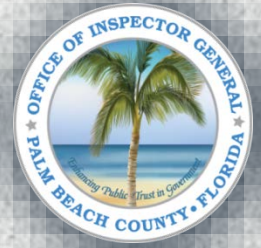




SIX MONTH STATUS REPORT

April 1, 2020 – September 30, 2020

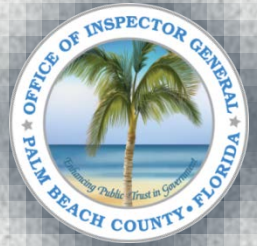
John A. Carey, Inspector General



OUTLINE

- **OIG ACTIVITIES** (Apr 1, 2020 – Sep 30, 2020)
- **FY2020 SUMMARY**
- **BUDGET AND STAFFING**
- **PLANS, OBJECTIVES, & INITIATIVES**
- **SUMMARY OF MAJOR ACCOMPLISHMENTS**

OIG MISSION



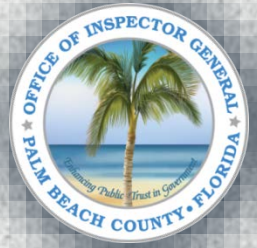
Integrity

Efficiency

Effectiveness



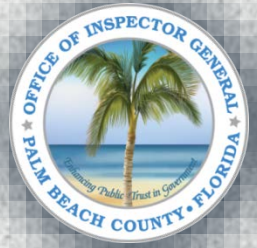
NEW OIG TEAMMATE



Auditor Shonnelle Brathwaite



OIG GENERAL COUNSEL RECOGNITION



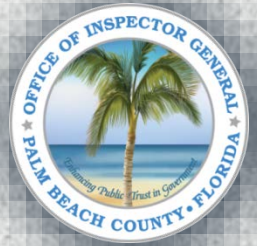
On September 25th, Kalinthia was awarded the prestigious ATHENA Leadership Award by the Chamber of Commerce of the Palm Beaches.

The ATHENA Leadership Model meets the needs of emerging leaders and speaks convincingly to women leaders who will head the organizations of the future.



A T H E N A
I N T E R N A T I O N A L

INSPECTOR GENERAL'S SIX MONTH REPORT

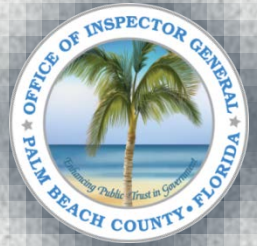


April 1, 2020 – September 30, 2020

Office of Inspector General Activities Related to:

- **COVID-19 Related Activities**
- **Intake and Investigations**
- **Contract Oversight and Evaluations**
- **Audit**
- **Training and Outreach**

INSPECTOR GENERAL'S SIX MONTH REPORT



April 1, 2020 – September 30, 2020

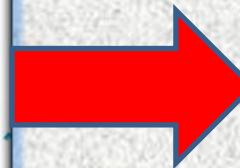
COVID-19 Related OIG Activities



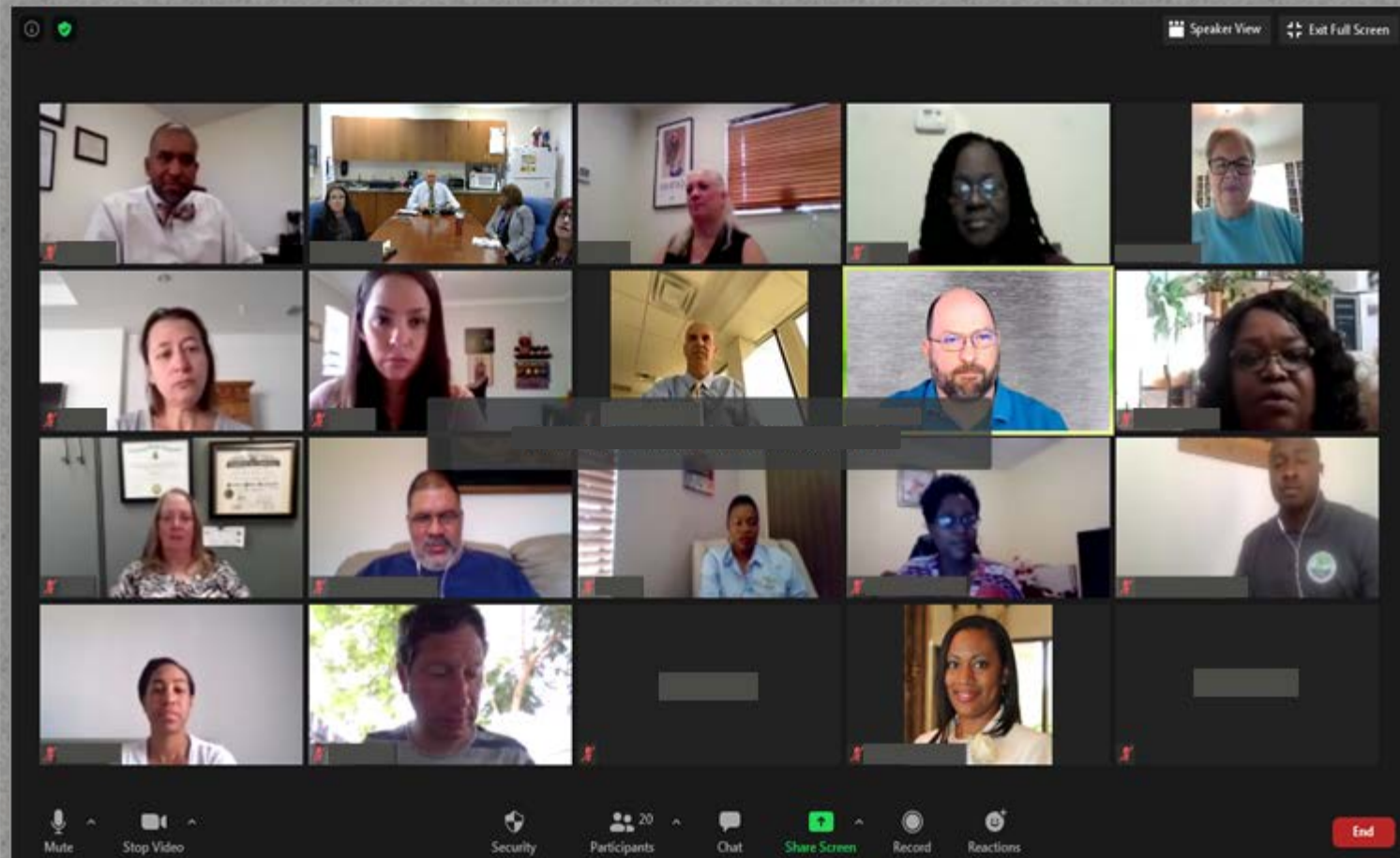
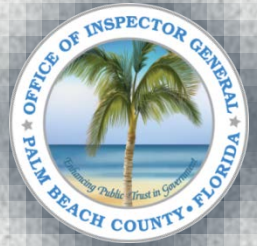
BACKGROUND

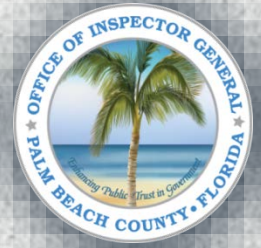
Original 2020 Plan

Where we are now



BACKGROUND





BACKGROUND

- **The County received \$261 million in federal Coronavirus Aid, Relief and Economic Security Act (CARES Act) funding.**
- **The County is expending these funds in a broad spectrum of relief activities and programs to fill gaps and meet the needs of the community during this emergency.**
- **Our goal in the OIG is to work with the County in providing independent oversight and accountability in disbursing these funds.**

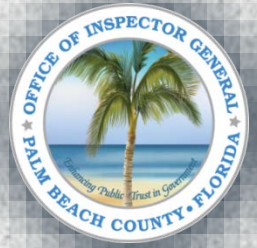
CONTRACT OVERSIGHT AND EVALUATIONS - COVID-19



4 Open Reviews/Evaluations

- **PBC Restart Business Grant Program**
- **Pahokee non-congregate facility**
- **Belle Glade non-congregate facility**
- **Services for the Homeless**

CONTRACT OVERSIGHT AND EVALUATIONS - COVID-19



2 Completed/Closed

- **Food Bank Complaint**
- **Rental & Utility Assistance**

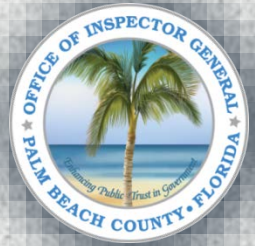
INTAKE AND INVESTIGATIONS - COVID-19



- **26 Complaints or Correspondences (Intake) to date**
- **2 Current Open Investigations**
- **7 Referrals to Other Organizations**
- **Conducting selected Reviews of Businesses that accepted CARES Act Grants**

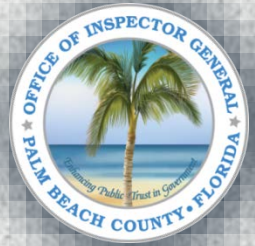
INSPECTOR GENERAL'S SIX MONTH REPORT

April 1, 2020 – September 30, 2020



Intake and Investigations Highlights

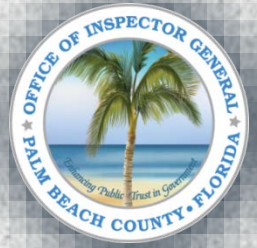
INSPECTOR GENERAL'S SIX MONTH REPORT



Intake Activities

Current 6 Months		Previous 6 Months	
111	Complaints of wrongdoing	77	Complaints of wrongdoing
34	Intake Activities led to: <ul style="list-style-type: none"> - 4 Investigations - 4 Referrals to OIG Contract Oversight and Evaluations Division - 9 Referrals to LEAs or COEs - 1 Management Inquiry - 16 Management Referrals 	23	Intake Activities led to: <ul style="list-style-type: none"> - 1 Investigation - 4 Referrals to OIG Contract Oversight and Evaluations Division - 6 Referrals to LEAs or COEs - 1 Management Inquiry - 11 Management Referrals
13	Public Records Requests	14	Public Records Requests

INSPECTOR GENERAL'S SIX MONTH REPORT

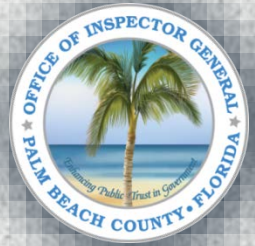


April 1, 2020 – September 30, 2020

Investigative Activities

	Current 6 Months	Previous 6 Months
On-going Investigations or Investigative Reviews	12	8
Referrals to Law Enforcement or to County or State Commissions on Ethics	3	9
Issued Reports	3	2
Recommendations Made/Accepted	12/12	2/2
Issued Tips and Trends	2	0

INSPECTOR GENERAL'S SIX MONTH REPORT



Investigative Report 2019-0005 : Pahokee City Manager Inappropriate Purchasing Card Expenditures

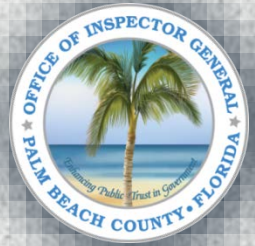
ALLEGATION: City Manager Williamson made purchases in violation of City policies.

FINDINGS: SUPPORTED - City Manager Williamson used the City credit card for -

- Expenses that were not related to approved, official City business.
- Expenses that lacked required travel request forms or supporting documentation.
- Travel without utilizing the most economic means of transportation.
- Expenses that lacked receipts.



INSPECTOR GENERAL'S SIX MONTH REPORT



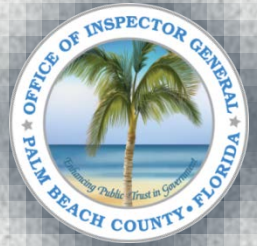
Investigative Report 2019-0005 : Pahokee City Manager Inappropriate Purchasing Card Expenditures

➤ RESULTS OF INVESTIGATION:

- The inappropriate expenses resulted in Identified Costs of \$5,840.92, and Questioned Costs of \$15,941.08.**
- We referred this to:**
 - The State Attorney's Office**
 - The County COE**
 - The State COE**

- We made six recommendations to assist the City Commission and City employees in complying with City policies and procedures applicable to City credit cards, and with ensuring appropriate oversight over the City Manager's expenditures.**

INSPECTOR GENERAL'S SIX MONTH REPORT



Investigative Report 2020-0001 : Town of Palm Beach – Security Camera System Vendor Johnson Controls, Inc. – Contract Fraud

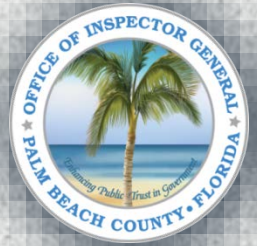
ALLEGATION: Johnson Controls, Inc. fraudulently billed the Town of Palm Beach for work that was not completed in an agreement for the installation of security cameras.



FINDINGS: NOT SUPPORTED

- We did not find clear evidence of fraud.
 - The parties disagreed on their understanding and interpretation of the terms of the agreement related to performance and billing.
- We made two recommendations to assist the Town in strengthening internal controls and enhancing compliance with its contractual requirements with its vendors.

INSPECTOR GENERAL'S SIX MONTH REPORT



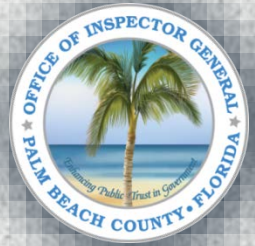
Investigative Report 2019-0002 : City of Delray Beach Out of School Program – Purchasing Policy Violations

ALLEGATIONS: City's Out of School Program Supervisor Tonya Smith:

- Requested payments that the City pay vendors by check after she had already paid them using a purchasing card, then split the check proceeds with the vendors. **NOT SUPPORTED**
- Hired a City employee's son in violation of City purchasing and/or ethics policy. **NOT SUPPORTED**
- Created and submitted false vendor invoices for vendor payment. **NOT SUPPORTED**
- Requested payments for vendors that were not active within the City's financial accounting vendor file and the time the purchases were made. **SUPPORTED**



INSPECTOR GENERAL'S SIX MONTH REPORT



OIG Joint Project with the Federal Bureau of Investigation - Actors Targeting South Florida Financial Institutions via Identity Theft and Domain Spoofing of Local Government Officials

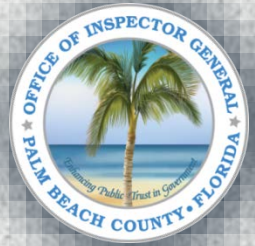
The FBI reported a series of attempts to impersonate government procurement and banking industry officials in South Florida.



RESULTS:

- **Our investigative efforts led to a Federal Liaison Information Report which provided valuable intelligence and fraud prevention information throughout South Florida.**
- **The FBI's report identified the nature and primary actors who were spoofing County records and the identities of County procurement personnel.**

INSPECTOR GENERAL'S SIX MONTH REPORT



Two Tips and Trends Issued – Investigations Division

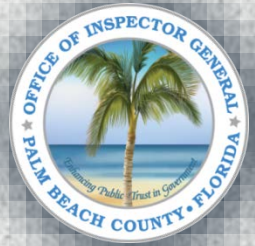
Government Management of Retail Gift Cards

- When government entities use gift cards, reimbursement procedures and policies should be reviewed, updated, and closely adhered to, and receipts should always be required for proof of purchase.

Best Practices and Warnings reported by Federal OIGs while Working Remotely

- Information was provided about how to recognize red flags associated with COVID-19 scams, how to verify information and stay protected from scams, and how to report potential fraud to the appropriate authorities.

INSPECTOR GENERAL'S SIX MONTH REPORT



OIG Social Media Enhancements Initiative



- A concerted effort to enhance the content and outreach of the OIG on Twitter and Facebook.
- Previously posted a few times per month—now posting daily.



RESULTS:

- Reports, Tips & Trends, contact information, news links and more - now readily available to the public.
- The *entire year* before enhancements: **3,800** total Twitter page views.
- The *first 60 days* after enhancements: over **11,000** Twitter page views.
- Similar increases with the OIG Facebook page.

INSPECTOR GENERAL'S SIX MONTH REPORT



Maintaining Credibility



***“A means of
maintaining the
highest
standards of
professionalism.”***

**Assessment Conducted on
November 10, 2020**

**Preliminary Report – Met
required standards for
reaccreditation**

INSPECTOR GENERAL'S SIX MONTH REPORT

April 1, 2020 – September 30, 2020



Contract Oversight and Evaluations Highlights

INSPECTOR GENERAL'S SIX MONTH REPORT

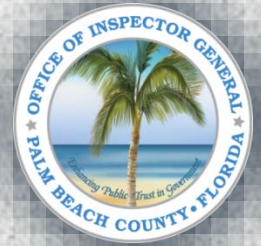


April 1, 2020 – September 30, 2020

Contract Oversight and Evaluations

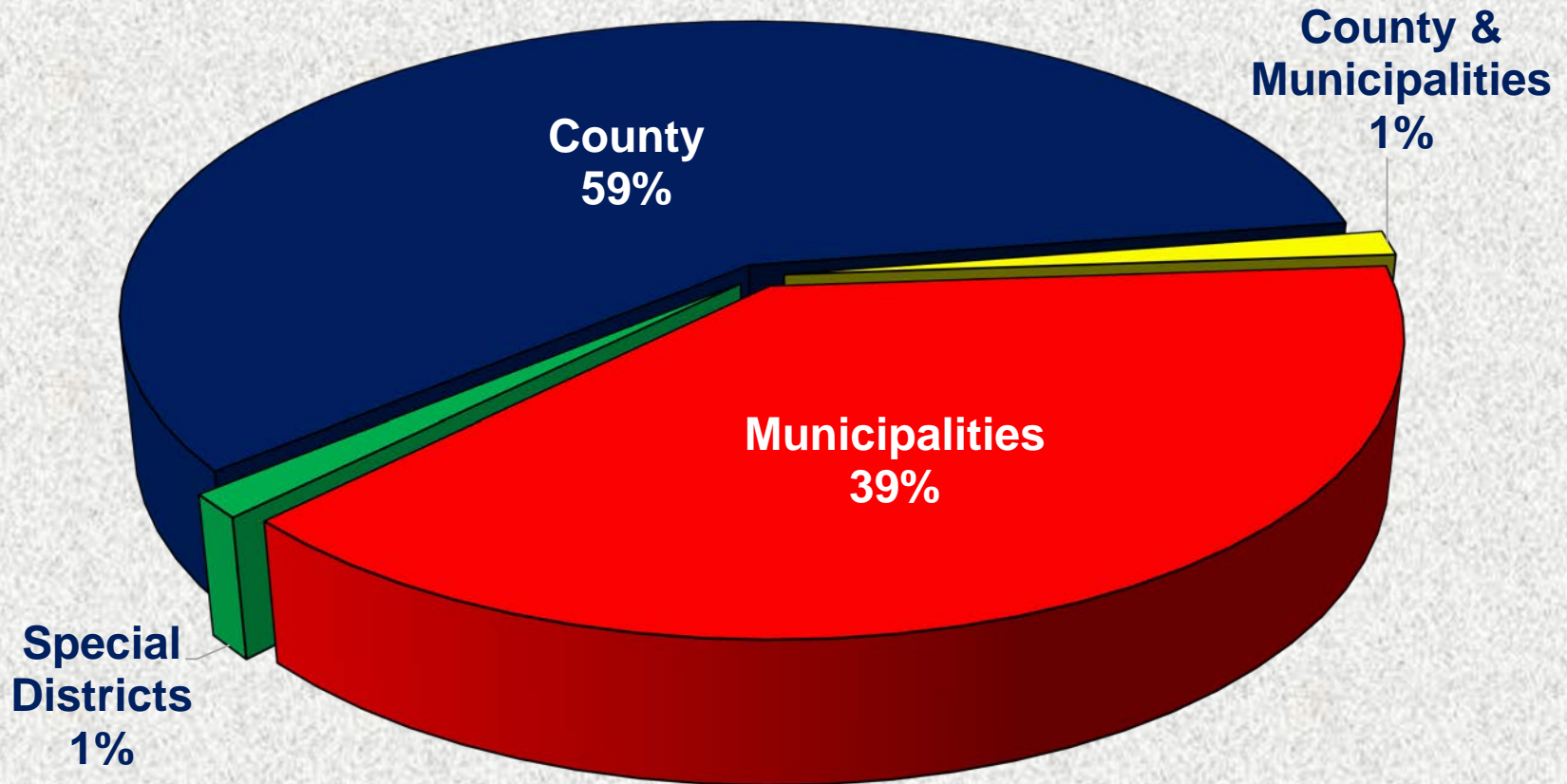
	Current 6 Months	Previous 6 Months
On-going Formal Reviews/Evaluations	2	3
Issued Reports	3	2
Recommendations Made	0	10
Recommendations Accepted	0	10
Issued Tips and Trends	3	2

INSPECTOR GENERAL'S SIX MONTH REPORT

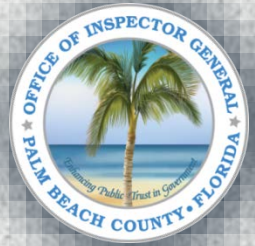


April 1, 2020 – September 30, 2020

Contract Oversight and Evaluations Division Monitored Activities



INSPECTOR GENERAL'S SIX MONTH REPORT



Contract Oversight Report CA-2020-0015 PBC Airports - Airport Parking Facilities Management Agreement Contract Administration Review

FINDINGS:

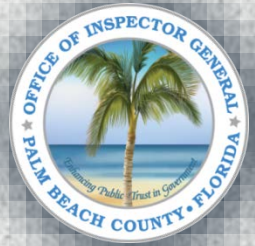
- No findings or recommendations.
- County is compliant with the contractual requirements.
- PBC Airports is utilizing appropriate contract administration techniques.



OBSERVATIONS:

- The scope of responsibilities and the management of PBIA's parking facilities and shuttle services is extensive.
- The County's contract administration process is timely and effective, especially given the high customer traffic and large transactional volume found in operation of the parking lots.

INSPECTOR GENERAL'S SIX MONTH REPORT



Contract Oversight Report CA-2020-0023 SCPDC Software License, Maintenance and Support Contract Town of Juno Beach Contract Administration Review

FINDINGS:

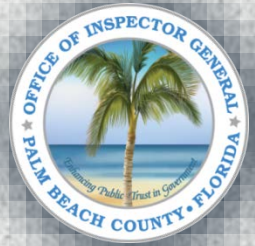
- No findings or recommendations.
- The Town of Juno Beach is compliant with the contractual requirements.



OBSERVATIONS:

- We found the Town employed effective contract administration tools, techniques, and practices in managing the usage of the purchased software.

INSPECTOR GENERAL'S SIX MONTH REPORT



Contract Oversight Report CA-2020-0025 PBC Youth Services Department – Mentoring Services Agreement Contract Administration Review

FINDINGS:

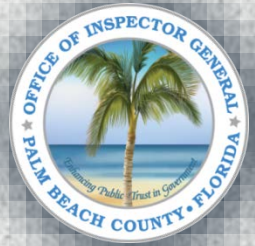
- No findings or recommendations.
- County is compliant with the contractual requirements.
- Department is utilizing appropriate contract administration techniques.



OBSERVATIONS:

- This was a new program and experienced changes that are likely to occur when a new program begins. The agreement was modified as needed to accommodate the progression of services.
- The County's contract administration process is timely and effective.

INSPECTOR GENERAL'S SIX MONTH REPORT



Three Tips and Trends Issued – Contract Oversight and Evaluations

Florida's Notary Law Updated

- Relevant statutes were modified to create new provisions for certification, and for the online notarization of documents.

Construction and Continuing Contract Statutory Changes

- A change to Florida law increased the maximum limit for continuing contracts covered by the Consultants' Competitive Negotiation Act (CCNA) by \$2 million to an estimated per-project construction cost of \$4 million.

Avoid Records Retention Pitfalls

- A reminder was provided about Chapter 119 of the Florida Statutes that requires that any records made or received by any public agency in the course of its official business be made available for inspection, unless specifically exempted by the Florida legislature.

INSPECTOR GENERAL'S SIX MONTH REPORT



Contract Oversight Activities
Much of our impact happens “below the water line.”



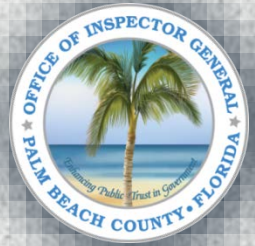
INSPECTOR GENERAL'S SIX MONTH REPORT

April 1, 2020 – September 30, 2020



Audit Highlights

INSPECTOR GENERAL'S SIX MONTH REPORT



April 1, 2020 – September 30, 2020

Audit Activities

**Current 6
Months**

**Previous 6
Months**

On-going Audits

13

13

Issued Reports

2

2

Recommendations Made

35

38

Recommendations Accepted

35

38

**Questioned Costs and Potential Cost
Savings**

\$1,394,219

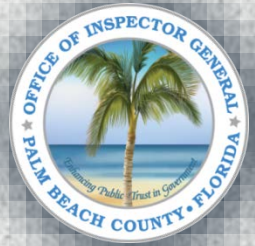
\$37,333

Issued Tips and Trends

1

0

INSPECTOR GENERAL'S SIX MONTH REPORT



Audit Report 2020-A-0003 –City of Riviera Beach Employment Separation Process

FINDINGS:

- Insurance benefits paid for separated employees.
- Tuition refunded to separated employees was not recouped as provided by labor agreements.
- Final payouts to former employees were not in compliance with policy or labor agreements or lacked adequate documentation.
- Computer access of separated employees was not timely removed.

Questioned Costs
\$1,261,950.48

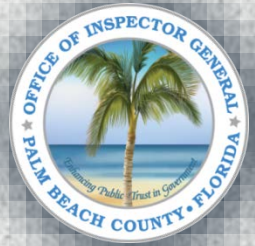
Avoidable Costs
\$4,968.08



Recommendations:

- Implement a review and oversight process to ensure insurance benefits are not paid for separated employees.
- Implement written policies and procedures for the employment separation process.

INSPECTOR GENERAL'S SIX MONTH REPORT



Audit Report 2020-A-0004 – Palm Beach County Office of Financial Management & Budget Public Service Tax

FINDINGS:

- Propane vendors did not remit the proper amount of public service tax to the County and municipalities.
- Lack of propane vendor awareness and understanding of the public service tax requirements.
- Propane vendors' computer systems were not set-up to properly calculate the different public service tax rates and jurisdictions within Palm Beach County.

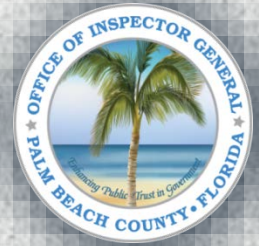
Questioned Costs
\$3,573.19
Identified Costs
\$123,727.22

Recommendations:

- Recover underpaid amounts owed by vendors.
- County and municipalities implement a strategy for improving propane vendor awareness and understanding of the public service tax requirements.



INSPECTOR GENERAL'S SIX MONTH REPORT



Fiscal Year 2021 Annual Risk Assessment and Audit Plan

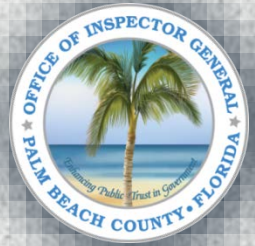
MULTIPLE ENTITIES GLOBAL AREA APPROACH:

This approach highlights the areas where the OIG will focus audit efforts. With a global approach, the audit plan:

- **Minimizes duplication with other Internal Audit Functions,**
- **Provides more flexibility for emerging risks,**
- **Allows for smaller more focused audits, and**
- **Engages more municipalities / auditable units that have not previously been audited**



INSPECTOR GENERAL'S SIX MONTH REPORT



Fiscal Year 2021 Annual Risk Assessment and Audit Plan

Carryover Audits:

- Revenue – Town of South Palm Beach
- Revenue – Town of Juno Beach
- Contracts/Agreements – City of Boynton Beach Manatee Program
- Contracts/Agreements – Town of Jupiter Manatee Program
- Contracts/Agreements – Village of North Palm Beach Manatee Program
- Travel – City of Lake Worth Beach
- Accounts Payable/Cash Disbursements – City of Delray Beach
- Accounts Payable/Cash Disbursements – City of Boca Raton
- Payroll – Palm Beach County Fire Rescue

Planned Audit Activities:

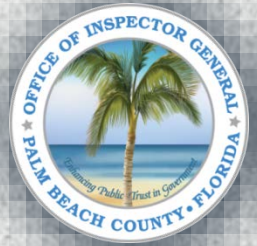
- Contracts/Agreements
- Coronavirus Relief Funds
- Construction Contracts
- Accounts Payable/Cash Disbursements
- Law Enforcement Overtime

INSPECTOR GENERAL'S SIX MONTH REPORT

April 1, 2020 – September 30, 2020



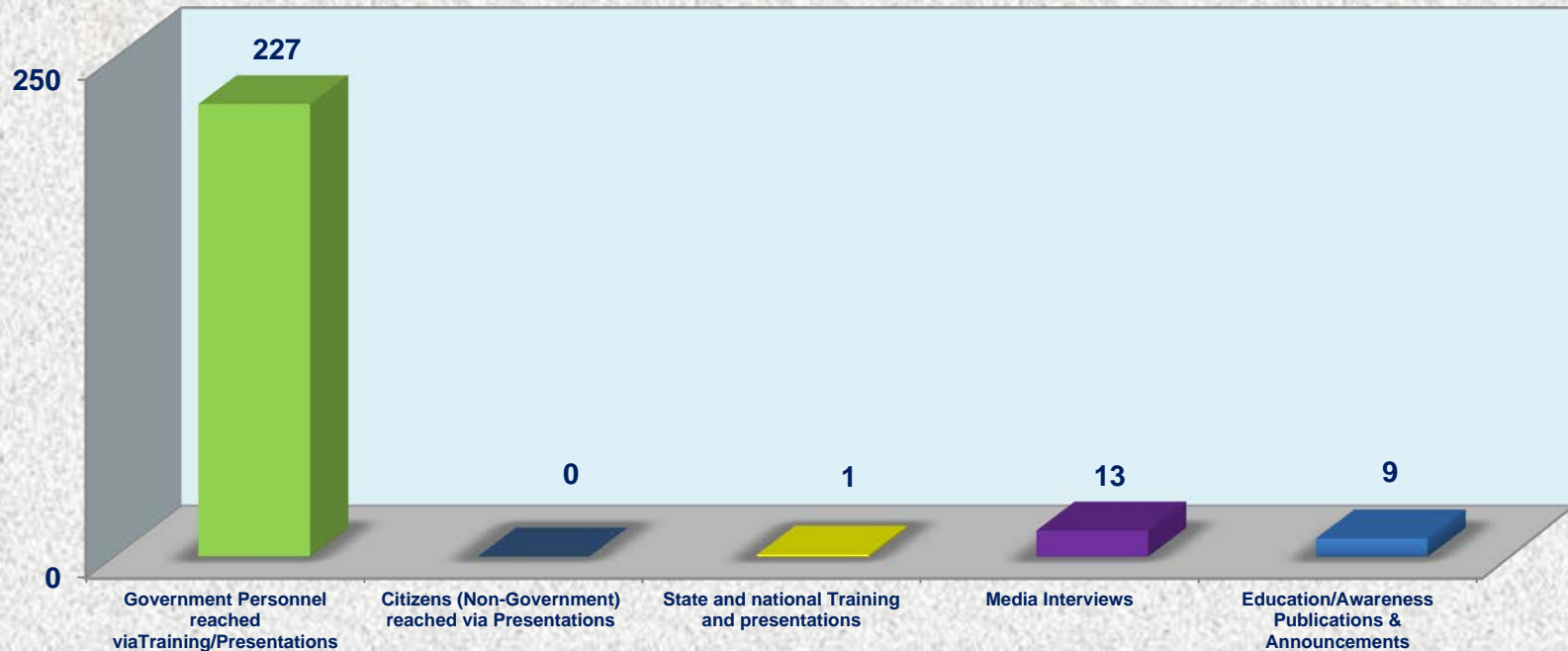
Training and Outreach



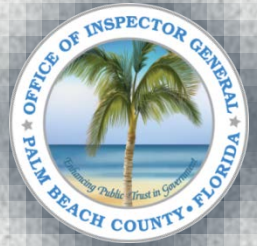
TRAINING AND OUTREACH

April 1, 2020 – September 30, 2020

An ounce of outreach is worth a pound of enforcement.



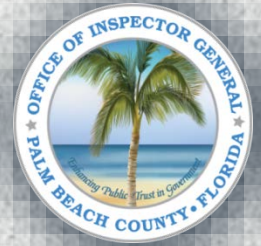
INSPECTOR GENERAL'S SIX MONTH REPORT



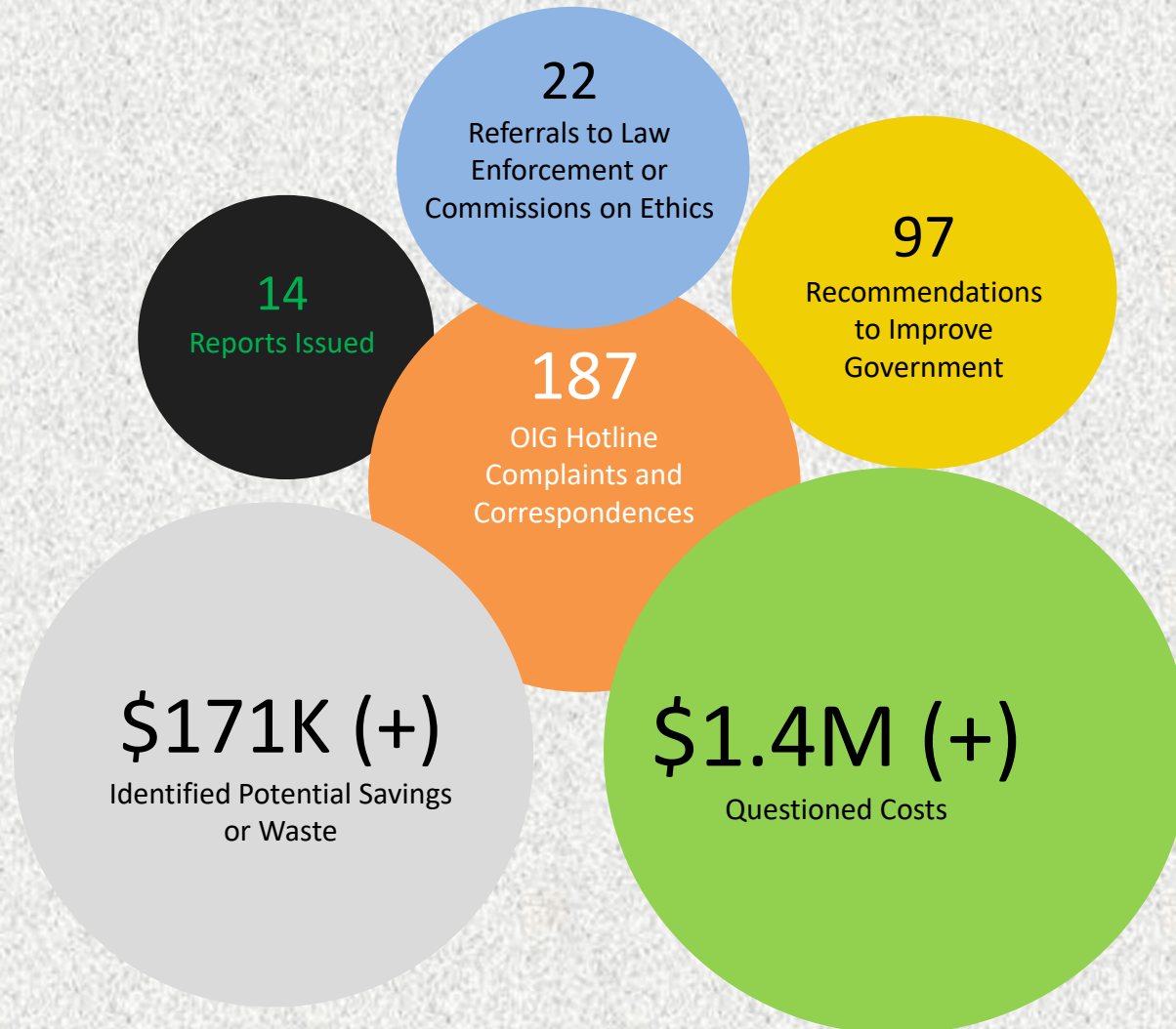
FY2020: Summary of Activities



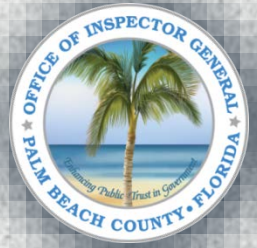
INSPECTOR GENERAL'S SIX MONTH REPORT



FY 2020 By the Numbers

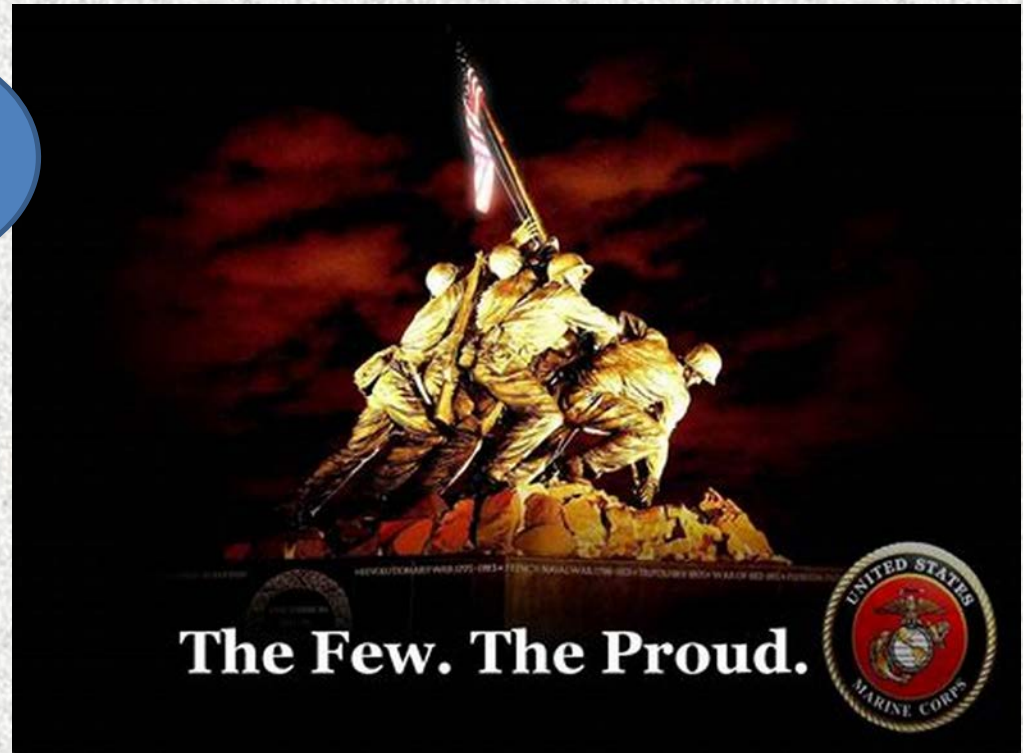
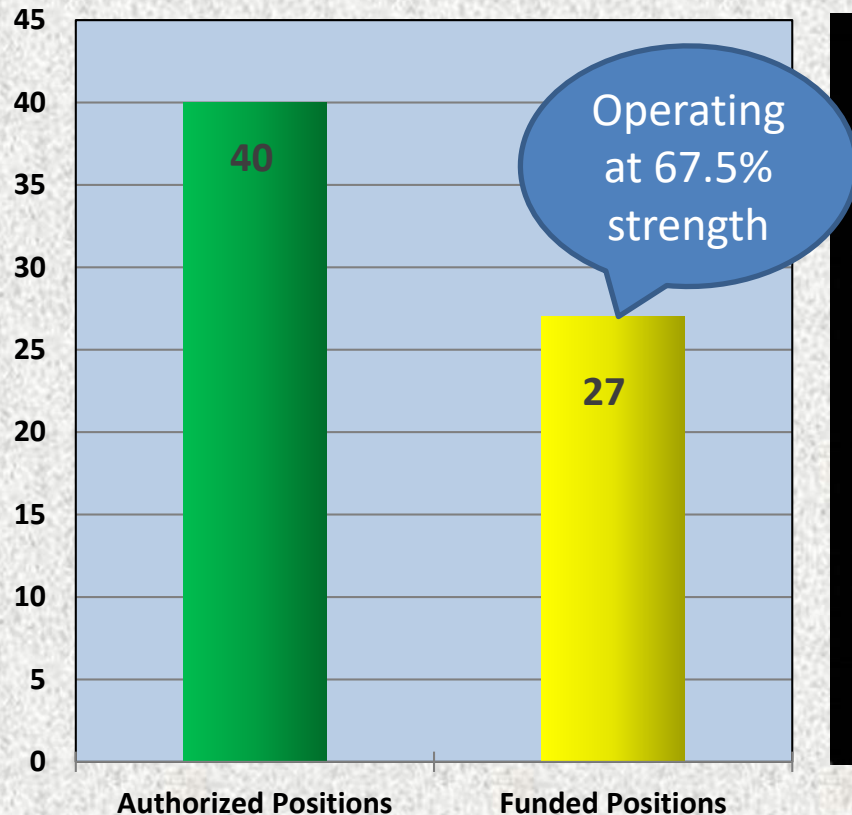
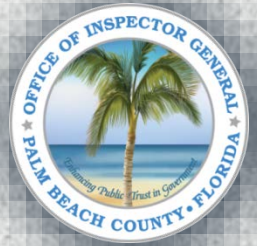


INSPECTOR GENERAL'S SIX MONTH REPORT

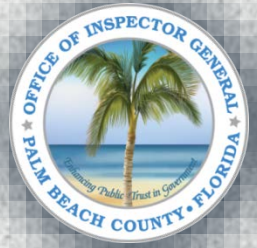


Budget and Staffing

INSPECTOR GENERAL BUDGET & STAFFING

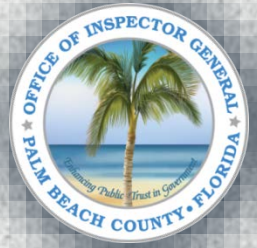


INSPECTOR GENERAL'S SIX MONTH REPORT



Plans, Objectives, and Initiatives

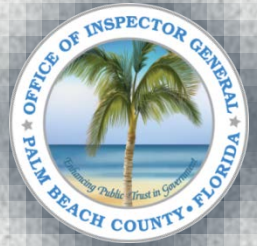
PLANS, OBJECTIVES, AND INITIATIVES



- Continued partnering with Law Enforcement
- FY 2020 Annual Report
- Expanding Contract Oversight and Evaluations



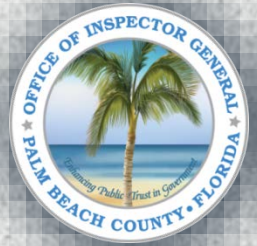
INSPECTOR GENERAL'S SIX MONTH REPORT



June 28, 2010 – September 30, 2020



SUMMARY OF MAJOR ACCOMPLISHMENTS TO DATE



ACCOMPLISHMENTS TO DATE

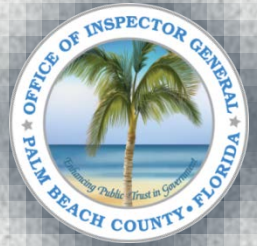
June 28, 2010 – September 30, 2020

We Listen.

- **11,900 (+)** Hotline/Office Calls and Correspondences

We offer an *independent* office for citizens in and out of government to bring concerns, questions, complaints.

OUTPUT: At the End of the Day, “Enhancing Public Trust in Government.”



ACCOMPLISHMENTS TO DATE

June 28, 2010 – September 30, 2020

We Guard and Save Taxpayers' Dollars.

- **\$48.7 M** Found in Questioned Costs
- **\$24.2 M** Found in Potential Cost Savings

OUTPUT: At the End of the Day, “Enhancing Public Trust in Government.”



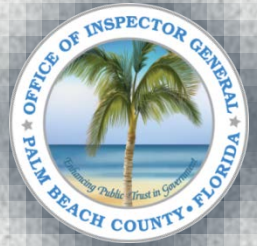
ACCOMPLISHMENTS TO DATE

June 28, 2010 – September 30, 2020

We Make Government Better.

- **1,120** Recommendations/Corrective Actions
- **95%** Management Acceptance Rate
- Share best practices
- Prevent bad practices

OUTPUT: At the End of the Day, “Enhancing Public Trust in Government.”



ACCOMPLISHMENTS TO DATE

June 28, 2010 – September 30, 2020

We Hold People Accountable.

- Investigations and Audits have led to **19 arrests and/or prosecutions.**
- **183** cases have been referred to Law Enforcement or Ethics Commissions.

In just 10 years of existence!

OUTPUT: At the End of the Day, “Enhancing Public Trust in Government.”



THANK YOU!

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