



Performance Results Report for FY 2023



Office of Inspector General
Sandra D. Bruce
Inspector General

December 2023

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Please Note:

The Performance Results Report for FY 2022 is available on the [ED OIG website](#).

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Message from the Inspector General

In accordance with the Government Performance and Results Modernization Act of 2010, I am pleased to present the U.S. Department of Education (Department) Office of Inspector General (OIG) Fiscal Year 2023 Performance Results Report. This report highlights our work and activities completed throughout fiscal year (FY) 2023 and the results of our efforts to meet or exceed our annual performance measures. Those measures align with the goals and strategies presented our [FY 2023–2028 Strategic Plan](#)—our roadmap for providing effective and objective oversight of the Department’s programs and operations for those fiscal years.

Our Strategic Plan set forth our vision, mission, and the detailed focus and direction of OIG’s operations for the next 5 years to reach our four overarching strategic goals:

1. Maximize our value to our stakeholders by promoting effectiveness in the Department’s programs and operations by delivering relevant and timely information.
2. Combat program fraud and cyber threats by conducting timely, high-quality investigations and digital analyses to detect and deter fraud, waste, abuse, and other criminal activity involving Department programs and operations.
3. Invest in the OIG workforce and workplace by cultivating a talented and diverse workforce and an inclusive, equitable, and accessible workplace that inspires engagement, creativity, and excellence.
4. Innovate and collaborate by implementing internal processes that leverage technology, foster strategic thinking, and advance organizational effectiveness.

FY 2023 was the first year of implementing strategies aimed at helping the OIG reach its goals, and in this report we share the results of those efforts, including the measures we used to evaluate our impact, productivity, timeliness, and responsiveness to stakeholders in relation to year one of the implementation of those goals. As you will see, thanks to the hard work and effort of the OIG staff, we not only successfully met but exceeded our targeted measurements for 20 of our 22 performance goals.

This report also includes our performance measures and targets for FY 2024, which we expect will be another productive year, as we continue to oversee the Department’s programs, operations, and funding. Through these performance measures, we look to ensure that Department programs are carried out as required, funding reaches the intended recipients, and desired results are achieved. We will also increase our fraud awareness efforts to help our stakeholders and the public identify and report fraud; investigate allegations of fraud and public corruption involving Federal education funds, unauthorized access, and misuse of Department data systems; and stop unscrupulous student loan debt relief fraud companies and others who prey on student loan borrowers. You can find more about our planned efforts in our FY 2024 Annual Plan.

Thank you for your interest in and support of the OIG. We look forward to what FY 2024 brings as we continue to meet our goals and fulfill our mission. Our nation deserves nothing less.



Sandra D. Bruce
Inspector General

> \$2.7
MILLION

Unsupported &
Questioned Costs
Identified

> \$49
MILLION

Restitution, Settlements,
Fines, Recoveries,
Forfeitures, & Estimated
Savings Secured



33

Quarterly &
Desk Reviews
Completed



17

Reports &
Related
Reviews Issued



66

Fraud or
Corruption
Investigations
Closed



Performance Results for FY 2023

In the following pages you will find a summary of our performance highlights and the results of our performance measures for fiscal year (FY) 2023. As you will see, the U.S. Department of Education (Department) Office of Inspector General (OIG) staff continued to meet ever-changing and higher standards when it comes to the work we do. Over the past year, we protected and recovered millions of taxpayer dollars, fought fraud and corruption, and issued guidance to assist external auditors with meeting Federal requirements. We also continued our practice of reaching outside of our office to collaborate with other agencies on intergovernmental projects that encourage us to perform even better.

In FY 2023, we successfully met 20 of 22 of our performance goals, exceeding our targeted measurements for those 20 goals. This is a notable achievement, as the OIG faced unprecedented fiscal challenges that required significant across the board reductions in costs. This included a hiring freeze with very limited exceptions; significant reductions in travel for staff except for mission-critical assignments, such as special agents conducting investigative activities (e.g., conducting interviews, executing search and arrest warrants, and testifying at trials) in locations outside their immediate areas; limited paid trainings for staff unless required under professional standards or other policy for staff to conduct their work, and the cancellation of or reductions in contracts to cover the minimal level necessary to support vital operations or for services required by statute, regulation, or guidance. The OIG staff rose to the challenges posed by our financial position and continued to deliver results for students and taxpayers. Below you find key highlights of the work conducted by and results achieved by the OIG staff in FY 2023.

Performance Highlights

- We issued 17 reports and related reviews, identifying more than \$2.7 million in unsupported and questioned costs. These reports covered a myriad of issues and Department programs—including pandemic relief aid, Federal student aid, K–12 and special education programs, charter schools, and the Department’s compliance with Federal statutes (including the financial statement audits of the Department and the Federal Student Aid office (FSA), the Federal Information Security Modernization Act (FISMA), and improper payments). We made 90 recommendations for corrective actions to address the weaknesses and issues identified by our FY 2023 work. In addition, we completed 33 quality control and desk reviews of required audits submitted by recipients of Department funding. This statutory work helps ensure that recipients of Federal education funds comply with laws, regulations, and other requirements that are material to the Federal awards that they received. Click [here](#) for copies of our reports issued in FY 2023.
- In our investigative work, we closed 66 investigations involving fraud or corruption and secured more than \$49 million in restitution, settlements, fines, recoveries, forfeitures, and estimated savings. As a result of our investigative work, criminal actions were taken against numerous people,

including current and former school officials who cheated students and taxpayers. This included prison sentences from five Apex School of Theology officials in Georgia for running a multi-million dollar student aid fraud scam; a prison sentence for a former Financial Aid Advisor and Department of Defense employee for orchestrating a \$5.6 million, 15-year student aid fraud scheme; indictments of agents from a so-called student loan debt relief company that bilked unwitting student borrowers out of more than \$1 million; and criminal actions against dozens of other people—including school officials—for perpetrating or participating in schemes and scams involving Federal student aid fraud totaling more than \$22.2 million. Click [here](#) for more updates on our FY 2023 investigations.

- The first step in stopping education-related fraud is learning how to identify and report it. That is why our fraud awareness efforts are so important. Throughout FY 2023, we continued to share our brochures, flyers, and infographics to educate our stakeholders and the general public on avoiding, identifying, and reporting education-related fraud. We also conducted about 345 individual outreach efforts—including trainings, discussions, briefings, panel sessions, one-on-one meetings, and social media campaigns—to reach school officials at the K-12 and post-secondary levels. This outreach work also included issuance of two Eye on ED podcast episodes focused on student loan scams, an area of growing concern. The podcasts—one in English and one in Spanish—shared valuable information on how to spot student loan scams, how to avoid them, and what to do if you think you’ve been a victim of one. In addition, for National Whistleblower Day, we highlighted our Eye on ED podcast episode focused entirely on the issue, discussing whistleblowers, whistleblower reprisal, and whistleblower protections involving Federal education programs



and the role of the OIG in those efforts. Our Eye on ED podcasts are entirely written and produced by OIG staff and feature experienced staff members who share their knowledge and experiences on the topics highlighted. You will find copies of our fraud awareness and prevention materials, training videos, and Eye on ED podcasts [here](#) on our website.

- Throughout FY 2023, we issued new and updated existing guidance to support auditors conducting non-Federal audits to help ensure that non-Federal audits meet requirements and are reliable and effective tools to improve the integrity and effectiveness of education programs. We also provided technical assistance and trainings to independent public accountants and audit organizations and issued an update to an important audit guide to address recent regulatory changes to the Higher Education Act of 1965, as amended, 90/10 Rule. You can find this guide and related information [here](#) on our website.
- We led or participated in more than 30 intergovernmental task forces and work groups, sharing our knowledge, experience, and perspectives on proposed and draft legislation, regulations, and guidance for those who receive Federal funding and those who oversee that funding. This included work through the Pandemic Response Accountability Committee (PRAC), the Council of the Inspectors General on Integrity and Efficiency (CIGIE), the Association of Government Accountants Partnership for Management and Accountability, and other intergovernmental forums across the country. Through these efforts, we work to improve performance and accountability by ensuring open communication between Federal, State, local, Tribal, and territorial governmental oversight organizations. You can find more on these task forces and work groups in the pages of our Semiannual Reports to Congress available [here](#) on our website.



Examples of How OIG Work Drove Improvement in FY 2023

The OIG’s audit, inspection, and quick response work provides independent and objective analyses of the Department’s programs and operations, information systems, and financial reporting. These reports often provide recommendations to drive improvements that cannot be measured in monetary terms. The completion of corrective actions in response to these recommendations serve to enhance internal controls; reduce performance risks; lessen opportunities for fraud; increase efficiency and effectiveness; improve programmatic outcomes; and contribute to more effective management decision making.

We refer to these nonmonetary improvements as “other benefits.” We claim these benefits during the fiscal year that the Department reports an OIG project as closed in its Audit Accountability and Resolution Tracking System. During FY 2023, the OIG recorded a total of 111 other benefits. We categorize our “other benefits” into five areas—Pandemic Relief, Oversight and Monitoring, Improper Payments, Information Technology (IT) Security, and Department Operations. Examples of impacted programs or activities and the “other benefits” demonstrated during FY 2023 within each area are shown in the table below.

Category	Programs or Activities	Examples of Other Benefits
Pandemic Relief	<p><u>Three measures</u> were signed into law providing the Department with more than \$280 billion to assist States, K–12 schools, school districts, and institutions of higher education in meeting their needs and the needs of their students impacted by the coronavirus pandemic. Major programs established under these laws included the Elementary and Secondary School Emergency Relief Fund, Higher Education Emergency Relief Fund (HEERF), Governor’s Emergency Education Relief Fund, and Emergency Assistance to Non-Public Schools. The pandemic relief laws also included student financial assistance provisions intended to provide emergency relief to borrowers and to allow institutions to meet student needs more easily.</p>	<p><u>The Office of Postsecondary Education’s Oversight of HEERF Grants.</u> More than \$76 billion was provided for the HEERF program through three pandemic relief laws. We found that the Department needed to strengthen its oversight processes to ensure that schools used HEERF grant funds appropriately and that performance goals are met. In response to our recommendations, the Department reported that it developed and may continue to refine a risk-based monitoring framework for the HEERF program. This included key control activities, provided the opportunity to codify lessons learned, and supported the continuous improvement of monitoring efforts. The Department further reported that it is implementing the monitoring framework and incorporating additional data and information as it becomes available into the monitoring plan.</p>
IT Security	<p>The OIG annually performs audits of the Department’s compliance with the Federal Information Security Modernization Act of 2014, as amended (FISMA). Related work includes testing the effectiveness of information security policies, procedures, and practices of a representative subset of the agency’s information systems and an assessment of the effectiveness of the information security policies, procedures, and practices of the agency.</p>	<p><u>The U.S. Department of Education’s FISMA Report for FY 2021.</u> We found that the Department’s IT security programs and practices were not effective in all the five security functions review. Our work identified findings in four of the nine metric domains reviewed. This included findings with the same or similar conditions identified in prior reports, as well as open findings from previous years where the corrective action plan was not completed. In response to our recommendations, the Department reported that it had taken steps to assure obsolete solutions and encryption protocols were either updated, removed, or replaced; patches were applied in a timely manner based on a priority basis; and all websites were identified for inclusion in its inventory.</p>

Category	Programs or Activities	Examples of Other Benefits
<p>Oversight and Monitoring</p>	<p>The Department administers most Federal education assistance throughout the United States and its territories. Through FSA, the Department manages or oversees a loan portfolio of more than \$1.6 trillion, representing about 219 million student loans to more than 45 million borrowers. FSA also oversees approximately 5,500 postsecondary institutions that participate in the Federal student aid programs. Specific to K-12 education, the Department administers more than 100 grant programs that annually serve about 55 million elementary and secondary students attending 98,000 public schools and 30,000 private schools. Some of the Department’s major K-12 programs include those intended to (1) help students in schools with high rates of poverty meet academic standards, (2) help meet the special educational needs of students with disabilities, (3) support effective instruction, and (4) improve academic enrichment.</p>	<p>Detroit Public Schools Community District: Status of Corrective Actions on Previously Reported Title I-Relevant Control Weaknesses. A prior OIG audit found that the district used almost \$54 million in Title I funds for costs that were unallowable, inadequately documented, or not supported. This audit evaluated the actions taken in response and found that they were not sufficient to provide reasonable assurance that previously reported audit findings would not reoccur.</p> <p>In response to our recommendations, the Department reported that the auditee had developed policies that would help ensure it used the correct pension benefit contribution rates, documented supervisory approval of all Title I employees’ timesheets before processing salary payments, and accurately and timely processed corrections to Title I employees’ pay. The auditee also developed policies that required employees to itemize their travel expenses and supervisory approvals. The auditee further developed policies that required itemization for purchase orders and verification that invoices were properly submitted, acceptable goods were received or satisfactory services rendered, and amounts invoices were correct.</p>
<p>Department Operations</p>	<p>The OIG annually performs audits of the Department’s financial statements and its compliance with the Payment Integrity Information Act of 2019. Additional work may be performed in areas such as procurement, resource management, customer service, strategic planning, and implementation of internal programs.</p>	<p>FY 2020 Department Financial Statement Audit. Auditors identified a material weakness in the Department’s controls over the reliability of data used in credit reform re-estimates of the subsidy costs of its student loan programs. The auditors also identified three significant deficiencies, including an entity-wide deficiency in its overall control environment. In response to the auditor’s recommendations, the Department reported that it developed and implemented a process for executive oversight and monitoring of audit related corrective action plans to focus on accountability for the timely processing of deficiencies.</p>



Organizational Changes

In our previous [Performance Results reports](#), we highlighted some important organizational changes that improved our effectiveness, efficiency, and ability to serve our stakeholders. This included establishing an in-house Human Resources component designed to improve efficiencies in managing and executing our hiring strategy and the OIG's human capital needs; enhancing our Executive Resources Review Board platform to foster more informed strategic decision making and use our resources appropriately and effectively; deploying Quick Response Teams to better respond to our changing operational environment; and hiring our first Chief Diversity Officer to lead the OIG's efforts to ensure integration of diversity, equity, inclusion, and accessibility (DEIA) into our business processes, building an inclusive workplace environment, and retaining, developing, advancing, and recruiting a diverse and talented OIG team. These changes proved valuable in FY 2023, as they contributed to our ability to maximize the effectiveness of our reduced financial and staff resources, enabling the OIG to deliver high-quality and impactful products and services, and keeping our staff highly engaged and involved.

Pandemic Relief Aid Oversight

Throughout FY 2023, our oversight work involving pandemic relief aid continued to be a top priority. We issued five reports specific to pandemic relief aid, covering a range of issues including HEERF grant funds, Elementary and Secondary School Emergency Relief (ESSER) grant funds, and FSA's oversight and implementation of pandemic relief aid-specific programs and funding. Below are summaries of several of our reports. Copies of these and all pandemic relief aid oversight work can be found [here](#) on our website.

- First, we issued the third in our series of audits involving schools' use of HEERF funds. These audits sought to determine whether selected schools used the Student Aid and Institutional portions of their HEERF grants for allowable and intended purposes. This third report focused on the University of Cincinnati and found that the school generally used the Student Aid (\$42.1 million) and institutional (\$67.8 million) portions of its HEERF grants for allowable and intended purposes but needed to strengthen its review and documentation processes for its use of Student Aid grant funds and certain other processes to ensure compliance for its use of Institutional grant funds.
- Second, we issued two reports specific to ESSER: (1) the results of our survey of local educational agencies (LEA) and their experiences using ESSER funds to purchase educational technology to continue student instruction during the coronavirus pandemic. Our survey revealed that LEAs nationwide generally reported using ESSER funds to purchase educational technology to continue student instruction due to the coronavirus, including instructional software that offered teachers flexibility. LEAs also reported experiencing lost instructional time

and using ESSER-funded technology to address the academic impact that their student populations experienced during the coronavirus; and, (2) the first in our series of audits on State educational agencies' (SEA) oversight of LEAs American Rescue Plan (ARP) ESSER fund plans and spending. Our first audit focused on the Washington Office of Superintendent of Public Instruction (Washington). Among our findings, we determined that Washington did not have an adequate review and approval process to ensure that LEA ARP ESSER plans met all applicable requirements. As a result, the public did not have sufficient insight into how the LEAs planned to spend ARP ESSER funds. Washington was required to ensure that LEAs submitted ARP ESSER plans that were complete and timely; however, we found that Washington did not ensure LEAs' compliance with all Federal requirements and guidance for creating transparent and understandable plans. During the audit, Washington was responsive to the issues we identified and initiated corrective action to ensure that Federal requirements and guidance were met.

- Third, we issued two reports specific to FSA. The first report shared our observations of FSA's use of student aid administration funds authorized by coronavirus response and relief laws. We found that as of November 30, 2022, FSA obligated nearly 100 percent of the \$161.1 million in appropriations it received for pandemic assistance student aid administration funds, which was used for personnel compensation and benefits, IT systems and services contracts, and contractual services contracts. The second report sought to determine whether FSA had adequate processes for (1) waiving the requirement that Title IV of the Higher Education Act of 1965 (Title IV) funds be returned, cancelling borrowers' obligation to repay Direct Loans, and excluding Federal Pell grant (Pell) disbursements from



Pell lifetime usage calculations for students who withdrew because of the coronavirus pandemic; and (2) postsecondary institutions to report the number and amounts of return of Title IV (R2T4) waivers applied. We found that FSA had adequate processes for waiving R2T4 requirements, cancelling borrowers' obligation to repay Direct Loans, and excluding Pell disbursements from Pell lifetime usage for students who withdrew because of the coronavirus pandemic, and that is also designed adequate processes for postsecondary institutions to report the number and amounts of R2T4 waivers applied.

In FY 2023, we also saw results of our pandemic relief aid investigative work. This included a prison sentence for a U.S. Army Chief Warrant Officer for carrying out a prolific fraud scheme in which she and others illegally raked in millions of dollars from pandemic relief aid programs and Federal student loan forgiveness. From August 2017 through May 2021, the officer submitted more than 150 fraudulent Paycheck Protection Program loan applications to the Small Business Administration for herself and others, resulting in more than \$3.5 million in fraudulent disbursements. Conspirators also paid the officer to submit falsified U.S. Department of Veterans Affairs certifications for total and permanent disability to the U.S. Department of Education to fraudulently secure the discharge of more than a dozen student loans totaling more than \$1 million. In addition, our investigative efforts led to the return of more than \$235,000 in HEERF grants by the owner of a for-profit, postsecondary school that closed, and another for-profit college that previously returned more than \$415,000 in HEERF grants and was denied additional eligibility to participate in the Federal student aid programs because it improperly accounted for and disbursed HEERF awards to students and did not meet the standards of financial responsibility for administering the programs. You can read more about these cases in our recent [Semiannual Report to Congress](#).



OIG Employee-Driven Initiatives

Performance measurement is an ongoing process that enables an organization to continuously learn and improve. Employee-focused initiatives help with that, as they focus on engagement. An engaged workforce is critical to meeting our goals and achieving our mission. Our employees created events and opportunities for staff engagement that fostered a sense of belonging and empowerment across the organization. Examples of our efforts follow.

Diversity, Equity, Inclusion, and Accessibility Initiative

Thanks to the commitment of OIG staff at all levels, we made significant gains in the first year of implementing strategies to reach the goals presented in our FYs 2023–2028 DEIA Strategic Plan. We continue to incorporate DEIA into our oversight work, issuing several reports with a DEIA connection. This included our report on FSA’s outreach to underserved communities, the Office of Civil Rights’ processing of web accessibility complaints, LEA’s allocation of pandemic relief aid funds, and Office of Special Education and Rehabilitative Services’ implementation of the significant disproportionality in the Individuals with Disabilities Act final regulations. Finally, our DEIA Committee—a voluntary group composed of staff from all OIG components—continued to host informational and engaging programs and virtual events for interested staff around celebratory days and national awareness months, such as Black History Month, Women’s History Month, Asian American, Native Hawaiian and Pacific Islander Heritage month, educating and celebrating the myriad and richness of our cultures, backgrounds, and achievements.

Employee Engagement Initiative

Providing opportunities for employee engagement imbues OIG staff with the understanding that what they contribute truly matters. Engagement creates opportunities for staff to learn and grow, to feel trusted and empowered to create their own definition of success, and to fully understand the important role they play in the OIG. In FY 2023, we continued to create opportunities for employee engagement aimed at exceeding our goals and meeting our mission. This included hosting an all-staff training conference. The conference was coordinated in a hybrid-style, with staff attending both in-person at OIG offices and remotely. The conference provided mandatory trainings on topics such as ethics in government service; sessions that enabled auditors, investigators, and supervisors to earn credits towards annual training requirements; and courses aimed at all staff to improve their communications, customer service, time management, and writing skills. The training, which the OIG coordinated on its own without expending valuable financial resources, met or exceeded participants’ expectations. We also continued to hold Lunch & Learn and other virtual information sessions featuring OIG and other government agency subject matter experts discussing issues relevant to our work and operations. We held 19 of these sessions in FY 2023 on topics such as records management, Federal acquisition and the role of Contracting Officer Representatives, and enterprise

risk management. We also continued our OIG Mindfulness program—a staff-conceived, staff-driven program where trained members of the OIG team provide their colleagues with evidence-based tools for mindfulness-based stress reduction, increased resilience, and improved wellbeing in the workplace and beyond.

Knowledge Management Initiative

To effectively manage an organization’s information assets (valuable knowledge including policies and procedures, subject matter expertise, and learned experience), that knowledge needs to be identified, captured, evaluated, and shared. That is the goal of the OIG’s Knowledge Management Initiative. In FY 2023, OIG staff from all components—the Immediate Office, Audit Services, Investigation Services, Technology Services, Legal Services, and Management Services—continued to create opportunities to pass on best practices, share their subject matter experience and expertise across the organization, and took actions to help eliminate expertise silos and increase collaboration.

Working Within the Inspector General Community

Throughout FY 2023, we continued to work within the Inspector General community, most notably through the Pandemic Response Accountability Committee (PRAC) and the Council of the Inspectors General on Integrity and Efficiency (CIGIE). Collaboration within the Inspector General community raises the bar for all agencies, effectively promoting higher standards within our OIG by merit of the collective standards of the community. Working in partnership with other agencies allows us to learn from one another, to take the best practices and lessons learned from around the community and use that knowledge to reinforce our future goals and targets for our own performance measures. Collaboration with other Inspectors General has allowed us to be instrumental in leading through the unprecedented challenges posed by the pandemic.

Pandemic Response Accountability Committee

The Coronavirus Aid, Relief, and Economic Security Act (CARES Act) established the PRAC, which is composed of inspectors general from across the Federal government. The PRAC is tasked with conducting, coordinating, and supporting inspectors general in the oversight of the trillions of dollars in emergency Federal spending to address the economic impacts of the COVID-19 pandemic. The CARES Act named nine specific agency inspectors general to the Committee, including the U.S. Department of Education Inspector General Sandra D. Bruce, who represents the OIG on the PRAC. Inspector General Bruce chairs the PRAC’s Government Accountability Office (GAO), Federal, State, and Local Subcommittee and is a member of the PRAC Financial Sector Oversight Workgroup. Throughout FY 2023, the PRAC’s GAO, Federal, State, and Local Subcommittee continued to hold listening post sessions—small discussion

groups for those charged with providing oversight of coronavirus response and relief funds to discuss challenges, best practices, and to share information with State and local auditors; State treasurers, certified public accounting firms and Tribal oversight entities; American Institute of Certified Public Accountants; GAO; other Inspectors General; and the National Association of State Auditors, Comptrollers, and Treasurers. These listening posts provide an open and safe forum to discuss challenges, concerns, and best practices; facilitate collaboration and coordination of Federal, State, local, Tribal, single audit, program, and other work when possible; and help find solutions to challenges in real-time. In FY 2023, the PRAC, in coordination with multiple agency OIGs (including ED OIG), issued the results of the first of a two-phased project focusing on six different locations' use of Federal pandemic response funds, looking at the purpose of those funds to determine whether spending generally aligned with the intended goals and objectives. You can find the report [here](#) on the PRAC's website.

Council of the Inspectors General on Integrity and Efficiency

Established by the Inspector General Reform Act of 2008, the CIGIE works to address integrity, economy, and effectiveness issues that transcend individual government agencies. In FY 2023, we continued to participate in myriad CIGIE committees and subgroups, including chairing the CIGIE's DEIA Committee. Formed in 2020, the Committee's purpose is to affirm and advance the Inspector General community's longstanding commitment to these issues and to highlight the community's oversight work involving diversity, equity, inclusion, and accessibility as it works to identify ways to strengthen these efforts.

In FY 2023, to support the CIGIE's efforts to enhance recruiting and hiring a diverse workforce, the CIGIE held its first-ever career fair in Washington, D.C. Hosted by the CIGIE DEIA Committee and the U.S. Department of Transportation OIG in March 2023, more than 300 college students, recent college grads, and job seekers registered for the event, with 32 OIGs on-site to share information on career and internship opportunities. The team conducted in-person outreach to more than 20 colleges and universities in the D.C. area, including Howard University and Gallaudet University, and created recruitment materials that were shared with veterans, professional and alumni networks, and schools across the country. Due to the success of the event, the CIGIE has scheduled a second career fair in November 2023, and plans to host them twice a year going forward. In addition, the CIGIE DEIA Committee also issued the IG community's first [Toolkit for Considering Equity When Conducting Oversight Work](#). The Toolkit provides general considerations, resources, tools, and examples of including equity in audits, investigations, evaluations, reviews, and other projects to help ensure agencies are promoting equitable access to and administration of Federal programs. A list of all CIGIE committees, subcommittees, and work groups where OIG staff serve can be found in our Semiannual Reports to Congress.

Performance Measures and Results for FY 2023

The following table presents our FY 2023 performance measures, targets, and results.

Performance Measure	FY 2023 Target	FY 2023 Results
1. Audits and investigations were initiated in accordance with policy and focused on areas of high risk or significant importance.	AS 85% IS 80% TS 85%	AS 100% IS 96% TS 100%
2. Recommendations in reports resolved during the fiscal year were accepted by the Department and corrective action plans agreed to by OIG management.	AS 90% TS 80%	AS 100% TS 100%
3. Audits and alternative projects met the agreed-on dates for field work completed and draft reports were submitted for review in accordance with policy.	80%	88%
4. Draft audits and alternative project reports were evaluated and approved by OIG senior management within 70 days of audit field work completion.	75%	89%
5. Draft audit and alternative project reports were issued in accordance with policy, accepted by OIG management, and issued within 1 year from entrance conference.	75%	74%
6. Agreed-on milestones for IT audits were issued in accordance with policy and accepted by OIG management by the agreed upon date.	80%	83%
7. Case closing Reports of Investigation were submitted in accordance with policy, including applicable standards, and accepted by OIG management within 100 days of last reportable investigative action.	80%	90%
8. Preliminary inquiries of fraud, waste, and abuse were processed for case initiation (investigation) or closure in accordance with policy with a final disposition within 120 days.	80%	89%
9. Preliminary inquiries were converted to full investigations by OIG management that resulted in a criminal, civil, or administrative action, or monetary result or an actionable referral to the Department.	70%	74%
10. Hotline complaints were processed in accordance with policy and within the established deadlines.	85%	95%
11. Requests for forensic or analytical assistance were completed in accordance with policy, including applicable quality standards, and within established time frames.	80%	89%
12. Projects involving reporting and other improvements as well as those for newly developed items in the OIG Data Analytics System were completed in accordance with policy and within projected time frames as measured from start to completion.	85%	100%
13. Data analytics products were completed in accordance with policy and delivered to and accepted by the requestor within agreed-on dates.	85%	99%

Performance Measure	FY 2023 Target	FY 2023 Results
14. IT security documentation, assessments, and plan of action and milestones for OIG IT systems were completed in accordance with policy and accepted by OIG management or the Department within agreed-on dates, as reported by the Cyber Security Framework scorecard.	80%	92%
15. Substantive comments provided by OIG resulted in changes in legislation, regulations, or other policies.	75%	80%
16. Counsel work products were completed with minimal corrections by the supervisor and delivered to stakeholders within required or agreed-on deadlines.	85%	86%
17. Simple Freedom of Information Act responses were processed in accordance with statutory requirements and delivered to requesters within required deadlines (20 days).	90%	90.5%
18. Complex Freedom of Information Act requests were acknowledged within 20 days and delivered to requesters with an estimated completion date in accordance with policy.	90%	87%
19. Quality assurance and internal control review recommendations were accepted by OIG management.	80%	98%
20. Products related to OIG budget were developed, executed, and delivered to Congress, the Office of Management and Budget, the Department, OIG leadership, and other applicable stakeholders within agreed-on time frames.	95%	100%
21. Products related to OIG administrative operations (e.g., Human Resources and Facilities) were developed, executed, and delivered to the Office of Personnel Management, the Office of Management and Budget, the Department, OIG leadership, and other applicable stakeholders within agreed-on time frames.	95%	100%
22. OIG budget (personnel and non-personnel) resources were executed against critical operations and business requirements.	97%	99.9%

Performance Measures for FY 2024

The following presents our performance measures for FY 2024

Performance Measure	FY 2024 Target
1. Audits and investigations were initiated in accordance with policy and focused on areas of high risk or significant importance.	AS 85% IS 80% TS 85%
2. Recommendations in reports resolved during the fiscal year were accepted by the Department and corrective action plans agreed to by OIG management.	AS 90% TS 80%
3. Audits and alternative projects met the agreed-on dates for field work completed and draft reports were submitted for review in accordance with policy.	AS 80% TS 80%
4. Draft audits and alternative project reports were evaluated and approved by OIG senior management within 70 days of audit field work completion.	75%
5. Draft audit and alternative project reports were issued in accordance with policy, accepted by OIG management, and issued within 1 year from entrance conference.	75%
6. Agreed-on milestones for IT audits were issued in accordance with policy and accepted by OIG management by the agreed upon date.	75%
7. Case closing Reports of Investigation were submitted in accordance with policy, including applicable standards, and accepted by OIG management within 100 days of last reportable investigative action.	80%
8. Preliminary inquiries of fraud, waste, and abuse were processed for case initiation (investigation) or closure in accordance with policy with a final disposition within 120 days.	80%
9. Preliminary inquiries were converted to full investigations by OIG management that resulted in a criminal, civil, or administrative action, or monetary result or an actionable referral to the Department.	70%
10. Hotline complaints were processed in accordance with policy and within the established deadlines.	85%
11. Requests for forensic or analytical assistance were completed in accordance with policy, including applicable quality standards, and within established time frames.	80%
12. Projects involving reporting and other improvements as well as those for newly developed items in the OIG Data Analytics System were completed in accordance with policy and within projected time frames as measured from start to completion.	85%
13. Data analytics products were completed in accordance with policy and delivered to and accepted by the requestor within agreed-on dates.	85%
14. IT security documentation, assessments, and plan of action and milestones for OIG IT systems were completed in accordance with policy and accepted by OIG management or the Department within agreed-on dates, as reported by the Cyber Security Framework scorecard.	80%
15. Substantive comments provided by OIG resulted in changes in legislation, regulations, or other policies.	75%
16. Counsel work products were completed with minimal corrections by the supervisor and delivered to stakeholders within required or agreed-on deadlines.	85%
17. Simple Freedom of Information Act responses were processed in accordance with statutory requirements and delivered to requesters within required deadlines (20 days).	90%

Performance Measure	FY 2024 Target
18. Complex Freedom of Information Act requests were acknowledged within 20 days and delivered to requesters with an estimated completion date in accordance with policy.	90%
19. Quality assurance and internal control review recommendations were accepted by OIG management.	80%
20. Products related to OIG budget developed, executed, and delivered to Congress, the Office of Management and Budget, the Department, OIG leadership, and other applicable stakeholders within agreed-on time frames.	95%
21. Products related to OIG administrative operations (e.g., Human Resources and Facilities) were developed, executed, and delivered to the Office of Personnel Management, the Office of Management and Budget, the Department, OIG leadership, and other applicable stakeholders within agreed-on time frames.	95%
22. OIG budget (personnel and non-personnel) resources were executed against critical operations and business requirements within 97% of total annual appropriation.	97%

Acronyms and Abbreviations

CARES Act	Coronavirus Aid, Relief, and Economic Security Act
CDC	Centers for Disease Control and Prevention
CDO	Chief Diversity Officer
CIGIE	Council of the Inspectors General on Integrity and Efficiency
COVID-19	coronavirus disease 2019
DEIA	diversity, equity, inclusion, and accessibility
Department	U.S. Department of Education
FY	fiscal year
GEER	Governor's Emergency Education Relief
HEERF	Higher Education Emergency Relief Fund
OIG	Office of Inspector General
PRAC	Pandemic Response Accountability Committee

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