner who agreed to pay \$1 million to settle allegations that they improperly influenced the school's Student Loan Default Rate.
    - Elementary and Secondary Education Fraud. The OIG will increase its focus on allegations of bribery and theft involving State and local public-school officials. Although this fraud is not new, the OIG is seeing new types of schemes, such as a recent investigation involving Alabama school officials who engaged in a scheme to defraud the State's virtual education program. With the additional opportunities for States and schools to utilize Department funding for construction and tutoring contracts, again areas where the OIG has identified significant fraud, it would be better positioned to assist stakeholders in identifying, preventing, and

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reporting fraud in these areas. This includes fraud involving charter schools, where the OIG has long identified vulnerabilities to fraud.

- **Distance Education Fraud.** The OIG will be able to take on additional criminal investigations involving fraud resulting from the vulnerabilities associated with the delivery of distance education, rather than limiting its efforts on those cases with the most significant financial loss. For the last several years, it has referred to the Department distance education matters not investigated by the OIG, totaling more than \$14.9 million in potential fraud.
- **Network Intrusion and Cybercrime.** As the Department's data systems house the personally identifiable information of millions of student loan borrowers and their families, the OIG will continue to prioritize efforts to detect intrusions and unauthorized access into the Department's systems and criminal misuse of the Department's systems and electronic data. Further, the OIG will continue its investigative efforts and partnering with Federal and state prosecutorial partners on identifying and prosecuting unscrupulous individuals and entities that misuse Department data systems for criminal purposes, such as third-party debt relief companies. At the fiscal year 2024 requested level, the OIG will be able to employ new tools and techniques to identify new and emergency threats and conduct advanced digital forensics in support of high-technology investigations.
- **Pandemic Relief Aid Investigations.** As noted above, although the OIG's supplemental pandemic appropriation is expected to be depleted by the second quarter of fiscal year 2024, its work will continue. The OIG will continue to detect fraud and conduct criminal investigations resulting from vulnerabilities associated with the diversion of pandemic relief aid funds or the illegal interference with the Department's ability to effectively provide authorized assistance. In fiscal year 2022, it conducted 119 preliminary inquiries involved pandemic relief funding and currently have 20 open investigations.

- **Opportunity 3: IT Security and Data Analytics Capabilities**

The Department maintains 166 systems that are classified as operational and are reportable under the Federal Information Security Modernization Act (FISMA). Many of these systems contain the personally identifiable information of millions of people and are used to administer and disburse billions of Federal student aid dollars. For several years due to budget limitations, the OIG has only been able to complete the statutory FISMA audit, as it is one of the largest, most resource-intensive audits it completes each year. As such, the OIG has relied on contractor personnel support to complete the required work. In fiscal year 2022, the OIG awarded a contract to perform the annual FISMA audit, to allow it to dedicate FTEs to conduct other much-needed IT security audits and reviews in fiscal year 2023. With the fiscal year 2024 budget request, the OIG will be able to do even more in terms of these IT security-related reviews as well as expand in the following areas.

- Conduct additional data analytics projects to proactively identify criminal activity impacting the Department's programs, examine the effectiveness of its programs, and proactively identify misuse, theft, and other criminal activity involving the Department's funds.
- Conduct more robust vulnerability assessments to greatly increase the OIG's ability to

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identify and report security threats against the Department's IT infrastructure. Protect against the loss or compromise of sensitive information.

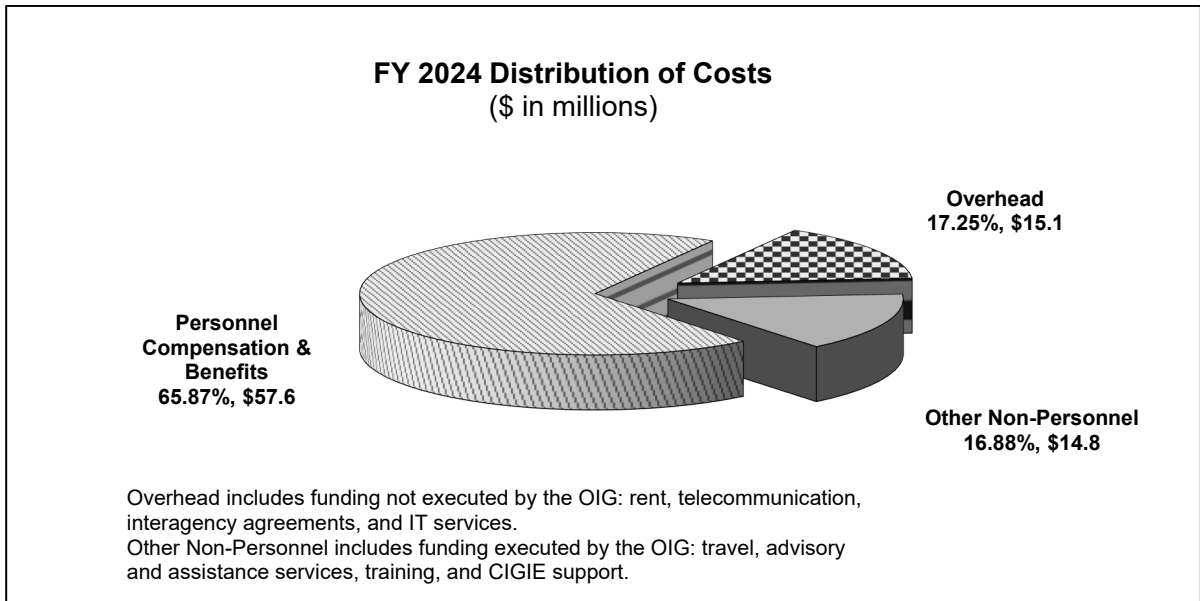
- Expand predictive analytics capabilities to proactively identify fraud, waste and abuse and detect illegal electronic financial transactions, including unauthorized payment requests, ineligible program participants, and program abuse and fraud.
- Produce additional IT-related audits involving Department data systems and security functions, such as incident response and contract oversight, as well as breach notification procedures at institutions participating in the Federal student aid programs and housing Departmental data
- **Opportunity 4: Mission Support Activities**

Although auditors and investigators tend to get the spotlight, their efforts are supported by a team of professionals who assist in carrying out the OIG's work. This includes legal staff, management, business, and communications professionals. Over the last several years, due to budget constraints, the OIG has implemented an across-the-board hiring freeze, unable to backfill positions as they became vacant. This has had an impact on its mission support activities where the OIG has not been able to hire many new staff. As such, some of its mission support staff have said they felt overburdened and left the OIG for better opportunities. Without sufficient mission support staff, it runs the risk of delays and reduction in its overall output and limit the OIG's ability to implement internal improvements. At this fiscal year 2024 budget request, the OIG will have the opportunity to bring new and much-needed mission support staff on board and reduce the risk of overburdening its staff and causing them to leave the OIG for better opportunities. The OIG would have the ability to hire mission support staff in areas where it currently has only one person conducting the work, including procurement, and areas where existing staff take on additional responsibilities, such as internal and external communications and website management. This lack of a bench puts tremendous pressure on existing staff who handle these activities in addition to their regular responsibilities, leaving the OIG unable to fulfill these tasks in a timely manner when the staff member conducting this work is out of the office. Further, with additional mission support staff, OIG would be able to enhance internal programs, like the quality assurance program and the enterprise risk management program. These programs help ensure the efficiency, effectiveness, and reliability of OIG products and services.

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FY 2024 Distribution of Costs

The chart below is a summary and breakdown of the OIG’s distribution costs for fiscal year 2024.



**Personnel Compensation and Benefits Costs**

For fiscal year 2024, the Administration requests \$57.678 million for Personnel Compensation and Benefits, \$9.526 million more than the fiscal year 2023 enacted level. At the fiscal year 2024 funding request, the OIG will be able to sustain 263 FTEs. The Personnel Compensation and Benefits amount includes 5.2 percent proposed cost of living increase and law enforcement availability pay (required by 5 U.S.C. § 5545) for criminal investigators who are required to be available during hours that are not part of the regular work week.

**Overhead**

Overhead is the OIG’s second largest pool of costs (17.25 percent of the OIG budget). The fiscal year 2024 budget request includes \$15.089 million for anticipated overhead cost/departmental centralized services. Rent and the Department’s IT contract uses about 83.43 percent of the centralized services resources. The IT services and contracts amounts are primarily for the Department’s IT contracts, which cover equipment, telecommunications, processing services, network support, end-user support, maintenance, and improvements. Other items included in overhead costs are interagency agreements for services such as payroll processing, guard services, and background security investigations.



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**Departmental Centralized Services**  
(dollars in thousands)

Item	2023 Base	2024 Request	Difference
Rent	\$6,181	\$6,068	-\$113
Central IT	5,428	6,521	+1,093
Other Central Support	2,102	2,500	+398
<b>Centralized Services</b>	<b>\$13,711</b>	<b>\$15,089</b>	<b>\$1,378</b>

**Other Non-Personnel Costs**

For fiscal year 2024, the Administration requests \$14.773 million for Other Non-Personnel, \$9.093 million more than the fiscal year 2023 enacted level. This represents 16.88 percent of the OIG’s overall budget including travel, training, goods/services from shared Federal services, IT needs that are not covered by the Department’s centralized services, and other services.

**Travel**

For fiscal year 2024, the Administration requests \$1.567 million for travel, \$1.217 million more than the fiscal year 2023 enacted level. The OIG anticipate that it will continue to conduct on-site work as well as conduct that work virtually. OIG staff typically travel to locations across the country to interview personnel and examine records at State educational agencies, local educational agencies, schools, other grantees, loan servicers, contractors, and other recipients of Federal education funds. Although the OIG has some leverage in not traveling to conduct aspects of this work, the OIG’s criminal investigators must continue to travel to Federal, State, and local courthouses, and numerous locations to interview witnesses, conduct search and arrest warrants, and testify at court hearings. These destinations often fall outside of where OIG staff are located, thus necessitating travel.

**Training**

For fiscal year 2024, the Administration requests \$723,000 for training, \$554,000 more than the fiscal year 2023 enacted level. This includes training funds for professional, statutorily mandated, or other required training for the OIG’s auditors, investigators, business professionals, and other staff. As required by the Government Accountability Office, auditors performing work under generally accepted Government auditing standards must maintain professional competencies through 80 hours of continuing professional education every 2 years. The OIG’s criminal investigators must also complete mandatory law enforcement training requirements to obtain and maintain their statutory law enforcement authorities. In addition, the requested amount will cover the costs of review courses and examinations to obtain professional certifications, enhance IT skills to address ever-increasing computer requirements and combat threats, and increase competencies for all OIG staff. In fiscal year 2023, the OIG limited its training to the minimum mandatory required training.

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To minimize costs, it will continue to use online courses where practical, and use free courses offered through the Council of the Inspectors General on Integrity and Efficiency (CIGIE) and other OIGs. The OIG also uses qualified in-house staff to deliver training, including accredited trainers to deliver firearms and other mandated training to OIG investigators. The OIG will use vendor-offered courses only for critical training not available through these means.

In accordance with the Inspector General Act, 5 U.S.C. app 3 § 6(g)(1), the Inspector General has certified that the amount requested for required training of its staff, including amounts designated for the statutorily required training provided by the Federal Law Enforcement Training Center, the Inspector General Criminal Investigator Academy, and in the Department's centralized services, would satisfy all the OIG's fiscal year 2024 training requirements.

### **Goods/Services from Government**

For fiscal year 2024, the Administration requests \$565,000 for Goods and Services from shared Federal sources, \$175,000 more than the fiscal year 2023 enacted level. Within this request, \$349,000 will cover the OIG's funding support for CIGIE, in accordance with § 6(g) of the Inspector General Act of 1978, as amended, 5 U.S.C. This contribution is 0.40 percent of the OIG's fiscal year 2024 designated funding level based on a total budget request of \$87.5 million. This fiscal year 2024 request also includes \$216,000 in miscellaneous interagency agreements covering a variety of services provided by other Federal agencies, of which \$105,000 is designated for the Federal Law Enforcement Training Center and the Inspector General Criminal Investigator Academy for required training.

### **Other Services**

For fiscal year 2024, the Administration requests \$3.388 million for Other Services, \$408,000 more than the fiscal year 2023 enacted level. This includes services for its statutory financial statements audit and its FISMA audit. These are the largest audits the OIG conducts each year. They are resource-intensive, thus require us to rely on contractor assistance to complete. Other services covered in this section include \$508,000 for car leases. The OIG leases vehicles from the GSA for law enforcement purposes.

- **Financial Statements Audits.** In accordance with the Inspector General Act of 1978, as amended, and the Chief Financial Officers Act of 1990, as amended, the OIG oversees the financial statement audits. The audits will result in reports on the Department's and FSA's financial statements. Audits will examine and analyze account balances, review applicable financial systems, and evaluate internal controls and compliance with certain laws, regulations, contracts, and grant agreements. The audits will assess the fair presentation of the financial statements, make recommendations for improving financial management and accountability, and identify areas requiring further review by management.
- **FISMA.** Title III of the E-Government Act, the Federal Information Security Management Act of 2002, as amended by FISMA, requires inspectors general to perform independent evaluations of the effectiveness of their agency's information security programs. The requested funding will result in reports on the effectiveness of general and technical IT security controls of the Department's mission-critical and support systems and the Department's overall information security plans, programs, and practices.

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### Building Alterations

In fiscal year 2024, the OIG's budget request does not include funds for the OIG's anticipated expiring leases and construction costs associated with its offices and any other building alteration costs. These funds have been included in the Department's budget request. As such, the Department will be responsible for covering those costs directly.

### FY 2024 GOALS AND PRIORITIES

In fiscal year 2022, the OIG issued its Strategic Plan for fiscal years 2023-2028. In this plan, the OIG present four overarching goals:

- **Goal 1: Maximize its Value to Stakeholders.** Promote effectiveness in the Department's programs and operations by delivering relevant and timely information to its stakeholders.
- **Goal 2: Combat Program Fraud and Cyber Threats.** Conduct timely, high-quality investigations and digital analyses to detect and deter fraud, waste, abuse, and other criminal activity involving Department programs and operations.
- **Goal 3: Invest in the OIG Workforce.** Cultivate a talented and diverse workforce and an inclusive, equitable, and accessible workplace that inspires engagement, creativity, and excellence.
- **Goal 4: Innovate and Collaborate.** Implement innovative and collaborative internal processes that leverage technology, foster strategic thinking, and advance organizational effectiveness.

In the OIG Strategic Plan, it shared the key strategies it will use to meet these goals and provided examples of the measures by which the OIG would assess its performance in doing so. Yearly goals and results are presented in annual performance results report that will be made available to the public via the OIG website.

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**PROGRAM PERFORMANCE INFORMATION**

**Performance measures**

The following information was included in the fiscal year 2023 President’s Budget Request; however, OIG did not include a Performance Results Report for fiscal year 2023 in its Strategic Plan for fiscal years 2023-2028. Several key performance measures are shown below. The OIG fiscal year 2022 results were presented in its fiscal year 2022 Performance Results Report is available [here](#) on its website.

**Measure:** Audits initiated each year in accordance with policy and focused on areas of high risk or significant importance.

Year	Target	Actual
2018	85%	100%
2019	85%	100%
2020	85%	100%
2021	85%	100%
2022	85%	100%

**Measure:** Investigations initiated each year in accordance with policy and focused on areas of high risk or significant importance.

Year	Target	Actual
2018	80%	92%
2019	80%	89%
2020	75%	91%
2021	75%	90%
2022	75%	94%

**Measure:** Recommendations in reports issued during the fiscal year accepted by the Department and corrective action plans agreed to by OIG management.

Year	Target	Actual
2018	90%	94%
2019	90%	91%
2020	90%	100%
2021	90%	94%
2022	90%	100%

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**Measure:** Audits and alternative projects met the agreed-on dates for field work completed and draft report submitted for review in accordance with policy.

Year	Target	Actual
2018	75%	94%
2019	75%	91%
2020	75%	87%
2021	75%	88%
2022	80%	88%

**Measure:** Initial audits and alternative projects were evaluated in accordance with policy and approved by OIG senior management within 70 days of audit field work completion.

Year	Target	Actual
2018	NA	NA
2019	NA	NA
2020	70%	92%
2021	70%	91%
2022	75%	83%

**Measure:** Draft audit and alternative project reports were issued in accordance with policy, accepted by OIG management, and issued within 1 year from entrance conference.

Year	Target	Actual
2018	65%	74%
2019	70%	89%
2020	70%	72%
2021	70%	71%
2022	75%	88%

**Measure:** Preliminary inquiries of fraud, waste, and abuse processed for case initiation (investigation) or closure with a final disposition within 120 days.

Year	Target	Actual
2018	75%	76%
2019	70%	77%
2020	70%	80%
2021	70%	88%
2022	75%	92%

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**Measure:** Preliminary inquiries converted to full investigations by OIG management that resulted in a criminal, civil or administrative action, or monetary result (Investigation Services).

Year	Target	Actual
2018	70%	81%
2019	70%	80%
2020	70%	70%
2021	70%	78%
2022	70%	76%

**Measure:** Preliminary inquiries converted to full investigations by OIG management that resulted in a criminal, civil or administrative action, or monetary result, or actionable referral to the Department.

Year	Target	Actual
2018	50%	50%
2019	70%	100%
2020	70%	75%
2021	70%	80%
2022	70%	76%

**Measure:** IT audits issued in accordance with policy and accepted by management by the agreed-on date.

Year	Target	Actual
2018	75%	100%
2019	90%	98%
2020	75%	81%
2021	75%	88%
2022	85%	94%

**Measure:** Substantive comments provided by OIG resulted in changes in legislation, regulations, or other policies.

Year	Target	Actual
2018	70%	86%
2019	70%	78%
2020	70%	71%
2021	70%	90%
2022	75%	88%

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**Measure:** Freedom of Information Act responses processed in accordance with statutory requirements and delivered to requestors within required deadlines.

Year	Target	Actual
2018	90%	91%
2019	90%	78%
2020	90%	71%
2021	90%	81%
2022	90%	91%

**Measure:** Hotline complaints processed in accordance with policy and within the established deadlines.

Year	Target	Actual
2018	75%	94%
2019	80%	95%
2020	85%	95%
2021	85%	94%
2022	85%	85%