

I&E Working for the District

I&E's goals are to: help District agencies comply with applicable laws, regulations, and policies; and promote continuous improvement in the delivery of services to D.C. residents, and others, who have a vested interest in the city's success.

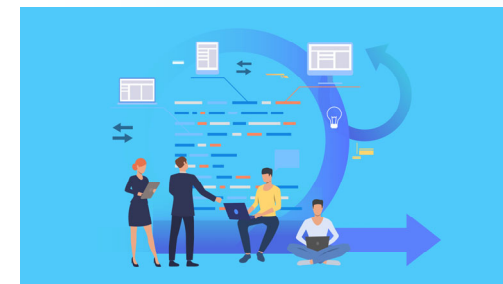
District of Columbia
Office of the Inspector General
Inspections and Evaluations
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OIG's Inspections and Evaluations Unit





I&E Unit Overview

The Inspections and Evaluations Unit (I&E) is dedicated to providing District decision makers with objective, thorough, and timely analysis and recommendations to improve the efficiency, effectiveness, and economy of operations and programs.

We review and analyze the key programs and activities of an agency or department to help managers improve performance and gain a clear understanding of their operations.

Our Work, Defined:

Inspection(s): A thorough assessment of a District government agency (e.g., its personnel, authorities, resources), a program within an agency, or even a process within a program, that looks for non-compliance with established criteria, areas for improvement, risk to health and safety, and a condition or situation that increases the potential for fraud, waste, abuse, mismanagement, or corruption.

Evaluation(s): A review or assessment that typically looks for ways to increase the effectiveness of an agency or program by answering two fundamental questions: "Is this agency or program achieving the expected results? If not, why not?"

What to Expect

In determining the best course of action, I&E staff uses a variety of tools, to include: critical analysis; business process improvement metrics; and quality management best practices to ascertain what customers, internal and external, need and care about.

- **Management Alert Report, as needed:** Issued to an agency head when the Inspector General believes a matter requires immediate attention.
- **Draft Report:** Contains findings and recommendations, identifying areas needing improvement as well as operational excellence.
- **Agency Comments:** Provided by the agency head within 2 weeks response to the draft report.
- **Final Report:** Incorporates agency comments and any IG responses. Sent to the Mayor's office, City Council, and other interested government officials, as well as publicized on the OIG website for public access.
- **Follow-Up:** Agencies are asked to provide target dates for completion of recommendations. A re-inspection may be conducted to establish compliance.

During our inspection/evaluation process, we attempt to be as unobtrusive as possible and make every effort to accommodate our activities around your daily operations. Although we generally estimate the inspection/evaluation to take 4 to 6 months, the process may take longer due to unforeseen circumstances or conditions found during the field work process. We will communicate any delays with you promptly.

How We Work

I&E maintains an open communication channel with an agency throughout the assessment to ensure meaningful dialogue and transparency.

A typical assessment includes the following steps:

- **Engagement Letter:** Provides a general description of the scope and objectives; sent to the agency head.
- **Entrance Conference:** Takes place to discuss the project and hear agency views on areas of concerns.
- **Research:** Conducted throughout the assessment, including a review of agency policies, DC laws & regulations, best practices, and media coverage regarding inspected agency.
- **Field Work:** Interviews, documentation reviews, and other on-site activities are conducted. An agency survey may be disseminated to solicit stakeholder views about agency operations.

