SIX MONTH REPORT

January 1, 2012 - June 30, 2012



OFFICE OF INSPECTOR GENERAL

"Enhancing Public Trust in Government"

OUTLINE

- ➤ OIG ACTIVITES (January 1, 2012 June 30, 2012)
 - INTAKE & INVESTIGATIONS
 - CONTRACT OVERSIGHT
 - AUDIT
- > OIG WEBSITE
- COMPLETED GOALS & UPCOMING PLANS AND OBJECTIVES
- > FISCAL YEAR 2012-2013 BUDGET

INVESTIGATION'S VISION STATEMENT

Conduct objective investigations and reviews that result in accurate and timely reports that identify misconduct and/or internal control deficiencies, as well as make recommendations that prevent or mitigate employee wrongdoing and the risk of future losses.

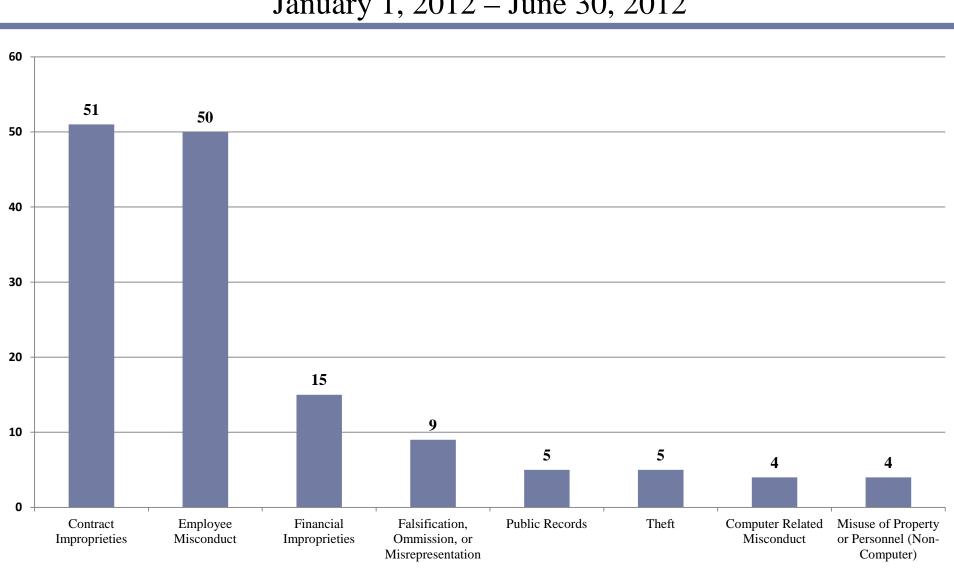
INTAKE

January 1, 2012 - June 30, 2012

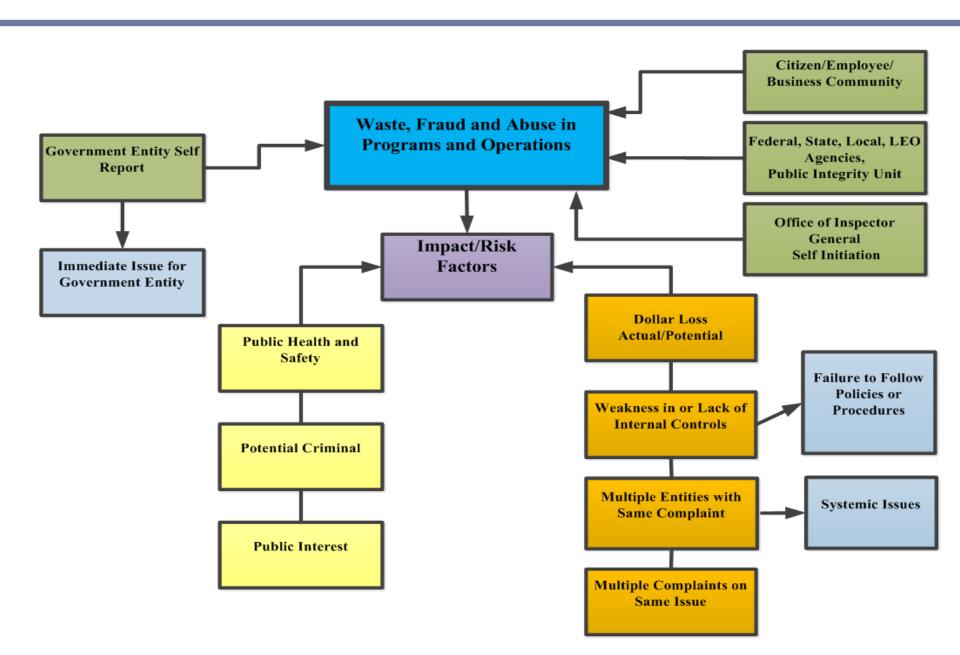
- **1,111** Number of calls to the Office & Hotline
 - 1.16 Average minutes per call to OIG
 - 251 Correspondences received
 - 192 (76%) Complaints consisting of 311 Allegations
 - 13 Correspondences were self-reported by the government entity
 - 3.27 Average number of hours to review a Correspondence to disposition
 - 15 Correspondences led to the initiation of an Investigation (7), Management Review (3), or assignment to Contract Oversight (5)

TOP EIGHT **ALLEGATIONS RECEIVED**

January 1, 2012 – June 30, 2012



INVESTIGATIONS ASSESSMENT MODEL



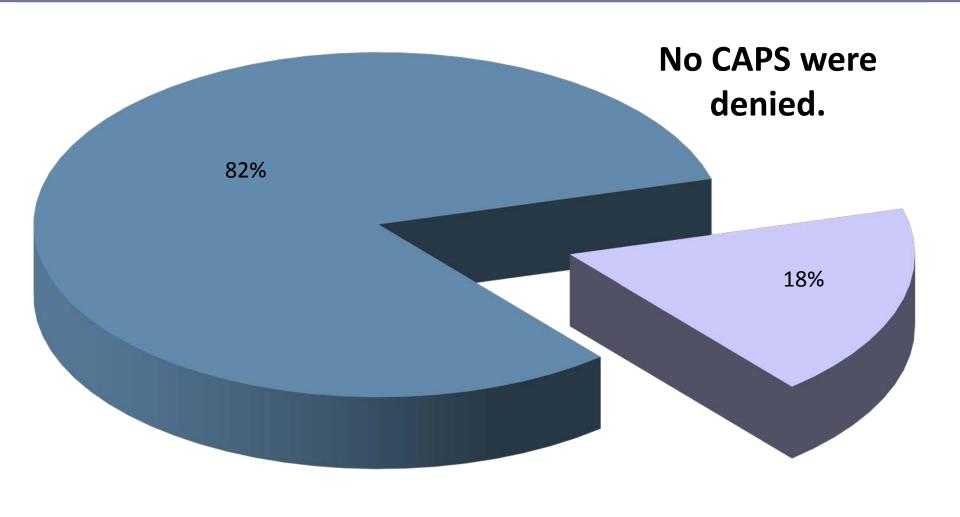
INVESTIGATIONS

January 1, 2012 - June 30, 2012

- > 8 Reports Issued
 - 4 Administrative Investigations
 - 4 Management Reviews
- > 5 Criminal Referrals
- > \$1,041,754.57 Questioned/Identified Costs
- > \$ 46,216.60 Recovered Costs

CORRECTIVE ACTION RECOMMENDATIONS

January 1, 2012 - June 30, 2012



■ Implemented (18)

Pending (4)

CORRECTIVE ACTIONS

January 1, 2012 - June 30, 2012

Examples

> A City failed to bill a water utilities customer for a period of approximately 3 years.

The City recovered partial losses from the customer totaling \$32,000.00 and ensured future billing of customer's utility use.

> A City re-negotiated a City Manager's employment contract, which included terms that were in violation of new State statutes.

The City immediately voided the Contract and entered into a new Contract in accordance with State statutes.

> A City violated State Procurement rules (Consultant's Competitive Negotiation Act - CCNA) when it hired a Professional Engineer.

The City's Contract with the Engineer was immediately terminated after final release of the OIG report; even though the City's initial response disagreed with the OIG's findings.

CAPs

22 Recommended

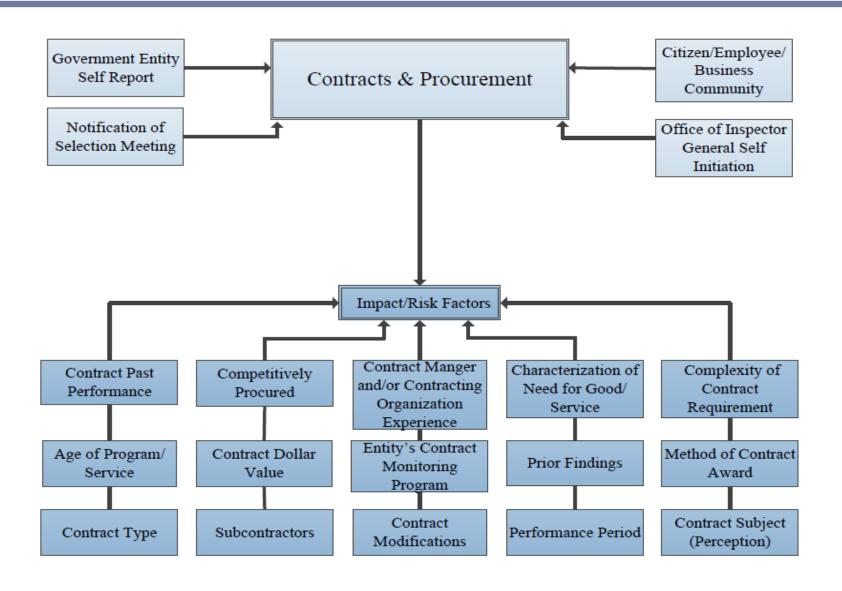
18 Implemented

> 4 Pending

CONTRACT OVERSIGHT'S VISION STATEMENT

Conduct contract oversight activities that enhance a business friendly procurement environment that is open, competitive and contracts are awarded equitably and economically.

CONTRACT OVERSIGHT ASSESSMENT MODEL



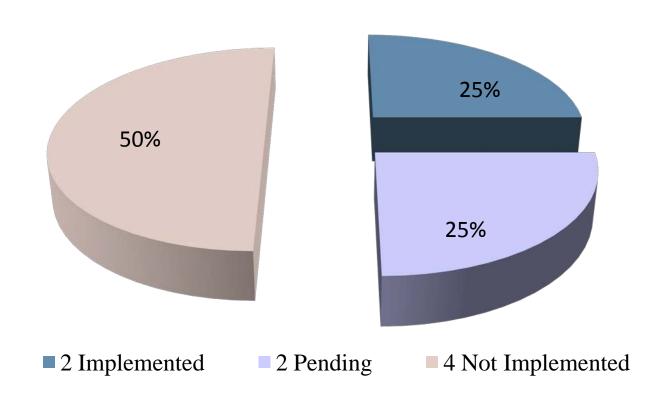
CONTRACT OVERSIGHT

January 1, 2012 - June 30, 2012

- > 8 Reports Issued
 - 4 Oversight Notifications
 - 4 Oversight Observations
- > \$913,592 Questioned/Identified Costs
- > Prevention:
 - Number of Sessions Attended: 36

CONTRACT OVERSIGHT RECOMMENDATIONS

January 1, 2012 - June 30, 2012



RECOMMENDATIONS

January 1, 2012 - June 30, 2012

Examples

> The County paid \$882,592 to the Jail Expansion Construction Manager for Travel, Per Diem, Moving Allowance, Relocation and Temporary Living Expense without documentation to support the expenses.

The County disagreed with the OIG's finding stating that the CMAR assumed the risk of these costs exceeding the agreed upon amount, and that reviewing documentation would increase costs to the County (even though the contract required sufficient documentation for audit); however, the County did strengthen its policy regarding reimbursement of allowable expenses in future CMAR contracts.

> A City violated its own policy by not competitively procuring solid waste, vegetative waste and recycling collection services.

The City disagreed with the OIG's findings stating that because garbage fees collected from residents were used to pay for the service, it was of no cost to the City (pass thru) and therefore not subject to City policy.

CAPS 8 Recommended

2 Implemented 4

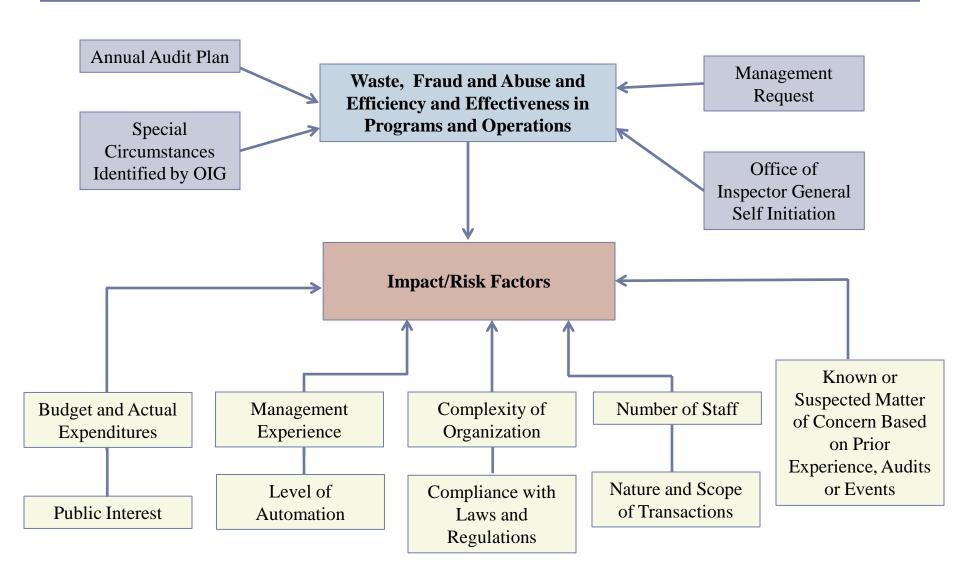
Not Implemented

> 2 Pending

AUDIT'S VISION STATEMENT

Conduct risk based, independent audits that will focus on helping management strengthen controls in areas most susceptible to fraud, waste and abuse and improve the economy and efficiency of operations in areas where there are opportunities for significant cost savings.

OIG AUDIT ASSESSMENT MODEL



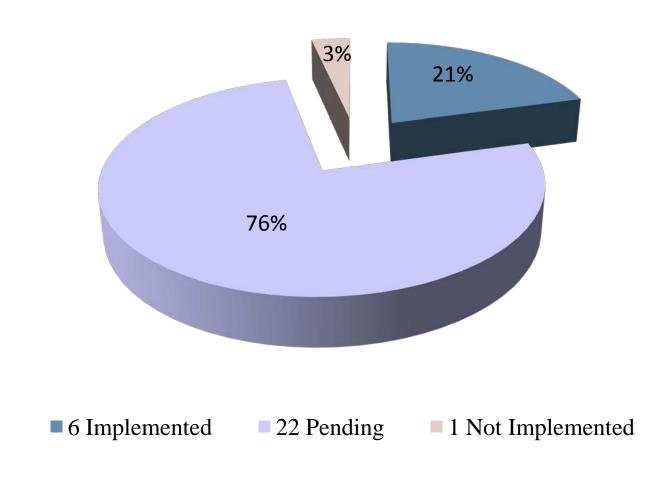
AUDIT

January 1, 2012 - June 30, 2012

- > 2 Reports Issued
 - Wellington Purchase Cards and Fuel Cards
 - Pahokee Fuel Cards and Credit Cards
- > \$59,967 Questioned/Identified Costs

AUDIT RECOMMENDATIONS

January 1, 2012 - June 30, 2012



RECOMMENDATIONS

January 1, 2012 - June 30, 2012

Examples

> 330 p-card transactions totaling \$28,597 without a clear public purpose or benefit.

Although management did not agree that these purchases did not have a public purpose they have agreed to present the OIG findings to Village Counsel for a policy decision.

> Fuel card transactions highly vulnerable to fraud and abuse due to control weaknesses; 390 questionable transactions totaling over \$30,000 in fuel.

Management agreed to all nine recommendations that will significantly tighten controls.

> Questioned the need for six home to work assigned vehicles.

Management re-examining the assigned take home vehicles.

CAPs

29 Recommended

6

Implemented

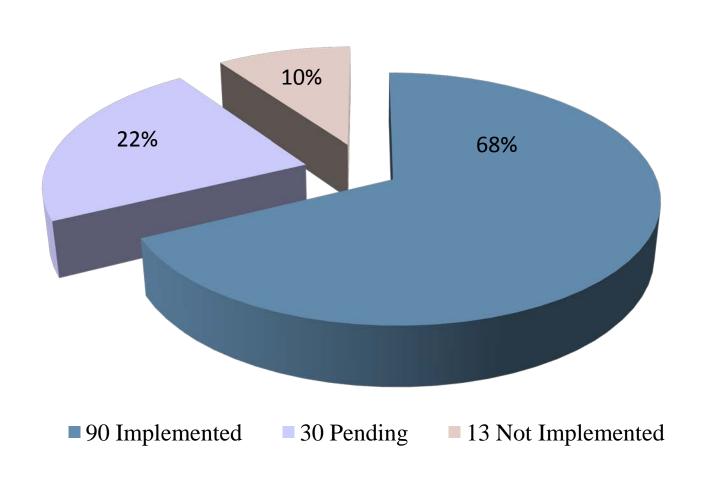
1

Not Implemented

22

Pending

OIG RECOMMEDATIONS/CORRECTIVE ACTIONS (133) TO DATE



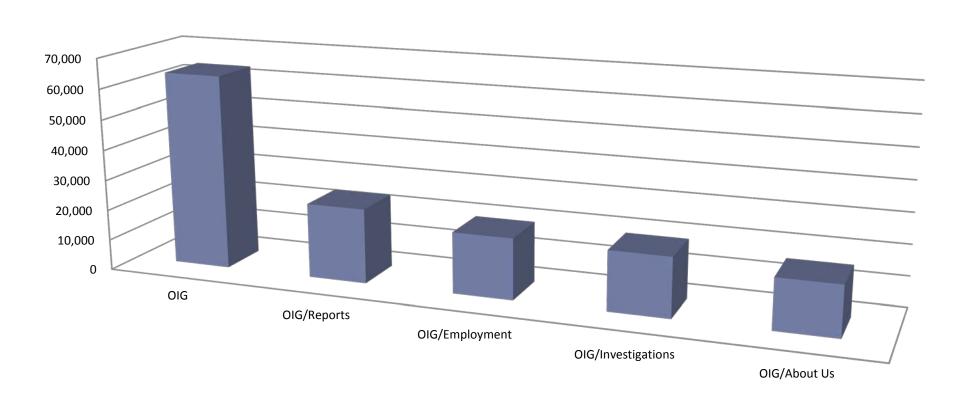
OIG WEBSITE

Number of Views to the OIG Website June 28, 2010-June 30, 2012: **596,564**



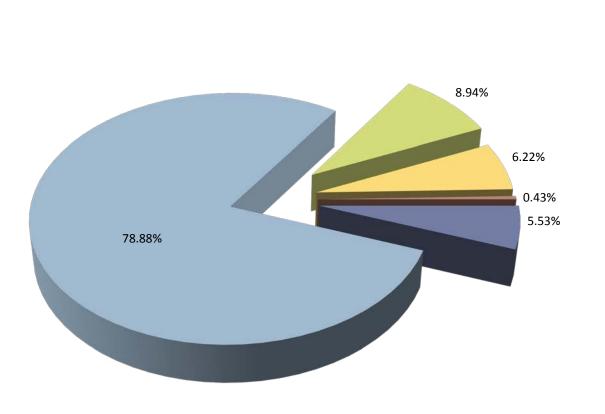
OIG WEBSITE

Top 5 Pages Viewed Since Inception (June 28, 2010)



OIG WEBSITE

REFERRING WEBSITES



- Direct Traffic
- http://pbcgov.com/
- http://lakeworth.org/
- http://palmbeach.govoffice.com/
- http://google.com



http://www.lakeworth.org/

File Edit View Favorites Tools Help

× Convert ▼ Select 👍 💋 OIG Web Dev 👂 Test IGIMS 🤌 Home 卫 Notices 🔼 Suggested Sites 🔻 🎉 Get more Add-ons 🔻

Lake Worth, Florida



Where the Tropics Begin

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FY 2013 Proposed Budget Draft

FY 2012 - 2016 Recommended Capital Improvement Plan

FY 2011-2012 Annual Operating Budget

Lake Worth Beach & Casino Improvements

Lake Worth Park of Commerce

City Manager's Report

Interactive Map of Lake Worth

Purchasing Opportunities

View Live Video Feed from the Lake Worth Pier

Energize Lake Worth

Wholesale Power Supply

Meetings & Events Calendar



Welcome to the City of Lake Worth

Lake Worth is a coastal city of 37,000 residents and 7 square miles, located in Palm Beach County, Florida. The Atlantic Ocean and the broad waters of the Lake Worth lagoon form the city's eastern boundary. The cities of West Palm Beach and Palm Beach are its northern neighbors. Its location at the latitude where the subtropics of North America begin gives the city its extraordinary climate and landscape.

Lake Worth is a dynamic, multi-cultural city with a strong social and environmental consciousness. People are drawn to the city by its individualistic style, acceptance of different cultures and lifestyles, many historic structures, hip downtown, and distinctive residential neighborhoods. The city has a rich history and is protective of its historic architectural fabric. Over 1,000 historic buildings contribute to the human scale of the city and the charm of its downtown and residential neighborhoods. There are six designated historic districts in the city and a preservation code to protect exterior changes to buildings in those districts.

Lake Worth is one of the few towns in South Florida that has avoided high-rise development and retained its old-Florida flavor. While the city wishes to strengthen its economy, city government officials and residents alike are very committed to maintaining the character of the city, and protecting their town from insensitive development.

The downtown is considered the artistic soul of Lake Worth with an historic theater and museum, live music clubs, coffee houses, art galleries, antique malls, retail stores, and many restaurants.

The city has a broad array of recreational opportunities, including the beach, boating in fresh and saltwater, a municipally-owned golf course and fishing pier, a waterfront amphitheater, and many parks and athletic facilities.













OIG DASHBOARD

Since inception, Questioned and Identified Costs of:

\$4,426,038



Questioned Cost:

A finding that the expenditure of funds for the intended purpose is unnecessary or unreasonable and/or lacks adequate documentation.

(\$3,599,686)

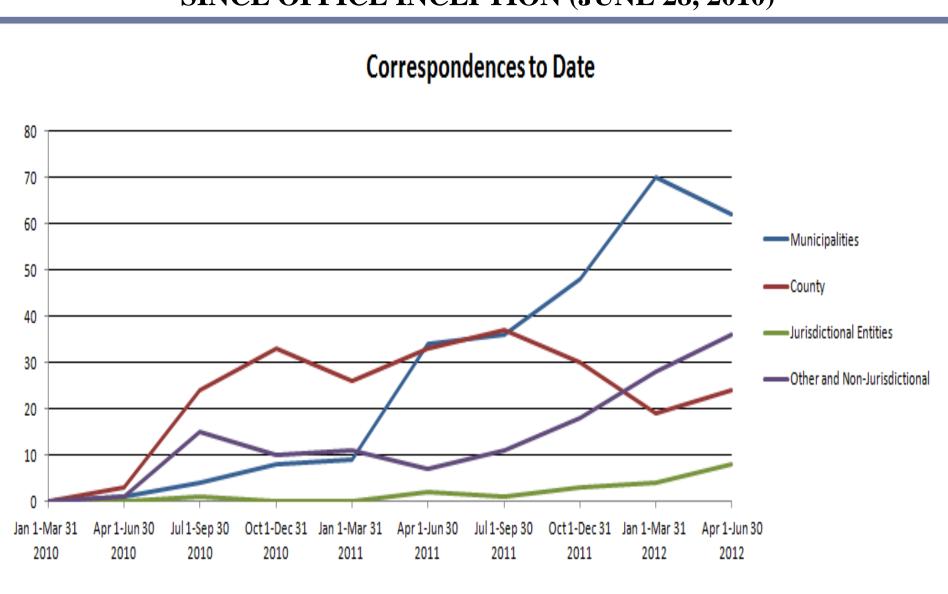
Identified Cost:

Those dollars that have the potential of being returned to offset the taxpayers' burden.

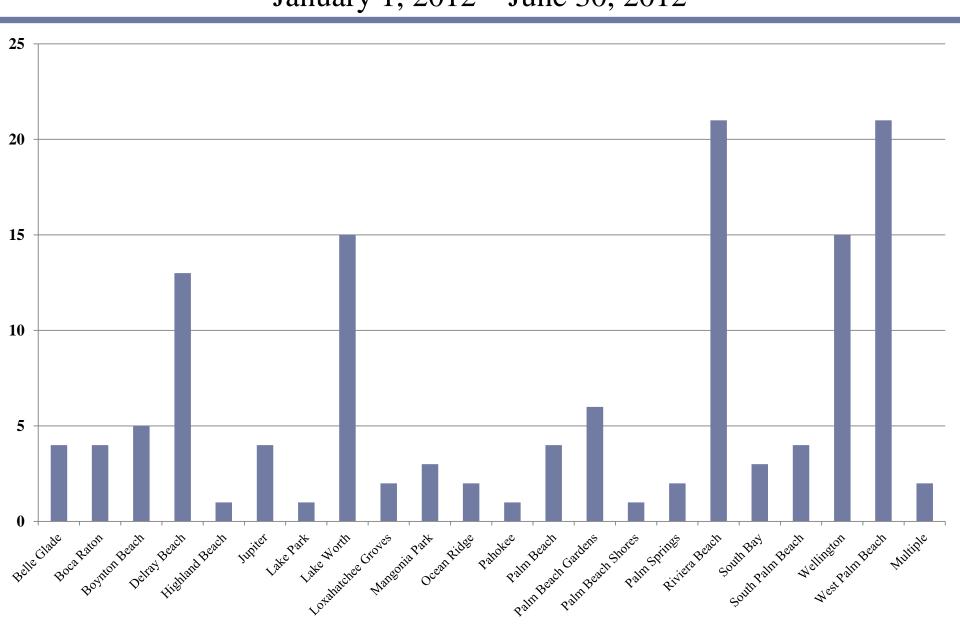
(\$826,352)

CORRESPONDENCES RECEIVED

SINCE OFFICE INCEPTION (JUNE 28, 2010)

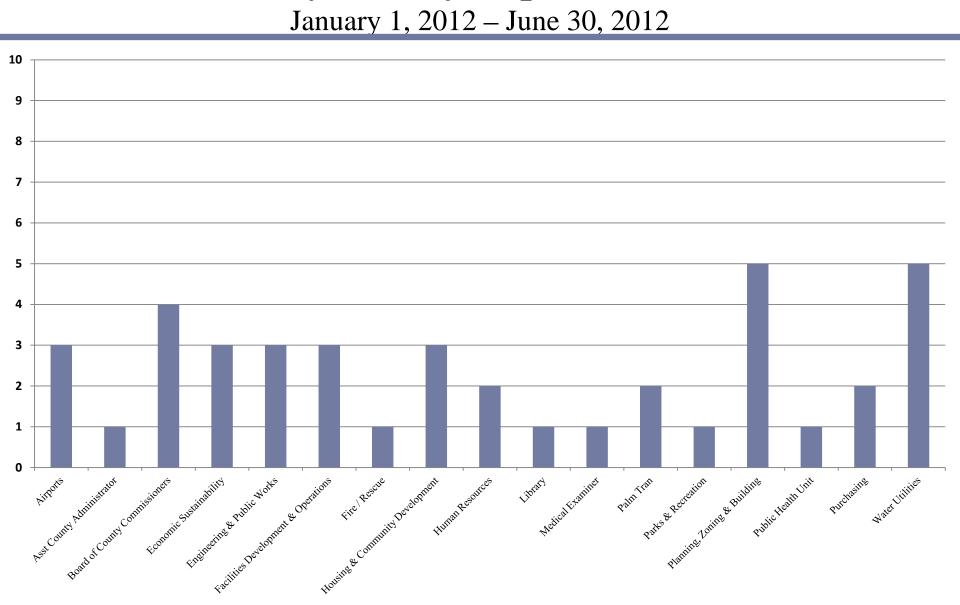


CORRESPONDENCES RECEIVED - MUNICIPALITIES January 1, 2012 – June 30, 2012



CORRESPONDENCES RECEIVED

By County Department



REFERRAL LINKS/RESOURCES

LOCAL A Message From Palm Beach County Government: http://www.pbcgov.com/ the Inspector General Palm Beach County Commission on Ethics: http://www.palmbeachcountyethics.com/ Office of the State Attorney, 15th Circuit: http://www.sa15.state.fl.us/stateattorney/ **Investigations** Solid Waste Authority: http://www.swa.org/default.htm Children's Services Council http://www.cscpbc.org/ Audit Section Health Care District http://www.hcdpbc.org/ Municipalities **Contract Oversight** Atlantis: http://www.atlantisfl.gov/Pages/index Belle Glade: http://www.bellegladegov.com/ Boca Raton: http://www.ci.boca-raton.fl.us/ Standards Boynton Beach: http://www.boynton-beach.org/ Briny Breezes: http://www.townofbrinybreezes-fl.com/ **Career Opportunities** Cloud Lake: (561)686-2815 Delray Beach: http://www.mydelraybeach.com/Delray/default.htm Glen Ridge: (561)697-8868 Meeting Schedule Golf: http://www.villageofgolf.org/ & Minutes Greenacres: http://www.ci.greenacres.fl.us/ Gulf Stream: (561) 276-5116 Haverhill: http://www.townofhaverhill-fl.gov/ Contact Us Highland Beach: http://www.ci.highland-beach.fl.us/ Hypoluxo: http://www.hypoluxo.org/ FAQ5 Juno Beach: http://www.juno-beach.fl.us/ Jupiter: http://www.jupiter.fl.us/ Jupiter Inlet Colony: http://www.jupiterinletcolony.org/ What to Expect When Lake Clarke Shores: http://www.townoflakeclarkeshores.com/ Contacted by OIG Staff Lake Park: http://www.lakeparkflorida.gov/ Lake Worth: http://www.lakeworth.org/ Lantana: http://www.lantana.org/ Select Language Loxahatchee Groves: http://www.loxahatcheegroves.org/ Powered by Google Translate Manalapan: http://www.manalapan.org/ Mangonia Park: http://www.townofmangoniapark.com/ DID YOU KNOW? North Palm Beach: http://www.village-npb.org/ Ocean Ridge: http://www.oceanridgeflorida.com/ Pahokee: http://www.cityofpahokee.com/ If you know the facts, report the acts! Palm Beach: http://palmbeach.govoffice.com/ inspector@pbcgov.org Palm Beach Gardens: http://www.pbgfl.com/ Palm Beach Shores: http://www.palmbeachshoresfl.us/ 877-283-7068 Palm Springs: http://www.villageofpalmsprings.org/ 561-233-2375 Riviera Beach: http://www.rivierabch.com/ Royal Palm Beach: http://www.royalpalmbeach.com/Pages/index South Bay: http://www.southbaycity.com/Public Documents/index South Palm Beach: http://www.southpalmbeach.com/

Tequesta: http://www.tequesta.org/
Wellington: http://www.wellingtonfl.gov/
West Palm Beach: http://www.wpb.org/

Click above to print

STATE
Florida Association of Counties: http://www.fl-counties.com/

COMPLETED GOALS & UPCOMING PLANS AND OBJECTIVES

> OUTREACH

- Coordinated with County Human Resources to present an OIG orientation to their leadership classes, Excellence in Supervision and Preparing to Lead.
- Prepared a video introducing our office and what to expect when contacted by staff. Video is posted on the OIG website.

> WB POSTERS AND REPORTING POLICY TO OIG

• Coordinating with the County, Municipalities and other entities to institute reporting policies to OIG and place "Did You Know" posters in their respective departments and employee break rooms.

> CITIZENS INITIATIVE

 Began training citizens who attend city/county meetings on agenda content, sunshine law and how to report if they become aware of potential violations or general concerns.

> RECEIVED INSPECTOR GENERAL ACCREDITATION

• February 23, 2012

ACCREDITATION

FEBRUARY 23, 2012

Excerpts from the on-site Assessment Report:

- > 100% Compliance with Standards.
- > Precision and detail in which the OIG's office directives were constructed were exceptional.
- ➤ IG has established an infrastructure with the capacity, diversity and flexibility to address each complaint in a timely manner.
- > File review was exceptional and flawless.
- The OIG is a well trained and enthusiastic unit; everything they do, including seeking accreditation, is done to further the public's trust in government.



Office of Inspector General Palm Beach County

Sheryl G. Steckler Inspector General

About OIG

Search Site...



Home

Ordinances

Reports

Links

Outreach

Report Waste, Fraud or Abuse

A Message From the Inspector General

Investigations

Audit Section

Contract Oversight

Standards

Career Opportunities

Meeting Schedule & Minutes

Contact Us

FAQs

What to Expect When Contacted by OIG Staff **Outreach Training**

Training

Our office provides training designed to educate elected and appointed officials, county and municipal department employees, contractors, sub-contractors and other parties doing business with the county and municipalities and/or receiving county or municipal funds on the role of the OIG, "red flags' to watch out for, as well as increase awareness of potential violations.

<u>Did you know? - Employee Training Video</u> (This video take about 10 seconds to load.)

Office of Inspector General Overview

Shining a Light on Government

Speaker Request

Are you looking for a guest speaker? The Inspector General and staff are available for speaking engagements with public or civic groups and organizations. If you would like to request a presentation you may submit a <u>request for speaker</u> application, or contact the office at 561-233-2350.

http://www.pbcgov.com/OIG



Contract Oversight Activities:

- Contract Oversight Observation a letter to management identifying activities in the procurement process that do not comply with established policy and procedures. A response to the OIG is not required.
- Contract Oversight Notification an official notification to management identifying material weaknesses in the procurement process that may, or may not, comply with established policy and procedures. A response to the OIG is required.
- Contract Oversight Review a detailed report based on an in-depth review of one or more procurement process/activity/area that identifies risk(s) and irregularities. These may be initiated in response to a complaint or expressed concern or at the request of management as a tool for program improvement. A response to the OIG is required.

OUTREACH

Our office will provide presentations/training designed to educate on the role of the OIG, "red flags" to watch out for, as well as increase awareness of potential violations.

The Inspector General and staff are available for speaking engagements with public or civic groups and organizations.

To request a speaker, please contact the office at (561) 233-2350.

REPORTING

The following shall to be reported promptly to the OIG:

- Possible mismanagement of a contract (misuse or loss exceeding \$5,000 in public funds);
- Fraud:
- Theft:
- Bribery:
- Other violation of law which appears to fall within the jurisdiction of the inspector general; and

TRANSPARENCY

Audit, Contract Oversight and Investigation Reports/Reviews are available on the OIG website at:

www.pbcgov.com/OIG/reports



Office of Inspector General Palm Beach County, Florida

www.pbcgov.com/oig

Email Form to:

Inspector@pbcgov.org

Mail Form to:

Office of Inspector General P.O. Box 16568 West Palm Beach, FL 33416

Fax Form to:

(561) 233-2375

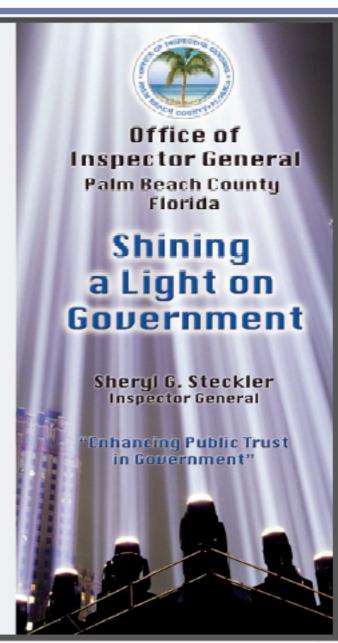
To speak with an OIG representative call:

877-283-7068

For additional information, please visit our website at: www.pbcgov.com/oig



For immediate access to our site, use your smartphone to read the QR Code above.



OFFICE OF THE INSPECTOR GENERAL

Office of the Inspector General (OIG)

The OIG is authorized in Article VIII, Section 8.3 of the County Charter and Chapter Two, Article XII, Section (2)421-432 of the County Code.

The OIG is established to:

- Provide independent oversight of local government;
- Promote economy, efficiency, and effectiveness in the administration of and, as its priority, to prevent and detect fraud and abuse in programs and operations administered or financed by the county or municipal agencies;
- Detect, deter, prevent and eradicate fraud, waste, mismanagement, misconduct and other abuses by elected and appointed officials, employees, agencies and instrumentalities, contractors, their subcontractors and lower tier subcontractors, and other parties doing business with the County or Municipality and/or receiving County or Municipal funds.

INVESTIGATIONS

Investigations and other inquiries are conducted free of actual or perceived impairment to the independence of the Inspector General or the Inspector General's office.

The OIG can require all county and municipal officials and employees, contractors, their subcontractors and lower tier subcontractors, and other persons and entities doing business with the county or a municipality and/or receiving county or municipal funds to provide statements; and require the production of documents, records and other information.



Whistle-blower Act:

It is the intent of the Whistle-blower's Act (§112.3188. F.S.) to maintain confidentiality of the name and identity of any individual who discloses in good faith to the Inspector General, information that alleges that an employee or contractor has violated or is suspected of having violated any law, rule or policy, thereby creating and presenting a substantial and specific danger to the public's health, safety or welfare; or has committed an act of gross mismanagement, malfeasance, gross waste of public funds, or gross neglect of duty. "Whistle-blower" allegations must be submitted in writing, and be signed by the complainant.

Correspondence Handling:

- Management Referral complaint(s) which are referred to management for their handling with no response to the OIG required.
- Management Inquiry complaint(s) which are sent to management with a required response to the OIG. A review of the response by the OIG will determine whether an investigation will be initiated.
- Management Review a formal review of a specific program area to determine whether or not it is operating within accepted or written procedures. These may be initiated in response to a complaint or expressed concern that does not name a specific subject or at the request of management as a tool for program improvement.
- Investigation process by which information and case supporting material is obtained relevant to allegations, complaints, or suspected violations.

AUDIT

OIG Audit examines and evaluates the adequacy and effectiveness of the County and Municipal systems of internal controls and the quality of program operations by conducting financial compliance, performance and information systems audits and reviews in accordance with professional auditing standards. The Unit also provides consulting services, and, in an effort to be proactive, the office will perform periodic data mining analysis and forensic auditing.

CONTRACT OVERSIGHT

The Inspector General is to be notified in writing prior to any duly noticed public meeting of a procurement selection committee where any matter relating to the procurement of goods or services by the County or any municipality is to be discussed.

Notice shall be given to the Inspector General as soon as possible after a meeting has been scheduled. Notification meetings (selection committees and sealed bid openings) should include an electronic copy of the advertisement and solicitation documents and be sent to:







IF YOU KNOW
THE FACTS,
REPORT THE
ACTS!

DID YOU KNOW?

Reducing waste, fraud and abuse increases the public's trust in government.

You are responsible for reporting waste, fraud and abuse.

Under certain circumstances you may be granted protection under the Whistle Blower Act.

If you know the facts, report the acts!

Email:

inspector@pbcgov.org

Hotline:

877-283-7068

Fax:

561-233-2375

Visit our website at: www.pbcgov.com/OIG



Scan this QR Code with your smartphone to access our website





IF YOU KNOW
THE FACTS,
REPORT THE
ACTS!

Training/Presentations, Speeches & Media

January 1, 2012 – June 30, 2012

		Attendees
News Print	51	
TV	13	
Radio	01	
Training/Presentations	15	364
Speeches	<u>12</u>	<u>866</u>
TOTAL	<i>92</i>	1,060

UPCOMING PLANS AND OBJECTIVES

- Identify "Champions" within community to articulate benefits of the OIG and their support for Ethics Reform.
- > Focus outreach efforts on:
 - Business Organizations
 - Municipal Chambers
 - Home Owner's Associations
- > Facilitate the incorporation of the OIG practice and theory curriculum in schools and colleges.

OIG BUDGET

County & 38 Municipalities FY 2012

Approved: \$3,049,643 Estimated Expenditures: \$2,108,480

FY 2013

Requested: \$3,023,831

Other Public Entities Under Jurisdiction FY 2013

Solid Waste Authority, Health Care District, Children's Services Council: \$765,000

Staff: 26 (65%) of 40 Full Time Equivalents (FTEs)

OIG BUDGET

- > The OIG budget is **NOT** an open check book.
- Funding above 0.25% of contract activity <u>MUST</u> Be Justified and Voted on by the Review Committee (2 municipal representatives, city attorney, 2 county representatives, county attorney and the Inspector General) and **subsequently approved by the Board of County Commission**. The Inspector General can request a reduction of the minimum 0.25%; to which was done in FY 2012 to 0.18% of contract activity (72% of minimum funding).
- Minimum funding threshold is determined by contract activity by the government entities. As contract activity increases, the minimum funding threshold increases, as contract activity decreases, the minimum funding threshold decreases.

MUNICIPAL LAWSUIT (STATUS)

- November 14, 2011, Lawsuit filed by 15 Municipalities (Now 14 Municipalities) against County.
- November 22, 2011, Clerk of Court filed Motion to Intervene and halted her ministerial duties to bill, collect and deposit.
- May 18, 2012, Mediation failed between Municipalities & County.
- > June 7, 2012, Office of Inspector General (OIG) filed to Intervene in lawsuit.
- June 19, 2012, Notice to Lift Abatement and an Agreed Order brought to Judge by County.
- July 5, 2012, Due to Order of Disqualification by the Judge, the hearing on OIG Motion to Intervene scheduled for July 6th was cancelled.
- September 14, 2012, Hearing for Inspector General to Intervene set with new Judge.

OIG VISION STATEMENT

A high level of accountability, integrity, efficiency and effectiveness in the operations of the County and municipal governments, thereby increasing the general public's confidence and trust in government.

How do we get there?
It starts with A,B,C

Action — Get Involved and Make a Positive Difference

Behavior — Willingness to Change

Just Because You Can; Does It Mean You Should?

Courage — To Report

QUESTIONS???

THANK YOU

REPORT FRAUD, WASTE OR ABUSE AT: OIG HOTLINE: 877-283-7068

Visit our website at: http://www.pbcgov.com/OIG