

MONTHLY REPORT

MARCH 2024



OIG

**NEW ORLEANS
OFFICE OF INSPECTOR GENERAL**

**EDWARD MICHEL, CIG
INSPECTOR GENERAL**

ADMINISTRATION DIVISION



2,059

Number of registered Twitter followers

ADMINISTRATION

The Office Manager is responsible for the following ongoing tasks:

- Human Resources
 - Coordinating the hiring process
- Finance
 - Managing and refining the OIG budget
- Procurement Process
 - Communicating with OIG vendors
 - Processing requisitions to create purchase orders
 - Overseeing the timely payment of OIG expenditures
- Operations
 - Coordinating with the OIG's landlord and various City departments on administrative matters

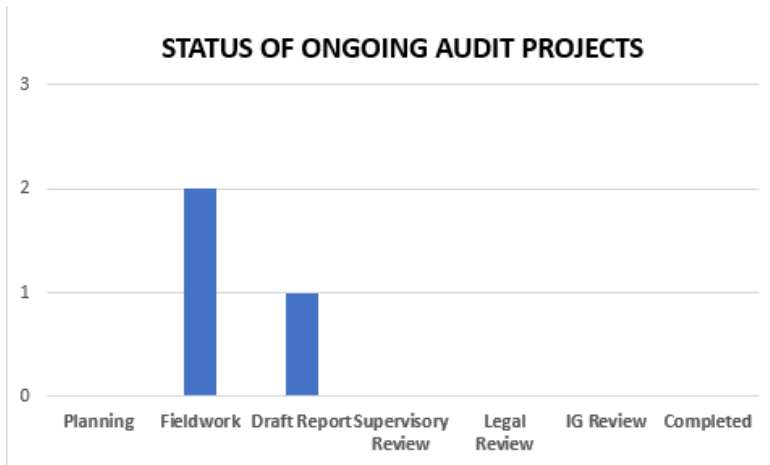
INFORMATION SECURITY

The OIG Information Security Specialist is responsible for the following tasks to maintain the OIG's information technology (IT) integrity

- Technical Support
- Hardware and Software Updates
- Communication and Coordination
- Consultation for IT Purchases

AUDIT & REVIEW DIVISION

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



The Audit and Review Division has the following projects in process:

- Orleans Parish Sheriffs Office
- Safety and Permits Third Party Contractors
- New Orleans East Hospital Credit Card

Project Phase Descriptions:

Planning - includes background research, data gathering, initial interviews, and/or internal controls assessment.

Fieldwork - includes data and statistical analyses, interviews, testing of procedures, onsite observations, and/or physical inspections.

Draft Report - includes data and statistical reviews, documenting fieldwork results, initial report writing, revisions and internal Quality Assurance Review (QAR) prior to supervisory review.

Supervisory Review - includes the review by both Deputy Inspector General and First Assistant Inspector General to ensure sufficiency and appropriateness of evidence, adequate fieldwork procedures, and proper conclusions, content, presentation and readability.

Legal Review - Report review by in-house General Counsel and/or outside Legal Counsel to ensure appropriate and proper legal citations and/or interpretations.

IG Review - Report review by the Inspector General based on corrections and recommended changes resulting from the Legal Review.

30-Day Comment Period - 30-day deadline for the department to review the draft report and submit management responses for inclusion in the final report.

MEASURING PROGRESS

AUDIT AND REVIEW DIVISION

The following information provides a summary of the Audit Division's project phase and a summary of the audit objectives.

Project Name	Project Phase ¹	Anticipated ² Completion Date
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Orleans Parish Sheriffs Office	Fieldwork	Ongoing
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Summary of Objectives: The purpose of the audit is to evaluate the operating effectiveness of the Orleans Parish Sheriff Office's controls and expenditures related to payroll and paid details.

Safety and Permits Third Party Contractors	Fieldwork	Ongoing
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Summary of Objectives: The purpose of the audit is to determine the adequacy of S&P policies and procedures related to Third Party Inspections and verify that residential inspections performed by Third Party Inspectors were in compliance with those policies and procedures.

Footnotes:

1 - Project phase determination is based on the objective(s), scope, and methodology for each project. It is not determined by a standard set of hours and/or phase deadline.

2 - The completion date may be re-evaluated if necessary.

New Orleans East Hospital Credit Card	Draft Report	Ongoing
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Summary of Objectives: The purpose of the audit is to determine whether New Orleans East Hospital credit card purchase were business-related and allowed by law, and that these purchases followed relevant agency policies.

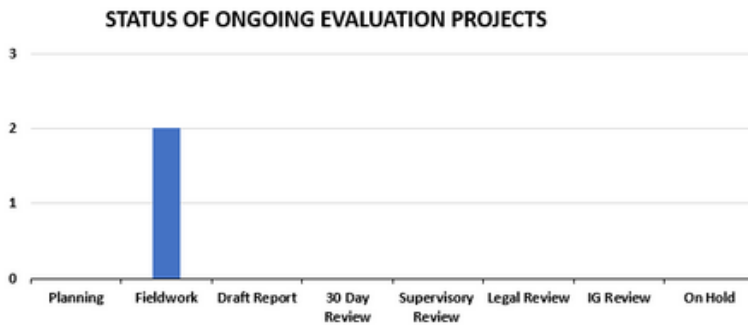
Footnotes:

1 - Project phase determination is based on the objective(s), scope, and methodology for each project. It is not determined by a standard set of hours and/or phase deadline.

2 - The completion date may be re-evaluated if necessary.

INSPECTIONS & EVALUATIONS DIVISION

The Inspections and Evaluations Division works to increase the efficiency, effectiveness, transparency, and accountability of City programs, agencies, and operations. Evaluators conduct independent, objective, empirically based and methodically sound inspections, evaluations, and performance reviews.



The Inspections & Evaluations Division has the following projects in process:

- OPCD Hexagon Contract
- Industrial Development Board PILOT Program

Project Phase Descriptions:

Planning - includes background research, data gathering, initial interviews, and/or internal controls assessment.

Fieldwork - includes data and statistical analyses, interviews, testing of procedures, onsite observations, and/or physical inspections.

Draft Report - includes data and statistical reviews, documenting fieldwork results, initial report writing, revisions and internal Quality Assurance Review (QAR) prior to supervisory review.

Supervisory Review - includes the review by both Deputy Inspector General and First Assistant Inspector General to ensure sufficiency and appropriateness of evidence, adequate fieldwork procedures, and proper conclusions, content, presentation and readability.

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MEASURING PROGRESS

INSPECTIONS AND EVALUATIONS DIVISION

The following information provides a summary of the Inspections and Evaluations Division's project phase and a summary of the each project's objectives.

Project Name	Project Phase ¹	Anticipated ² Completion Date
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OPCD Hexagon Contract	Fieldwork	Ongoing
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Summary of Objectives: The purpose of the evaluation is to analyze the process used to procure Hexagon On Call Records, review the use of public funds in the project, and assess whether the product was suitable to meet public needs.

Industrial Development Board PILOT PROGRAM	Fieldwork	Ongoing
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Summary of Objectives: To review impact of PILOT programs nationally and to determine whether the City's Industrial Development Board utilizes standards and procedures for awarding PILOT grants that align with best practices.

Footnotes:

1 - Project phase determination is based on the objective(s), scope, and methodology for each project. It is not determined by a standard set of hours and/or phase deadline.

2 - The completion date may be re-evaluated if necessary.

INVESTIGATION DIVISION

ADMINISTRATIVE INVESTIGATIONS (MARCH HIGHLIGHTS)

Issued a Report of Investigation regarding the non-profit Forward Together New Orleans (FTNO). In this report, it was set forth that a conflict of interest may have arisen if a City employee is a board member, board liaison, or an individual who determines where and how monies received by FTNO will be spent. Because a donor to FTNO, United Health Care, had a contractual relationship with the City, it was possibly a "prohibited source" under Louisiana Revised Statutes 42:1115.

As a result of the findings, the OIG recommended the following:

- Non-profits and other charitable organizations must ensure that expenditures of City funds provided by a Cooperative Endeavor Agreement (CEA) are to be properly characterized and expended.
- The City must confirm that funds provided to the non-profit or charitable organization are utilized in a manner consistent with the agreed upon terms outlined within the CEA.
- To prevent ethical lapses or perceived ethical lapses, it would be beneficial to add a section on the current financial disclosure form that requires City employees to disclose any service they provide to non-profits or other charitable organizations that receive funds from the City.

Issued a letter to the Sewerage and Water Board (S&WB) concerning S&WB employees who had personal delinquent accounts. During the OIG's investigation, the S&WB implemented the Family and Co-Worker Account Handling policy. This policy established procedures for handling the accounts of S&WB employees and family members, as well as disciplinary actions for S&WB employees who did not comply with the policy. OIG investigators verified that the policy had been implemented for all S&WB employees. OIG investigators also confirmed the policy included written procedures to ensure delinquent S&WB employee accounts, such as the four identified in this investigation, were reviewed by S&WB Revenue Management Employees and their supervisors, and the reviews were properly documented. As a result, the S&WB employees made steps to bring their accounts current.

As a result of the findings, the OIG recommended the following:

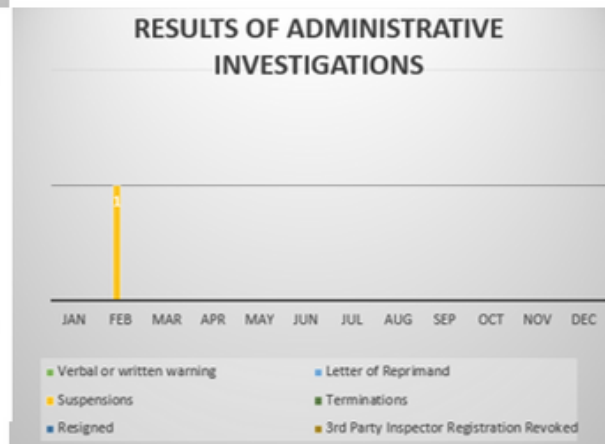
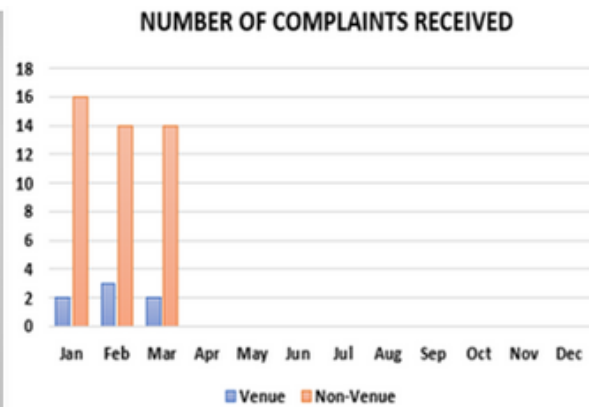
- The S&WB should continue reviewing employees' accounts to ensure compliance with the Family and Co-Worker Account Handling policy.
- The S&WB should review and update the Family and Co-Worker Account Handling policy on at least an annual basis to ensure the procedures outlined in the policy have been properly implemented and are operating effectively.
- All S&WB employees should sign an annual acknowledgment that they have read the Family and Co-Worker Account Handling Policy and understand the requirements, as well as the consequences of failing to comply.

Issued three requests for documents in ongoing investigations.

MEASURING PROGRESS

INVESTIGATIONS DIVISION

The Investigations Division conducts criminal and administrative investigations involving City of New Orleans employees, contractors, and vendors that receive City funds. Investigators also work with local, state, and federal partners to conduct joint investigations. The Investigations Division is also available to provide fraud awareness training to City employees and to engage in other outreach programs with businesses and citizens.



Venue: Matters that the OIG has the jurisdiction to investigate

Non-Venue: Matters outside of the OIG's jurisdiction

2023 MONTHLY BUDGET


Total 2024 Appropriation \$ 4,184,733

Expenditures	Spent YTD
Personnel	\$ 610,996
Operating	\$ 51,789
Total	\$ 662,784
Remaining Balance	\$ 3,521,949

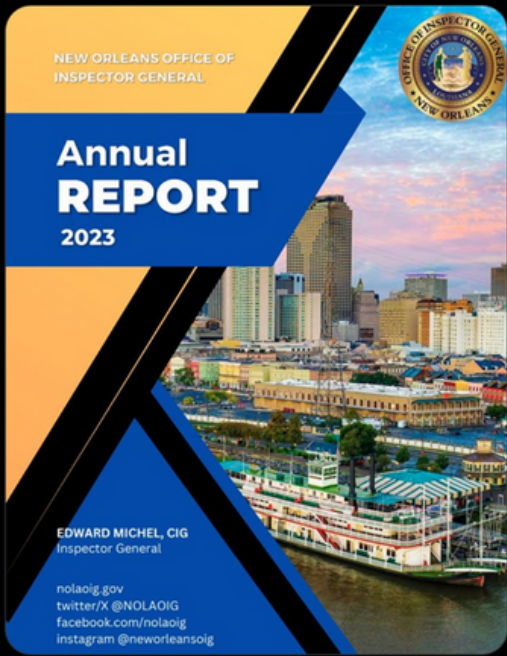
SOCIAL MEDIA



SOCIAL MEDIA

 **New Orleans OIG** @NOLAOIG · Mar 27

The New Orleans Office of Inspector General is proud to present our 2023 Annual Report! Our most productive year yet with a 55% increase in productivity, \$4.2 Million in savings identified, and \$10.5 Billion in City assets safeguarded. ow.ly/Ujn95OR3utE




NEW ORLEANS OFFICE OF INSPECTOR GENERAL

Annual REPORT 2023

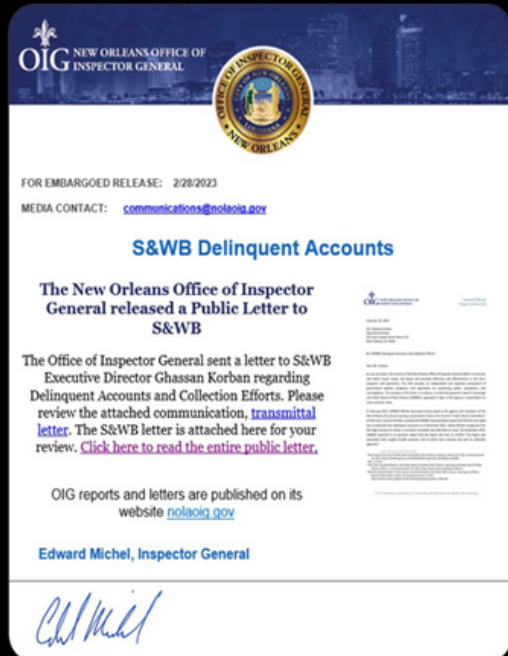
EDWARD MICHEL, CIG
Inspector General

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 **New Orleans OIG** @NOLAOIG · Mar 26

The OIG uncovered an issue regarding Sewerage and Water Board employees not paying their bills. Read the full report and our recommendations to ensure accountability in the future here: nolaogig.gov/investigations/



NEW ORLEANS OFFICE OF INSPECTOR GENERAL

FOR EMBARGOED RELEASE: 2/28/2023

MEDIA CONTACT: communications@nolaogig.gov

S&WB Delinquent Accounts

The New Orleans Office of Inspector General released a Public Letter to S&WB

The Office of Inspector General sent a letter to S&WB Executive Director Ghassan Korban regarding Delinquent Accounts and Collection Efforts. Please review the attached communication, [transmittal letter](#). The S&WB letter is attached here for your review. [Click here to read the entire public letter.](#)

OIG reports and letters are published on its website nolaogig.gov

Edward Michel, Inspector General

Ed Michel

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