



*Council of the*  
**INSPECTORS GENERAL**  
*on INTEGRITY and EFFICIENCY*



# Annual Report to the President and Congress

Fiscal Year 2019

# Fiscal Year (FY) 2019 Results at a Glance

Federal Offices of Inspectors General (OIGs) promote economy, efficiency, and effectiveness in government operations and help detect and deter fraud, waste, abuse, and mismanagement.

In FY 2019, approximately thirteen-thousand employees at seventy-three OIGs conducted audits, inspections, evaluations, and investigations. Together, the work of the OIG community resulted in significant improvements to the economy and efficiency of programs governmentwide, with potential savings totaling approximately \$40.8 billion.<sup>1</sup> With the OIG community's aggregate FY 2019 budget of approximately \$2.5 billion,<sup>2</sup> these potential savings represent an approximate \$16 return on every dollar invested in the OIGs. The potential savings total includes:

**\$29.2 billion in potential savings** from audit recommendations, and

**\$11.6 billion** from investigative receivables and recoveries.

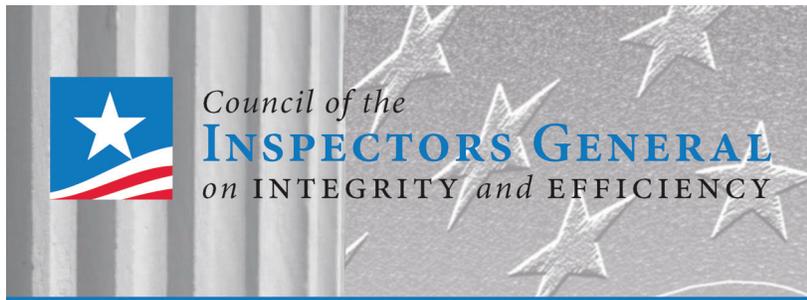
In FY 2019, OIGs also considerably strengthened programs through:

- **2,685** audit, inspection, and evaluation reports issued;
- **18,778** investigations closed;
- **1,030,743** hotline complaints processed;
- **4,191** indictments and criminal informations;
- **1,288** successful civil actions;
- **4,052** suspensions or debarments; and
- **4,155** personnel actions.

<sup>1</sup>This report reflects the total monetary amount of OIG recommendations, consistent with the methodology applied in the FY 2018 report.

<sup>2</sup>This total does not include amounts associated with Intelligence Community (IC) OIGs due to the classified nature of IC budgets.

**Annual  
Report** | to the | **President and Congress**  
**Fiscal Year 2019**



## Whistleblowing Works: How Inspectors General Respond to and Protect Whistleblowers

*A collection of Inspector General reports available on Oversight.gov*



REPORTS

INVESTIGATIONS

DISASTER OVERSIGHT

IG VACANCIES

ABOUT

## Whistleblower Resources on Oversight.gov



### Report

Waste, Fraud, Abuse  
or Retaliation



### Learn

About Whistleblower  
Protection



### Read

About How Inspectors  
General Respond to and  
Protect Whistleblowers

[CLICK FOR MORE  
INFORMATION](#)

# Foreword

On behalf of the members of the Council of the Inspectors General on Integrity and Efficiency (CIGIE or Council), we are pleased to present the Annual Report to the President and Congress, Fiscal Year (FY) 2019. Building on the momentum generated by last year’s Inspector General (IG) Act 40th Anniversary series of events, CIGIE created a set of resources to assist and support those courageous individuals who bring meaning to the Act—whistleblowers. The centerpiece of this effort, an interactive hotline tool accessed through Oversight.gov, was unveiled as part of 2019’s National Whistleblower Day celebration in collaboration with the Office of Special Counsel (OSC). Through a short series of prompts, users are directed to the appropriate Inspector General, OSC, or other entity to report wrongdoing or to file a retaliation complaint. The tool is supplemented by an information-rich guide for members of the public and individuals in various sectors, such as whistleblower protections for contractors and grantees, members of the military services, and intelligence community employees. Combined, these capabilities allow for more timely, targeted, and protected reporting than was possible in years past.

Additionally, and to illustrate the importance of individuals coming forward to report misconduct, CIGIE released a new report, titled “Whistleblowing Works: How Inspectors General Respond to and Protect Whistleblowers.” From ensuring that veterans receive timely access to health care to protecting the integrity of our financial institutions, the OIG investigations, audits, and reviews highlighted in the CIGIE report were initiated or advanced because of a whistleblower disclosure. All of those OIG reports, along with examples of OIG efforts to protect whistleblowers from retaliation, are available on Oversight.gov.

The Council’s membership is comprised of seventy-three individual Federal Inspectors General (IGs) and six integrity-related senior officials from the Office of Management and Budget (OMB), OSC, the Office of Government Ethics, the Office of Personnel Management (OPM), and the Federal Bureau of Investigation (FBI). Together, CIGIE and its member organizations play a critical oversight role involving matters of national interest and importance as well as less publicized but equally important cross-cutting efforts at the agency level that combine to foster an open and higher performing Federal Government in service of the American people. Through this report, we present CIGIE’s accomplishments in FY 2019 reflecting our efforts in meeting our mandate.

First, in **Background**, we summarize the Council’s history and the Inspector General Empowerment Act of 2016, the most recent enhancement to the Inspector General Act of 1978. We also highlight some of the accomplishments of CIGIE’s standing committees in FY 2019. Then, in **Strategic Plan Business Goal Accomplishments**, we describe CIGIE’s accomplishments under FY 2019’s four major strategic business goals. Next, we summarize current issues of concern to CIGIE members in **Key Legislation Affecting the IG Community** and **Shared Management and Performance Challenges**. We then offer perspective on **IG Community Accomplishments** and provide **Contact Information for CIGIE Members**. Finally, we recognize the recipients of the most noteworthy **2019 Annual CIGIE Awards**.

CIGIE’s ongoing efforts to support the IG community and fulfill its statutory mission are strengthened by the efforts of leaders in the IG community; OMB; Congress; the Government Accountability Office; other Federal agencies, law enforcement, professional organizations; and private-sector supporters who share the IG community’s commitment to improve the effectiveness and efficiency in Federal Government programs and to identify waste, fraud, abuse, and mismanagement. We appreciate the continuing support and interest of all in our work.

Moreover, we express our sincere thanks to the approximately thirteen-thousand professionals who make up the Federal IG community, whose tireless efforts on behalf of the public they serve continue to improve the economy, efficiency, and effectiveness of the Federal Government.



**MICHAEL E. HOROWITZ**  
Chairperson



**ALLISON C. LERNER**  
Vice Chairperson

**OVER 5 YEARS**  
FY 2013-2017  
IGs...

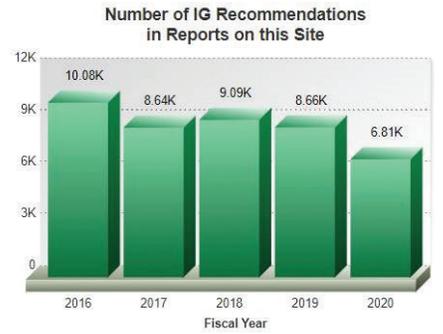
**IDENTIFIED MORE THAN \$200 BILLION**  
IN POTENTIAL SAVINGS & INVESTIGATIVE RECOVERIES

**What is Oversight.gov?**

Oversight.gov is a publicly accessible, searchable website containing the latest public reports from Federal Inspector General who are members of the Council of the Inspector General on Integrity and Efficiency (CIGIE).

The site is operated and maintained by CIGIE. The report and information are uploaded to this site by the IGs.

ABOUT CIGIE | ABOUT OVERSIGHT.GOV



Launched in beta during FY 2017 and officially launched on October 2, 2017, CIGIE's Oversight.gov site consolidates in one place all public Federal Inspector General (IG) reports to improve the public's access to independent and authoritative information about the Federal Government. The site includes a publicly accessible, text searchable repository of reports published by participating Federal IGs. The site is also used by Congressional staffers. Enhanced with functionality in mind, the site includes filters that enable users to search by date range, report geographic location, report type, agency reviewed, OIG, report number, and keywords. Reflective of CIGIE's commitment to transparency and good government, plans are well underway to add even more enhancements in FY 2020, including an Open Recommendations Database and an IG Vacancy Tracker.

# Contents

**Foreword** ..... **iii**

**Background** ..... **1**

    IG History ..... 1

    Community ..... 2

**CIGIE Committee Accomplishments** ..... **3**

**Strategic Plan Business Goal Accomplishments** ..... **7**

    Goal 1: Enhanced Integrity and Strength of Federal Programs and Operations.. ..... 7

    Goal 2: A Well-trained and Highly Skilled OIG Community ..... 8

    Goal 3: A Focal Point for Collaboration, Best Practices, and Outreach. .... 9

    Goal 4: An Efficient, Well-Managed Organization. .... 10

**Key Legislation Affecting the IG Community** ..... **11**

**Shared Management and Performance Challenges** ..... **13**

**Significant Work Accomplishments** ..... **15**

    Ticketing and e-Voucher Fraud (Amtrak OIG) ..... 15

    Contract Fraud (General Services Administration [GSA] OIG) ..... 15

    Cyber Security at Nuclear Power Plants (NRC OIG) ..... 16

    Florida Addiction Recovery and Pass-Through Laboratory Scheme (OPM OIG). .... 16

    Desktop Loss Verification (SBA OIG) ..... 17

    Bribes and Kickbacks Involving Pain Management Drugs for Cancer (USPS OIG). .... 17

**Accomplishments Overview** ..... **18**

**Audit-Related Accomplishments** ..... **19**

**Investigation-Related Accomplishments** ..... **20**

**Appendix A: Contact Information for CIGIE Members** ..... **23**

**Appendix B: Acronyms and Abbreviations** ..... **29**

**Recipients of the 2019 Annual CIGIE Awards** ..... **30**



# Background

## IG History

The Inspector General Act of 1978, as amended (IG Act), initially consolidated the audit and investigative functions in twelve Federal agencies under their respective Inspectors General (IGs). The Offices of Inspector General (OIGs) became independent forces for promoting economy, efficiency, and effectiveness while preventing and detecting fraud, waste, and abuse in their agencies' programs. The IG Act established a dual reporting responsibility, whereby IGs report both to the head of their respective agencies and to Congress. The OIGs' semiannual reports to Congress, which summarize noteworthy activity and management action on significant IG recommendations, are examples of this reporting responsibility, as are the testimonies on various matters that IGs provide to Congress. This relationship with Congress provides a legislative safety net that helps protect IG independence and objectivity.

After the passage of the IG Act, OIGs made an impact in those early years by helping agencies repair serious and widespread internal control weaknesses. Recognizing OIGs' effectiveness, Congress expanded the IG concept beyond the original twelve agencies. The 1988 amendments to the IG Act established IGs in most agencies of the Federal Government, including certain independent agencies, corporations, and other Federal entities. Subsequent legislation has established IGs in additional agencies, including IGs to oversee specific initiatives (e.g., war efforts in Iraq and Afghanistan, financial institution reform, and mortgage industry regulation).

Today, the Council of the Inspectors General on Integrity and Efficiency (CIGIE) has seventy-three IG members that provide audit and investigative oversight to agencies across the government and seek to prevent problems before they materialize. IGs are either nominated by the President and confirmed by the Senate or appointed by their respective agency head. One IG is appointed by the President, but Senate confirmation is not required. By statute, IGs are required to be selected without regard to political affiliation and solely on the basis of personal integrity and professional expertise.

In 1981, President Ronald Reagan, by Executive Order 12301, created the President's Council on Integrity and Efficiency (PCIE) to provide a forum for the presidentially-appointed, Senate-confirmed IGs to coordinate their professional activities. In May 1992, President George H. W. Bush's Executive Order 12805 created the Executive Council on Integrity and Efficiency (ECIE) for agency-appointed IGs to work together. Both councils were chaired by OMB's Deputy Director for Management, who reported to the President on their activities.

The IG Reform Act of 2008, enacted October 14, 2008, amended the IG Act to further strengthen IG independence and enhance IG operations. It also CIGIE by combining the two former IG councils, PCIE and ECIE, into one. The legislation also provided CIGIE with authorities and responsibilities beyond those of the PCIE and ECIE, including recommending candidates for vacant IG positions and overseeing an Integrity Committee that was responsible for handling allegations of misconduct by IGs and high-level OIG officials.

In December 2016, the President signed into law the Inspector General Empowerment Act of 2016 (IGEA), a landmark piece of legislation welcomed by IGs and all advocates of government accountability and efficiency.

Among its provisions, the IGEA confirms that Federal IGs are entitled to full and prompt access to agency records, thereby eliminating any doubt about whether agencies are legally authorized to disclose potentially sensitive information to IGs. In so doing, the IGEA ensures that IGs have the ability to conduct audits, reviews, and investigations in an independent and efficient manner. This provision was necessary because of refusals by a few agencies to provide their IGs with independent access to certain information that was available to the agency and relevant to ongoing oversight work by the agency IG. Further, it was necessary because of a Department of Justice Office of Legal Counsel (OLC) opinion in July 2015 asserting that the IG Act did not entitle IGs to all records available to an agency. As a result of the IGEA, this OLC opinion is no longer applicable.

Other important provisions allow IGs to match data across agencies to help uncover wasteful spending and enhance the public’s access to information about misconduct among senior government employees.

CIGIE has long advocated for these measures and welcomed the passage of the IGEA.

**Community**

The IG Reform Act of 2008 established CIGIE as the unified council of all statutory IGs to provide governmentwide coordination of and focus on OIG activities. CIGIE consists of seventy-three Federal IGs and the following six Federal leaders:

- Deputy Director for Management (DDM), OMB, who serves as the Council’s Executive Chairperson;
- Deputy Director, Office of Personnel Management (OPM);
- Special Counsel, Office of Special Counsel (OSC);
- Assistant Director of the Criminal Investigative Division, Federal Bureau of Investigation (FBI);
- Director, Office of Government Ethics; and
- Controller of the Office of Federal Financial Management, OMB.

In FY 2019, Margaret Weichert served as DDM of OMB, and CIGIE’s Executive Chairperson.

In FY 2019, CIGIE was led by its elected Chairperson, Michael E. Horowitz, IG, U.S. Department of Justice; its Vice Chairperson, Allison C. Lerner, IG, National Science Foundation; and the members of the Executive Council. CIGIE’s Executive Council provides leadership, collaborative vision, and long-term planning for the IG community. For a current listing of CIGIE’s Executive Council, see Table 1.

Table 1. CIGIE Executive Council	
Michael E. Horowitz, U.S. Department of Justice	Chairperson
Allison C. Lerner, National Science Foundation	Vice Chairperson
Hannibal “Mike” Ware, Small Business Administration	Audit Committee Chair
Carol Ochoa, General Services Administration	Budget Committee Chair
Tammy Whitcomb, United States Postal Service	Technology Committee Chair
Steve Linick, Department of State	Inspection and Evaluation Committee Chair
Scott S. Dahl, Department of Labor	Integrity Committee Chair
Michael Missal, Department of Veterans Affairs	Investigations Committee Chair
Kathy A. Buller, Peace Corps	Legislation Committee Chair
Robert Westbrook, Pension Benefit Guaranty Corporation	Professional Development Committee Chair
Phyllis K. Fong, U.S. Department of Agriculture	Past Chairperson
Laura Davis, National Endowment for the Humanities	At-Large Member

The IG Reform Act of 2008 also established an Integrity Committee whose chair, by law, is the CIGIE member who represents the FBI. The IGEA, which as previously noted was enacted in early FY 2017, changed the composition of the Integrity Committee and changed the chair from the FBI representative to an IG selected by the members of the Integrity Committee. The Integrity Committee serves a vital role as an independent investigative mechanism for allegations of IG misconduct, which it reviews and refers for investigation when warranted.



# CIGIE Committee Accomplishments

As shown in Table 2, in FY 2019, CIGIE’s committees undertook a variety of noteworthy projects to benefit the OIG community.

**Table 2. FY 2019 CIGIE Committee Accomplishments**

Committee and Purpose	FY 2019 Accomplishments
<p><b>Audit</b>—Provides leadership to, and serves as a resource for, the Federal audit community. Sponsors and coordinates audits that address multi-agency or governmentwide issues, develops and maintains professional standards for OIG audit activities, and provides oversight of auditor training.</p>	<ul style="list-style-type: none"> <li>• Continued administration of CIGIE’s audit peer review program to promote OIG compliance with GAO’s <i>Government Auditing Standards</i> and CIGIE’s <i>Guide for Conducting External Quality Control Reviews of the Audit Operations of Offices of Inspector General</i>.</li> <li>• Represented the IG community in initiatives and workgroups on various issues, including DATA Act implementation planning, improper payments, and CFO Council.</li> <li>• Continued to participate in the Office of Personnel Management’s priority initiative to close critical skills gaps in the Federal workforce, specifically within the auditor job series. Activities included facilitating meetings of FAST (Federal Action Skills Team) group, executing an action plan to address the skills gap identified, participating in quarterly briefings to OPM Director, and coordinating accountability community comments on draft changes to the OPM job series. Provided community comments on 0511 Auditor Series to OPM, as well as additional information on IT Auditor needs. Provided consolidated comments on behalf of all Audit Committee members on the Draft Job Qualification Standards. Successfully attained the ability to hire Performance Auditors under the updated 0511 Auditor Series.</li> <li>• Sponsored training and development for the audit community with the CIGIE Training Institute’s Audit, Inspection, and Evaluation Academy, as well as participated in the FAEC annual conference.</li> <li>• Participated in the Annual Financial Statement Audit Conference</li> <li>• Participated in the CIGIE-GAO Coordination Meeting</li> <li>• Continued work on the revision to CIGIE’s <i>Guide for Conducting External Quality Control Reviews of the Audit Operations of Offices of Inspector General</i> to reflect recent revisions related to performance audit, financial audit, and attestation standards in <i>Government Auditing Standards</i>.</li> <li>• Oversaw the annual audit of CIGIE’s financial statements.</li> <li>• Formed the Audit Committee’s Internal Controls Working Group to address requirements in the 2018 Yellowbook.</li> <li>• Developed CIGIE’s Cross-Cutting Initiative Working Group to identify a series of projects that could have cross-governmental effects. This group includes members from the Audit, Inspections and Evaluations, Investigations, and Technology Committees.</li> <li>• Finalized the 2020-2022 Audit Peer Review Schedule.</li> <li>• Sponsored the Enterprise Risk Management Working Group to facilitate the completion of the <i>Inspectors General Guide to Assessing Enterprise Risk Management</i>.</li> </ul>

**Table 2. FY 2019 CIGIE Committee Accomplishments**

Committee and Purpose	FY 2019 Accomplishments
<p><b>Budget</b>—Provides leadership in the development of the Council's annual Congressional appropriation request by coordinating a transparent process to assess current CIGIE activities and—in consultation with the Chairperson, Vice Chairperson, and Executive Council—presenting a proposed budget to the membership for discussion and adoption.</p>	<ul style="list-style-type: none"> <li>• Developed the FY 2020 budget proposal after soliciting input from the IG community and CIGIE Committee Chairs; presented the FY 2020 budget to members and subsequently received approval.</li> <li>• Oversaw the implementation of membership-approved recommendations for the drawdown of CIGIE's budget reserve.</li> </ul>
<p><b>Technology</b>—Facilitates effective OIG IT audits, inspections, evaluations, and investigations, and provides a vehicle for expressing the IG community's perspective on governmentwide IT operations.</p>	<ul style="list-style-type: none"> <li>• In conjunction with the Investigations committee, we issued the updated Quality Standards for Digital Forensics to provide revised standards to our technical staff who conduct critical work in this sophisticated area. This effort was especially important given past efforts in some circles to require certification of labs conducting digital forensics.</li> <li>• Updated Federal Information Security Management Act of 2002 (FISMA) evaluation guide to provide additional guidance to auditors conducting annual FISMA reviews.</li> <li>• Conducted a technology inventory assessment for the IG community to enable identification of possible future shared service opportunities in the technology space.</li> <li>• Launched an Emerging Technologies subcommittee to provide increased focus both on how to provide critical oversight of agency implementations and how to use these new technologies in our own offices as we move towards internal efficiencies.</li> <li>• Hosted the CIGIE Cybersecurity Summit in July with the theme of <i>Measuring Federal Information Security - Transformation from Qualitative to Quantitative Metrics</i>. The event was very well attended, with most of the OIGs in the community represented.</li> </ul>
<p><b>Inspection and Evaluation (I&amp;E)</b>—Provides leadership to, and serves as a resource for, the Federal IG I&amp;E community. Sponsors and coordinates inspections and evaluations that address multi-agency or governmentwide issues, develops and maintains professional standards for OIG I&amp;E community activities, and provides oversight of I&amp;E training.</p>	<ul style="list-style-type: none"> <li>• Leadership of the I&amp;E Committee was passed from Heath and Human Services to State. State IG Steve Linick took over as Chair of the Committee and Wendy Laguarda, FCA IG, will serve as Co-Chair.</li> <li>• The Committee held several meetings to discuss and decide on the major initiatives it will work on for the next 2 years. These initiatives are:             <ul style="list-style-type: none"> <li>• Working with the I&amp;E Roundtable and the I&amp;E Peer Review Implementation Working Group to ensure the successful completion of the first 3-year cycle of the mandatory I&amp;E Peer Review process</li> <li>• Preparing for the second 3-year cycle of the mandatory I&amp;E Peer Review process</li> <li>• Updating the Blue Book</li> </ul> </li> <li>• Conducted the second two rounds of the new mandatory I&amp;E Peer Review process, which will be conducted in 3-year cycles with two rounds each year. In these two rounds, a total of 14 OIGs had their I&amp;E units reviewed and a total of 34 OIGs participated by providing peer reviewers.</li> </ul>



**Table 2. FY 2019 CIGIE Committee Accomplishments**

Committee and Purpose	FY 2019 Accomplishments
	<ul style="list-style-type: none"> <li>The I&amp;E Peer Review Implementation Working Group continued to be very busy answering questions that arose during peer reviews, making requested adjustments to the schedule, and clarifying guidance, as necessary. The group also suggested interim technical changes to the Peer Review Guide that were approved by the I&amp;E Committee at its July 2019 meeting.</li> </ul>
<p><b>Investigations</b>—Advises the IG community on issues involving criminal investigations, investigative personnel, and investigative standards and guidelines.</p>	<ul style="list-style-type: none"> <li>On November 8, 2018, the Inspector General Investigator Training Program was granted reaccreditation status by the Federal Law Enforcement Training Accreditation Board. The Investigations Committee facilitated Subject Matter Experts (SMEs) to assist in preparation for the accreditation review.</li> <li>Working in tandem with the CIGIE IT Committee, the Inv Cmte updated the Quality Standards for Digital Forensics standards document that was ultimately approved by CIGIE on June 18, 2019.</li> <li>The Investigations Committee continues its engagement with OMB regarding OMBs efforts to quantify program fraud in Government Programs. Took part in “Playbook” meetings with OMB and the CFE Council.</li> <li>Investigations Committee and Assistant Inspector General for Investigations (AIGI) Committee completed an annual training event that had speakers on a variety of topics including DOJ Criminal prosecution, use of technology in investigations, potential future cross-cutting projects and the Federal Fraud Landscape.</li> <li>Developed and demonstrated a coding prototype initiative that would post DOJ Press Releases related to OIGs to Oversight.gov.</li> <li>Undercover Review Committee reviewed and approved five renewal requests and three new undercover operation requests in support of the AG and CIGIE guidelines.</li> </ul>
<p><b>Legislation</b>—Ensures that CIGIE members are kept abreast of IG-related matters in Congress. Develops, coordinates, and represents the official IG community positions on legislative issues.</p>	<ul style="list-style-type: none"> <li>Chairs of CIGIE, the CIGIE Legislation Committee, and the CIGIE Integrity Committee testified in September 2019 before the House Oversight and Government Reform Subcommittee on Government Operations regarding the CIGIE Legislation Priorities.</li> <li>Proactively engaged Congress to enhance the independence of IGs by requiring Congressional notification when placing an IG on administrative leave, resulting in the bipartisan H.R. 1847 passing the House.</li> <li>Provided technical assistance to Congress regarding protecting whistleblower employees of subcontractors and subgrantees, resulting in the bipartisan introduction of legislation in both the House and Senate addressing a CIGIE Legislative priority.</li> </ul>

**Table 2. FY 2019 CIGIE Committee Accomplishments**

Committee and Purpose	FY 2019 Accomplishments
<p><b>Professional Development</b>— Provides educational opportunities, through the Training Institute, for members of the IG community and ensures the development of competent personnel. Receives input from the Audit Committee, Investigations Committee, and Inspection and Evaluation Committee on the training and development needs of the CIGIE community. Seeks opportunities to improve training methods, enhance the development of OIG staff, and establish training to meet continuing educational requirements.</p>	<ul style="list-style-type: none"> <li>• Oversaw the third cohort of the CIGIE Fellows Program, designed to develop leadership competencies for IG professionals in grades GS13-15. Twelve Fellows from the IG community completed the program, which included a six-month rotational assignment and developmental activities that align with OPM’s SES Executive Core Qualifications. Extensive feedback was obtained from the Fellows and IGs and incorporated into the plan developed for the fourth cohort that begins in FY 2020.</li> <li>• Continued to grow the “IG 101” new IG orientation program, now in its third year. Twelve newly appointed IGs and acting IGs participated in the program, which provides information on IG authorities, the CIGIE community, Congress, the federal budget process, independence, and other related issues.</li> <li>• Completely revamped the format for the 5th Annual CIGIE Leadership Forum, resulting in a record attendance of more than one-thousand participants in-person at the Patent and Trademark Office and online. The new format was focused on short-duration, high-impact talks on Innovation, Collaboration, and Culture from leaders at all levels, from non-supervisory staff to IGs. This format allowed for more speakers and variety of topics which were very well received, with 94 percent of participants indicating that they plan to attend again next year.</li> <li>• Sponsored the CIGIE Enterprise Risk Management (ERM) Practitioner’s Guide that was developed by the ERM Working Group in order to share best practices for ERM implementation activities throughout the OIG community.</li> </ul>
<p><b>Integrity</b>— The statutory mission of the Integrity Committee is to receive, review and refer for investigation allegations of wrongdoing made against an IG, certain designated senior members of an OIG, and the Special Counsel and Deputy Special Counsel of the OSC.</p>	<ul style="list-style-type: none"> <li>• Received 1,035 incoming complaints:             <ul style="list-style-type: none"> <li>• Opened sixty-two cases</li> <li>• Closed: forty-two</li> <li>• Referred to the Committee’s Chair for investigation: seven</li> <li>• Referred to another agency for investigation and closed: twelve</li> </ul> </li> </ul> <p>Pending review: seventeen</p>
<p><b>Inspector General Candidate Review and Recommendation Panel</b>—Per the IG Reform Act of 2008, CIGIE, in its function as an advisor to the President on IG matters, makes recommendations to the President of qualified candidates for IG vacancies. To aid this goal, it has established a panel led by the CIGIE Vice Chair with four other IGs to examine applications and identify candidates on an ongoing basis.</p>	<ul style="list-style-type: none"> <li>• Enhanced the candidate identification process by conducting interviews of potential candidates.</li> <li>• Interviewed more than twenty candidates for IG positions and made recommendations for the President’s consideration to fill existing Inspector General vacancies.</li> <li>• Provided support to agency heads filling non-PAS IG positions, including reviewing applications, providing questions for interview panels and participating in interview panels.</li> </ul>



# Strategic Plan Business Goal Accomplishments

During Fiscal Year (FY) 2019, the Council approved its annual performance plan to guide its activities for the year. The performance plan is associated with CIGIE's five-year Strategic Plan and aligns with the goals, objectives, and performance measures associated with the Strategic Plan. CIGIE's performance plan sets out four major business goals and supporting objectives. These goals are: (1) enhanced integrity and strength of Federal programs and operations; (2) a well-trained and highly skilled OIG community; (3) a focal point for collaboration, best practices, and outreach; and (4) an efficient, well-managed organization. The following information reflects CIGIE's accomplishments during fiscal year (FY) 2019 under each of these goals.

---

## Goal 1: Enhanced Integrity and Strength of Federal Programs and Operations

---

During FY 2019, the Council continued its forward progress towards achieving the goals associated with its FY 2018 to FY 2022 Strategic Plan by refining and successfully acting on the initiatives that comprise the annual performance plan. In addition, during the year CIGIE strengthened support for its member activities through completing, commissioning, or continuing the following cross-cutting studies and projects:

- ***Whistleblowing Works: How Inspectors General Respond to and Protect Whistleblowers***—To conduct effective oversight of the federal government and its \$4 trillion annual budget, it is critical that Inspectors General (IGs) receive information from insiders, who are often in the best position to identify and report waste, fraud, abuse, and misconduct. It is also critically important that IGs protect whistleblowers from unlawful retaliation, so they continue to feel comfortable coming forward with allegations of wrongdoing. Recent efforts by the IG community to make its work more accessible and transparent make it possible for the public to assess the ways in which whistleblowers contribute to IG efforts to improve the effectiveness and efficiency of government programs.

On October 1, 2017, the Council of Inspectors General on Integrity and Efficiency (CIGIE) launched [www.Oversight.gov](http://www.Oversight.gov). Oversight.gov is a publicly accessible and searchable website for the thousands of Office of Inspector General (OIG) reports issued each year. The public can now review OIG's collective work on critical issues, such as cybersecurity, the opioids crisis, and counterterrorism. Oversight.gov also provides timely updates on the IG community's consolidated results, including up-to-date totals on the billions of dollars of savings that result from OIG oversight.

In this report, to illustrate the importance of individuals coming forward to report waste, fraud, abuse, and misconduct to OIGs, a number of examples drawn from Oversight.gov served to highlight the many instances in which OIG investigations, audits, and reviews were initiated or advanced because of a whistleblower disclosure. A summary of OIG efforts to protect whistleblowers from unlawful retaliation is also included.

- ***Combating the Opioid Crisis: Role of the Inspector General Community***—The United States is in the middle of a severe opioid crisis. More than 70,000 people died from drug overdoses in 2017, and around two-thirds of these deaths, 47,600, involved opioids. The Federal Government is ramping up efforts to address the problem, but resolving this issue is complex. It requires the collaboration of numerous agencies within the Federal Government as well as State and local governments and the private and nonprofit sectors. The path to opioid abuse can start with a single opioid prescription for pain, but there is no one fix for the opioid crisis. Instead, many smaller opportunities exist to make substance abuse less likely and to disrupt

drug diversion and criminal trafficking. The Federal Government plays multiple roles, whether regulating drugs, paying for health care services, encouraging research, enforcing the law, or funding treatment. This paper describes Federal and OIG efforts to address the opioid crisis both within the health care system and through law enforcement.

- ***Enterprise Risk Management Guide for Offices of Inspectors General***—As with all public sector organizations, the OIG community faces unprecedented risks to achieving its mission, goals, and objectives. Risks associated with talent recruitment and retention; complex operations; technological breakthroughs; public perception; budget shortfalls; and, organizational cultures that may not promote engagement, high performance, or transparency could be looming.

OIG organizations need to identify risk challenges that lie ahead to remain flexible, respond to changes in their particular risk environment, and create public value. ERM is a useful process that improves decision-making by providing an understanding of both risks and opportunities associated with mission accomplishment.

Essentially, ERM is a holistic approach that uses an enterprise-wide lens to identify and prioritize internal and external risks to the organization, along with related mitigation efforts. The key to an effective ERM capability is for entities to understand the combined impact of risks in an interrelated portfolio, rather than by addressing risks only within silos.

The objective of the guide is to share good practices for ERM implementation activities in an effort to facilitate the adoption of ERM within the OIG community and other public sector organizations. This guide is not prescriptive because each OIG should take into account the strength of its existing risk management controls, budget, organizational culture, and structure and size before choosing to develop an ERM implementation strategy. That is, each OIG should customize an ERM approach that complements its unique mission, vision, core values, goals, objectives, and available resources. Although the good practices described in the guide highlight the experiences of practitioners within the IG community, these experiences can serve as a useful resource for any Federal agency, or public sector organization seeking to implement or enhance ERM practices.

---

## Goal 2: A Well-trained and Highly Skilled OIG Community

---

FY 2019 marked the second year of a multi-year initiative to modernize CIGIE's approach to training design, delivery, and the associated supporting infrastructure through close collaboration with the applicable governing committees. The net effects are expected to be higher quality training (as defined by the impact of training in relation to on-the-job performance); significantly expanded access to training; and a more efficient use of available fiscal and human resources.

Using the Inspections and Evaluations (I&E) career field as a test bed and building on workflow maps developed in the prior year, the Training Institute developed three new learning constructs for the I&E community. One, "I&E Jumpstart" is designed for new or relatively new hires and is intended to equip them to quickly perform at a basic level of proficiency with minimal assistance. The second, "Driving I&E" is for more experienced professionals and addresses the full range of tasks and supporting knowledge required to perform I&E work. Both of these: (1) are able to be delivered in the classroom or via the Web; (2) integrate comprehensive performance support for use in class or later on the job; feature highly structured companion learner and facilitator guides; and incorporate integrated measurement strategies.

The third, "I&E Tune Ups" has been designed but is still in the nascent stages of development. This aspect will feature "voices from the field" via podcast, virtual Lunch 'n Learn sessions, live virtual chats, etc.

In the meantime, the Institute's existing obligations and workload proceeded unabated. Nevertheless, performance against traditional measures of training success remains quite strong. For example, student participant evaluations indicating satisfaction with the training experience continue, as in past years, to average approximately 96 percent across the Institute as a whole.



From a program perspective, CIGIE continued to focus much of its training efforts on developing and providing leadership and management training programs to the OIG community. In total, 12 different program offerings spanning 23 iterations were delivered to 566 participants from across the community to very favorable reviews. These programs were designed to both sharpen experienced managers' skills and equip new and future leaders with the vital tools they need to become effective public administrators. Further, CIGIE held its Annual Leadership Forum which attracted more than one-thousand in-person and virtual participants, a 44 percent increase in attendance over the 2018 Forum.

In broadening professional development opportunities within the IG community, CIGIE launched its fourth cohort of the interagency fellowship program for the OIG community in FY 2019. Fellows in the program participate in a six-month rotational assignment with another OIG; these assignments are designed to enhance specific leadership skills aligning with the Office of Personnel Management's Senior Executive Service executive core qualifications. Further, the program provides fellows with engaging cohort activities designed to provide additional developmental opportunities and foster collaboration and cohesion among the cohort.

In FY 2019, the Audit, Inspections and Evaluation Academy delivered thirty-two iterations of a variety of introductory, intermediate, and advanced classes, achieving a total enrollment of 1,750. Of note, CIGIE continued to award National Association of State Boards of Accountancy (NASBA) continuing professional education credits (CPE) for its audit, inspection, and evaluation managed training programs during the fiscal year.

CIGIE also provides training to OIG investigators and other professionals. In FY 2019, CIGIE delivered basic, refresher, and advanced investigator training programs along with more specialized instruction, such as the Public Corruption Investigations Training Program. In total, CIGIE delivered more than thirty-four training courses in more than fourteen locations across the country that were attended by more than 685 students, representing nearly every Federal OIG, in addition to agents from State and local entities.

Drawing from historical lessons learned as well as current challenges facing today's leaders, the Training Institute provided a total of ninety training programs that were attended by more than four-thousand OIG professionals in FY 2019.

---

### Goal 3: A Focal Point for Collaboration, Best Practices, and Outreach

---

In conjunction with National Whistleblower Day and in collaboration with OSC, CIGIE unveiled a new set of tools and resources available through Oversight.gov:

- **Interactive hotline tool**—By following a few simple prompts, users are directed to the appropriate IG, the OSC, or other entity to report wrongdoing or to file a retaliation complaint. CIGIE and OSC launched the tool during its BETA test to provide the public an opportunity to provide feedback before the tool is final.
- **Resources for whistleblowers**—To further guide individuals who want to report waste, fraud, abuse, or retaliation, the site provides specific information to individuals in various sectors, such as whistleblower protections for contractors and grantees, members of the military services, and intelligence community employees.

CIGIE continued its work toward reviewing and ensuring its quality standards and quality assessment peer review guides were updated for the IG community. CIGIE's Audit, Inspection and Evaluation, and Investigations committees continued to ensure that the quality standards for those professions were current and that changes are made when necessary during the year. CIGIE also continued its efforts towards reviewing and updating, when necessary, its quality assessment peer review guides.

CIGIE implemented additional information security policies and procedures in FY 2019 further strengthening CIGIE's cybersecurity posture. These included CIGIE's updated IT Rules of

Behavior policy and User Agreement Form. Additionally, CIGIE has made efforts to further mitigate potential cybersecurity risks through continued upgrading and deploying additional security hardware and software; and by implementing best practices for cybersecurity management and protection controls.

---

#### **Goal 4: An Efficient, Well-Managed Organization**

---

CIGIE continued to meet its statutory responsibilities in FY 2019, to include:

- Coordinating OIG activities governmentwide, including producing cross-cutting studies that mitigate common vulnerabilities and increase economy, efficiency, and effectiveness;
- Increasing the professionalism and effectiveness of OIG personnel by developing policies, standards, and approaches to aid in establishing a well-trained and highly-skilled OIG workforce;
- Maintaining public and business websites for the benefit of the public, stakeholders, and the OIG community;
- Responding to inquiries from the public and stakeholders about CIGIE and OIG activities, including complaints and allegations against IGs;
- Administering peer review programs that assess OIG compliance with professional standards; and
- Recommending individuals to the appointing authority when IG vacancies occur.

# Key Legislation Affecting the IG Community

CIGIE's Legislation Committee is responsible for providing regular and ongoing communication regarding legislative issues and other matters of common interest between Congress and the IG community. The Legislation Committee achieves this by providing timely information about Congressional initiatives to the IG community, soliciting the views and concerns of the IG community about legislative issues, and informing Congress and other stakeholders on matters of interest to our community. Congress has demonstrated interest in strengthening IG independence and authorities to help IGs more effectively carry out their oversight mission. The Legislation Committee continues to advise Congress on legislative proposals that enhance the work of IGs. Such advice includes providing technical guidance on legislation to address issues of interest to the IG community and assisting with other Congressional requests pertaining to the programs and operations which the IG community oversees.

The CIGIE Legislation Committee Chair, along with the CIGIE Chair and Integrity Committee Chair, testified in September 2019 before the House Oversight and Government Reform Subcommittee on Government Operations at a hearing titled "Overseeing the Overseers: Council of the Inspectors General on Integrity and Efficiency @ 10 Years." The CIGIE Legislation Committee Chair's testimony focused on the progress that CIGIE has made over the past ten years and how Congress can continue to advance government oversight by enacting reforms consistent with CIGIE's Legislative Priorities.

In addition, the Legislation Committee continues to brief Congress on the oversight work that the IG as well as the benefits to government oversight of (1) testimonial subpoena authority (TSA) for IGs; (2) how the inappropriate use of paid or unpaid nonduty status in cases involving an IG may conflict with fundamental independence concerns; (3) the need to protect sensitive but unclassified information if disclosure could reasonably be expected to lead to or result in unauthorized access, use, disclosure, disruption, modification or destruction of agency information systems; (4) amendments to the Program Fraud Civil Remedies Act that would increase the use of the statute and deter fraud; (5) enhancing protections of employees of subcontractors and subgrantees who blow the whistle; (6) mandatory temporary debarment of individuals convicted of fraud against the government; and (7) enhancing the authorities of IGs overseeing Overseas Contingency Operations.

Through our proactive engagement, a number of the above-mentioned legislative initiatives have been taken up by Congress. A matter of great interest to both CIGIE and Congress is the strengthening of whistleblower rights and protections. We are pleased that there was bipartisan support for our Legislative Priority that resulted in the introduction of H.R. 4147 in the House and S. 2315 in the Senate.<sup>1</sup> Additionally, through bipartisan efforts the House passed H.R. 1847 in July 2019, a bill that would enhance the independence of IGs by requiring Congressional notification when an IG is placed on paid or unpaid, nonduty status, similar to what is required when an IG is transferred or removed.<sup>2</sup>

The CIGIE Legislation Committee was pleased with Congressional support for the Legislative Priority to provide Inspectors General with TSA. The Legislation Committee had engaged extensively with Congressional stakeholders to help explain how providing TSA would assist OIGs in providing the robust oversight that Congress and the taxpayers expect of the IG community. We also provide extensive technical assistance in demonstrating how the authority would be used

---

1. H.R. 4147, "Whistleblower Expansion Act of 2019" & S. 2315, "Whistleblower Act of 2019".

2. H.R. 1847, "Inspector General Protection Act."

judiciously and appropriately. The House of Representatives had unanimously passed legislation that would have provided testimonial subpoena authority to all IGs—H.R. 4917, the IG Subpoena Authority Act – and looks forward to continuing the productive conversation with both chambers during the 116th Congress.

Additionally, the CIGIE Legislation Committee has focused efforts on helping Congress to recognize the importance of allowing IGs to take a risk-based approach to oversight. The IG community welcomes Congressional interest the oversight we provide and appreciates knowing about particular areas of interest or concern held by our stakeholders. The CIGIE Legislation Committee continues to engage Congress to ensure that legislatively mandated reviews and Congressional requests for information are tailored to meet the oversight needs of Congress while allowing for the most efficient use of OIG resources, given that IG resources are finite, and that this issue is of particular importance to the IG community.

Finally, the CIGIE Legislation Committee continued to provide assistance to Congressional stakeholders as it explores providing CIGIE with a direct appropriation. CIGIE supports those efforts, and believes that a stable, transparent funding stream would enable CIGIE to perform more effective long-term planning and to better fulfill its statutory mission.

In conclusion, the Legislation Committee has enjoyed productive dialogue with Congressional stakeholders during FY 2019 and looks forward to continuing these dialogues in the future.

# Shared Management and Performance Challenges

Each year, Inspectors General (IGs) identify and report on top management and performance challenges facing their individual agencies pursuant to the Reports Consolidation Act of 2000. These challenges focus on high-risk activities and performance issues that affect agency operations or strategic goals. This year's challenges remain largely unchanged from those identified in Council of Inspectors General on Integrity and Efficiency (CIGIE)'s 2018 Top Management and Performance Challenges Facing Multiple Federal Agencies report. Cybersecurity/IT modernization were areas of particular emphasis but interest in addressing the other identified areas remained high as well.

- **Information Technology (IT) Security and Management**—This refers to (1) the protection of Federal IT systems from intrusion or compromise by external or internal entities and (2) the planning and acquisition for replacing or upgrading IT infrastructure. This is a long-standing, serious, and ubiquitous challenge for Federal agencies across the government, because agencies depend on reliable and secure IT systems to perform their mission-critical functions. The security and management of government IT systems remain challenges due to significant impediments faced by Federal agencies, including resource constraints and a shortage of cybersecurity professionals. Key areas of concern are safeguarding sensitive data and information systems, networks, and assets against cyber-attacks and insider threats; modernizing and managing Federal IT systems; ensuring continuity of operations; and recruiting and retaining a highly skilled cybersecurity workforce.
- **Performance Management and Accountability**—Pertains to challenges related to managing agency programs and operations efficiently and effectively to accomplish mission-related goals. Although Federal agencies vary greatly in size and mission, they face some common challenges in improving performance in agency programs and operations. Key areas of concern include collecting and using performance-based metrics; overseeing private-sector corporations' impact on human health, safety, and the economy; and aligning agency component operations to agency-wide goals.
- **Human Capital Management**—Relates to recruiting, managing, developing, and optimizing agency human resources. Human capital management is a significant challenge that impacts the ability of Federal agencies to meet their performance goals and to execute their missions efficiently. Consistent with the findings of the IG community, Government Accountability Office has identified strategic human capital management within the Federal Government as a high-risk area since 2001. Key areas of concern include inadequate funding and staffing; recruiting, training, and retaining qualified staff; agency cultures that negatively impact the agency's mission; and the impact of the lack of succession planning and high employee turnover.
- **Financial Management**—Spans a broad range of functions, from program planning, budgeting, and execution to accounting, audit, and evaluation. Weaknesses in any of these functional areas limit an agency's ability to ensure that taxpayer funds are being used efficiently and effectively and constitute a significant risk to Federal programs and operations. Key areas of concern include both the need for agencies to improve their financial reporting and systems, and the significant amount of dollars Federal agencies lose through improper payments.
- **Procurement Management**—The procurement management challenge encompasses the entire procurement process, including pre-award planning, contract award, and post-award contract administration. Given that the Federal Government awarded more than \$500 billion in contracts in FY 2018, the fact that many Federal agencies face challenges in Procurement Management indicates that billions of taxpayer dollars may be at increased risk for fraud,

waste, abuse, and mismanagement. Further, many Federal agencies rely heavily on contractors to perform their missions and, as a result, the failure of a Federal agency to efficiently and effectively manage its procurement function could also impede the agency's ability to execute its mission. Key areas of concern for this challenge include weaknesses with procurement planning, managing and overseeing contractor performance, and the training of personnel involved in the procurement function.

- **Facilities Maintenance**—Federal agencies face challenges ensuring that their facilities stay in proper condition and remain capable of fulfilling the government's needs. Throughout the Federal Government, Offices of Inspector General (OIGs) have identified insufficient funding as the primary reason why agencies fail to maintain and improve their equipment and infrastructure. Without additional funding for required maintenance and modernization, it is unclear how agencies will manage the challenges of equipment and infrastructure that are simultaneously becoming more costly and less effective. Key areas of concern related to facilities maintenance are the increased likelihood of mission failure and the higher overall cost of deferred maintenance.
- **Grant Management**—Involves the process used by Federal agencies to award, monitor, and assess the success of grants. Deficiencies in any of these areas can lead to misspent funds and ineffective programs. As proposed in the President's budget for FY 2018, Federal agencies will spend more than \$700 billion through grants to State and local governments, nonprofits, and community organizations to accomplish mission-related goals. However, the increasing number and size of grants has created complexity for grantees and made it difficult for Federal agencies to assess program performance and conduct oversight. Key areas of concern are ensuring grant investments achieve intended results, overseeing the use of grant funds, and obtaining timely and accurate financial and performance information from grantees.



# Significant Work Accomplishments

Every Office of Inspector General (OIG) works diligently on behalf of Congress, the President, and the American taxpayer. Each year, the Council of Inspectors General on Integrity and Efficiency (CIGIE or Council) recognize the most outstanding work by members of the IG community at its annual awards ceremony. The keynote speaker at the 2019 CIGIE Award Ceremony was The Honorable James F. Bridenstine, Administrator, National Aeronautics and Space Administration, and the Special Category Award winners are identified on page 30 of this report. Additionally, below are selected work accomplishments from several OIGs that demonstrate the type and scope of work that CIGIE members regularly perform to serve our stakeholders.

## **Ticketing and e-Voucher Fraud (Amtrak OIG)**

This investigation uncovered a complex fraud scheme involving the purchase and sale of more than \$540,000 in fraudulent Amtrak tickets and e-vouchers using stolen credit card information from more than 1,100 credit cards. The subject of the investigation used the stolen credit cards to purchase Amtrak tickets online and then later cancelled them, resulting in the issuance of Amtrak vouchers. The vouchers were then sold on eBay at a fraction of their face value. Arrest and search warrant operations were conducted in January 2019 during the government shutdown when the majority of OIG staff were furloughed and the temperatures in Michigan were plummeting to record temperatures of thirty to forty Fahrenheit degrees below zero. In these extremely challenging conditions, the Amtrak OIG investigative team spent days planning and conducting hours of surveillance to ensure the highest probability of success. The team developed a ruse to lure their subject out of his residence, where he had been for days without any signs of movement and arrested him at a location they controlled. It was later learned through a review of seized digital evidence that the subject had memorialized his intentions to kill police and to not be taken alive. After the subject was safely in custody, Amtrak investigators executed a search warrant at his home and found two loaded assault rifles and other deadly weapons, eleven improvised explosive devices, and two pipe bombs and other forms of contraband. The seizure of this and other key evidence of crimes ultimately led to an indictment and guilty plea.

## **Contract Fraud (General Services Administration [GSA] OIG)**

GSA OIG completed a complex multi-agency investigation into allegations that Atlantic Diving Supply, Inc. (ADS) improperly bid for and obtained federal set-aside contracts reserved for small businesses. ADS executed this scheme by obtaining contracts directly or through its affiliated businesses: MJL Enterprises LLC (MJL), SEK Solutions LLC (SEK), and Karda Systems LLC (Karda). The scheme spanned more than 10 years, affected 3 Small Business Administration (SBA) programs, involved the misuse of multiple GSA schedule contracts, and impacted more than \$1 billion in procurements. The investigation found that, between 2006 and 2016, ADS and its affiliated companies falsely represented that they qualified as small businesses, improperly bid for and secured set-aside contracts for which they were not eligible, and participated in illegal bid rigging schemes that inflated or distorted prices.

This investigation involved numerous interviews and extensive document analysis. The investigative team's exemplary work resulted in combined settlements against ADS, its majority owner and the former general counsel of ADS, totaling more than \$36 million, which ranks as the largest False Claims Act recovery based on allegations of small business contracting fraud. SEK, Karda, MJL, and their owners reached settlements totaling more than \$500,000 for their involvement in the scheme. On July 2, 2019, SEK's Executive Vice President was sentenced to thirty months of confinement, 3 years of supervised released and ordered to pay more than \$500,000 in restitution. On July 11, 2019, Karda's owner was sentenced to six months of home confinement, followed by three and a half years of probation, and was ordered to pay more than \$200,000 in restitution. On July 12, 2019, SEK's owner was sentenced to one month of incarceration and ordered to pay more than \$450,000 in restitution. Between October and December 2019, SEK, Karda, and their

principals received notices of debarment ranging up to six years. GSA OIG investigated this case with the SBA OIG, DCIS, HSI, NCIS, and the FBI. This investigation protected the integrity of GSA schedules as well as the SBA's 8(a), women-owned, and service-disabled veteran-owned programs, and it demonstrated to the public that the OIG community will aggressively pursue those who defraud government programs.

### **Cyber Security at Nuclear Power Plants (NRC OIG)**

Under the Cyber Security Rule at 10 Code of Federal Regulations 73.54, the Nuclear Regulatory Commission (NRC) requires that licensees operating a nuclear power plant to provide high assurance that digital computer and communication systems and networks are adequately protected against cyber-attacks. The Cyber Security Rule requires licensees to submit for NRC review and approval a Cyber Security Plan with a proposed implementation schedule. The audit objective was to determine whether the cyber security inspection program provides reasonable assurance that nuclear power plant licensees adequately protect digital computers, communication systems, and networks associated with safety, important-to-safety, security, and emergency preparedness.

The audit found that cyber security inspections generally provide reasonable assurance that nuclear power plant licensees adequately protect digital computers, communication systems, and networks associated with safety, important-to-safety, security, and emergency preparedness. However, although NRC trains current staff as cyber security inspectors, the inspection program faces future staffing challenges because demographic and resource constraints work against optimal staffing. Challenges in maintaining cyber security expertise among the inspectors could hinder NRC's ability to manage cyber security risk. Additionally, the current cyber security inspection program is risk-informed but not yet fully performance-based. The cyber security inspection program has not identified performance measures because of technical and regulatory challenges in program implementation, and there are challenges in predicting the level of effort required to conduct inspections. Identifying appropriate performance measures will permit NRC's cyber security inspection program to become more efficient and reliable without diminishing the level of assurance.

### **Florida Addiction Recovery and Pass-Through Laboratory Scheme (OPM OIG)**

As part of their emphasis on the opioid crisis, OPM's OIG identifies and investigates sober homes, recovery clinics, and laboratories to identify those exploiting the crisis for financial gain, usually at the expense of desperate patients. In recent years there have been a number of frauds revolving around the exploitation of Federal Employees Health Benefits Program (FEHBP) enrollees and dependents seeking treatment for addiction. Florida remains a hotbed for such schemes, including one referred to the OIG by a carrier in November 2014. The referral alleged that two substance abuse treatment facilities were involved in a health care scheme that defrauded carriers by billing for services not rendered, using unlicensed facilities and staff, and double billing for urinalysis. Between January 2011 and September 2015, the FEHBP paid more than \$589,000 to the providers.

In the scheme, a sober home referred its residents to a treatment center with the same owner. This treatment center provided services not medically necessary and treatments conducted by unqualified or unlicensed employees. Sometimes, the treatments billed had never occurred at all—residents had left the sober homes and were no longer receiving treatment, or patients were billed for therapy sessions they never attended. Sign-in sheets and other documents were forged to cover up the fraud. The provider also used urinalysis drug screens for ill-gotten profit by splitting samples between multiple laboratories, duplicating testing, or double billing for tests from both the sober home and the treatment center. At times, patients underwent urine drug screens between two and four times per week, far more often than necessary. A billing company owned by a participant in the fraud increased the payout of these unnecessary tests.

In June 2018, four individuals including the businesses owner, the CEO, and two patient broker recruiters were indicted in the U.S. District Court for the Middle District of Florida for conspiracy to commit health care and wire fraud, healthcare fraud, violations of the Travel Act, conspiracy to commit money laundering, and money laundering. In January 2019, the CEO pled guilty to conspiracy to commit healthcare fraud. In June 2019, both recruiters pled guilty to conspiracy to

commit healthcare fraud. In July 2019, the owner pled guilty to conspiracy to commit healthcare fraud. In December 2019, the CEO was sentenced to 36 months imprisonment, as well as \$7,738,902 in restitution. The two patient brokers were also sentenced, one to 18 months in prison and the other to 24 months in prison and \$6,576,573 in restitution. The owner was sentenced to 120 months of imprisonment and \$20,209,691 in restitution.

### **Desktop Loss Verification (SBA OIG)**

Loss verification is used to estimate and validate the cost of restoring disaster-damaged property to its pre-disaster condition. In the past, loss verifiers conducted damage assessments solely through on-site inspections. However, in January 2017, SBA implemented the desktop loss verification process. An audit found that the desktop loss verification process contributed to SBA meeting its timeliness goals for processing disaster loan applications for Hurricanes Harvey, Irma, and Maria. However, controls needed strengthening to mitigate the risk of fraud and ensure program integrity for the loss verification process. Specifically, SBA did not always validate the cause and extent of damages and repair and replacement costs prior to disbursing loan funds. Further, SBA inappropriately relied on FEMA reports that did not contain pertinent information to validate damages and losses reported in the initial loss verification; and loan files did not contain sufficient documentation to support loan-making decisions. As a result, SBA disbursed 36,869 of the 73,313, or 50 percent, of the loans included in the audit's scope, totaling \$594,286,878 of \$1.4 billion, without validating the cause and extent of damages, and there was no assurance that disaster loans were only provided to individuals impacted by Hurricanes Harvey, Irma, or Maria. Four recommendations were made to improve controls over the disbursement of loan funds and support for post desktop review (PDR) conclusions. SBA management partially agreed with two of the recommendations and fully agreed with the other two.

### **Bribes and Kickbacks Involving Pain Management Drugs for Cancer (USPS OIG)**

Insys Therapeutics, Inc. provided bribes and kickbacks to targeted practitioners in exchange for increasing the number of new Subsys prescriptions and increasing the dosage and number of units of Subsys for new and existing prescriptions. Subsys is a powerful sublingual fentanyl spray used to treat breakthrough pain in cancer patients.

Although the bribes and kickbacks took multiple forms, the majority of inducements took place in the form of a "speaker program" under the guise of increasing brand awareness through peer-to-peer educational lunches and dinners hosted by the company. The more prescriptions a medical professional wrote, the more money the medical professional was paid under the Insys speaker program. Insys would also pay the medical professionals more money for prescribing higher dosages of Subsys to their patients.

The subjects conspired to mislead and defraud health insurance providers who were reluctant to approve payment for Subsys when it was prescribed to non-cancer patients. The company formed the Insys Reimbursement Center (IRC), the sole purpose of which was to obtain prior authorizations for payment from insurance companies and pharmacy benefit managers. IRC employees posed as medical practitioner staff members and called insurance companies and pharmacy benefit managers to obtain prior authorizations. IRC employees utilized a printed script of false and misleading representations about patient diagnoses in order to obtain approval for Subsys.

In June, Insys agreed to pay a \$2 million fine and \$28 million in forfeiture. As part of the civil resolution to the case, Insys also agreed to pay \$195 million to settle allegations that it violated the False Claims Act. Additionally, this case involved a 10-week trial of 5 former Insys executives. This trial was groundbreaking because this was the first time a major pharmaceutical company's executives had been charged under the Racketeer Influenced and Corrupt Organizations Act. All executives were found guilty and were recently sentenced to substantial jail time.

## Accomplishments Overview

Together, CIGIE’s member OIGs achieved considerable potential cost savings for programs governmentwide in FY 2019. OIG audits, investigations, inspections, and evaluations helped Federal agency managers strengthen program integrity and use funds more effectively and efficiently. Over the years, OIGs have compiled statistics to measure these accomplishments quantitatively, as presented in the following tables.

**Table 3. FY 2019 Performance Profile: IG Community Accomplishments**

Recommendations: Funds Be Put to Better Use	\$14,604,979,396
Recommendations Agreed to by Management: Funds Be Put to Better Use	\$4,819,651,105
Recommendations: Questioned Costs	\$14,629,218,186
Recommendations Agreed to by Management: Questioned Costs	\$7,604,257,934
Investigative Receivables and Recoveries	\$11,582,753,023
Successful Criminal Prosecutions	5,644
Indictments and Criminal Informations	4,191
Successful Civil Actions	1,288
Suspensions and Debarments	3,388
Personnel Actions	4,155

# Audit-Related Accomplishments

OIG audit reports generally provide agency management with recommendations on ways to improve their operations. These recommendations include enhancing management practices and procedures, offering ways to better use agency funds, and questioning actual expenditures.

Agency management either agrees or disagrees, in whole or in part, with these recommendations. Many recommendations are qualitative and do not specify quantitative savings. However, other recommendations are quantitative and associated dollar amounts can be captured from year to year. Section 5 of the IG Act establishes a uniform set of statistical categories under which OIGs must report the quantitative results of their audit activities.

The categories used in the next two tables correspond to the IG Act’s reporting requirements. The total accomplishments include results associated with audits performed by the Defense Contract Audit Agency (DCAA) under agreements with OIGs and agencies. Due to reporting processes, the results of audits performed by DCAA and corresponding management decisions may be reported by more than one OIG.

Recommendations that Funds Be Put to Better Use tell agency management that taking action to implement the recommendations would result in more efficient or effective use of funds. Such actions could include reducing outlays, de-obligating funds, and avoiding unnecessary expenditures.

**Table 4. Recommendations that Funds Be Put to Better Use**

Reporting Year	Recommendations that Funds Be Put to Better Use	Amount of Recommendations Agreed to by Management
FY 2019	\$14,604,979,396	\$4,819,651,105
FY 2018	\$21,108,997,187	\$8,740,980,050
FY 2017	\$22,108,497,297	\$7,462,708,570*
FY 2016	\$22,652,457,701	\$15,997,994,770
FY 2015	\$31,445,225,376	\$17,705,315,967
FY 2014	\$51,588,190,596	\$9,514,990,528
FY 2013	\$44,941,949,156	\$31,983,770,454

\*FY 2017 amounts do not account for DCAA audit results not conducted on behalf an OIG, as prior years have included.

**Table 5. Questioned Costs**

Reporting Year	Amount of Questioned Costs	Amount of Recommendations Agreed to by Management
FY 2019	\$14,629,218,186	\$7,604,257,934
FY 2018	\$12,901,148,798	\$3,669,272,503
FY 2017*	\$10,560,234,785	\$2,792,883,772*
FY 2016	\$17,717,970,095	\$9,214,046,309
FY 2015	\$16,657,413,296	\$8,586,364,314
FY 2014	\$14,209,307,260	\$4,289,324,798
FY 2013	\$35,122,368,188	\$5,408,270,493

\*Beginning in FY 2017, amounts do not account for DCAA audit results not conducted on behalf an OIG, as prior years have included.

# Investigation-Related Accomplishments

The following categories reflect the broad range of accomplishments generated by OIG investigative components. Unlike the specific reporting categories for audit reports, the IG Act did not create a uniform system for reporting the results of investigative activities. Over the years, OIGs have developed a relatively uniform set of performance indicators for their semiannual reports that include most of the data presented in this section.

Investigative work often involves several law enforcement agencies working on the same case. OIGs may conduct cases with other OIGs, other Federal law enforcement agencies, and State or local law enforcement entities. The following investigative statistics have been compiled using a methodology that attempts to eliminate duplicate reporting by multiple OIGs. As a result, these consolidated statistics differ from the collective totals for the equivalent categories in individual OIG semiannual reports. The joint OIG investigations statistics include investigations that were worked on with other Federal OIGs.

**Investigative Receivables and Recoveries** reflect the results of criminal and civil cases that were ordered plus any voluntary repayments during the fiscal year. In criminal cases, the dollar value reflects the restitution, criminal fines, and special assessments resulting from successful criminal prosecutions. The dollar value in civil cases reflects the amount of damages, penalties, settlements, and forfeitures resulting from successful civil actions. Voluntary repayments include the amount paid by the subject of an investigation or the value of government property recovered before prosecutorial action is taken. These totals do not reflect the dollar amounts associated with recovered items, such as original historical documents and cultural artifacts, whose value cannot be readily determined.

**Table 6. Investigative Receivables and Recoveries**

Reporting Year	OIG Investigations	Joint OIG Investigations	Total
FY 2019	\$6,959,697,791	4,623,055,232	<b>11,582,753,023</b>
FY 2018	\$13,660,516,149	\$1,673,589,091	<b>\$15,343,105,240</b>
FY 2017	\$19,095,404,779	\$2,850,917,741	<b>\$21,946,322,520</b>
FY 2016	\$8,702,641,738	\$11,203,019,896	<b>\$19,905,661,607</b>
FY 2015	\$7,295,377,088	\$2,980,458,582	<b>\$10,275,835,670</b>
FY 2014	\$28,739,457,754	\$3,973,561,271	<b>\$32,713,019,025*</b>
FY 2013	\$6,156,153,069	\$8,660,495,989	<b>\$14,816,649,058</b>

*\*This amount includes more than \$27 billion reported by the OIG members of the Residential Mortgage Backed Securities Working Group whose work obtained judicial settlements with several financial institutions responsible for misconduct contributing toward the financial crises involving the pooling of mortgage loans.*

**Successful Criminal Prosecutions** are included as follows when the subjects were convicted in Federal, State, local, or foreign courts or under the Uniform Code of Military Justice or were accepted for pretrial diversion agreements by the Department of Justice or other equivalents within State or local governments.



**Table 7. Successful Criminal Prosecutions**

Reporting Year	OIG Investigations	Joint OIG Investigations	Total
FY 2019	4,776	868	<b>5,644</b>
FY 2018	3,520	451	<b>3,971</b>
FY 2017	3,534	849	<b>4,383</b>
FY 2016	3,917	977	<b>4,894</b>
FY 2015	4,778	775	<b>5,553</b>
FY 2014	5,116	779	<b>5,895</b>
FY 2013	5,956	749	<b>6,705</b>

**Indictments and Criminal Informations** comprise those filed in Federal, State, local, or foreign courts or under the Uniform Code of Military Justice.

**Table 8. Indictments and Criminal Informations**

Reporting Year	OIG Investigations	Joint OIG Investigations	Total
FY 2019	3,643	548	<b>4,191</b>
FY 2018	3,931	531	<b>4,462</b>
FY 2017	3,786	963	<b>4,749</b>
FY 2016	4,139	981	<b>5,120</b>
FY 2015	4,890	827	<b>5,717</b>
FY 2014	4,656	865	<b>5,521</b>
FY 2013	6,027	772	<b>6,799</b>

**Successful Civil Actions**, resolved through legal or legal-related actions other than criminal prosecution, include civil judgments, settlements, agreements or settlements in cases governed by the Program Fraud Civil Remedies Act, or other agency-specific civil litigation authority, including civil money penalties.

**Table 9. Successful Civil Actions**

Reporting Year	OIG Investigations	Joint OIG Investigations	Total
FY 2019	985	303	<b>1,288</b>
FY 2018	969	191	<b>1,160</b>
FY 2017	1,304	167	<b>1,471</b>
FY 2016	1,305	275	<b>1,580</b>
FY 2015	1,533	328	<b>1,861</b>
FY 2014	1,676	151	<b>1,827</b>
FY 2013	1,249	147	<b>1,396</b>

**Suspension and Debarment** actions include proceedings by Federal agencies to suspend, debar, or exclude parties from contracts, grants, loans, and other forms of financial or nonfinancial transactions with the government.

<b>Table 10. Suspensions and Debarments</b>			
Reporting Year	OIG Investigations	Joint OIG Investigations	<b>Total</b>
FY 2019	3,388	664	<b>4,052</b>
FY 2018	3,528	257	<b>3,785</b>
FY 2017	4,131	491	<b>4,622</b>
FY 2016	6,101	347	<b>6,448</b>
FY 2015	6,813	431	<b>7,244</b>
FY 2014	4,976	219	<b>5,195</b>
FY 2013	5,664	201	<b>5,865</b>

**Personnel Actions** include reprimands, suspensions, demotions, or terminations of Federal, State, or local government employees or of Federal contractors and grantees.

<b>Table 11. Personnel Actions</b>			
Reporting Year	OIG Investigations	Joint OIG Investigations	<b>Total</b>
FY 2019	3,949	206	<b>4,155</b>
FY 2018	4,543	121	<b>4,664</b>
FY 2017	2,953	1,133	<b>4,086</b>
FY 2016	4,201	114	<b>4,315</b>
FY 2015	4,382	119	<b>4,501</b>
FY 2014	3,884	104	<b>3,988</b>
FY 2013	4,091	122	<b>4,213</b>



# Appendix A: Contact Information for CIGIE Members

**ANN CALVARESI BARR**  
**Inspector General**

*U.S. Agency for International Development*  
(202) 712-1150  
<https://oig.usaid.gov/>  
Hotlines: (202) 712-1023  
(800) 230-6539

**PHYLLIS K. FONG**  
**Inspector General**

*U.S. Department of Agriculture*  
(202) 720-8001  
<https://www.usda.gov/oig/index.htm>  
Hotlines: (202) 690-1622  
(800) 424-9121  
Hearing Impaired: (202) 690-1202

**KEVIN WINTERS**  
**Inspector General**

*AMTRAK*  
(202) 906-4600  
<https://www.amtrakoig.gov>  
Hotline: (800) 468-5469

**HUBERT SPARKS**  
**Inspector General**

*Appalachian Regional Commission*  
(202) 884-7675  
<https://www.arc.gov/about/OfficeofInspectorGeneral.as>  
Hotlines: (202) 884-7667  
(800) 532-4611

**CHRISTOPHER FAILLA**  
**Inspector General**

*Architect of the Capitol*  
(202) 593-0260  
<https://www.aoc.gov/oig/inspector-general>  
Hotlines: (202) 593-1067  
(877) 489-8583

**MICHAEL BOLTON**  
**Inspector General**

*U.S. Capitol Police*  
(202) 593-4800  
<https://www.uscp.gov/the-department/office-inspector-general>  
Hotline: (866) 906-2446  
Email: [Oig@uscp.gov](mailto:Oig@uscp.gov)

**CHRISTINE RUPPERT**  
**Inspector General**

*Central Intelligence Agency*  
(703) 374-8050  
<https://www.cia.gov/index.html>  
Hotline: (703) 482-9500

**PEGGY E. GUSTAFSON**  
**Inspector General**

*Department of Commerce*  
(202) 482-4661  
<https://www.oig.doc.gov>  
Hotlines: (202) 482-2495  
(800) 424-5197  
Hearing Impaired: (800) 854-8407  
(202) 482-5923

**THOMAS K. LEHRICH**  
**Inspector General**

*Committee for Purchase From People Who Are Blind or Severely Disabled (AbilityOne)*  
(703) 731-9149  
<https://www.abilityone.gov>  
Hotline: (844) 406-1536  
Email: [OIG@abilityone.gov](mailto:OIG@abilityone.gov)

**A. ROY LAVIK**  
**Inspector General**

*Commodity Futures Trading Commission*  
(202) 418-5110  
<https://www.cftc.gov/About/OfficeoftheInspectorGeneral/index.htm>  
Hotline: (202) 418-5510

**CHRISTOPHER W. DENTEL**  
**Inspector General**

*Consumer Product Safety Commission*  
(301) 504-7644  
<https://www.cpsc.gov/OIG>  
Hotlines: (301) 504-7906  
(866) 230-6229

**DEBORAH JEFFREY**  
**Inspector General**

*Corporation for National and Community Service*  
(202) 606-9390  
<https://www.cnscsig.gov>  
Hotline: (800) 452-8210

**WILLIAM J. RICHARDSON III**  
**Acting Inspector General**  
*Corporation for Public Broadcasting*  
(202) 879-9604  
<https://www.cpb.org/oig>  
Hotlines: (202) 879-9728  
(800) 599-2170

**KRISTI WASCHULL**  
**Inspector General**  
*Defense Intelligence Agency*  
(202) 231-1010  
<https://www.dia.mil/about/OfficeoftheInspectorGeneral.aspx>  
Hotline: (202) 231-100  
Email: [ig\\_hotline@dodiiis.mil](mailto:ig_hotline@dodiiis.mil)

**GLENN FINE**  
**Acting Inspector General**  
*Department of Defense*  
(703) 604-8300  
<https://www.dodig.mil>  
Hotline: (800) 424-9098

**DANA ROONEY**  
**Interim Inspector General**  
*Denali Commission*  
(907) 271-3500  
<https://www.oig.denali.gov>

**SANDRA BRUCE**  
**Acting Inspector General**  
*Department of Education*  
(202) 245-6900  
<https://www.ed.gov/about/offices/list/oig>  
Hotline: (800) 647-8733

**PATRICIA L. LAYFIELD**  
**Inspector General**  
*U.S. Election Assistance Commission*  
(301) 734-3104  
[https://www.eac.gov/inspector\\_general/](https://www.eac.gov/inspector_general/)  
Hotline: (866) 552-0004

**TERI DONALDSON**  
**Inspector General**  
*Department of Energy*  
(202) 586-4393  
<https://www.ig.energy.gov>  
Hotlines: (202) 586-4073  
(800) 541-1625

**CHARLES SHEEHAN**  
**Acting Inspector General**  
*Environmental Protection Agency and the  
Chemical Safety and Hazard Investigation Board*  
(202) 566-2391  
<https://www.epa.gov/oig>  
Hotlines: (202) 566-2476  
(888) 546-8740

**MILTON A. MAYO, JR**  
**Inspector General**  
*Equal Employment Opportunity Commission*  
(202) 663-4327  
<https://www.eeoc.gov/eeoc/oig/index.cfm>  
Hotline: (800) 849-4230

**JENNIFER FAIN**  
**Acting Inspector General**  
*Export-Import Bank of the United States*  
(202) 565-3974  
<https://www.exim.gov/oig>  
Hotline: (888) 644-3946

**WENDY LAGUARDA**  
**Inspector General**  
*Farm Credit Administration*  
(703) 883-4234  
<https://www.fca.gov/home/inspector.html>  
Hotlines: (703) 883-4316  
(800) 437-7322  
Hearing Impaired: (703) 883-4359

**CATHERINE BRUNO**  
**Assistant Director**  
*Office of Integrity and Compliance Criminal  
Investigative Division  
Federal Bureau of Investigation*  
(202) 324-4260

**DAVID L. HUNT**  
**Inspector General**  
*Federal Communications Commission*  
(202) 418-1522  
<https://www.fcc.gov/office-inspector-general>  
Hotline: (202) 418-0473  
(888) 863-2244

**JAY N. LERNER**  
**Inspector General**  
*Federal Deposit Insurance Corporation*  
(703) 562-2035  
<https://www.fdicig.gov>  
Hotline: (800) 964-3342  
Email: [ighotline@fdic.gov](mailto:ighotline@fdic.gov)



**CHRIS SKINNER**  
**Deputy Inspector General**  
*Federal Election Commission*  
(202) 694-1015  
<https://www.fec.gov/office-inspector-general/>  
Hotline: (202) 694-1015

**LAURA S. WERTHEIMER**  
**Inspector General**  
*Federal Housing Finance Agency*  
(202) 730-0881  
<https://www.fhfa.oig.gov>  
Hotline: (800) 793-7724

**DANA ROONEY**  
**Inspector General**  
*Federal Labor Relations Authority*  
(202) 218-7744  
<https://www.flra.gov/oig>  
Hotline: (800) 331-3572

**JON A. HATFIELD**  
**Inspector General**  
*Federal Maritime Commission*  
(202) 523-5863  
<https://www.fmc.gov/about-the-fmc/bureaus-offices/office-of-inspector-general/>  
Hotline: (202) 523-5865

**MARK BIALEK**  
**Inspector General**  
*Federal Reserve Board and Consumer Financial Protection Bureau*  
(202) 973-5000  
<https://oig.federalreserve.gov>  
Hotlines: (202) 452-6400  
(800) 827-3340

**ANDREW KATSOROS**  
**Inspector General**  
*Federal Trade Commission*  
(202) 326-3527  
<https://www.ftc.gov/oig/>  
Hotline: (202) 326-2800

**CAROL FORTINE OCHOA**  
**Inspector General**  
*General Services Administration*  
(202) 501-0450  
<https://www.gsaig.gov>  
Hotlines: (202) 501-1780  
(800) 424-5210

**ADAM TRZECIAK**  
**Inspector General**  
*U.S. Government Accountability Office*  
(202) 512-5748  
<https://www.gao.gov/about/workforce/ig.html>  
Hotline: (866) 680-7963

**MICHAEL LEARY**  
**Inspector General**  
*Government Publishing Office*  
(202) 512-1512  
<https://www.gpo.gov/oig/>  
Hotline: (800) 743-7574

**JOANNE M. CHIEDI**  
**Acting Inspector General**  
*Department of Health and Human Services*  
(202) 619-3148  
<https://oig.hhs.gov>  
Hotline: (800) 447-8477  
Email: [hhstips@oig.hhs.gov](mailto:hhstips@oig.hhs.gov)

**JOSEPH CUFFARI**  
**Inspector General**  
*Department of Homeland Security*  
(202) 981-6000  
<https://www.oig.dhs.gov/>  
Hotline: (800) 323-8603  
Disaster Fraud  
Hotline: (866) 720-5721

**RAE OLIVER DAVIS**  
**Inspector General**  
*Department of Housing and Urban Development*  
(202) 708-0430  
<https://www.hudoig.gov>  
Hotlines: (202) 708-4200  
(800) 347-3735

**MARK GREENBLATT**  
**Inspector General**  
*Department of the Interior*  
(202) 208-5745  
<https://www.doioig.gov/>  
Hotline: (800) 424-5081

**PHILIP M. HENEGHAN**  
**Inspector General**  
*U.S. International Trade Commission*  
(202) 205-2210  
<https://www.usitc.gov/oig>  
Hotline: (202) 205-6542

**MICHAEL E. HOROWITZ** CHAIRPERSON,  
**CIGIE Inspector General**  
*Department of Justice*  
(202) 514-3435  
<https://www.justice.gov/oig>  
Hotline: (800) 869-4499

**SCOTT S. DAHL**  
**Inspector General**  
*Department of Labor*  
(202) 693-5100  
<https://www.oig.dol.gov>  
Hotlines: (202) 693-6999  
(800) 347-3756

**JEFFREY E. SCHANZ**  
**Inspector General**  
*Legal Services Corporation*  
(202) 295-1677  
<https://www.oig.lsc.gov/>  
Hotline: (800) 678-8868

**KURT W. HYDE**  
**Inspector General**  
*Library of Congress*  
(202) 707-8063  
<https://loc.gov/about/oig/>  
Hotline: (202) 707-6306

**PAUL K. MARTIN**  
**Inspector General**  
*National Aeronautics and Space Administration*  
(202) 358-1220  
<https://oig.nasa.gov>  
Hotline: (800) 424-9183

**JAMES SPRINGS**  
**Inspector General**  
*National Archives and Records Administration*  
(301) 837-3018  
<https://www.archives.gov/oig>  
Hotlines: (301) 837-3500  
(800) 786-2551  
Email: [oig.hotline@nara.gov](mailto:oig.hotline@nara.gov)

**JAMES HAGEN**  
**Inspector General**  
*National Credit Union Administration*  
(703) 518-635  
<https://www.ncua.gov/Resources/OIG/index.aspx>  
Hotlines: (703) 518-6357  
(800) 778-4806

**RONALD STITH**  
**Inspector General**  
*National Endowment for the Arts*  
(202) 682-5774  
<https://www.arts.gov/about/OIG/Contents.html>  
Hotline: (202) 682-5479

**LAURA M. H. DAVIS**  
**Inspector General**  
*National Endowment for the Humanities*  
(202) 606-8574  
<https://www.neh.gov/about/oig>  
Hotline: (202) 606-8423  
(877) 786-7598

**CARDELL RICHARDSON**  
**Inspector General**  
*National Geospatial-Intelligence Agency*  
(571) 557-7500  
<https://www.nga.mil>  
Hotline: (800) 380-7729  
Email: [IG@nga.mil](mailto:IG@nga.mil)

**DAVID P. BERRY**  
**Inspector General**  
*National Labor Relations Board*  
(202) 273-1960  
[https://www.nlrb.gov/About\\_Us/inspector\\_general/index.aspx](https://www.nlrb.gov/About_Us/inspector_general/index.aspx)  
Hotline: (800) 736-2983

**SUSAN S. GIBSON**  
**Inspector General**  
*National Reconnaissance Office*  
(703) 808-1810  
<https://www.nro.gov/Offices-at-the-NRO/Office-of-Inspector-General/>  
Hotline: (703) 808-1644

**ROBERT P. STORCH**  
**Inspector General**  
*National Security Agency* (301) 688-6666  
<https://oig.nsa.gov>  
Hotline: (301) 688-6327  
Email: [ighotline@nsa.gov](mailto:ighotline@nsa.gov)

**ALLISON LERNER**  
**Vice Chairperson, CIGIE**  
**Inspector General**  
*National Science Foundation*  
(703) 292-7100  
<https://www.nsf.gov/oig>  
Hotline: (800) 428-2189



**DAVID LEE ACTING**  
**Inspector General**  
*Nuclear Regulatory Commission*  
(301) 415-5930  
<https://www.nrc.gov/insp-gen.html>  
Hotline: (800) 233-3497

**EMORY ROUNDS**  
**Director**  
*Office of Government Ethics*  
(202) 482-9300

**MICHAEL K. ATKINSON**  
**Inspector General**  
*Office of the Inspector General of the Intelligence Community*  
(571) 204-8149  
<https://www.dni.gov/ig.htm>  
Hotline: (703) 482-1300

**MARGARET WEICHERT**  
**Executive Chairperson, CIGIE**  
Deputy Director for Management  
*Office of Management and Budget*  
(202) 395-3080

**VACANT**  
**Controller**  
*Office of Management and Budget*  
(202) 395-3080

**NORBERT VINT**  
**Acting Inspector General**  
*Office of Personnel Management*  
(202) 606-1200  
<https://www.opm.gov/oig>  
Hotline—Fraud/Waste/Abuse: (202) 606-2423  
Hotline—Healthcare Fraud: (202) 418-3300

**MICHAEL RIGAS**  
**Deputy Director**  
*Office of Personnel Management*  
(202) 606-1000

**HENRY KERNER**  
**Special Counsel**  
*Office of Special Counsel*  
(202) 254-3610  
Disclosure Hotline: (800) 872-9855  
Whistleblower Protection: (800) 572-2249  
Hatch Act Information: (800) 854-2824

**KATHY A. BULLER**  
**Inspector General**  
*Peace Corps*  
(202) 692-2916  
<https://www.peacecorps.gov/OIG>  
Hotline: (800) 233-5874  
Hotline Email: [oig@peacecorps.gov](mailto:oig@peacecorps.gov)

**ROBERT A. WESTBROOKS**  
**Inspector General**  
*Pension Benefit Guaranty Corporation*  
(202) 326-4000 ext. 3437  
<https://oig.pbgc.gov/>  
Hotline: (800) 303-9737

**JACK CALLENDAR**  
**Inspector General**  
*Postal Regulatory Commission*  
(202) 789-6817  
<https://www.prc.gov/oig>  
Hotline: (202) 789-6817

**TAMMY WHITCOMB**  
**Inspector General**  
*U.S. Postal Service*  
(703) 248-2300  
<https://www.uspsoig.gov>  
Hotline: (888) 877-7644

**MARTIN J. DICKMAN**  
**Inspector General**  
*Railroad Retirement Board*  
(312) 751-4690  
<https://www.rrb.gov/oig>  
Hotline: (800) 772-4258

**CARL W. HOECKER**  
**Inspector General**  
*Securities and Exchange Commission*  
(202) 551-6061  
<https://www.sec.gov/oig>  
Hotline: (877) 442-0854

**HANNIBAL WARE**  
**Inspector General**  
*Small Business Administration*  
(202) 205-6586  
<https://www.sba.gov/office-of-inspector-general>  
Hotline: (800) 767-0385

**CATHY HELM**  
**Inspector General**  
*Smithsonian Institution*  
(202) 633-7050  
<https://www.si.edu/oig/>  
Hotline: (202) 252-0321

**GALE ENNIS**  
**Acting Inspector General**  
*Social Security Administration*  
(410) 966-8385  
<https://oig.ssa.gov>  
Hotline: (800) 269-0271

**JOHN F. SOPKO**  
**Inspector General**  
*Special Inspector General for Afghanistan Reconstruction*  
(703) 545-6000  
<https://www.sigar.mil>  
Hotline Email: [hotline@sigar.mil](mailto:hotline@sigar.mil)

**CHRISTY GOLDSMITH-ROMERO**  
**Special Inspector General**  
*Special Inspector General for the Troubled Asset Relief Program*  
(202) 622-1419  
<https://www.SIGTARP.gov/>  
Hotlines: (877) 744-2009  
(877) SIG-2009  
Email: [SIGTARP.Hotline@do.treas.gov](mailto:SIGTARP.Hotline@do.treas.gov)

**STEVE A. LINICK**  
**Inspector General**  
*Department of State and the Broadcasting Board of Governors*  
(202) 663-0361  
<https://oig.state.gov>  
Hotlines: (202) 647-3320  
(800) 409-9926  
Email: [oighotline@state.gov](mailto:oighotline@state.gov)

**JILL MATTHEWS**  
**Acting Inspector General**  
*Tennessee Valley Authority*  
(865) 633-7300  
<https://oig.tva.gov>  
Hotline: (855) 882-8585

**CALVIN L. SCOVEL III**  
**Inspector General**  
*Department of Transportation*  
(202) 366-1959  
<https://www.oig.dot.gov>  
Hotline: (800) 424-9071

**RICHARD DELMAR**  
**Acting Inspector General**  
*Department of the Treasury*  
(202) 622-1090  
<https://www.ustreas.gov/inspector-general>  
Hotline: (800) 359-3898

**J. RUSSELL GEORGE**  
**Inspector General**  
*Treasury Inspector General for Tax Administration*  
*Department of the Treasury*  
(202) 622-6500  
<https://www.treas.gov/tigta>  
Hotline: (800) 366-4484

**MICHAEL MISSAL**  
**Inspector General**  
*Department of Veterans Affairs*  
(202) 461-4720  
<https://www.va.gov/oig>  
Hotline: (800) 488-8244  
Email: [vaoighotline@va.gov](mailto:vaoighotline@va.gov)

# Appendix B: Acronyms and Abbreviations

CI	Criminal Investigator
CIGIE Council	Council of the Inspectors General on Integrity and Efficiency
CFO Council	Chief Financial Officers Council
CJIS	Criminal Justice Information Services
DATA Act	Digital Accountability and Transparency Act of 2014
DCAA	Defense Contract Audit Agency
DDM	Deputy Director for Management
ECIE	Executive Council on Integrity and Efficiency
FAEC	Federal Audit Executive Council
FBI	Federal Bureau of Investigation
FISMA	Federal Information Security Management Act of 2002
FY	Fiscal Year
GAO	Government Accountability Office
I&E	Inspection and Evaluation
IG	Inspector General
IG Act	Inspector General Act of 1978
IGEA	Inspector General Empowerment Act of 2016
IT	Information Technology
OIG	Office of Inspector General
OMB	Office of Management and Budget
PCIE	President's Council on Integrity and Efficiency
SES	Senior Executive Service

## Recipients of the 2019 Annual CIGIE Awards

On October 15, 2019, the Inspector General (IG) community held its annual awards ceremony and recognized individuals and groups for their achievements and excellence over the preceding year. In addition to acknowledging a cross-section of Office of Inspector General (OIG) personnel, many of these awards recognized individuals from outside the IG community who collaborated with OIGs to promote efficiency and effectiveness and to ensure integrity in Federal programs and operations. The following list contains featured awards bestowed by the Executive Council.

**The Alexander Hamilton Award**, which recognizes achievements in improving the integrity, efficiency, or effectiveness of Executive Branch agency operations, was presented to:

**U.S. Department of Justice, Pre-Election Review Team**, in recognition of outstanding achievements in improving the integrity of the Department of Justice through its comprehensive review examining various actions by the Department and the Federal Bureau of Investigation in advance of the 2016 election.

**The Gaston L. Gianni, Jr., Better Government Award**, which is open to those who contribute to the ideals of the IG Act and recognizes actions that improve the public's confidence in government, was presented to:

**U.S. Department of Health and Human Services, Montana Dr. Stanley Patrick Weber Investigation Team and the United States vs. Levian Pacheco Team**, in recognition of Health and Human Services OIG's efforts to keep children safe by investigating and prosecuting two perpetrators of child sexual abuse who preyed upon children in HHS-funded programs.

**Treasury Inspector General for Tax Administration, Operation Outsource**, in recognition of the Treasury Inspector General for Tax Administration, the U.S. Department of Homeland Security Office of Inspector General, and Homeland Security Investigations for their efforts in combating impersonation-related fraud schemes.

**Individual Accomplishment Award**, which recognizes sustained contributions to the IG community over a period of time or outstanding leadership of projects or events that contribute to the IG community's mission, was presented to:

**National Aeronautics and Space Administration, Ross W. Weiland, Assistant Inspector General for Management and Planning**, in recognition of exemplary performance at NASA OIG and remarkable collaboration in forming and serving as the first Chair of the Assistant Inspectors General for Management Committee.

**The Glenn/Roth Exemplary Service to Congress Award** recognizes achievements in furthering relations between a department or agency (or the community) and Congress. This award was named for former Senators John Glenn and William Roth (both deceased), who were considered by many to be the forefathers of the IG Act. It was presented to:

**U.S. Department of Education, Federal Student Aid Loan Servicer Oversight Audit Team**, in recognition of exemplary efforts that improved oversight of service providers to better protect taxpayers, students, and led to Congress mandating the immediate execution of recommendations to improve the effectiveness and efficiency of Federal Student Aid programs.

**The Sentner Award for Dedication and Courage** recognizes uncommon selflessness, dedication to duty, or courage while performing OIG duties. This award was presented to:

**U.S. Department of State, The Baghdad, Iraq Protective Movement Security Service Audit Team**, in recognition of uncommon selflessness, dedication to duty, courage, and exemplary oversight of a critical contract providing security for U.S. personnel in Iraq and identification of more than \$4.6 million in monetary benefits.



**The June Gibbs Brown Career Achievement Award** recognizes sustained and significant individual contributions to the mission of IGs throughout one's career. This award was presented to:

**Agency for International Development, Jonathan Schofield, Special Agent in Charge**, in recognition of a lifetime of unwavering dedication and investigative excellence in the Federal oversight and accountability community.

**The Barry R. Snyder Joint Award** recognizes groups that have made significant contributions through a cooperative effort in support of the mission of the IG community. This award was presented to:

**U.S. Department of Justice, 2018 revisions of the GAO/CIGIE Financial Audit Manual Team**, in recognition of outstanding contributions to the federal audit community by collaborating to revise and update the GAO/CIGIE Financial Audit Manual to ensure that it reflects correct auditing standards for federal entities.

Copies of this publication may be  
obtained the Inspectors General Web site  
at [www.Oversight.gov](http://www.Oversight.gov) or [www.ignet.gov](http://www.ignet.gov).

