



2022 ANNUAL REPORT

NEW ORLEANS OFFICE OF INSPECTOR GENERAL

Edward Michel, CIG
Inspector General



NOLA.OIG.GOV

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\$145,459,028

in potential savings and
revenue generated since 2009

\$3,965,678

in potential savings and
revenue generated in 2022

WHY OUR WORK MATTERS

Over the span of thirteen years, from 2009 to 2022, the New Orleans Office of Inspector General has helped the City save over \$145 million dollars.

REPORTS, PUBLIC LETTERS, & PRESS RELEASES

- Report of Investigation – Sewerage & Water Board Handicap Hang-Tags
- Inspection of NOLA 311 Call Center Pothole Repairs Requests
- Firefighters’ Pension Governance and Investment Policies

- BRASS Purchasing System and Accounts Payable Audit
- Sewerage & Water Board Employee Threatened a Parking Enforcement Officer on Social Media
- City of New Orleans and Sewerage & Water Board Repair Coordination Audit

- Department of Safety and Permits Inspections Audit
- Allegations of Neglect of Duty and Misuse of City Property at Juvenile Justice Intervention Center
- Enforcement of Fines for Illegal Short-Term Rentals

- Superintendent of Police Appointment Letter
- 2023 Annual Workplan
- Department of Justice - Former City of New Orleans Building Inspector Sentenced

LETTER TO ETHICS REVIEW BOARD

Dear Members of the New Orleans Ethics Review Board,

Pursuant to the New Orleans Home Rule Charter and applicable ordinances, the Office of Inspector General is privileged to submit its 2022 Annual Report. The Annual Report summarizes the full scope of work and other activities engaged in by the OIG during the previous calendar year.

The Annual Report highlights the professionalism, dedication, and the quality of the reports prepared by the OIG staff. In addition, the Annual Report demonstrates the OIG's achievement in fulfilling our statutory responsibilities including the assessment of risks across various City agencies. Highlights from the Annual Report provide potential economic loss prevented (PELP), potential savings, and questioned costs identified by the OIG's findings and recommendations in 2022.

Thank you for your support and the work you do to ensure the success of the OIG. I also extend our sincere appreciation to the City agencies, boards, commissions, and other external stakeholders that support our efforts to mitigate fraud, waste, and abuse.

Regards,



Edward Michel, CIG
Inspector General

 (504) 681-3247 complaint hotline

 nolaoig.gov

 hotline@nolaoig.gov

MESSAGE FROM INSPECTOR GENERAL



On behalf of the dedicated staff of the New Orleans Office of Inspector General, I am pleased to submit our 2022 Annual Report. Our staff's commitment to excellence is reflected in our independent and objective oversight of the City's annual budget of \$1.486 billion and assets that exceed \$7.8 billion. The OIG will continue our commitment to identifying and mitigating fraud, waste, abuse, and public corruption. Our risk-based management approach to oversight ensures our limited resources are utilized in an efficient and effective manner in order to promote good government and program integrity. In 2022, our office has recovered or identified more than \$3.965 million in potential savings, questionable costs or potential economic loss prevented. Our office cost the taxpayers of New Orleans \$3.582 million, which is equal to each citizen of New Orleans forgoing one order of beignets and a 16 ounce can of coffee and chicory from Café Du Monde.

We will continue to hold bad actors who steal or defraud taxpayer funded programs accountable for their actions, as well as those who utilize their public office for personal gain. In coordination with our local, state and federal law enforcement and private stakeholders, we will strategically utilize civil, criminal and administrative tools to ensure the integrity of City operations and deliver quality services to the citizens and visitors of New Orleans.

MESSAGE FROM INSPECTOR GENERAL

Our audits, evaluations, and investigations which include accompanying recommendations for meaningful improvements to City services, ensure our citizens receive the highest yield possible from their tax dollars. Sterling examples of how the OIG is effecting positive change appear throughout this report. Our audit report titled “Sewerage and Water Board and Department of Public Works Coordination” revealed that the City and the S&WB did not have coordination policies and procedures in place to properly oversee the distribution of \$2 billion in federal and local funds related to improving critical infrastructure. OIG audit recommendations were adopted which will ensure the optimization necessary for the project to be successfully completed. Our review of the ‘NOLA-311 Pothole Repairs’ project revealed the City did not properly adhere to policies regarding the repair of potholes on City streets. We determined these repairs were not timely, efficient, nor transparent and subsequently recommended a formal policy which included goals, objectives, and performance measures to ensure potholes are repaired in an effective manner.

Our investigations have resulted in the conviction and sentencing of former City of New Orleans Building Inspector Kevin Richardson, subsequent to a joint investigation conducted with the FBI, HUD-OIG, and DHS-OIG and presented to the United States Attorney for the Eastern District of Louisiana. Federal Judge Susie Morgan sentenced Richardson to serve 30 months in the Bureau of Prisons for soliciting and accepting more than \$65,000 in bribe payments. OIG investigations also revealed significant fraud related to homestead exemptions as more than 70 properties were benefiting from a Homestead Exemption and a senior freeze reduction despite the listed homeowners reportedly being deceased for several years.

The OIG will remain steadfast in our commitment to the betterment of City programs as well as improving the quality of life for all New Orleanians. We remain grateful for the continued support of the public as well as the leadership and direction provided by the Ethics Review Board. Lastly, I want to thank the talented staff of the OIG. Our office is truly fortunate to have such knowledgeable and dedicated public servants.

I am honored to serve as your Inspector General and will humbly but vigorously lead the New Orleans Office of Inspector General in the effective mitigation of fraud, waste, abuse, and public corruption.

A handwritten signature in black ink, reading "Edward Michel". The signature is written in a cursive, flowing style.

Edward Michel, CIG

Inspector General



MISSION

The OIG has a two-part mission. First, to prevent and detect fraud, waste, and abuse in City government. Second, to improve the programs and operations of the City of New Orleans through independent and objective oversight.

VISION

The OIG strives to be recognized as a leader in government oversight through its strategic and transformative approach to improving City performance via the prevention and detection of fraud, waste, and abuse.

- We work as a seamless, integrated team delivering valuable reports which benefit the public and support decision-makers in the City.
- We are an integral and trusted broker to our stakeholders.
- We are catalysts for positive change throughout the City.
- We have a diverse, competent, enthusiastic, and productive workforce and a key group of effective leaders at every level of the organization.
- We have credible risk assessment procedures that drive strategic and operational plans, priorities, and programs.
- We have efficient, effective processes and state-of-the-art infrastructure.

CORE VALUES

Integrity

- We are honest, ethical, and objective.
- We hold ourselves to the highest standards, and are willing to take a tough stance.
- We honor our commitments to each other and to our stakeholders.

Excellence

- We look to the future and seize opportunities to improve and enhance City-wide performance.
- We deliver timely, relevant, and high-impact products and services.

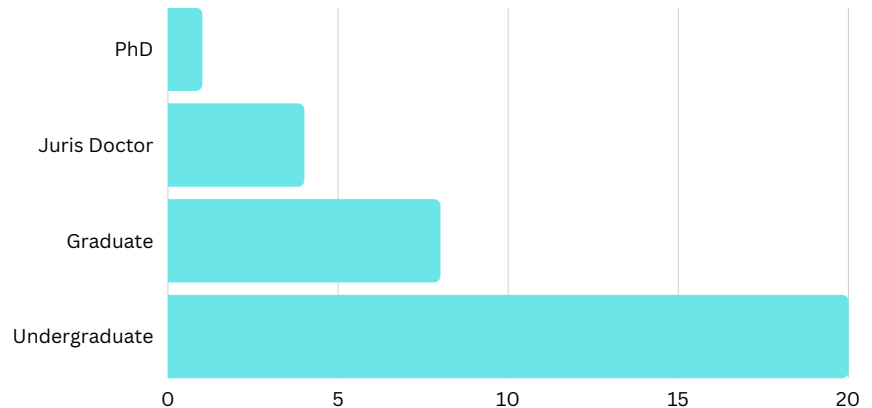
Accountability

- We operate as independent, transparent, and trusted brokers serving our stakeholders.
- We are passionate about delivering results that drive positive change.
- We are trustworthy and will follow through on our word.

Professional Staff

Education

The OIG staff collectively possess undergraduate, graduate, and juris doctorate/doctoral degrees, making us a recognized leader in recruiting an educated workforce. These degrees include disciplines in Accounting, Computer Science, Criminal Justice, Political Science, and Public Administration.



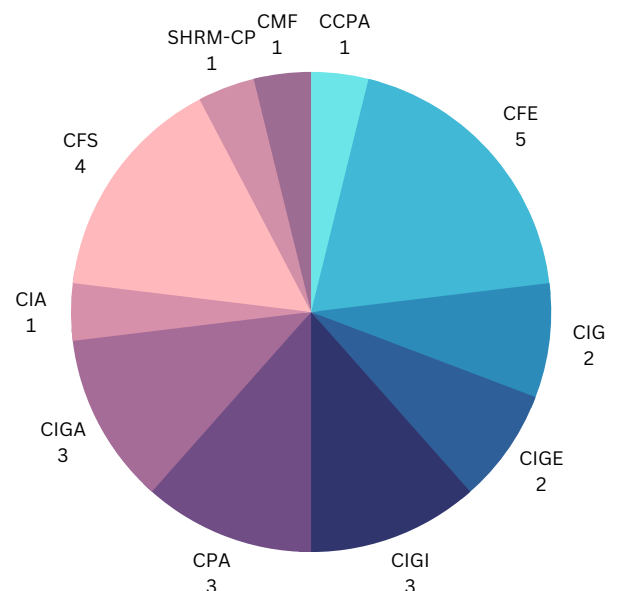
430

Experience

OIG professional staff has more than 430 years of combined work experience, ranging from federal law enforcement investigations to auditing Fortune 500 companies. Our staff utilizes their collective expertise to ensure we can effectively engage with City leadership to audit, evaluate, and investigate a multitude of City programs and services.

Professional Designations

In addition to our compliance with the annual Code of Governmental Ethics training mandated by the Louisiana Board of Ethics Administration, OIG staff completed numerous training sessions and participated in online webinars to earn their requisite hours of Continuing Professional Education credits. These credits are required to maintain our professional designations such as the Certified Public Accountant (CPA), Certified Fraud Examiner (CFE), Certified Inspector General Investigator (CIGI), Cellebrite Mobile Forensics (CMF), Cellebrite Certified Physical Analyst (CCPA), and Certified Inspector General (CIG).



A NOTICEABLE DIFFERENCE

2023 PROPOSED BUDGET HEARINGS

The OIG presented our 2023 Budget proposal to the City Council on Tuesday, November 15th, 2022. During this time, the OIG discussed augmentation of personnel, 2022 projects, successes, and ongoing initiatives.

"The OIG has become a much busier agency after Michel took over the agency in 2020. At the budget hearing, Michel said the office has increased its productivity by over 400 percent since then."

-Michael Isaac Stein

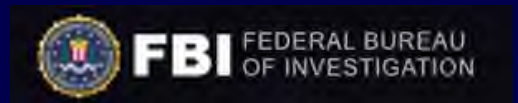
OIG IMPROVEMENTS

- Budget Refinement: Achieved through improved budget management and procurement.
- IT Infrastructure Upgrades - significantly improved performance, availability, and storage.
- Personnel Augmentation - hired and expanded workforce by nearly doubling personnel.
- Increased Community Outreach - conducted via social media and in-person presentations.
- Enhancement of Partnerships - increased collaboration with various local, state, and federal entities.



INSPECTOR GENERAL EDWARD MICHEL PRESENTED THE ANNUAL OIG BUDGET PROPOSAL TO CITY COUNCIL

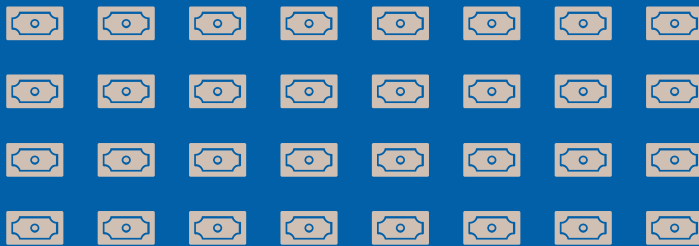
PARTNERSHIPS



PURPOSE & COMMITMENT INFOGRAPHIC

Oversight In Assets

\$8,000,000,000



Equivalent of
buying 59
Superdomes

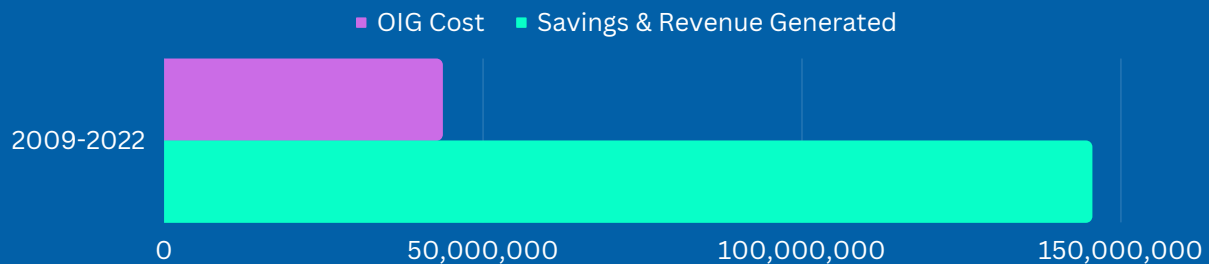
Oversight of Employees

6,500+

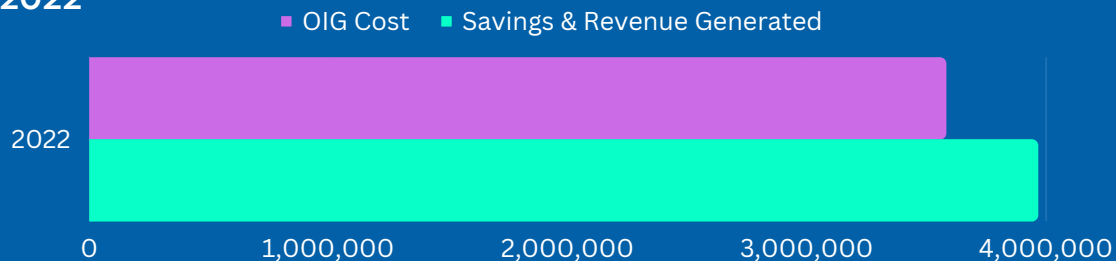


Number of
employees it
would take to
run Jazz Fest
365 days a
years

From 2009 - 2022



In 2022



AUDIT AND REVIEW

Performance Audits, Financial Audits, Compliance Audits



MORE ABOUT THIS

The Audit and Review Division conducts performance audits, financial audits, compliance audits, and attestations of City programs and operations, as well as tests for appropriate internal controls and compliance with laws, regulations, and other requirements.



HIGHEST RISK ENTITIES AS IDENTIFIED IN THE 2023 ANNUAL WORK PLAN

- Department of Finance
- Department of Information Technology and Innovation
- Department of Public Works (DPW)
- Department of Sanitation
- Edward Wisner Foundation
- Equipment Maintenance Division (EMD)
- New Orleans Police Department (NOPD)
- Orleans Parish Communications District (OPCD)
- Orleans Parish Sheriff's Office (OPSO)
- Orleans Parish Hospital Service District – District A
- Sewerage & Water Board of New Orleans (S&WB)

CITY-WIDE RISK ASSESSMENT

In September of 2022, the OIG made updates to the City-Wide Risk Assessment, which was developed to systematically assess risks within the City. The OIG obtained and reviewed more than 1,000 documents. To assess risk, the OIG obtained questionnaires, internal policies, and other documentation related to governance. The OIG also conducted interviews of City employees and reviewed news coverage, external audits, and any other publicly available information. The OIG reviewed information pertaining to \$2.5 billion in revenues and \$2.4 billion in expenditures. The risk assessment provides the OIG with pertinent information to allocate its resources efficiently and effectively, identify potential projects, and create a framework to develop audit and evaluation priorities in future years.



ENFORCEMENT OF FINES FOR ILLEGAL SHORT-TERM RENTALS

This letter highlighted the importance of enforcing the City's short-term rental regulations. This letter also addressed the potential for the City to collect a significant amount of money from fines for short-term rental violations. The OIG's concern with the City's ongoing short-term rental issues is primarily focused on the City's lack of enforcement of its own short-term rental regulations.

If implemented effectively, the City's new plan to quadruple the number of City workers dedicated to short-term rental enforcement could vastly increase the number of violations brought up for administrative hearings, deterring illegal short-term rentals.

For the 12 illegal short-term rentals identified by the OIG, the auditors reviewed all nights booked for the year ending on December 31, 2022. Per the terms of the above-described ordinance, the City may be able to levy and collect a minimum fine of \$500 per night, which could result in fines of at least \$519,500 for the year 2022.

CITY OF NEW ORLEANS AND S&WB REPAIR COORDINATION AUDIT

The OIG found:

The OIG conducted an audit of the coordination between the City and the S&WB as it relates to FEMA funded roadwork via the Joint Infrastructure Recovery Request Program (JIRR Program). JIRR Program projects involve coordination between the S&WB and the City, through the DPW, to restore a large portion of the City's damaged infrastructure using a combination of more than \$2 billion of federal and local funds.

- The City and the S&WB did not have coordination policies and procedures in place as required by the 1992 and 2012 CEAs to guide the execution of the JIRR Program.
- The S&WB's asset management and work order system, Cass Works, was outdated and, due to system limitations, did not consistently provide the City with credible information needed to properly plan and determine the full scope of JIRR Program projects.
- The City did not provide proactive or accurate information to the public concerning the status of planned or ongoing projects in their neighborhoods.
- The S&WB did not submit timely reimbursement requests to GOHSEP, as required by the JIRR Program CEA. The S&WB did not reimburse the City timely for any of the 98 invoices tested, totaling \$8,133,147.
- The S&WB did not comply with its duty to repave utility cuts timely after completing subsurface repairs, which increased the backlog of gravel-filled utility cuts awaiting permanent repaving.





DEPARTMENT OF SAFETY & PERMITS INSPECTIONS AUDIT

The OIG conducted a performance audit of the Department of Safety and Permits (S&P). The objective of the audit was to determine if S&P inspectors (City inspectors) conducted their inspections in accordance with S&P policies and procedures. The scope of the audit was all building, mechanical and electrical permit inspections conducted by City inspectors during the period April 1, 2019 through March 31, 2020.

The audit resulted in the following major findings:

- City inspectors did not perform in-person inspections for 20% of the inspections selected for review.
- City inspectors did not spend adequate time conducting inspections, spending ten minutes or less for 40% of the inspections reviewed.
- City inspectors did not upload required documentation into LAMA^① in violation of S&P policies and procedures.

Safety and Permits tracked workflow and stored information related to the building
① permit process using geographic information system (GIS)- based Land Management software (LAMA).

INVESTIGATIONS

Upholding Government Integrity via Preliminary Investigations into Fraud, Waste, and Abuse



MORE ABOUT THIS

The Investigations Division conducts criminal and administrative investigations involving City employees, contractors, and vendors that receive City funds. Investigators also work with local, state, and federal partners to conduct joint investigations.

Investigations

Homestead Exemption Fraud

In 2022, the OIG submitted documentation to the Orleans Parish Assessor's Office concerning 79 residential properties which continued to receive a homestead exemption and senior freeze reduction despite the listed homeowner reportedly being deceased. The OIG also notified the Orleans Parish Assessor about two (2) Orleans Parish property owners who were fraudulently claiming homestead exemptions in relation to short term rental property.

Former City of New Orleans Building Inspector Sentenced

Kevin Richardson was sentenced on January 13, 2022 by United States District Judge Susie Morgan to thirty (30) months in the Bureau of Prisons for violating Title 18, United States Code, Sections 1952(a)(3) and 2, use of an interstate facility with intent to carry on unlawful activity. The US Attorney's Office for the Eastern District of Louisiana issued a press release in which it credited the OIG with participating in the investigation.

Impersonating the handicapped?

OIG investigators found that 26 vehicles that were registered to a S&WB employee or their relative possessed a handicap hang-tag and parked in a metered parking space in the immediate vicinity of the S&WB Office. These 26 S&WB employees may be depriving the City of approximately \$132,957 per year in parking meter revenue because 19 were not entitled to any handicap parking privileges and the other seven, who legitimately possessed a handicap hang-tag, exceeded the three-hour free parking benefit.

Juvenile Justice Intervention Center Director

Kyshun Webster, Executive Director, Juvenile Justice Intervention Center (JJIC). The OIG found that Webster was frequently absent from work and misused City property by transporting his dog in City-owned vehicles, and housing his dog at the JJIC facility.

Sewerage & Water Board

A S&WB employee posted messages on social media on two occasions in which she threatened to assault a Parking Enforcement Officer for issuing a metered parking citation. The OIG also issued four (4) referral letters to S&WB concerning allegations of employee misconduct concerning take-home vehicles.

Investigations

Smart Cities Contract

Cox Communications alleged that Smart+Connected NOLA (SC NOLA) violated the LA Public Works Act and the LA Code of Governmental Ethics by having a city consultant, Ignite Cities, assist with drafting the Request for Proposals and partnering with the winning entity. Local news coverage reported that the OIG seized the computer of a city IT worker involved in the “Smart City” contracting process

Collaborating With External Partners

The OIG has been on the front lines, as well as collaborating with external partners in combating fraud, waste, and abuse. In December 2022, the OIG issued a letter to the Director of Safety and Permits regarding three Third-Party Inspectors with active residential and commercial contractors licenses issued by the State. As per Section 110.10(1) of the Building Code, under City Code Section 26-15, “Any Company or individual holding a Louisiana license as a building, residential, or home improvement contractor is prohibited from registering as a Third-Party inspection service provider.” As a result of the letter, the City notified the three Third-Party Inspectors that their registration with the City was being revoked as of January 13, 2023. The OIG also provides assistance to the Louisiana State Licensing Board for Contractors (LSLBC) in conducting investigations concerning contractors. In 2022, the two persons were fined by the LSLBC for submitting a forged bid bond for a City Infrastructure Work Project.

Forward Together New Orleans

Local news coverage reported that this nonprofit founded by Mayor Latoya Cantrell was the subject of an OIG investigation and controversy when the group's former executive director made allegations of financial misconduct against the board of FTNO, after which Liberty Bank froze the group's account and the OIG issued subpoenas. FTNO resolved its dispute with its former executive director and the City was reimbursed more than 1 million dollars from the nonprofit.

Investigations

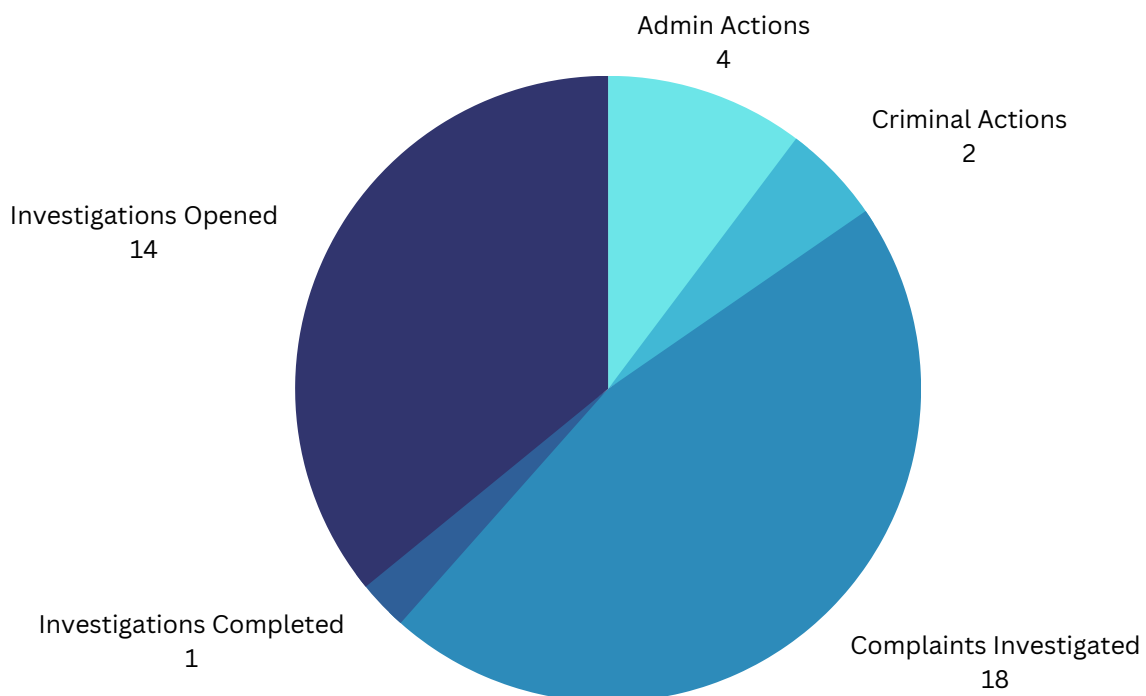


Professional Endorsements from OIG Partners
Orleans Parish Assessor's Office

“The Office of Inspector General has been a resourceful ally in our ongoing fight against Homestead Exemption fraud. Leads brought to us by their office have directly led to the revocation of 73 invalid or expired Homestead Exemptions, generating tens of thousands of dollars for tax recipient agencies. We are grateful to have the watchful eye of the OIG support the work of the Orleans Parish Assessor's Office.”

-Assessor Erroll G. Williams

Investigations By The Numbers



INSPECTIONS AND EVALUATIONS

Inspections, Evaluations, and Performance Reviews



MORE ABOUT THIS

The Inspections and Evaluation Division's goal is to increase the efficiency, effectiveness, transparency, and accountability of city programs, agencies, and operations. To accomplish that goal, evaluators conduct independent, objective, empirically based, and methodologically sound inspections, evaluations, and performance reviews.



INSPECTION OF NOLA-311 POTHOLE REPAIRS

In March 2022 the OIG released a report titled, “Inspection of NOLA-311 Pothole Repairs.” The purpose of the project was to inspect DPW and OPCD’s adherence to policies surrounding the repair of potholes and to determine if the City repaired potholes in a manner that was timely, efficient, and transparent to citizens. Analysis of NOLA-311 pothole data revealed that, on average, the DPW took 204 days to resolve service requests to repair potholes, while other service requests were left pending indefinitely. The average time for pending requests, that had not yet been resolved at the time of this inspection, was 348 days. Further, the City did not have defined goals or performance measures for completing pothole repairs within a specified number of days.

To resolve these issues, the OIG recommended the DPW adopt a formal policy, with goals and performance measures, to repair potholes within a specified period of time. The time period for repairs should be reasonable, and based on the unique climate, characteristics, and resources of the City.

FIREFIGHTERS' PENSION GOVERNANCE & INVESTMENT POLICIES



Photo Courtesy of The Advocate.
Staff photo by Sophia Germer.

The purpose of the OIG's evaluation was to determine whether the New Orleans Firefighters' Pension and Relief Fund's (NOFFPF) overall governance systems and investment decision-making processes were consistent with legal requirements and best practices, and supported its goal of ensuring sufficient funds available to pay benefits.

In 2022, the annual required contribution from the City to the NOFFPF was \$48.5M. The report found that, while the NOFFPF had improved some of its practices pertaining to governance and investments in the last few years, NOFFPF did not comply with all governance provisions in its settlement agreement and Cooperative Endeavor Agreement (CEA) with the City. Furthermore, the NOFFPF did not develop, document, and use meaningful criteria for evaluating its investment performance, and it lacked a formally articulated risk tolerance process for assessing investment risks.

To address these weaknesses, evaluators recommended the NOFFPF work with the City and other parties to revise the CEA as needed and comply with any and all provisions within the updated CEA. Further, the NOFFPF should develop measures to assess the performance of its investment portfolio, document its risk tolerance and process for assessing risks in investment decisions, and develop clear performance criteria for its investment consultant.

ADMINISTRATION

Human Resources, Information Technology, & Legal Affairs



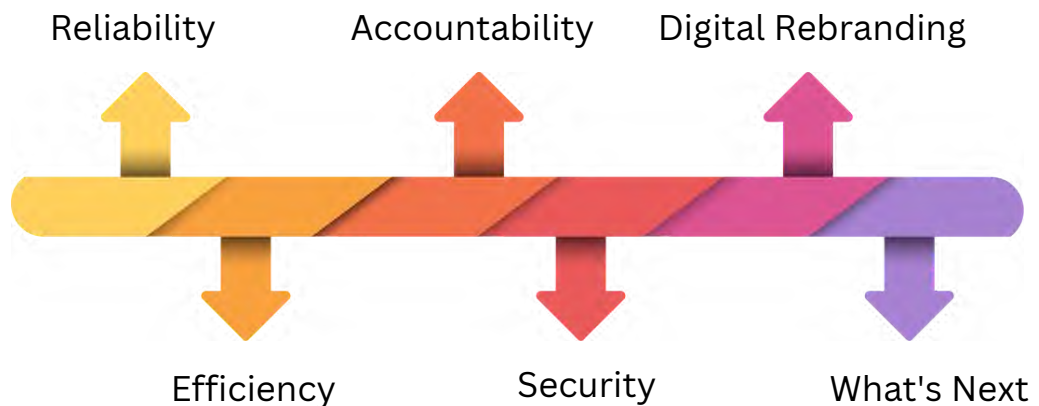
MORE ABOUT THIS

The OIG Administration includes the Office Manager, IT Security Specialist, and the General Counsel. These individuals facilitate the daily administrative operations of the OIG, which include procurement, human resources, information technology, and legal affairs.

IT INFRASTRUCTURE UPGRADES

The OIG Information Security Specialist is responsible for the OIG's information technology (IT) resiliency in the following areas:

- Reliability – Network Switches
- Efficiency – New Computers and Equipment
- Accountability – New Next Generation Firewalls
- Digital Rebranding - Refresh of OIG website
- Security – Combination of network switches and firewalls



Network Switches : Provides elevated security and efficient data transfer making work more productive.

Next Generation Firewalls: Provides network redundancy, increased security, and logs for accountability.

Digital Rebranding : Website overhaul

Active Event Monitoring : Security information and event management technology (SIEM) supports threat detection, compliance and security incident management.

Digital Forensic Acquisition : Digital forensic science is a branch of forensic science that focuses on the recovery and investigation of material found in digital devices related to cybercrime. New computers with built in WiFi have been deployed to make OIG staff mobile and accessible. New Data Center servers, storage, and backup devices provide redundancy for data as well as optimal file transfer. New network switches and new next generation firewalls combine to leverage threat intelligence sources to provide increased security through encrypted traffic inspection, intrusion prevention, and application awareness.

OFFICE MANAGEMENT & HUMAN RESOURCES

The Office Manager is the HR Generalist for the office, and holds a Certified Professional Designation from the Society for Human Resource Management (SHRM). The Office Manager is responsible for the following ongoing tasks:

Human Resources

- Coordinating the recruitment and hiring process from beginning to end
- Facilitating enrollment in benefit programs by filing paperwork on behalf of all employees as necessary
- Employee relations
- Maintenance of electronic and hard copy personnel files, including keeping certification and training information up to date
- Verifying and approving time-keeping and payroll procedures

Finance

- Managing and refining the OIG budget
- Monthly reconciliation of budget and expenditures
- Bookkeeping for all general ledger and credit transactions

Procurement Process

- Communicating with OIG vendors
- Processing requisitions to create purchase orders, and facilitating the completion of the purchasing process
- Overseeing the timely payment of OIG expenditures

Operations

- Coordinating with the OIG's landlord and various City departments on administrative matters
- Serving as an aid for the preparation of materials for meetings and presentations for stakeholders



Legal Affairs

LEGAL

In 2022, the OIG employed a General Counsel. The General Counsel serves as the office attorney, providing legal counsel and reviewing all OIG work products for legal accuracy. The General Counsel regularly consults with Executive leadership to make the most informed and legally sound decisions on behalf of the department.



COMMUNITY OUTREACH

Community Outreach & Social Media

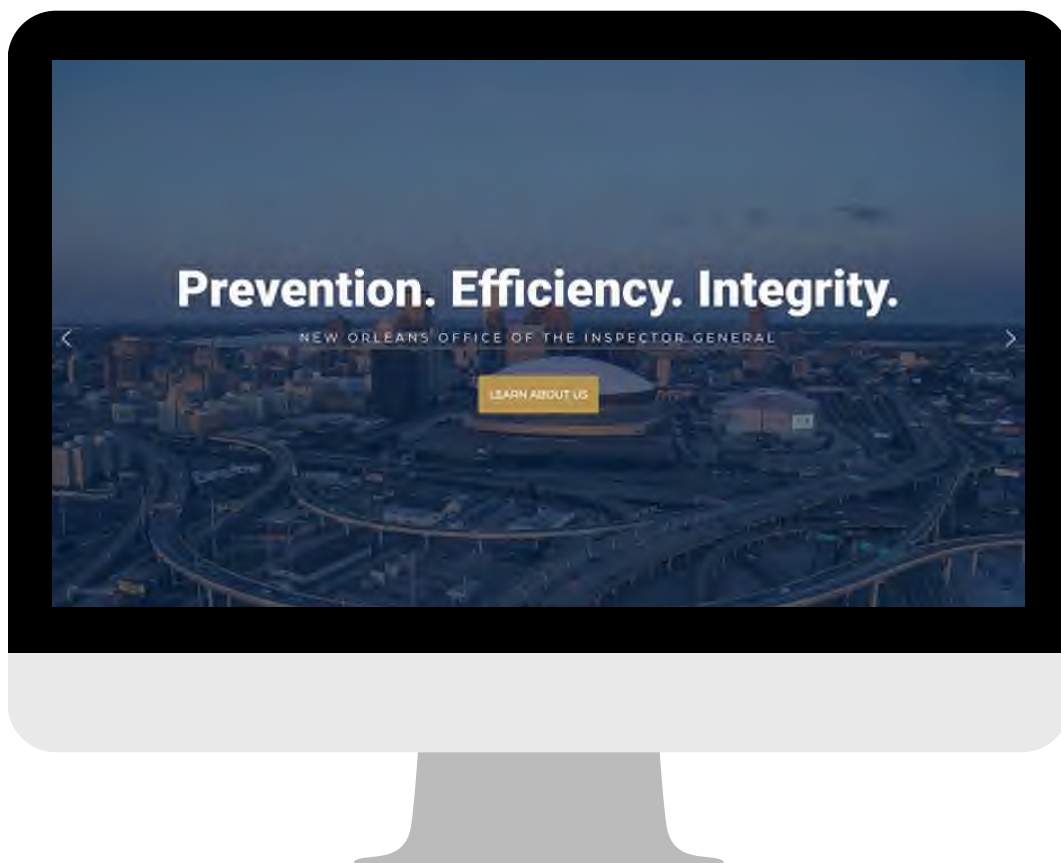
Throughout 2022, the OIG embarked on a campaign to mitigate fraud, waste, and abuse through awareness and education. To that end, the Inspector General participated in several community forums and actively engaged in the social media arena to discuss the new direction of the office.



TRANSPARENCY MATTERS

New OIG Website

The OIG debuted a new website in December of 2022. The new and improved website was the result of several months of ongoing work and collaboration.



Report Fraud, Waste, or Abuse

Help us promote the effectiveness of the City of New Orleans. The OIG encourages its citizens, employees, contractors, and others to report fraud, waste, and abuse.

Via Online Form: You can fill out the online form on our website to submit a complaint.

Via Phone : You can submit your complaint by phone at (504) 681-3247 or by fax at (504) 681-3230.

Via Letter: You can write a letter and mail it to: 525 St. Charles Ave, New Orleans, LA 70130.

OATH OF OFFICE CEREMONY

Reaffirming their commitment

On December 21, 2022, the OIG staff reaffirmed their commitment to the OIG and participated in a swearing-in ceremony. Ethics Review Board Chair Holly Callia swore in our new employees at Gallier Hall. This event memorialized the OIG's renewed commitment to preventing fraud, waste, and abuse within the City of New Orleans.



ON THE HORIZON

The projects listed below are intended to provide the City with essential information that it can use to mitigate risk. The OIG will review and modify the schedule of activities as circumstances warrant.

- | | |
|-------------------------|---|
| Current Projects | <ul style="list-style-type: none">• Orleans Parish Communications District Credit Cards Performance Audit (2023)• City Employee Time and Attendance Reporting (2023)• NOPD Response to Violent Crimes (2023)• Edward Wisner Foundation (Ongoing) |
|-------------------------|---|

- | | |
|---------------------------------------|--|
| Department of Code Enforcement | <ul style="list-style-type: none">• Citizen Complaint Processing |
|---------------------------------------|--|

- | | |
|--|--|
| Department of Equipment & Maintenance | <ul style="list-style-type: none">• Fleet Management Follow-up and Fuel Dispensing Follow-Up |
|--|--|

- | | |
|---|---|
| Department of Safety & Permits | <ul style="list-style-type: none">• Short-Term Rental Program Oversight |
|---|---|

- | | |
|--------------------------------------|--|
| New Orleans Police Department | <ul style="list-style-type: none">• Police Officer Recruitment and Retention |
|--------------------------------------|--|

- | | |
|---|--|
| Orleans Parish Communications District | <ul style="list-style-type: none">• Call Center Operations |
|---|--|

- | | |
|---|--|
| Orleans Parish Hospital Services District (District A) | <ul style="list-style-type: none">• Review of Expenditures |
|---|--|

- | | |
|--|--|
| Orleans Parish Sheriff's Office | <ul style="list-style-type: none">• Review of Sheriff's Office Payroll and Secondary Employment (Paid Details) |
|--|--|

- | | |
|--|--|
| Sewerage & Water Board of New Orleans | <ul style="list-style-type: none">• Review of Customer Billing and Collections |
|--|--|

- | | |
|--------------------------|--|
| Public Corruption | <ul style="list-style-type: none">• Conduct Fraud Awareness seminars for employees and contractors• Conduct investigations and refer evidence for prosecution |
|--------------------------|--|

CITIZENS ACADEMY

This four-week program gives citizens an inside look at the OIG

Our Citizens Academy program is an engaging four-week program that gives business, religious, civic, and community leaders an inside look at the OIG.

The mission of the OIG Citizens Academy is to foster a greater understanding of the role and mission of the OIG in the community through discussion and education. Upon completion, attendees will have a greater understanding of how the OIG assesses and mitigates fraud, waste, abuse and public corruption, as well as the proper protocols for reporting fraudulent behavior. Candidates can request to attend by visiting our website at nola.oig.gov



COURAGE
FAIRNESS
OBJECTIVITY
INTEGRITY
PROFESSIONALISM
FORTHRIGHTNESS
ACCOUNTABILITY
RESPECT
TRUST
HONESTY
COMPETENCE
DEPENDENCE
CONFIDENTIALITY

