



# OFFICE OF INSPECTOR GENERAL PALM BEACH COUNTY

## STATUS REPORT

SHERYL G. STECKLER,  
INSPECTOR GENERAL

AUGUST 18, 2011

# OUTLINE

## Building the Foundation

## Investigations Unit

- Workload & Correspondence Handling
- Investigations Case Management System
- Investigative Activities
- State Attorney Protocol & Coordination

## Contract Oversight Activities

- Types of Reports
- Contract Oversight Data System

## Additional Responsibilities & Workload

## Plans & Objectives

- Audit & Audit Management System
- IG Accreditation

## Immediate, On-Going & Upcoming Activities

# BUILDING THE FOUNDATION

✚ Office opened June 28, 2010

✚ Created:

- IG Code of Conduct, Core Values, Logo & Mission Statement
- Operating Budget
- OIG Office Policies & Procedures & Performance Evaluations
- Website including reporting waste, fraud or abuse
- Policies and Procedures Manual for Investigations, Audit and Contract Oversight
- Paperless web based Audit, Investigations and Contract Oversight case management systems

# MISSION STATEMENT

***“ENHANCING PUBLIC TRUST IN GOVERNMENT”***



## **Office of Inspector General Palm Beach County Code of Conduct**

### **IG CORE VALUES**

**Leadership  
Professionalism  
Accountability  
Communication  
Sense of Urgency  
Teamwork  
Innovative**

# OIG POLICIES & PROCEDURES

- Use, Retention and Destruction of Electronic Mail
- Internet Usage & Social Networking
- Information Technology (IT) Hardware and Software
- Public Records Management
- Creation and Storage of Digital Recordings
- Security Agreement Form
- American Disabilities Act Accommodations & Compliance
- Prohibited Actions: Discrimination & Harassment

*Each OIG staff member has received a performance appraisal to which they will be measured and evaluated*



# WEBSITE

Office of Inspector General - Windows Internet Explorer provided by Palm Beach County

http://www.pbcgov.com/oig/

File Edit View Favorites Tools Help

Office of Inspector General



## Office of Inspector General Palm Beach County

Sheryl G. Steckler  
Inspector General

Search Site...

[Home](#) [About OIG](#) [News](#) [Reports](#) [Outreach](#)

Welcome, to the Office of Inspector General Website.

### Mission Statement

**"ENHANCING PUBLIC TRUST IN GOVERNMENT"**

### What's New

- [07-12-11 Contract Oversight Notification 2011-N-001](#)
- [07-07-11 Investigative Report 2011-0004](#)
- [07-01-11 Contract Oversight Observation 2011-O-0001](#)
- [07-06-11 Contract Oversight Observation 2011-O-0002](#)
- Inspector General Committee Semi-Annual Meeting with Inspector General  
**When:** 3:00 p.m. August 18, 2011  
**Where:** 100 Australian Avenue • Room # 4-790  
West Palm Beach, FL 33406

### Core Values

The following core values contribute to the foundation of the Office of Inspector General:

- **Leadership:** We lead by example, demand excellence from ourselves, to work with commitment to the mission, to remain humble and never waiver on principles, and to always treat people with dignity and respect.
- **Professionalism:** We maintain self-control and are governed by standards and a code of ethics. We ensure high quality of service and conduct ourselves with honor and integrity.
- **Accountability:** We always do the right thing, day in and day out, in our tasks and relationship interactions to fulfill the Inspector General mission. Our commitment is to deliver value added service and to accept full responsibility for our actions.
- **Communication:** We effectively convey our findings and recommendations clearly, concisely, and with fact finding support. We will avoid surprises to our customer to every extent possible.
- **Sense of Urgency:** We recognize and act on issues that require immediate attention. We are proactive in our actions and flexible in our thinking.
- **Teamwork:** We challenge each other cooperatively to make progress every day. We work together at all levels in developing and continually improving our processes.
- **Innovative:** We strive to be creative and bring new ideas in performance of our duties. We do not fear change and readily accept new challenges.

[Report Waste, Fraud or Abuse](#)

[Investigations](#)

[Audit Section](#)

[Contract Oversight](#)

[Standards](#)

[Career Opportunities](#)

[Contact Us](#)

[FAQs](#)

# CURRENT OIG STAFF: 16

## ADMINISTRATION – (Start Dates)

- Inspector General (June 2010)
- Chief of Administration & Systems Administrator (January 2011)
- General Counsel (April 2011)
- Financial Analyst (June 2011)

## INVESTIGATIONS

- Administrative Secretary (August 2010)
- Intake Manager (October 2010)
- Investigator (November 2010)
- Investigations Supervisor & Intake Specialist (June 2011)

## CONTRACT OVERSIGHT

- Contract Oversight Director (October 2010)
- Financial Examiner (January 2010)
- Contract Specialist/Engineer (May 2011)

## AUDIT

- Audit Director (June 2011)
- Audit Manager & IT Auditor (August 2011)

# BUDGET

July 2010-June 2011

*(Cross-over of 2 fiscal years)*

Allocated: \$1,280,638

Expended: \$ 780,240 (60%)

Under Budget: \$ 500,398 (40%)



# OFFICE WORKLOAD

*June 28, 2010 – June 30, 2011*

# PUBLIC OUTREACH

✚ Number of public outreach/speeches - **30**

- **1,763** Attendees

✚ Number of training sessions - **11**

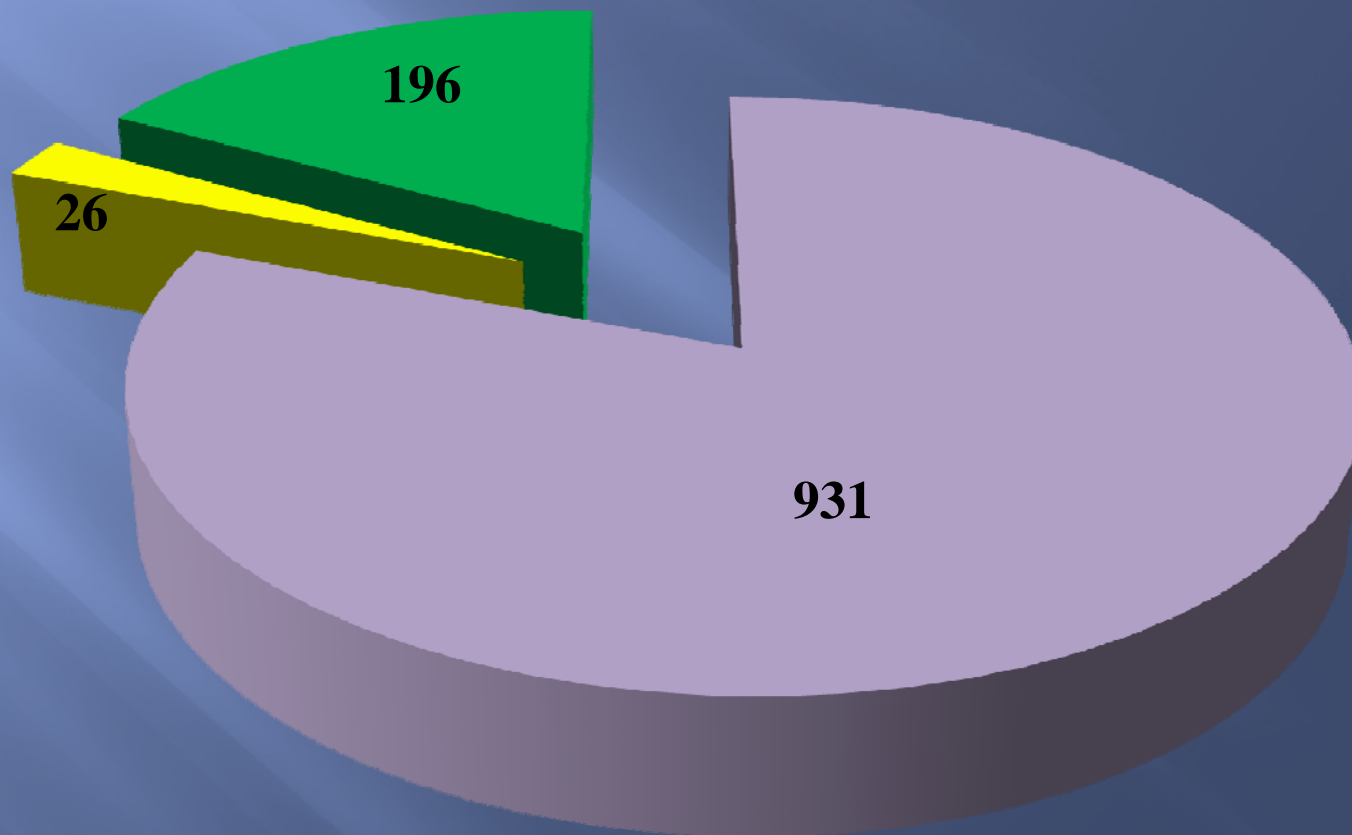
- **249** Attendees

- County's Excellence in Supervision Course
- Contract Fraud and Red Flags
- Working with the Inspector General Office

✚ Media contacts - **63**

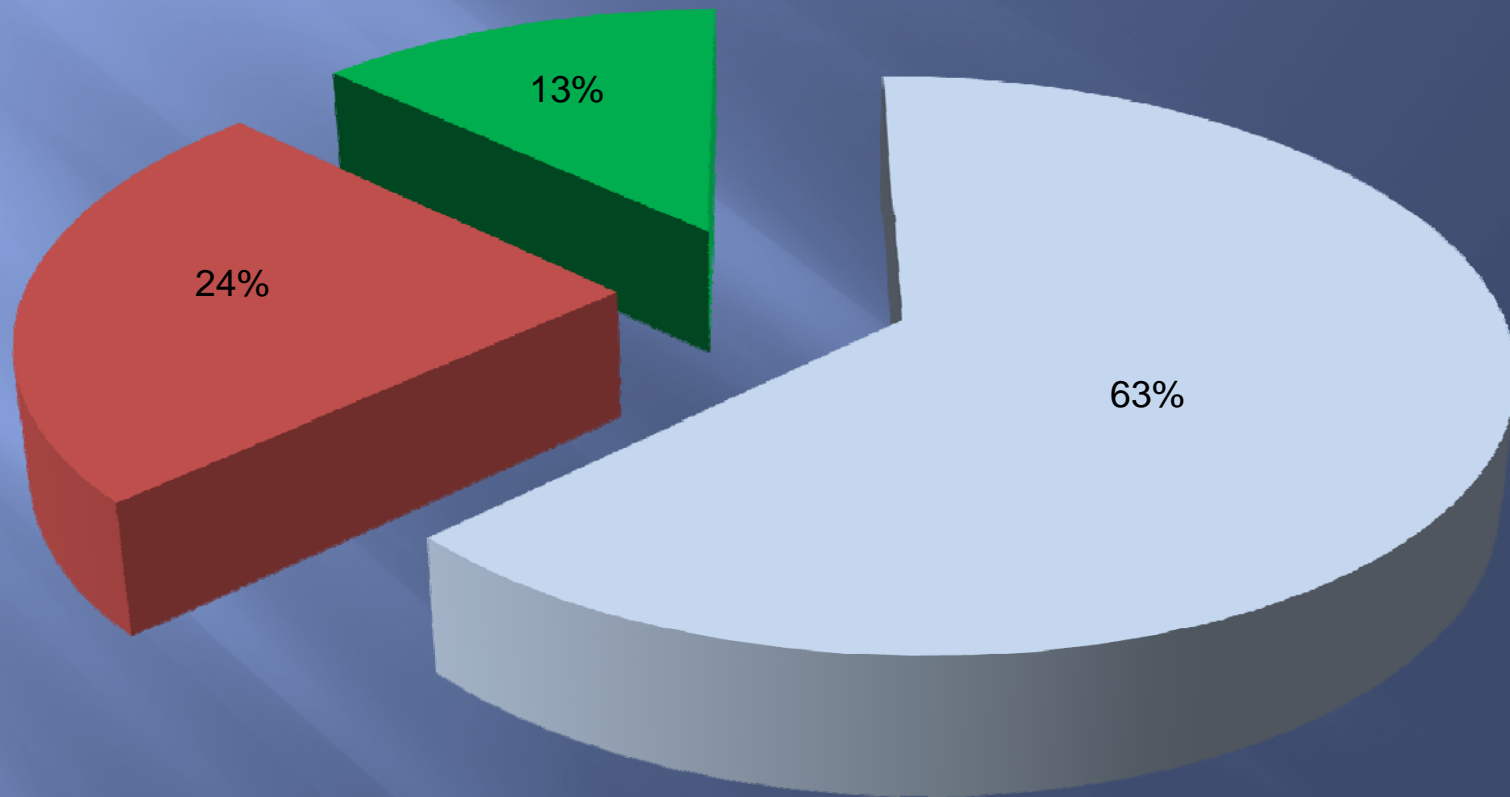
- News Print - **48**
- Television – **11**
- Radio - **4**

# INTAKE



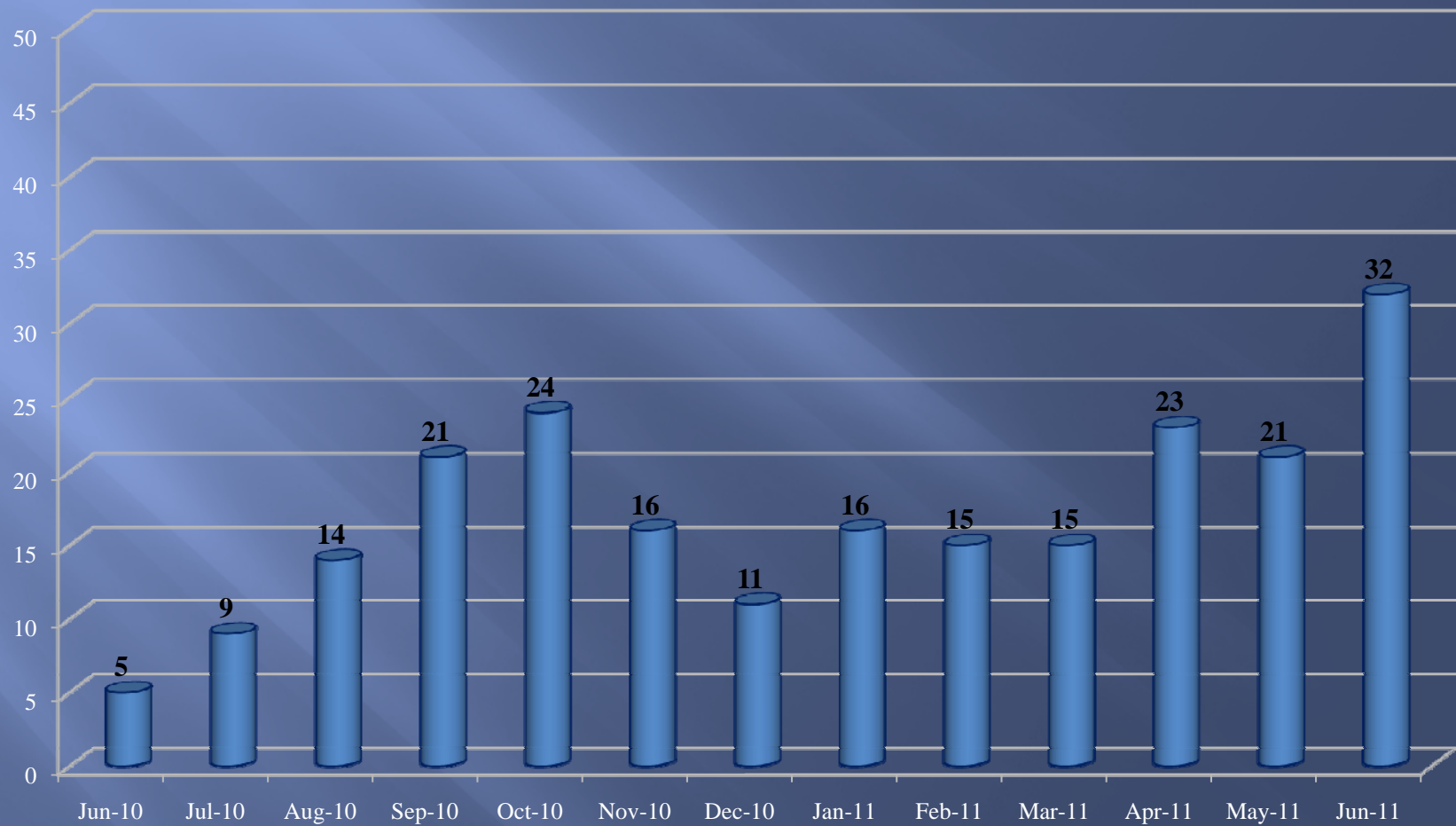
■ Phone Calls/Hotline    ■ Walk-ins    ■ Written Correspondences

# CORRESPONDENCES BY GOVERNMENT ENTITY

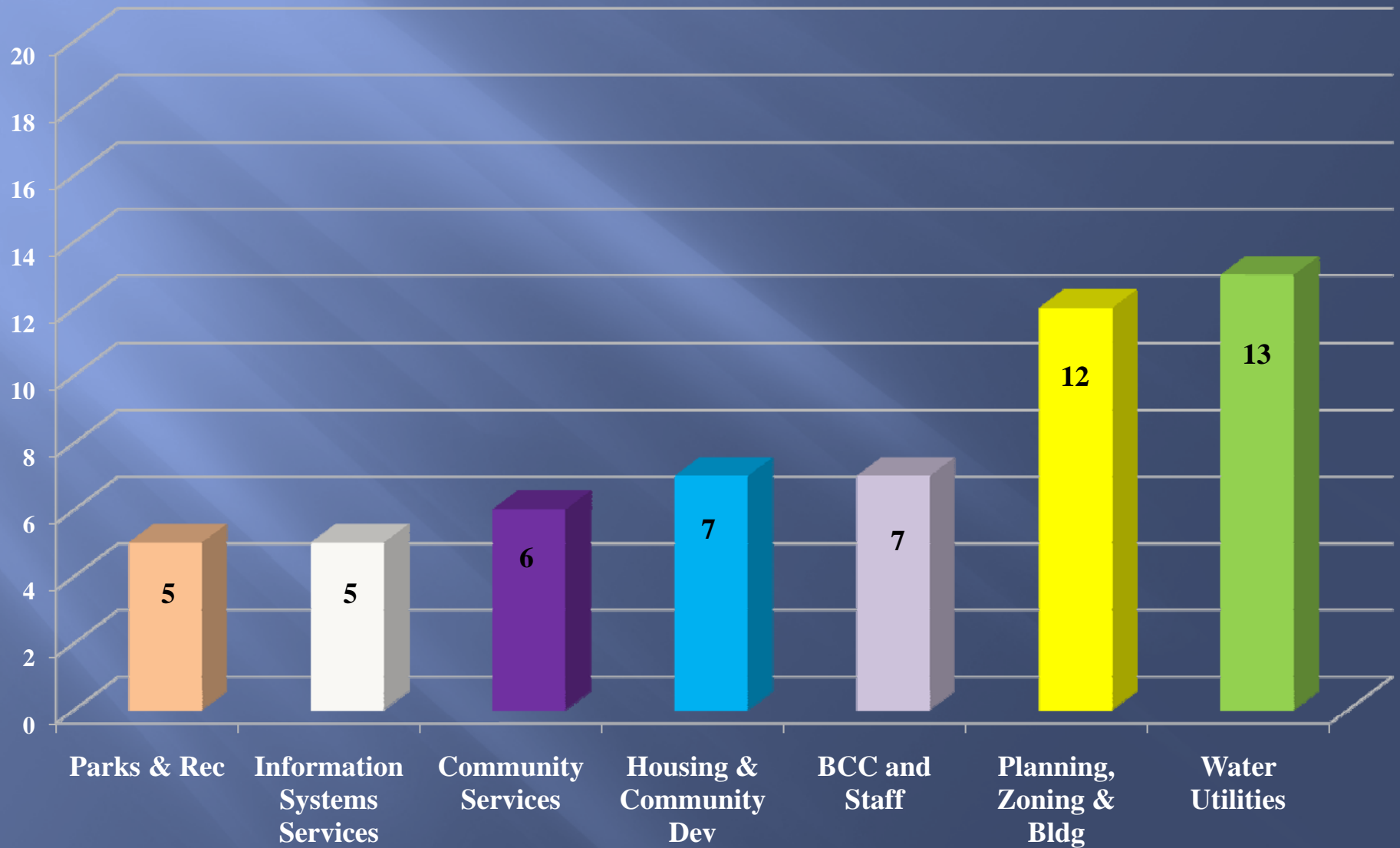


■ County Programs   ■ Municipalities   ■ Non-Jurisdictional

# Written Correspondences Received By Month

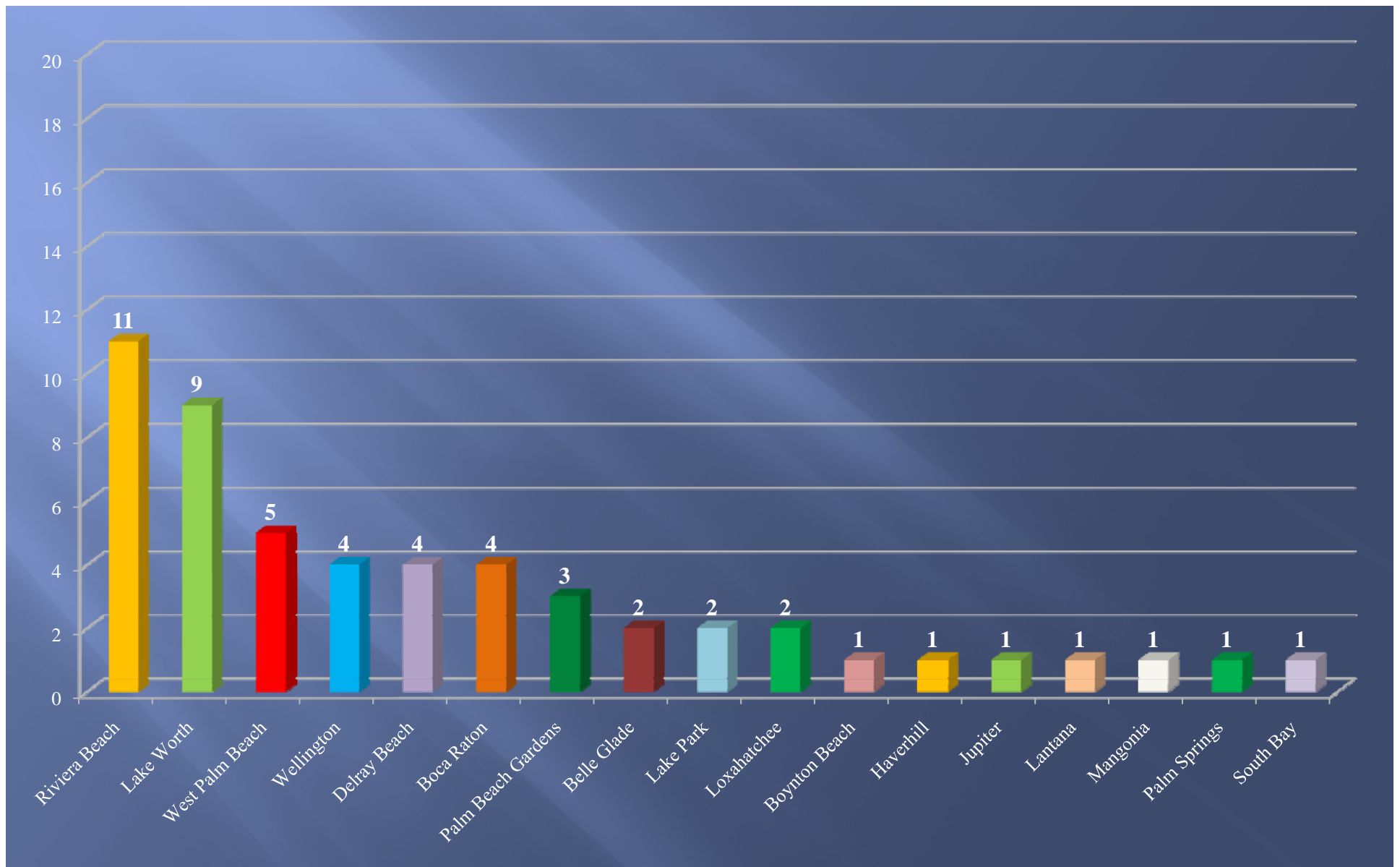


# TOP SEVEN CORRESPONDENCES BY COUNTY PROGRAMS

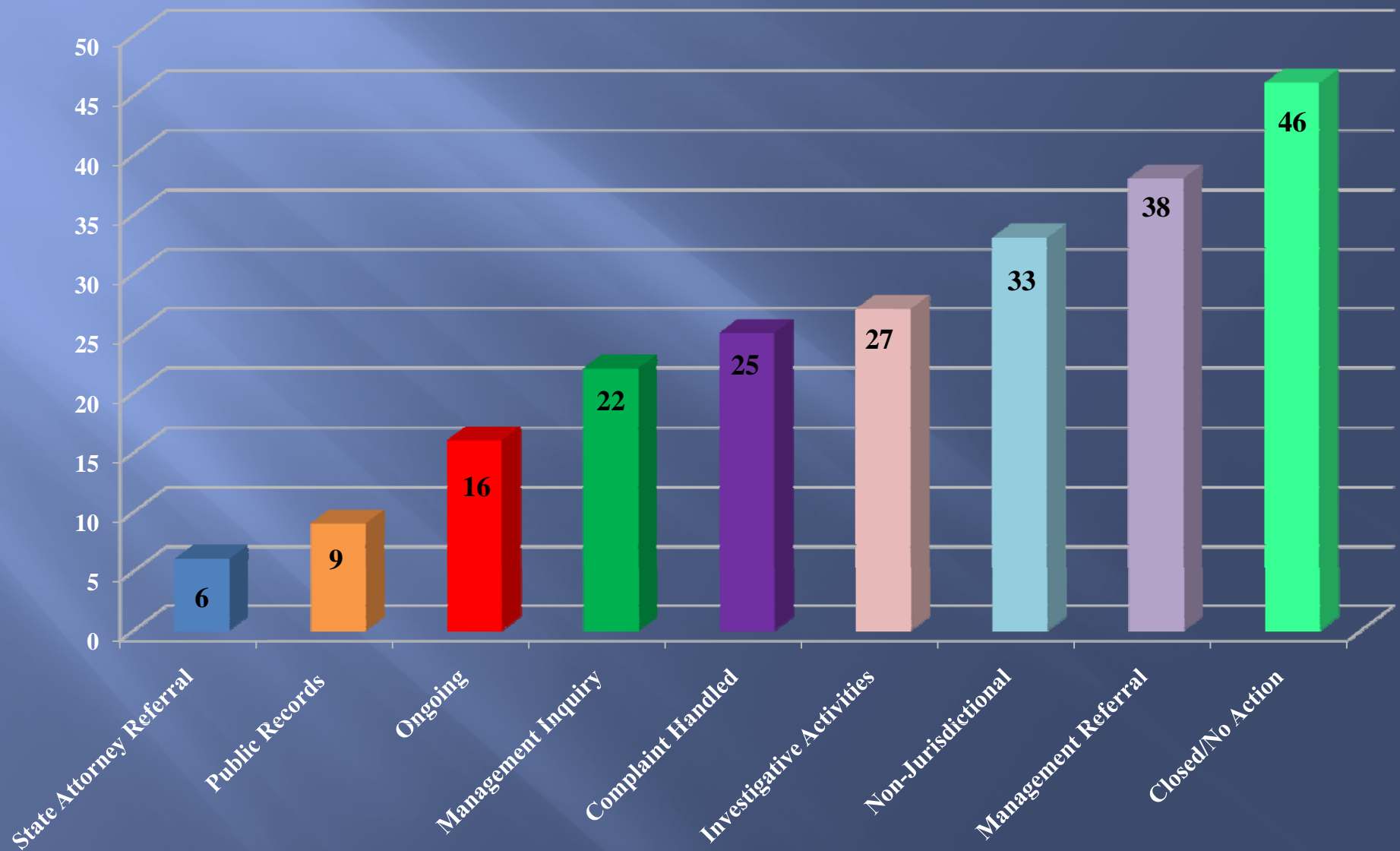




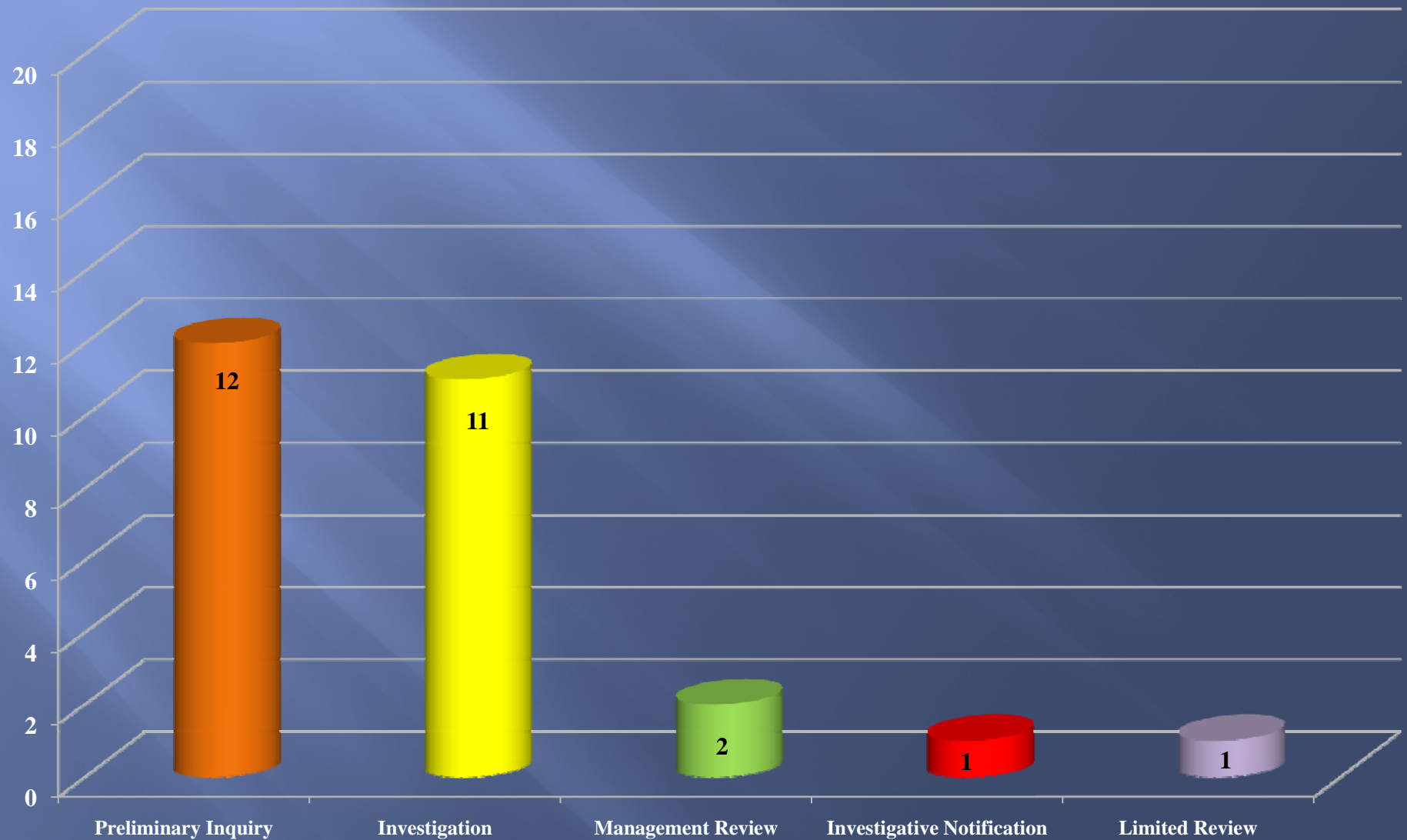
# CORRESPONDENCES BY MUNICIPALITY



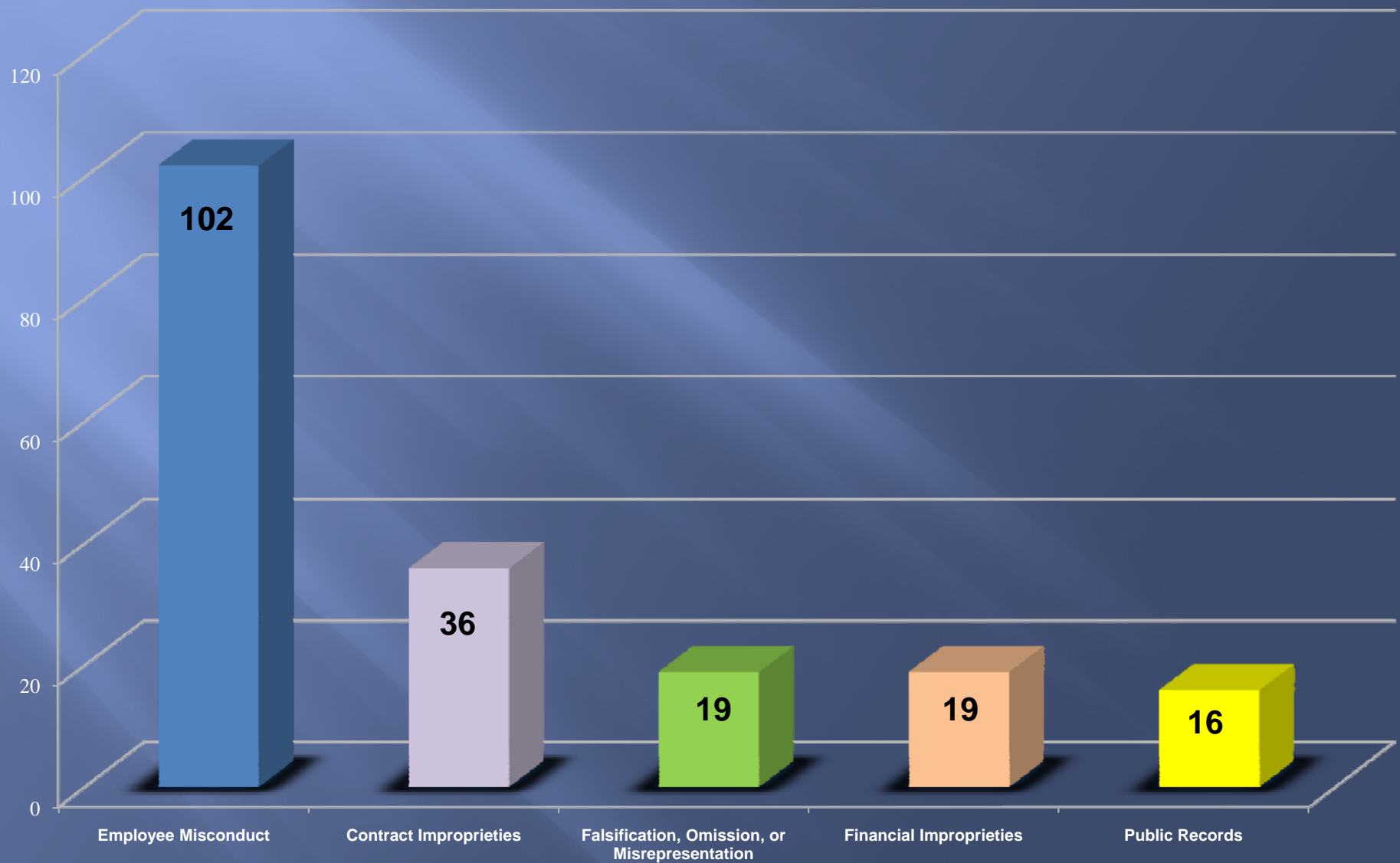
# CORRESPONDENCE HANDLING



# INVESTIGATIVE ACTIVITIES



# TOP FIVE TYPES OF ALLEGATIONS



# OIG IT PROJECT

## **OIG CASE MANAGEMENT SYSTEMS (ICMS)**

- Paperless case management system that includes all investigative activities; My Time Account; Training Records; Phone Logs; Public Records Requests/Costs; Accreditation and Outreach.

# INVESTIGATIONS COMPLAINT MANAGEMENT SYSTEM

VIEW/EDIT CORRESPONDENCE

webdev11/icms/cor/new\_corresp.aspx

Investigations Web | West Palm Beach N... | South Florida - Brow... | Society, fashion, arts... | News, Weather, Vide... | West Palm Beach N... | WFTV Channel 9 | Other bookmarks

MY TIME | IN-BOX | CORRESP | CASES | SEARCH | RESOURCES | PENDING | REPORTS | TRAINING | LINKS | ACCRED

NEW CORRESP | REF CHECKS | PRR/RED ACTIONS | PHONE RECORDS | UTILITIES

Corresp | Subject(s) | Allegation(s) | Complainant(s) | Attachments

**GOTO FORM:**  **NEW CORRESPONDENCE**

Control number: 2011060002 (temporary until SAVED) Case No: **NONE** **SAVE**

GOV No:  IG No:  Get Lean No:

Received From: (First,Middle,Last)

Reporting Agency or Entity:

Date Received:

Date Logged and Assigned: 6/30/2011

Entity:

Program/Department:

City:

City-Specific Program:

Assigned To:

Date for Review:

Date Recommendation Received:

WB Assess: ☐

Category:

Being:

Date:

Chief's:

Golf

All Cities  
Atlantis  
Belle Glade  
Boca Raton  
Boynton Beach  
Briny Breezes  
Cloud Lake  
Delray Beach  
Glen Ridge  
Housing and Development

\_Default\_  
Admin  
City Attorney  
City Commission  
commissions  
Construction Services  
Engineering Services  
Finance Department  
Fire Rescue



# INTAKE

CORRESPONDENCE

webdev11/icms/correspondence.aspx

Investigations Web West Palm Beach N... South Florida - Brow... Society, fashion, arts... News, Weather, Vide... West Palm Beach N... WFTV Channel 9 Other bookmarks

[\(back to top\)](#)

ATTACHMENT(S)

Case #	File Name	User	Date
20110094	<a href="#">Phony Invoice 1.url</a>	chief	6/30/2011

[\(back to top\)](#)

SUBJECT(S)

[\(back to top\)](#)

ALLEGATION(S)

Type/Detail/Conclusion	Subject	Allegation
Type: <b>Financial Improprieties</b> Detail: <b>Misappropriation of funds</b> Conclusion: <b>Dismissed</b>		John E Doe continually purchases supplies from a company called Supplies Inc., where he has a friend, Bob Doe, that creates phony invoices and splits the money with the subject.

[\(back to top\)](#)

COMPLAINANT(S)

Date of Complaint: 6/30/2011  
Complainant Type: **Employee**  
Type of Complaint: **Web complaint**  
Last Name: **Doe**  
Middle Initial: **E**  
First Name: **Jane**  
Surname/Title:  
Alias/Nickname:  
Title or Relationship: **Program Administrator** Social Security Number:  
Relationship to Client(s):  
Home Phone: (area code)  
Cell Phone: (area code)  
Email address: **showmethedoe@yahoo.com**  
Home State:  
Remarks:  
**Test case for screenshots.**

Whistle Blower? **NO**  
Complainant Category: **Current Employee**  
Corporation:  
Work Phone: **561 233-0000**  
SunCom Phone:  
Work Address 1: **301 N. Olive Ave.**  
Work Address 2:  
Work Zip:  
City: **West Palm Beach**  
State: **FL**  
Home Address 1:  
Home Address 2:  
Home City:  
Home Zip:

# STATEMENT OF INDEPENDENCE

STATEMENT OF INDEPENDENCE

webdev11/icms/inv/stmtOfInd.aspx

Investigations Web | West Palm Beach N... | South Florida - Brow... | Society, fashion, arts... | News, Weather, Vide... | West Palm Beach N... | WFTV Channel 9 | Other bookmarks

MY TIME | IN-BOX | CORRESP | CASES | SEARCH | RESOURCES | PENDING | REPORTS | TRAINING | LINKS | ACCRED

NEW CORRESP | REF CHECKS | PRR/REDACTIONS | PHONE RECORDS | UTILITIES

Investigative Steps | Case Details | Individuals | Attachments

STATEMENT OF INDEPENDENCE

Case Number: [20110094](#) Control No: [2011060002](#)

According to the **Association of Inspectors General** accepted guidelines, **Principles and Standards for Offices of Inspector General**:

The Inspector General and OIG Staff involved in performing or supervising any assignment should be free from personal or external impairments to independence and should constantly maintain an independent attitude and appearance.

- I do not have a personal or professional relationship with any witness or subject in this case that could be interpreted as a conflict of interest.
- Currently, there are no impairments to my independence with regard to this case.
- I understand that I will immediately notify my supervisor if I become aware of any circumstances that could negatively affect my independence.
- I will avoid inappropriate conduct that could lead to an actual or perceived appearance of impropriety.

By entering your name and password and clicking "certify", you certify that the above statements are true. (Note: if not independent, then enter username and password, then check box below and enter reason why not independent.)


Username:

Password:

☐ I am not Independent. Reason why not:

Employee Certifications:

User	Username	Date Certified	Not Independent?	Reason If Not Independent
Chief chief	chief	6/30/2011 4:56:18 PM		

 E-mail at: [Support](#)

Logged in as: **chief** (role [top](#), region [hq](#))

# SUBJECT

SUBJECT(S)	
Subject Type:	Subject Category:
Dates of Interview:	Social Security No:
Last Name: Doe	Nickname/Alias/AKA (last, first, MI): Moneymen
Middle Initial: E	Surname Title: Mr.
First Name: John	Date of Birth: 2/21/1984
Driver's License #:	
Union / Collective Bargaining Employee:	
Worker Caseload:	Number of Clients:
Date Findings Letter Sent:	Draft Report Requested?
Due Date (20 working days):	Who Requested?
Response Received?	Date Draft Report Sent:
Date Response Received:	Media Requested Draft?
Comments by Subject?	Media Requested Final?
IG Rebuttal Letter?	Date of Rebuttal:
Discipline:	Days Suspended:
Date of Discipline:	Referral Status:
Status:	
Law Enforcement Involved? Agency Name:	Law Enforcement Involved Date:
Referral to State Attorney?	Referral to State Attorney Date:
Is State Attorney Prosecuting?	
Arrested?	Date of Arrest:
Adjudication:	Date of Disposition:
Convicted?	Result of Conviction:
Details of Conviction:	Restitution: \$
Sentencing:	
Special Conditions:	
Agency, Corporation or Facility: Human Resources	
Title or Relationship: Budget	
Supervisor (last, first MI): Cash, Bob E	
Work Address 1: 301 N. Olive Ave. District:	
Work Address 2:	
Work Zip: State: FL	Work City: West Palm Beach
Work Phone: (area code) 561 (local & ext.) 233-0000	Suncom phone:
Home Phone: (area code) (local #)	Cell Phone:
E-mail:	

# MY TIME

MY TIME - Windows Internet Explorer provided by Palm Beach County

http://pbc/ics/my\_time/my\_time.aspx?day=12&mo=5&yr=2011

File Edit View Favorites Tools Help

MY TIME

8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Please enter minutes in quarter increments (i.e. 15 minutes = .25, 30 minutes = .50, 45 minutes = .75).

**FOR THURSDAY, 5/12/2011**

Administrative	Office of IG Investigations		0.5	
Administrative	Office of IG General Counsel		0.5	
Administrative	Office of IG Contract Oversight		0.75	
Administrative	Office of IG Audit		0.5	
Report Writing	Accreditation		4	
Media	Cities		0.5	Riviera Beach
Report Review	Small Business Assistance	20100010	1	Default
Administrative	Office of Inspector General		2	

TOTAL HOURS (for 5/12/2011) = 10.00

**FOR WEDNESDAY, 5/11/2011**

TYPE	PROGRAM	CASE #	CORRESP #	HOURS	CITIES	AUDIT PROJECT #
Media	Small Business Assistance	20100008		1		
Report Review	Small Business Assistance	20100008		2		
IG	IG Implementation Committee			0.5		
Report Writing	Accreditation			4		
Report Review	Housing & Community Development	20100001		0.5		
Meeting(s)	Office of Inspector General			2		

TOTAL HOURS (for 5/11/2011) = 10.0

**FOR TUESDAY, 5/10/2011**

TYPE	PROGRAM	CASE #	CORRESP #	HOURS	CITIES	AUDIT PROJECT #
Report Review	Housing & Community Development	20100001		0.25		
Report Writing	Accreditation			4		
Report Writing	Small Business Assistance	20100008		2		
Case Updates	Community Services	20110005		0.5		
Complaint Intake	Cities		2011040021	0.25	Palm Beach Gardens	
Administrative	Office of Inspector General			0.75	Police	

Local intranet

100%

# TRAINING

TRAINING - Windows Internet Explorer provided by Palm Beach County

http://pbc/cms/training/training\_list.aspx

File Edit View Favorites Tools Help

TRAINING

Page Tools

View Certificate	Completed	Entered	On File	Title	Location	Costs	Professional Proficiency Hours	CPE - Directly Related Subject Matter Hours	Total Hours
- Year 2011									
<a href="#">view certificate</a>	1/21/2011	1/21/2011	YES	Driving Training	OIG Offices - online	\$0.00	4.00	0.00	4
TOTALS						\$0	4	0	4

View Certificate	Completed	Entered	On File	Title	Location	Costs	Professional Proficiency Hours	CPE - Directly Related Subject Matter Hours	Total Hours
- Year 2010									
	12/6/2010	12/6/2010	NO	New Member Training and Orientation	PBC OIG Conference Room	\$0.00	0.00	3.00	3
	12/1/2010	12/6/2010	NO	PBC Employee IG training	Government center	\$0.00	0.00	2.00	2
<a href="#">view certificate</a>	11/22/2010	12/6/2010	YES	PBC Ethics training	OIG Offices - online	\$0.00	0.50	0.00	0.5
TOTALS						\$0	0.5	5	5.5

View Certificate	Completed	Entered	On File	Title	Location	Costs	Professional Proficiency Hours	CPE - Directly Related Subject Matter Hours	Total Hours
- Year 2011									
	4/22/2011	4/22/2011	NO	OIG New Employee Training and Orientation	IG Large Conference Room	\$0.00	0.00	2.00	2
	4/5/2011	4/22/2011	NO	PBC New Employee Orientation	4th Floor 100 Australian	\$0.00	4.25	0.00	4.25
TOTALS						\$0	4.25	2	6.25

View Certificate	Completed	Entered	On File	Title	Location	Costs	Professional Proficiency Hours	CPE - Directly Related Subject Matter Hours	Total Hours
- Year 2011									
<a href="#">view certificate</a>	1/24/2011	1/24/2011	YES	Smith System - Small Vehicle Forward Motion	OIG Offices	\$0.00	3.00	0.00	3
<a href="#">view certificate</a>	1/24/2011	2/1/2011	YES	Smith System - Small Vehicle Backing	OIG Offices	\$0.00	3.00	0.00	3
TOTALS						\$0	6	0	6

View Certificate	Completed	Entered	On File	Title	Location	Costs	Professional Proficiency Hours	CPE - Directly Related Subject Matter Hours	Total Hours
- Year 2010									
	12/6/2010	12/6/2010	YES	New Member Training and Orientation	OIG Offices	\$0.00	3.00	0.00	3

Done

Local intranet

100%



# PHONE RECORDS

TELEPHONE RECORD

webdev11/icms/phone\_records/phone\_records\_new.aspx?ID=T2011070001

Investigations Web West Palm Beach N... South Florida - Brow... Society, fashion, arts... News, Weather, Vide... West Palm Beach N... WFTV Channel 9 Other bookmarks

MY TIME IN-BOX CORRESP CASES SEARCH RESOURCES PENDING REPORTS TRAINING LINKS ACCRED

NEW CORRESP REF CHECKS PRR/REDACTIONS PHONE RECORDS UTILITIES

PRIOR TELEPHONE RECORD NEXT

Telephone Record Number: **T2011070001** **SAVE** [ADD ANOTHER TELEPHONE RECORD](#)

Date Logged and Assigned: 7/1/2011

Assigned To: chief, ChieF

Caller First Name: Jane

Caller Last Name: Doe

Length of Call: 4 (minutes)

Purpose of Call: File Complaint

Call Results: Complaint is Being Reviewed

Program: Human Resources

Case/Correspondence Disposition: Full Investigation

County:

Relates to Case Number: 20110094

District:

Relates to Correspondence Number:

Circuit: Call from OIG:

Call from Internal Entity:

Call from External Entity:

Status:

Jane Doe called in a complaint that she has personally seen John Doe order supplies for a company that his friend works at and is paying inflated invoices and splitting the excessive cash with his friend. Jane's contact number is 561-233-0000.



# PUBLIC RECORDS REQUESTS

PUBLIC RECORDS AND REDACTIONS

Control number: [2011070002](#) **SAVE**

Request category: Public Record Request OS No:

Received From: (First,Middle,Last)  
Bill E Requester

Date Received: 7/5/2011

Assigned To: Chief chief  
chief, Chief

Date Closed: 7/6/2011

Requesting Agency or Facility: Requester and Associates

Date Logged and Assigned: 7/6/2011

Case Number: 2011-0094

Report Version: Final

Requester is: Private attorney

Address to mail documents: Pick up

Redaction required for this requester? YES

Redaction is for: Requester only

**COST:**  
# pages: 10 X (\$.15 per page) = \$ 1.50  
Administration fee: \$ 5.00  
Redaction fee: \$ 0.00  
**TOTAL COST:** \$ 6.50

Requester's status pertaining to documents requested: None

Requester's phone #: 561-233-0000 Office

Is report/document requested already redacted? YES

Is there a cost associated with this PRR? YES

Date cost provided to requester: 7/5/2011

Payment received: YES

Date payment received: 7/6/2011

Amount received: \$ 6.50

Summary/Background:  
07/05/2011 - Received PRR from Bill E. Requestor for all documents pertaining to case 2011-0094

Status:

# INVESTIGATIVE ACTIVITIES

Administrative Investigations

Management Reviews

IG Notification

Limited Review

# ADMINISTRATIVE INVESTIGATIONS CONDUCTED

## CONSUMER AFFAIRS

**Allegation** – A Consumer Affairs employee illegally conducted a “sting” operation - **Not Supported.** however investigation disclosed the county did not have procedures on conducting sting operations.

**Corrective Action:** County created a procedure for handling sting operations.

# ADMINISTRATIVE INVESTIGATIONS CONDUCTED

## COUNTY COMMISSIONER AND STAFF

### **Allegations:**

A County Commissioner and Staff member conducted political activities using County equipment during work hours; A County Commissioner failed to follow procurement procedures; and A County Commissioner Staff member worked on unrelated business while using County equipment and being paid by the County.

**Not Supported.**

A County Commissioner did not retain pocket calendars in accordance with retention schedules. **Supported.**

**Corrective Action:** Formalize training for incoming Commissioners and staff and provide refresher training on retention of records to include calendars.

# ADMINISTRATIVE INVESTIGATIONS CONDUCTED

## WATER UTILITIES

### **Allegations:**

Two (2) WUD employees falsified documentation in order to circumvent the procurement process. **Supported.**

**Both employees were subsequently terminated.**

One (1) WUD employee circumvented the procurement process.  
**Not Supported.**

**Corrective Actions:** Segregation of Duties, Internal Procedural Manual be reviewed and updated. It is noted, the Director issued a Zero Gift Policy.

# ADMINISTRATIVE INVESTIGATIONS CONDUCTED (Cont'd)

## **HEAD START**

### **Allegation:**

Head Start personnel were not properly credentialed for their respective positions. **Not Supported.**

**Corrective Actions: None.**



# MANAGEMENT REVIEWS

## PRIDE

### **Findings:**

- PRIDE failed to issue restitution checks to victims within the required 14-day period.
- PRIDE co-mingled escrow funds and operating funds.
- CJC failed to provide proper oversight to PRIDE's contractual agreements.
- PRIDE records were not retained in accordance with retention schedules.
- CJC language does not contain specifics for accountability related to delivery of services

### **Corrective Actions:**

- Develop a new RFP to include detailed requirements and deliverables, as well as develop CJC oversight criteria to monitor the effectiveness of the contract.

# MANAGEMENT REVIEWS



## **OFFICE OF SMALL BUSINESS ADMINISTRATION**

### **Review disclosed:**

- County Code pertaining to SBE certification are unclear and confusing. Further, the SBE program lacks appropriate verification, compliance, and monitoring.
- Contractor sub-contracted with a SBE to gain the County's 15% preference, knowing that the SBE did not have the physical assets to fulfill the percentage of work required.
- The practice of awarding contracts to bidders responsive to the County's minimum SBE participation goal, who are within the allowable range of the lowest bid amount resulted in increased costs of \$230,963 for two (2) of thirteen (13) projects reviewed.

### **Corrective Actions:**

- Amend the County Ordinance to clearly identify certification/recertification and decertification requirements.
- Amend procedures to require Prime Contractor's attestation of Subcontractor(s) daily work volume capacity and SBE requirement.
- Consider excluding the road construction hauling business from SBE certification, thus removing the SBE preference for this service from contract evaluations.

# IG NOTIFICATIONS

✚ ***IG Notification*** - an official notification via memorandum to management during or after an investigation is complete where additional information not relevant to the investigation was discovered, yet a possible violation of policy is suspected.

- During the course of an ongoing investigation, a separate, unrelated issue pertaining to the inappropriate use of the County e-mail system was identified. Management was notified of potential violation of policy. Employee subsequently resigned.

# IG LIMITED REVIEW

- ✚ ***Limited Review*** - a request by management for assistance which does not rise to a full investigation or management review.

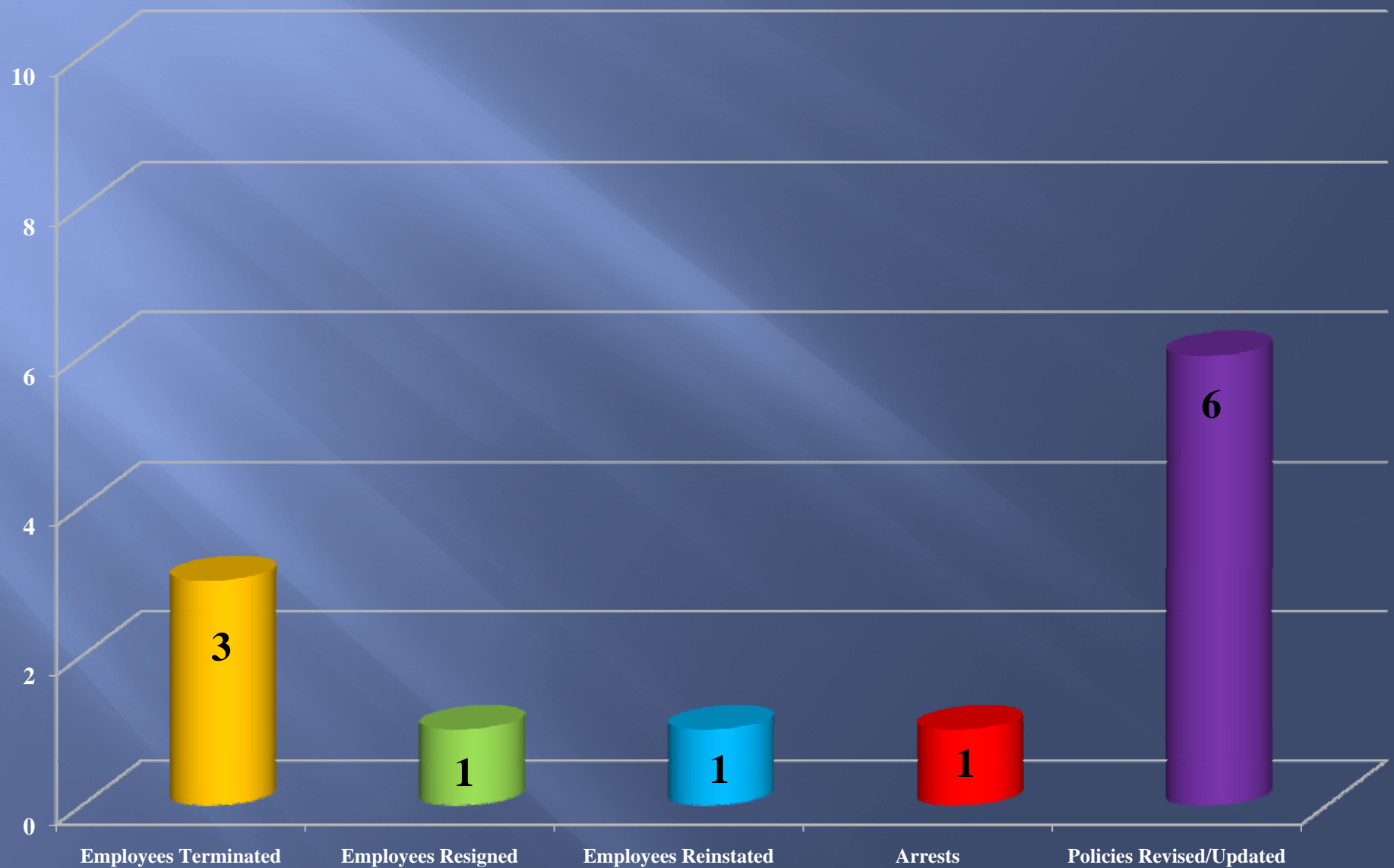
## **Review disclosed:**

- Residency was not clearly defined in the contract.
- Billing weaknesses by the provider; however, during the course of the OIG review, it was also discovered that new legislation eliminated County's involvement with these types of funds, thereby moving the responsibilities for this program back to the State.
- Located one of the two clients which were found to be in Palm Beach County during the period of service.

## **Corrective Action:**

- Residency be specifically defined to ensure eligibility.

# CORRECTIVE ACTIONS





# OIG/STATE ATTORNEY PROTOCOL

- ✚ Upon development of credible allegations of criminal conduct, the OIG shall contact SAO for case discussion.
- ✚ When SAO decides to take a look at the allegations, the OIG refers in writing to the SAO.
- ✚ SAO initiates a preliminary review. Within 30 days SAO shall notify OIG of whether they will open as a criminal investigation. If declining, it is sent in written form.
- ✚ SAO notifies OIG of pending arrest(s).
- ✚ SAO coordinates issuance of press release with OIG.



# STATE ATTORNEY REFERRALS

- ✚ 2 Correspondences referred directly to SAO with no OIG involvement.
- ✚ 4 Referrals for Criminal Investigation to SAO
  - 1 Conviction
  - 2 Subsequently handled Administratively
  - 1 Pending
- ✚ 1 Referral to OIG from SAO

# CRIMINAL INVESTIGATIONS CONCLUDED

## **One Conviction**

### Arrest/Corrective Action Memo

- A Code Enforcement Officer was found to have solicited a \$1,000 bribe from a resident in April 2009. As a result of receiving the bribe, he subsequently falsified county records to conceal several code violations. Employee was immediately terminated with a “no rehire” on August 27, 2010; received 5 years felony probation; 100 community service; and ordered to pay full restitution (\$1,000) to the victim. Full restitution was paid March 28, 2011.

# CONTRACT OVERSIGHT

*October 2010 - June 2011*

- Periodically attend contract selection committee meetings and provide feedback.

■ Selection Committees	-	<b>74</b>
■ County Contract Review Committees	-	<b>22</b>
■ Preconstruction Meetings	-	<b>3</b>
■ Site Visits (construction)	-	<b>4</b>
■ Municipality Council Meetings	-	<b>3</b>
■ Municipal Contract Meeting	-	<b>1</b>

# CONTRACT OVERSIGHT

- ✚ Written feedback which provides recommendations to address shortcomings, irregularities and/or opportunities for improvement:
  - **Observation** – a letter to management identifying activities in the procurement process that do not comply with established policies and procedures.
  - **Notification** – a letter to management identifying material weaknesses in the procurement process that may, or may not, comply with established policies and procedures.
  - **Contract Oversight Review** - a detailed report which identifies systemic issues, risks and/or vulnerabilities.
- ✚ Conduct procurement and fraud awareness training for county and municipal employees and vendors/contractors.

# OIG IT PROJECT

## **OIG CONTRACT OVERSIGHT ENTERPRISE SYSTEM (IGCMS)**

- A centralized data base consisting of contract activity in Palm Beach County.



# IG CONTRACT MANAGEMENT SYSTEM

CONTRACT CASE NO: CMO-11-8702

Maintain Contract Data

[Contract Activities](#) | [Contract Data Mining](#) | [Back To Search](#)

**General** | [Contacts](#) | [Bidder](#) | [Changes](#) | [Selection Committee](#) | [Observations](#) | [Attachments](#) | [Directives](#) | [Funding](#) | [History](#)

## General details

Contract Status	Active	Assigned To	Christopher B Ounza	<input checked="" type="checkbox"/> External funds	<input type="checkbox"/> CEI
Contract No *	QA-05250201				
Contract Title*	Resurface Palm Beach Blvd All lanes from Okeechobee to I-95				
Primary Vendor	Big Foot Road Services				
Contract Description	Resurface East and West Lanes and 50 ft of feeder roads				
Entity*	PBC	Original Value *	\$ 500,000.00	Department*	Engineering & Public Works
Contract Type	Fixed	Current Value	\$ 510,000.00	Start Date*	8/1/2011
Procurement Type	--Select from here--	Duration		End Date	2/29/2012
Optional Years					
Commodity Code	<a href="#">Add/Update</a>				
Adjusted End Date	2/29/2012				
Solicitation No	<a href="#">Add/Update</a>				

1 Change(s) (Total Change Value=\$10,000.00)

Order No	Date	Amount	Details	Extension	User
14	05/13/2011	10,000.00	Create bike lanes in both directions		COUNZA

1 Amendment(s) (Total Amendment Value=\$0.00)

## Work Log

Log Date 6/22/2011 4:08:09 PM

Log Comments

Save Contract




# IG CONTRACT MANAGEMENT SYSTEM

Welcome to IGIMS!

webdev11/igims/Contract/MaintainContract.aspx?case=tsPg73FpZhkqGqhtCf0uHg%3d%3d&searchparam=0\*\*cmo-11-\*\*\*\*\*0\*0\*

Investigations Web | West Palm Beach N... | South Florida - Brow... | Society, fashion, arts... | News, Weather, Vide... | West Palm Beach N... | WFTV Channel 9 | Other bookmarks

 **Palm Beach County**  
*Office of Inspector General*

Enhancing Public Trust in Government

[Home](#) | [My Inbox](#) | [Logout](#)


Welcome JEFFREY WHALEY  
You last logged in at: 7/6/2011 9:42:54 AM  
User Test Environment

My IGIMS | Contracts | Reports | Sys Admin

CONTRACT CASE NO: CMO-11-4903 [BACK TO SEARCH](#) [Maintain a Contract](#)

General | Contacts | **Bidder** | Changes | Selection Committee | Observations | Attachments | Directives | Activities | Funding

**Add a Bidder**

[Rosso Paving & Drainage, Inc.](#)  [Bidder Protests](#) | [Add Subcontractors](#) | [Delete](#)

Bid Amount:  ☐ Awardee Rank:

☐ Local ☐ Glades ☐ DBE ☐ Volume of Work ☐ SBE


**Save Bidder Info**

# IG CONTRACT MANAGEMENT SYSTEM

Welcome to IGIMS!

webdev11/igims/Contract/MaintainContract.aspx?case=tsPg73FpZhkqGqhtCf0uHg%3d%3d&searchparam=0\*\*cmo-11-\*\*\*\*\*0\*0\*

Investigations Web | West Palm Beach N... | South Florida - Brow... | Society, fashion, arts... | News, Weather, Vide... | West Palm Beach N... | WFTV Channel 9 | Other bookmarks

 **Palm Beach County**  
*Office of Inspector General*  
*Enhancing Public Trust in Government*

[Home](#) | [My Inbox](#) | [Logout](#)

Welcome JEFFREY WHALEY  
You last logged in at: 7/6/2011 9:42:54 AM  
User Test Environment


My IGIMS | Contracts | Reports | Sys Admin

CONTRACT CASE NO: CMO-11-4903 [BACK TO SEARCH](#) [Maintain a Contract](#)

General | Contacts | Bidder | **Changes** | Selection Committee | Observations | Attachments | Directives | Activities | Funding

☒ Change Order  
☐ Amendment Contract

**Record a new change**

Change Date  

Change Amount

Change Order No

Change Extension(in days)

Change Initiator

Change Approver


Change Details

# IG CONTRACT MANAGEMENT SYSTEM

Welcome to IGIMS!

webdev11/igims/Contract/MaintainContract.aspx?case=Tf9R17Z8Fj2l%2fOPkIM5Lg%3d%3d&searchparam=0\*\*\*\*\*0\*0\*

Investigations Web P West Palm Beach N... S South Florida - Brow... Society, fashion, arts... News, Weather, Vide... West Palm Beach N... WFTV Channel 9 Other bookmarks

 **Palm Beach County**  
*Office of Inspector General*

Enhancing Public Trust in Government

[Home](#) | [My Inbox](#) | [Logout](#)

Welcome JEFFREY WHALEY  
You last logged in at: 7/6/2011 10:46:07 AM  
User Test Environment

My IGIMS Contracts Reports Sys Admin

CONTRACT CASE NO: CMO-11-4903 [BACK TO SEARCH](#) [Maintain a Contract](#)

General Contacts Bidder Changes **Selection Committee** Observations Attachments Directives Activities Funding

[Add a Member](#)

Selection Committee Members

Name	Title	Organization	Points	Select
<a href="#">John E Doe</a>	Construction Manager	PBC	<input type="text"/> Points	<a href="#">Delete</a>


[Save Points](#)

# IG CONTRACT MANAGEMENT SYSTEM

Welcome to IGIMS!

webdev11/igims/Contract/MaintainContract.aspx?case=tsPg73FpZhkqGqhtCf0uHg%3d%3d&searchparam=0\*\*cmo-11-\*\*\*\*\*0\*0\*

Investigations Web | West Palm Beach N... | South Florida - Brow... | Society, fashion, arts... | News, Weather, Vide... | West Palm Beach N... | WFTV Channel 9 | Other bookmarks

 **Palm Beach County**  
*Office of Inspector General*  
*Enhancing Public Trust in Government*

[Home](#) | [My Inbox](#) | [Logout](#)


Welcome JEFFREY WHALEY  
You last logged in at: 7/6/2011 9:42:54 AM  
User Test Environment

My IGIMS | Contracts | Reports | Sys Admin

CONTRACT CASE NO: CMO-11-4903 [BACK TO SEARCH](#) [Maintain a Contract](#)

General | Contacts | Bidder | Changes | Selection Committee | **Observations** | Attachments | Directives | Activities | Funding

**Maintain Observations**

Observation Date: 7/6/2011 

Reported By:

Observation Details\*

[Add Observation](#)

# IG CONTRACT MANAGEMENT SYSTEM

General Contacts Bidder Changes Selection Committee Observations Attachments Directives Funding **History**

## Change History for the Contract

Change Date	Change Type	Changed By	Comments
5/25/2011 5:39:38 PM	Update	Christopher B Ounza	Contract details Changed
Field Name	From	To	
<b>Date</b>			
Contract Start Date	Aug 1 2011 12:00AM	Aug 1 2011 12:00AM	
Contract End Date	2012-02-29	2012-02-29	
<b>General</b>			
<b>Contract Number</b>	<b>QA-052502</b>	<b>QA-05250201</b>	
Contract Title	Resurface Palm Beach Blvd All lanes from Okeechobee to I-95	Resurface Palm Beach Blvd All lanes from Okeechobee to I-95	
Contract Description	Resurface East and West Lanes and 50 ft of feeder roads	Resurface East and West Lanes and 50 ft of feeder roads	
Department	PBC-Engineering & Public Works	PBC-Engineering & Public Works	
Contract Type	Fixed	Fixed	
External Funds	NO	NO	
Assigned To	CHRISTOPHER OUNZA	CHRISTOPHER OUNZA	
Status	ACTIVE	ACTIVE	
Contract Value	500000.00	500000.00	
6/22/2011 4:05:40 PM	Update	Geetha Punugunta	Contract details Changed



# ADDITIONAL RESPONSIBILITIES & WORKLOAD



# IG DRAFTING COMMITTEE

- ✚ Staff hours: Over 240 OIG staff hours were spent on the drafting committee.
- ✚ Ordinance Changes include:
  - The IG Committee will meet with the IG every six months to review the previous six month's activities and the IG's plans and objectives for the upcoming six months.
  - Not later than December 31 of each year, the IG shall prepare and publish a written annual report summarizing the activities during the preceding fiscal year ended September 30.

# ENTITIES IN PROCESS OF POSSIBLY COMING UNDER THE OIG JURISDICTION

**Discussions and meetings have taken place with:**

- Health Care District
- Children's Services Council and
- Housing Finance Authority

*Solid Waste Authority, via Inter-local Agreement, has been under the  
OIG jurisdiction since November 2010.*

# PLANS AND OBJECTIVES

# AUDIT

- ✚ ISSUED CHARTER – July 1, 2011
- ✚ FINALIZE POLICY AND PROCEDURES MANUAL – In Draft Form
- ✚ REPORT FORMAT – In Process
- ✚ RISK ASSESSMENT/ANNUAL AUDIT PLAN – On-going

# OIG IT PROJECT

## **OIG AUDIT MANAGEMENT SYSTEM (IIAMS)**

- Paperless audit management system that includes all audit activities.

# AUDIT MANAGEMENT SYSTEM

Project Summary - Windows Internet Explorer provided by Palm Beach County

http://pbc/ams/projects/detail.aspx?ID=1-1112DCF-001

File Edit View Favorites Tools Help

MY TIME

Project Summary

Google

Page

Tools

HOME PROJECTS RESOURCES UTILITIES REPORTS LOG OFF

PROJECT # 1-1112DCF-001 -- IG - test

Summary Program Background Templates Attachment Exceptions Draft Report Abstract Contacts View/Print

## PROJECT SUMMARY

Project ID: 1-1112DCF-001 Location(s): 1 Requestor: Office of Inspector General Status: Open

Title: IG - test

AUDIT TEAM: HOURS TO DATE:	Supervisor	AIC	Staff 1	Staff 2	Other Staff
	PLANNED STAFF HOURS	TOTAL HOURS TO DATE	% OF HOURS USED		DAYS REMAINING
TOTALS	0				

## MILESTONE STATUS

	PLANNING/PRELIMINARY SURVEY BEGIN	PRELIMINARY SURVEY END	ENTRANCE CONFERENCE	FIELD/WORK END/DRAFT P&T ISSUED	FINAL REPORT ISSUED	TOTAL DAYS	OVER / UNDER	WORK PAPER ARCHIVE
Planned						0		
Revised *						0		
Actual						0	0	

	FOLLOW-UP DATE	FOLLOW UP COMPLETION
SIX MONTH		
12 MONTH		
18 MONTH		
RISK ASSUMPTION		

Requestor Comments:

Objectives:

Scope:

\* Justification for changing any "revised" milestone dates: (required field if any existing "revised" dates are modified)

Previous justifications for changing "revised" milestone dates:

Save

Cancel/Exit

Local intranet

100%



# AUDIT REPORTS

DRAFT REPORT - Windows Internet Explorer provided by Palm Beach County

http://pbc/ems/projects/draft.aspx?ID=1-1112DCF-001

File Edit View Favorites Tools Help

MY TIME DRAFT REPORT x

Page Tools

HOME PROJECTS RESOURCES UTILITIES REPORTS LOG OFF

PROJECT # 1 1112DCF 001 IG test

Summary Program Background Templates Attachment Exceptions Draft Report Abstract Contacts View/Print

## DRAFT REPORT

Purpose and Objective:


Scope and Background:

Findings and Recommendations:

Details and Findings:

Methodology:

	Staff	Date
Prepared by	<input type="text"/>	<input type="text"/>
Reviewed by	<input type="text"/>	<input type="text"/>
Final Review by	<input type="text"/>	<input type="text"/>

Response Due Date:   Name of Auditee: Response Date:

Auditee Management Response:

Save

Cancel/Exit



ig - Administrator (level 4)  
[Log Out](#)

Local intranet

100%

# IG ACCREDITATION

- ✚ Signed Accreditation Contract with the Commission for Florida Law Enforcement Accreditation, Inc. - June 2011
- ✚ Mock Assessment scheduled for early September 2011
- ✚ Final Assessment to be conducted no later than December 2011
- ✚ Seek Inspector General Accreditation Spring 2012

# IMMEDIATE/ON-GOING ACTIVITIES

- ✚ Establishing Audit Team.
- ✚ Continue to build investigative and contract oversight teams.
- ✚ Meeting with Municipalities and Contractor Community.
- ✚ Attending several Council & Community Redevelopment meetings and other Municipal public noticed meetings.

# UPCOMING ACTIVITIES

## **UPCOMING 2011-2012:**

- Finalize decisions with Health Care District, Children's Services Council and Housing Finance Authority as to whether they will come under the OIG jurisdiction by end of year.
- Formalize the OIG Strategic Plan.
- Continue to establish OIG Performance Measures.

# BRIEF SUMMARY

- ✦ OIG Jurisdiction extended to Solid Waste Authority and All 38 Municipalities.
- ✦ Built Infrastructure - Established 3 web based data systems and created policies and procedures manuals for each unit (Investigations, Contract Oversight & Audit).
- ✦ Issued 7 Investigative/Management/Limited Reviews/Reports with recommended improved processes; questioned costs of over \$321,000 and recovery of a \$1,000 to a victim.
- ✦ Monitored the contract selection of the \$671 Million Solid Waste to Energy Facility.
- ✦ On-going development of the Needs, Risks and Vulnerabilities Assessment for all entities under current OIG jurisdiction.

QUESTIONS???



THANK YOU.