

# **OFFICE OF INSPECTOR GENERAL**

## ***PALM BEACH COUNTY, FLORIDA***



## **STRATEGIC PLAN**

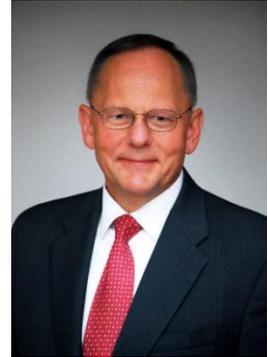
Fiscal Years 2017 – 2022

October 18, 2016

# Message from the Inspector General

The Office of Inspector General (OIG) is committed to promoting integrity, efficiency, and effectiveness in government. This Strategic Plan (Plan) describes our mission, vision, values, and strategy to accomplish our goals.

Our strategic planning process aligns objectives into actionable activities to ensure the Plan's success. In order to succeed in our challenging environment, the OIG must have a robust and focused strategic plan that represents our direction.



While our Strategic Plan provides the roadmap to accomplish our goals and objectives, we will remain agile to adapt the Plan as necessary. This will allow us to consistently improve our products and services.

I look forward to continuing my work with the highly skilled and dedicated OIG team in fulfilling our mission. However, guarding taxpayers' dollars, making government better, and rooting out fraud, waste, and abuse is a team effort that goes far beyond the OIG. In this regard, I look forward to our continued partnership with those in and outside of government to enhance public trust in government.

A handwritten signature in black ink that reads "John A. Carey". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

John A. Carey

Inspector General

# TABLE OF CONTENTS

Background .....	1
Mission, Vision, and Values.....	2
OIG Strategic Goals .....	3
Goal 1.....	4
Strategies & Performance Measurement Indicators for Goal 1.....	4
Goal 2.....	5
Strategies & Performance Measurement Indicators for Goal 2.....	5
Goal 3.....	6
Strategies & Performance Measurement Indicators for Goal 3.....	6
Goal 4.....	7
Strategies & Performance Measurement Indicators for Goal 4.....	7



## BACKGROUND

The Palm Beach County, Office of Inspector General (OIG) was established (pursuant to Palm Beach County Code, Article XII, Section 2-422) in order to 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. The organization and administration of the OIG are independent to ensure that no interference or influence external to the OIG adversely affects the objectivity and effectiveness of the Inspector General.

The office is authorized, in part, to:

- Receive, review, and investigate complaints regarding any municipal or county-funded projects, programs, contracts, or transactions;
- Establish a “hotline” to receive complaints;
- Review and audit past, present, and proposed county or municipal programs, accounts, records, contracts, change orders, and transactions;
- Attend county or municipal meetings relating to the procurement of goods or services;
- Negotiate agreements with other public entities to provide independent oversight of such public entities; and
- Publish results of audits, investigations, and reviews.

---

The OIG’s jurisdiction includes the County, 39 municipalities, and other public entities that contract for OIG oversight. This also extends to contractors, subcontractors, lower tier subcontractors, grantees, and sub-grantees of the county, 39 municipalities, and other public entities within OIG jurisdiction.

# MISSION, VISION, AND VALUES

## Mission Statement (Why we exist and What we do)

Our purpose (why we exist) is to provide independent and objective, insight, oversight, and foresight in promoting integrity, efficiency, and overall effectiveness in government.

Our promise (what we do) is to accomplish our purpose through audits, investigations, contract oversight, and outreach activities.

## Vision Statement (Where we are going)

To promote positive change throughout local governments and public organizations in Palm Beach County with an inspired and skilled team that strives for continuous improvement.

## Values (What we believe and How we behave)

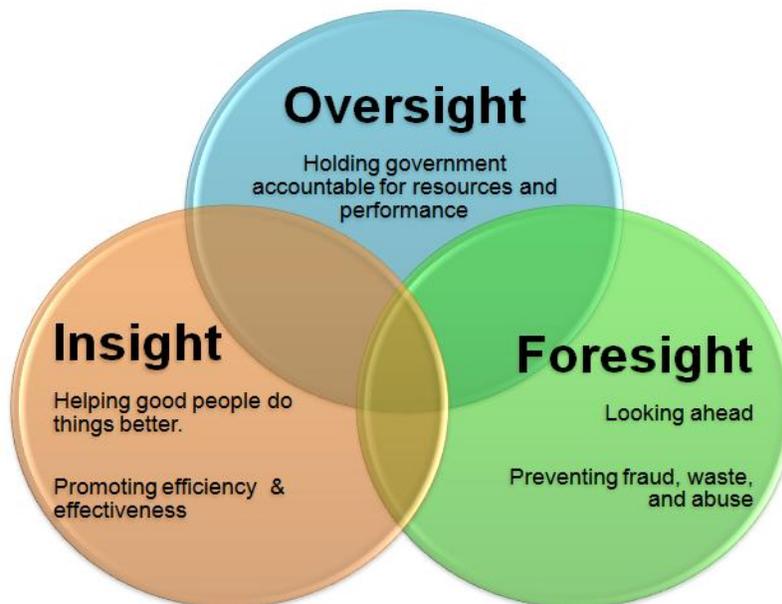
Professionalism – We take pride in our purpose, profession, products, results, and conduct.

Respect – We are respectful of others and recognize their value.

Integrity – We do the right thing, the right way, for the right reason.

Dedication – We are dedicated to our purpose, our work, and the people we serve.

Excellence – We strive for excellence in everything we do.



## Our Motto

*“Enhancing Public Trust in Government”*

## OIG STRATEGIC GOALS

To meet our mission, we have established the following goals, strategies for reaching those goals, and performance measurement indicators by which we will evaluate our performance.

**Goal 1:** Promote integrity, accountability, and transparency in government while improving the efficiency and effectiveness of operations.

**Goal 2:** Promote sound government procurement practices.

**Goal 3:** Expand and improve communications and engagement between the OIG, government officials and employees, and the public that increases OIG effectiveness.

**Goal 4:** Achieve organizational excellence in carrying out the mission of the OIG.



## **Strategies for Goal 1**

To achieve Goal 1: ***Promote integrity, accountability, and transparency in government while improving the efficiency and effectiveness of operations***, the OIG will:

- Conduct independent audits, investigations, reviews, and contract oversight activities that detect, deter, and prevent fraud, waste, mismanagement, misconduct, and other abuses.
- Continuously assess risk in order to concentrate OIG resources and efforts on issues that have the greatest impact and usefulness to the people we serve, with emphasis on safeguarding public resources, strengthening contract processes, and improving internal controls.
- Conduct audits, contract oversight activities, and reviews that help improve program results, strengthen internal controls, improve the efficiency and effectiveness of operations and correct systemic weaknesses.
- Conduct investigations and reviews that result in timely and accurate reports that contain pertinent information, identify misconduct and/or internal control deficiencies.
- Make recommendations that will prevent or mitigate wrongdoing and the risk of future losses.
- Conduct outreach activities that promote mission accomplishment.
- Help ensure timely and effective implementation of OIG recommendations through regular follow-up and monitoring activities.

### **Performance Measurement Indicators for Goal 1**

- Return on investment as determined by identified costs, questioned costs, and avoidable costs.
- Risk based audits, investigations, contract oversight reports, and other related products issued in a timely manner.
- OIG recommendations issued, accepted, and implemented.

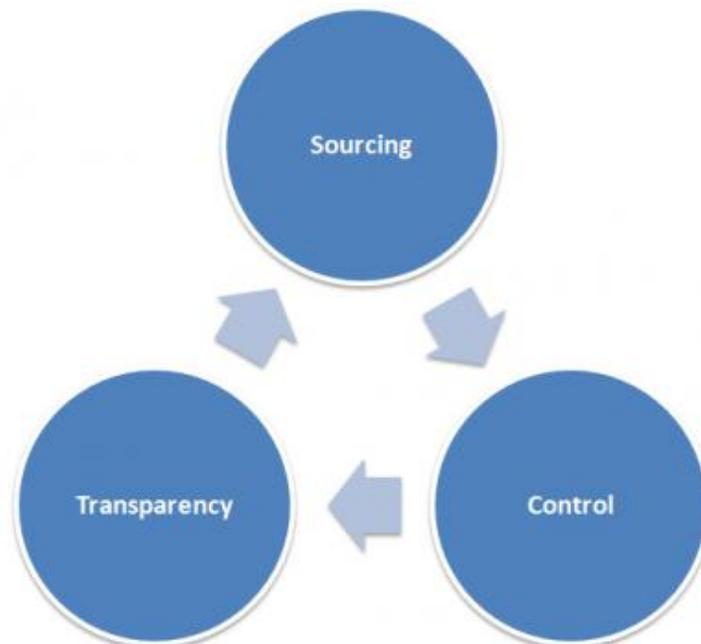
## Strategies for Goal 2

To achieve Goal 2: **Promote sound government procurement practices**, the OIG will:

- Provide on-site monitoring and feedback on procurement practices.
- Provide training and information on red flags and lessons learned.
- Promote best practices that support fair and open competition.

### Performance Measurement Indicators for Goal 2

- Increased compliance with legal and regulatory standards among government agencies.
- The positive impact of dollar savings, use of best practices/lessons learned, and effectiveness in procurement practices.



## **Strategies for Goal 3**

To achieve Goal 3: ***Expand and improve communications and engagement between the OIG, government officials and employees, and the public that increases OIG effectiveness***, the OIG will:

- Continue communication efforts by engaging in outreach which will include, but not be limited to:
  - Meet with civic groups, public officials, employees, and the people we serve;
  - Meet with County and City leaders in best practices/lessons learned sessions;
  - Distribute OIG periodic publications (e.g. Tips and Trends, Newsletters);
  - Enhance social media outlets (e.g. OIG website, Facebook, Twitter); and
  - Offer training as needed and/or requested.

### **Performance Measurement Indicators for Goal 3**

- Number of speeches, trainings, and on-site awareness presentations conducted.
- Correspondences received that contain allegations of fraud, waste, and/or abuse.
- Government and public feedback.

## **Strategies for Goal 4**

To achieve Goal 4: ***Achieve organizational excellence in carrying out the mission of the OIG***, the OIG will:

- Recruit, develop, and retain a highly qualified, diverse workforce with the knowledge, skills, and abilities, to meet current and emerging mission requirements.
- Ensure the integrity of the OIG operations by maintaining ethical standards and core values.
- Foster an environment of open communication, respect for ideas, and understanding of the value of each individual's contribution to promote employee growth, satisfaction, and motivation.
- Increase interoffice communication, awareness, and joint operations.
- Ensure the production of high quality, timely, and relevant work products by maintaining effective quality assurance processes.
- Provide OIG staff with the continuous support, professional development, and direction necessary to achieve the OIG mission.
- Enhance "360 Leadership" implementation to maximize strength and value of every OIG team member.
- Recognize and reward high performing employees and work units.

### **Performance Measurement Indicators for Goal 4**

- Achieving favorable outcomes during Accreditation assessments and Peer Reviews.
- Training to achieve and maintain professional certifications in individual disciplines.
- Employee satisfaction feedback.
- Enhanced individual and organizational pride and morale.



## **REPORT FRAUD, WASTE OR ABUSE**

To report alleged fraud, waste, abuse, mismanagement, or misconduct relative to county or municipal government, Children's Services Council, or Solid Waste Authority, use one of the following methods:

- Complete complaint form on web site at [www.pbcgov.com/OIG](http://www.pbcgov.com/OIG) and send to [Inspector@pbcgov.org](mailto:Inspector@pbcgov.org)
- Write to Office of Inspector General, Palm Beach County, P.O. Box 16568, West Palm Beach, Florida 33416
- Call the Office of Inspector General HOTLINE at: (877) 283-7068