

AGENCY NAME:	INSPECTOR GENERAL		
AGENCY CODE:	D250	SECTION:	094

Fiscal Year 2020–2021 Accountability Report

SUBMISSION FORM

I have reviewed and approved the data submitted by the agency in the following online forms:

- Reorganization and Compliance
- Strategic Plan Results
- Strategic Plan Development
- Legal
- Services
- Partnerships
- Report or Review

I have reviewed and approved the financial report summarizing the agency’s budget and actual expenditures, as entered by the agency into the South Carolina Enterprise Information System.

The information submitted is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR (SIGN AND DATE):	Signature on file.
(TYPE/PRINT NAME):	Brian Lamkin

BOARD/CMSN CHAIR (SIGN AND DATE):	
(TYPE/PRINT NAME):	

Reorganization and Compliance Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the

STATE INSPECTOR GENERAL

Primary Contact:

First Name	Last Name	Role/Title	Phone	Email Address
Brian	Lamkin	Inspector General	803-896-1287	brianlamkin@oig.sc.gov

Secondary Contact

First Name	Last Name	Role/Title	Phone	Email Address
George	Davis	Auditor	803-896-4701	georgedavis@oig.sc.gov

Agency Mission

The South Carolina Office of the Inspector General's (SIG) statutory mission is to investigate and address allegations of "fraud, waste, abuse, mismanagement, misconduct, and wrongdoing" within the Executive Branch consisting of 106 separate agencies, commissions, boards, and public universities; annual expenditures exceeding \$27 billion; and 60,000 employees. John Ward, the father of the first state Inspector General's (IG) office (Massachusetts – 1981), best described the general mission and concept of the IG as "...any institution, corporation, university, let alone the institution of government, must build into itself a mechanism for self-criticism and self-correction." He further identified the IG's role as "that vast middle ground between the ability to review all state transactions to a limited degree without the power to investigate [i.e., the Auditor], and the power to investigate allegations of fraud on a case-by-case basis [i.e., the Attorney General]." The SIG approaches this broad mission by two strategic objectives: 1) maintain a high integrity workforce; and 2) increase the cost/effectiveness of Executive Branch operations. The SIG operationalizes these strategic objectives by selecting fraud, misconduct, and waste investigations with the broadest impact, based on: 1) The significance of the impact to the public's confidence in the integrity or effectiveness of State government, and/or disruption to agency operations; 2) The broadest impact (statewide) considering probable individual case outcomes in terms of effectiveness, waste prevented or seriousness of allegation; 3) Proactive risk assessments of waste among Executive Branch agencies; and 4) Lessons learned to identify root causes of problems or deficiencies in order to drive positive change within an agency, preferably on a statewide basis.

Adopted in: 2012

Agency Vision

The SIG utilizes its statutory authorities, capabilities, and proactive posture to: •Provide the State with a unique investigative/audit asset to objectively and independently address integrity or ineffectiveness issues impacting the public's confidence in State government and disruption to an agency fulfilling its mission; •Demonstrate a willingness to engage integrity and ineffectiveness issues as a deterrence for misconduct and mismanagement among Executive Branch employees and leaders; as well as providing an effective tool to address issues previously unaddressed by affixing accountability with recommendations to drive positive change; and •Steer the Executive Branch management culture towards an environment of continuous improvement using the simple benchmark of taxpayer value, and challenge State government's greatest risk of complacency, which can easily seep into a governmental environment.

Adopted in: 2012

Recommendations for reorganization requiring legislative change.

No

Please list significant events related to the agency that occurred in FY 2020-2021.

Month Started	Month Ended	Description of Event	Agency Measures Impacted	Other Impacts
July	June	Received/handled 3,195 complaints (a 324% increase over FY 2019-20), to include more than 2,668 unemployment insurance complaints for constituents unable to access SCDEW's customer service network. The IG's office facilitated these complaints with SCDEW to ensure the constituents needs were addressed.	3.3.1; 3.3.2; 4.1.1	

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Does the agency intend to make any other major reorganization to divisions, departments, or programs to allow the agency to operate more effectively and efficiently in FY 2021-22?

Note: It is not recommended that agencies plan major reorganization projects every year. This section should remain blank unless there is a need for reorganization.

No

Is the agency in compliance with S.C. Code Ann. § 2-1-220, which requires submission of certain reports to the Legislative Services Agency for publication online and the State Library? See also S.C. Code Ann. § 60-2-20.

Yes

If not, please explain why.

Is the agency in compliance with various requirements to transfer its records, including electronic ones, to the Department of Archives and History? See the Public Records Act (S.C. Code Ann. § 20-1-10 through 20-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).

Yes

Does the law allow the agency to promulgate regulations?

No

Please list the law number(s) which gives the agency the authority to promulgate regulations.

Has the agency promulgated any regulations?

Is the agency in compliance with S.C. Code Ann. § 1-22-120(J), which requires an agency to conduct a formal review of its regulations every five years?

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AGENCY’S DISCUSSION AND ANALYSIS

During Fiscal Year (FY) 2020-21, the Office of the State Inspector General (SIG) was staffed with an Inspector General, one Deputy Inspector General, three auditors, two investigators, and one administrative coordinator. Each auditor and investigator has extensive auditing and investigative experience, including prior law enforcement experience. The SIG hired one investigator (March 2021) to fill one vacancy. This brief vacancy had marginal impact on SIG operations and investigations. The SIG utilized an honors intern from the University of South Carolina during the 2021 spring semester.

The SIG emphasized the professional development and continuing education (CPE) of its staff in the specialized areas of certified fraud examiner (CFE), certified inspector general (CIG), certified inspector general investigator (CIGI), certified public manager (CPM), and certified government finance officer (CGFO). The SIG’s emphasis in providing opportunities for its staff to maintain these specialized skills ensures the SIG deploys highly trained auditors and investigators with the broadest perspective in its investigations, reviews, and assessments. The annual CPE requirement for the CFE certification is 20 credit hours, with at least ten hours in fraud examinations and two hours in ethics. The biennial CPE requirement for the CIG and CIGI certification is 40 credit hours. The SIG staff participated in 20 hours of CFE training in June 2021 through the Association of Certified Fraud Examiners. The SIG staff also participated in training provided by the Institute of Internal Auditors in November 2020. The SIG collaborates with the Legislative Audit Council to receive audit training for all new SIG staff.

SIG Investigative Activities – FY 2020-21

The SIG initiated six high impact/time-sensitive investigations requested by the General Assembly, the Governor’s Office and a statewide elected official, eleven proactive risk assessments of waste and mismanagement, ten investigations of serious misconduct by state employees, and the dissemination of six anti-fraud lessons learned and alerts.

The SIG utilized its forensic accounting and financial investigative skills in thirteen (13) investigations. The SIG conducted voluntary program reviews for five EB agencies to improve program efficiency and effectiveness for these agencies. Additionally, the SIG provided training opportunities to two EB agencies to include procurement training to one agency and whistleblower training to another agency.

Reviews (6) of High Impact/Time-Sensitive Issues in State Government

- SIG [Review of Transparency and Accountability in Earmark Funding and the Impact on Executive Branch Agencies for Fiscal Years 2018-19 and 2019-20](#), requested by the Office of the Governor, assessed the EB agencies’ distribution of earmark funding to non-governmental organizations’ compliance with the associated provisos and the appropriation acts.
- SIG [Review of Motor Carrier Road Use Fee Collections by the South Carolina Department of Motor Vehicles](#), at the request of a member of the General Assembly, analyzed the agency’s implementation of Act No. 40 of 2017: Revenue, Reform, and Relief.
- SIG [Review of the Teach for America – South Carolina Program](#) (TFASC), at the request of a statewide elected official, assessed the TFASC’s responsiveness to the South Carolina Department of Education’s oversight of its alternative teacher certification programs.

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- SIG Review of the State Accident Fund: Conflict of Interest in a Procurement Matter, at the request of the Governor, assessed the agency’s compliance with procurement, ethics, and other state laws. The State Accident Fund (SAF) director was removed by Executive Order issued by the Governor. In addition, a conflict of interest existed with an employee of a contracted vendor, and the business relationship with the vendor was terminated.
- The SIG conducted a preliminary inquiry of the *South Carolina Human Affairs Commission (SCHAC) vs. Yacht Cove Owners Association, Inc. et al*, requested by the Office of the Governor. After completing the inquiry, the SIG deferred the SCHAC matter to the court.
- The SIG initiated a preliminary inquiry at the request of the Governor’s Office, regarding the distribution of state and federal funds by the South Carolina Department of Education (SCDE) via the Charter Institute at Erskine (CIE) to three charter schools and the use of the funds by those schools. The SIG had limited jurisdiction in this matter.

Proactive Risk Assessments (11) of Waste and Mismanagement

The SIG is most effective in the findings and recommendations issued through its program reviews and investigations. During FY 2020-21, the SIG issued 25 recommendations. The agencies implemented 100% of the recommendations that resulted in a combined recovery and waste prevented of \$586,049 in South Carolina tax dollars.

The SIG conducted eleven waste and risk assessments. Four of the six high impact/time sensitive reviews previously listed were initiated as risk assessments for waste and mismanagement of state resources. These four risk assessments/reviews included the Road Use Fees Collections program, Hidden Earmark Appropriations, the Teach for America South Carolina program, and the review of the *SCHAC vs. Yacht Cove Owners Association, Inc.*

Serious Misconduct Investigations (10) Regarding Executive Branch Employees

By policy, the SIG does not publically release serious misconduct investigations. In matters determined to be criminal in nature, the SIG must refer these matters to law enforcement for further investigation pursuant to SC Code of Laws, §1-6-40 (B). However, for SIG accountability purposes and oversight, the following summaries of misconduct investigations are presented in a non-attributable format:

- An agency official was alleged to have engaged in fraudulent activity at the agency. The SIG determined the allegation was unfounded.
- An agency employee was alleged to have committed time and attendance (T&A) fraud. The SIG confirmed the employee committed T&A violations and provided the results to executive management for appropriate action.
- An agency official was alleged to have engaged in fraudulent activity at the agency. The SIG confirmed the allegation and provided the results to executive management for appropriate action.
- An agency official was alleged to have engaged in fraudulent activity at the agency. The SIG determined the allegation was unsubstantiated.

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- During the course of a related SIG investigation, the SIG identified possible retaliation against an employee by an official. The SIG confirmed the retaliation and provided the results to executive management for appropriate action.
- An agency official was alleged to have engaged in fraudulent activity at the agency and a conflict of interest that resulted in a financial benefit through a related-party procurement transaction. The SIG determined the allegations were unsubstantiated.
- An agency official was alleged to have committed T&A fraud and nepotism. The SIG determined the allegations were unsubstantiated. In addition, agency officials were alleged to have violated agency policies for documenting attendance records and reporting of violations. The SIG identified procedural and documentation concerns that were provided to executive management for appropriate action.

One misconduct investigation, involving the SAF director, was included in the “High Impact/Time-Sensitive Issues in State Government” section above. Two other investigations are currently in the investigative process.

Voluntary Program Reviews (5) Requested by Agency Heads

The SIG initiated five voluntary program reviews at the request of five EB agencies. The SIG promoted this service to EB agencies to assist in improving EB operations and processes. In three of the five program reviews, the SIG determined that each agency executed its program management effectively, though not efficiently. The SIG made recommendations to the agency heads to improve program efficiencies and management processes, and to incorporate appropriate personnel and training. The remaining two reviews are currently in progress.

Lessons Learned (6) and Alerts Disseminated to EB Agencies

The SIG issued its FY 2020-21 fraud report titled, [Annual Report of Fraud Conducted by Executive Branch State Employees](#). The SIG received five notifications from four EB agencies of potential fraud involving eight EB employees, with an estimated loss of \$110,300. The SIG disseminated six “Lessons Learned” and alerts to all 106 EB agency heads, which included fraud detection and prevention tips, fraud risks, and delinquent accounts receivables identified in the [2020 Debt Collection Report](#), as well as occupational fraud schemes in government organizations identified in the Association of Certified Fraud Examiners [2020 Report to the Nations – Government Edition](#).

SIG “Hotline” Operation and Fraud Complaint Program

The SIG operated a toll-free “hotline” for the public to report fraud in state government. In addition to receiving complaints through the SIG’s Fraud Hotline and the traditional method of in-person or direct correspondence with the SIG, the SIG also utilized a web-based reporting system that provided the public and state employees the ability to report fraud in a confidential manner directly to the SIG.

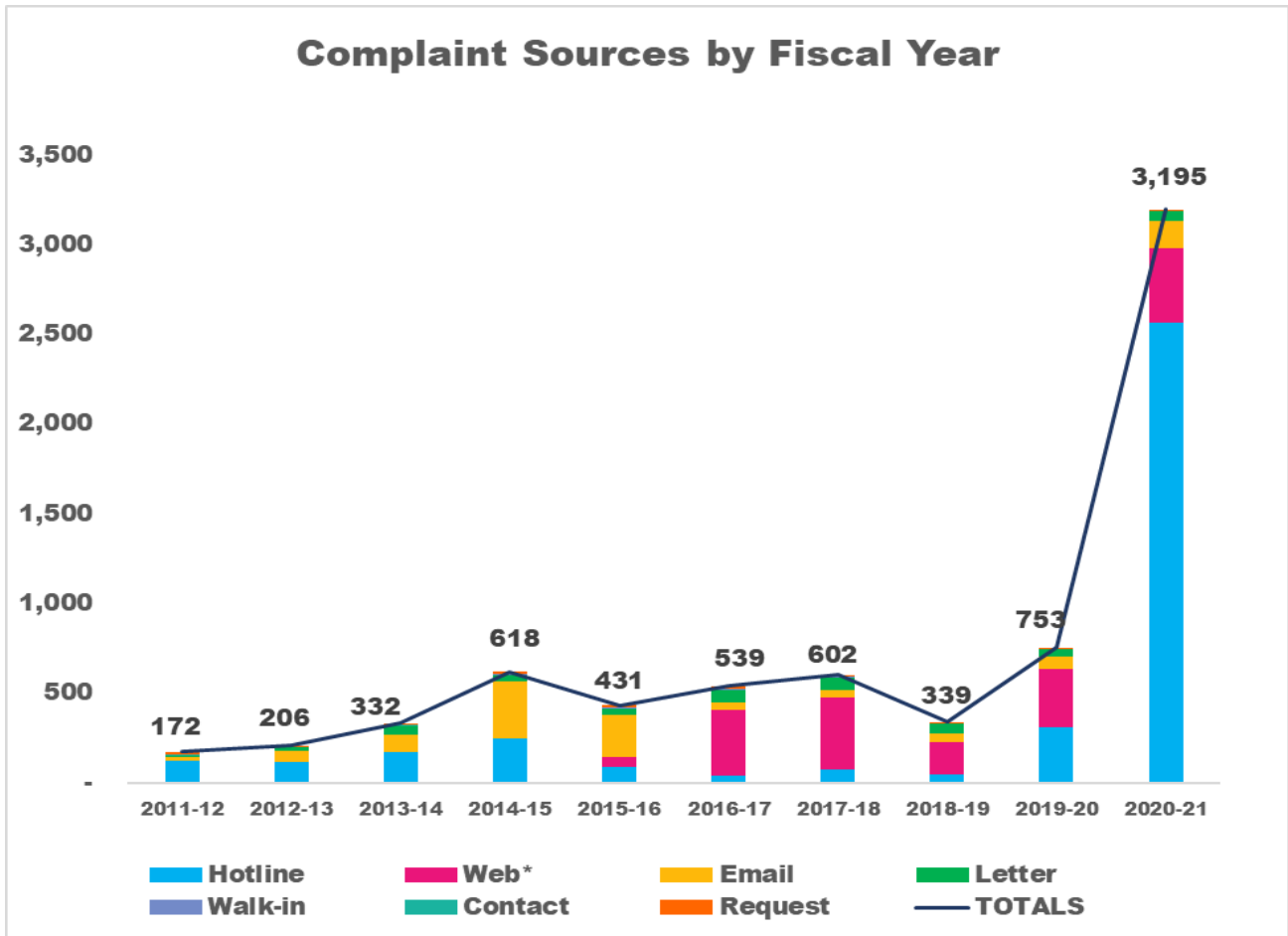
During FY 2020-21, the SIG addressed 3,195 complaints, a 324% increase over FY 2019-20. The 3,195 complaints is the most received by the SIG in its ten-year history. Of the 3,195 complaints received in FY 2020-21, the SIG addressed 2,668 complaints related to unemployment insurance (UI) matters at the South Carolina Department of Employment and Workforce (SCDEW). The SIG triaged these complaints

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for referral of identifiable UI fraud to the SCDEW investigative team. As a result, the SIG identified and referred 415 UI fraud complaints to the SCDEW for further investigation. The SIG’s average turnaround for complaint processing (download-assessment-action) was eight calendar days for FY 2020-21. This was a 20% increase in efficiency in complaint processing over its ten-day average in FY 2019-20. The SIG received an additional 2,381 “hotline” calls that were non-jurisdictional complaints or misdirected calls, which the SIG referred to the applicable agency or entity. The tracking of complaints acts as a barometer of the SIG’s communication efforts with the public and executive branch employees, and gauges the SIG’s triage of complaints more effectively.

COVID-19 Impact to SIG Fraud Complaint Program Operations

The SIG has experienced an explosion in complaints submitted through its fraud complaint program following the Governor’s declaration of a COVID-19 State of Emergency on 3/13/20. The SIG identified the impetus behind the increase in complaints to individuals seeking to navigate the UI claims process with the SCDEW. Over the past two fiscal years, the SIG has experienced an 842% increase in complaints through its fraud complaint program. In the prior fiscal year (2019-20), the SIG experienced a 122% increase (753) over FY 2018-19 (339). This upward trend in complaints continued throughout FY 2020-21. (See chart below)



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SIG Annual Performance Measures

Below are the quantitative metrics developed specifically in the SIG’s strategic plan to provide outcome indicators that address the stated objectives for FY 2020-21 and internal agency metrics.

Performance Measures	Strategic Plan / Internal Metric	FY 2020-21 Actual	FY 2020-21 Target	FY 2019-20 Actual
Forensic accounting investigations	Strategic	13	6	8
Waste and mismanagement investigations †	Internal	11 †	0 †	8 †
Misconduct investigations	Strategic	10	6	4
Voluntary Program Reviews	Strategic	5	3	5
Economic recoveries (incl. waste prevented, based upon SIG findings & recommendations)*	Strategic	\$586,049	\$0*	\$1,811,897
SIG recommendations	Strategic / Internal	25	20	24
SIG recommendations accepted / implemented by Agency as a percentage (%)	Strategic / Internal	100%	95%	96%
SIG referrals to law enforcement, SC Department of Revenue, State Ethics Commission, or State Auditor*	Internal	10	0*	2
SIG Alerts / “Lessons Learned”	Strategic	6	6	6
Complaints received+	Strategic	3,195+	400	753
Complaint triage – process, triage, action	Strategic / Internal	8 calendar days	30 calendar days	10 calendar days
Investigative completion time	Strategic / Internal	64 business days	90 business days	83 business days

(*) The target values are set at zero to keep investigative efforts focused on the inefficiencies under review that result in findings and recommendations that may or may not result in a referral to law enforcement or a recapture of funds.

(†) New measure in strategic plan for FY 2021-22.

(+) Total complaints comprised of 527 Hotline calls, 415 SCDEW UI fraud referrals, and 2,253 SCDEW UI claim complaints.

AGENCY NAME:

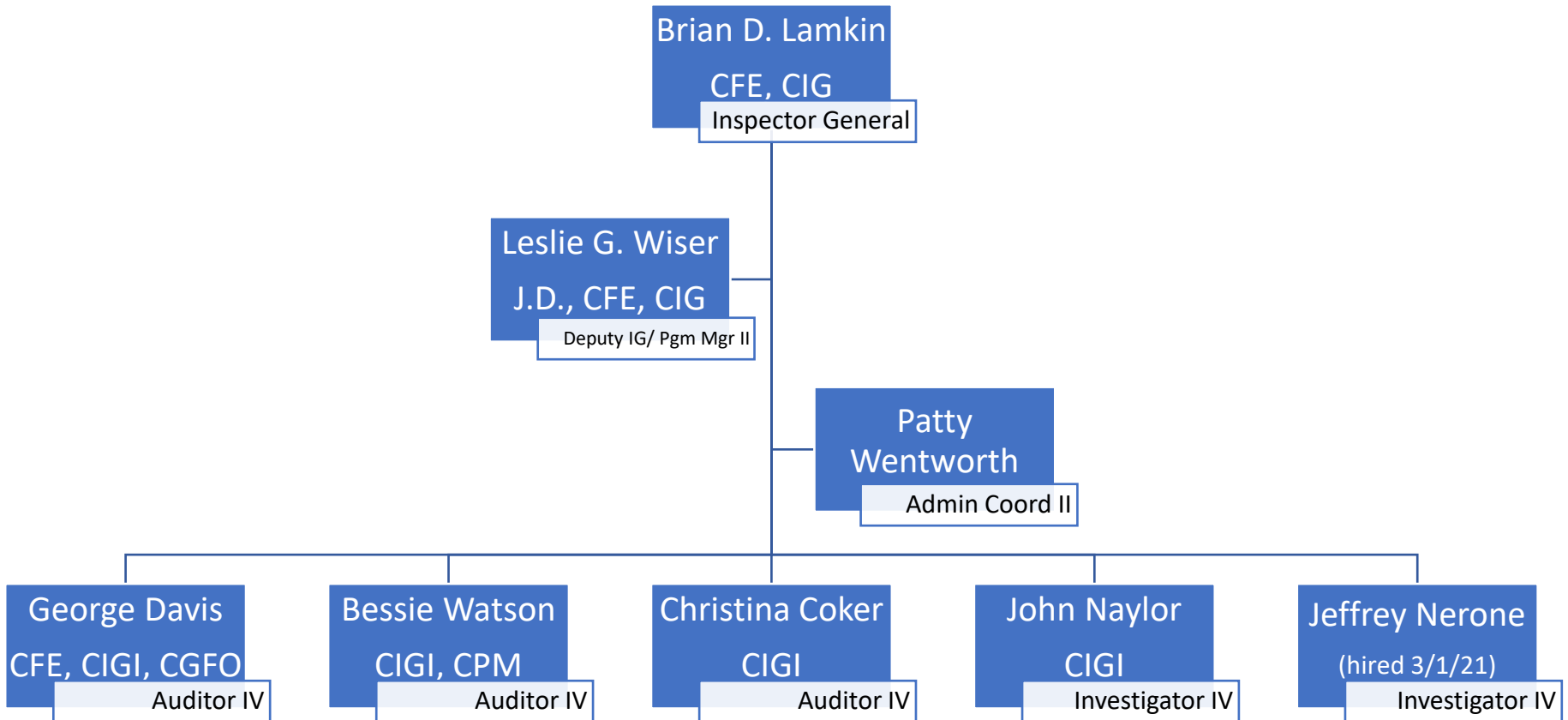
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FY 2020-2021 Agency Accountability Report
 FY2020-21 Strategic Plan Results:

These responses were submitted for the FY 2020-2021 Accountability Report by the
 STATE INSPECTOR GENERAL

Goal Identify incidents of fraud conducted by Executive Branch employees

Strategy 1.1

Statewide Enterprise Objective

Investigate incidents of Executive Branch employee fraud reported by agency heads and the public utilizing the forensic accounting & certified fraud examiner skills of State Inspector General (SIG) staff

Maintaining Safety, Integrity and Security

Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
1.1.1	Total number of forensic accounting investigations identified, initiated and completed that required advanced investigative skills by SIG staff	8	6	13	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of investigations	SIG Case Tracking	SIG investigative files	Trends within SIG operations.	Use of accounting and financial analysis in complex investigations.	0105.010000.000	Effective use of accounting and financial analysis skills of staff.

These responses were submitted for the FY 2020-2021 Accountability Report by the
STATE INSPECTOR GENERAL

Goal Identify incidents of fraud conducted by Executive Branch employees														
Strategy 1.2										Statewide Enterprise Objective				
Provide "lessons learned" and alerts to agency heads for dissemination to Executive Branch employees for fraud awareness & training										Maintaining Safety, Integrity and Security				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
1.2.1	Dissemination of SIG "lessons learned" and alerts to Executive Branch agency heads.	6	6	6	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of publications	SIG Case Tracking	SIG website	Improve Executive Branch operations	Notification to agency heads on fraud trends and anti-fraud measures	0105.010000.000	0

These responses were submitted for the FY 2020-2021 Accountability Report by the
STATE INSPECTOR GENERAL

Goal Enhance Integrity in the Executive Branch														
Strategy 2.1										Statewide Enterprise Objective				
Investigate incidents of allegations of misconduct in the Executive Branch with emphasis on supervisors, managers and executives										Maintaining Safety, Integrity and Security				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
2.1.1	Investigate misconduct matters identified, initiated and referred for adjudication through agency head referrals, the SIG Hotline/complaint process, and open source reporting regarding Executive Branch employees.	4	6	10	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of investigations	SIG Case Tracking	SIG investigative files	Internal controls and employee integrity	Identify trends and deficiencies within an agency's operations,	0105.010000.000	0

These responses were submitted for the FY 2020-2021 Accountability Report by the
STATE INSPECTOR GENERAL

Goal Reduce waste in Executive Branch operations														
Strategy 3.1										Statewide Enterprise Objective				
Investigate incidents of Executive Branch waste having the broadest impact among state agencies										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.1.1	Economic recoveries (including waste prevented) based upon SIG investigative findings and recommendations.	1811897	0	586049	Count	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Manual calculation of actual recoveries made by an agency following a SIG investigation; and, manual calculation of potential savings by an agency when a policy/process/procedure is implemented based on a SIG recommendation, if the process/procedure has a financial component to the agency's operations.	SIG Case Tracking	SIG investigative files	Effectiveness of SIG recommendations to fraud and waste in government operations	Provide economic impact and recoveries of implemented policy and process changes	0105.010000.000	0

These responses were submitted for the FY 2020-2021 Accountability Report by the
STATE INSPECTOR GENERAL

Goal Reduce waste in Executive Branch operations														
Strategy 3.2										Statewide Enterprise Objective				
Assess and improve Executive Branch agencies' policies and processes										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.2.1	SIG recommendations issued to agencies to improve policies and processes. *(All State Inspector General recommendations are categorized as state-wide recommendations)	24	20	25	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of recommendations issued	SIG Case Tracking	SIG investigative files	Relevance and impact of State Inspector General findings and recommendations	Identify trends in deficiencies across statewide operations and internal controls	0105.010000.000	0
3.2.2	Percentage of recommendations accepted and implemented by agencies as a result of SIG investigative findings.	96%	95%	100%	Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total recommendations implemented by agencies divided by the total recommendations made by the SIG through its investigations.	SIG Case Tracking	SIG investigative files	SIG effectiveness in recommendations	Measure of the value and impact of SIG recommendations to agencies	0105.010000.000	
3.2.3	Voluntary Executive Branch program reviews / consulting services to improve performance	5	3	5	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of reviews	SIG Case Tracking	SIG investigative files	Proactive consulting services	Provide independent consulting services to Executive Branch agencies to drive program improvement and services	0105.010000.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the
STATE INSPECTOR GENERAL

Goal Reduce waste in Executive Branch operations

Strategy 3.3 **Statewide Enterprise Objective**

Assess and improve SIG investigative completion times Government and Citizens

Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.3.1	90-business day time frame to complete SIG investigations	83	90	64	Count	equal to or less than	State Fiscal Year (July 1 - June 30).	Average number of business days for all SIG investigations initiated, investigated and draft report is submitted for review.	SIG Case Tracking	SIG investigative files	SIG investigative efficiencies and timeliness	Ensure SIG investigations are completed in a timely manner	0105.010000.000	0
3.3.2	30-calendar day time frame to process, triage, and action all complaints	10	30	8	Count	equal to or less than	State Fiscal Year (July 1 - June 30).	Average number of calendar days for all complaints received, reviewed and submitted for final action.	SIG Case Tracking	SIG case tracking spreadsheet	SIG complaint efficiencies and timeliness	Ensure complaints are processed, vetted and addressed in a timely manner	0105.010000.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the
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Goal Involve Executive Branch employees and the public to identify significant waste in government														
Strategy 4.1										Statewide Enterprise Objective				
Operate a tip "hotline" and comprehensive fraud reporting program										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
4.1.1	Complaints received, reviewed, and addressed from 1-800-Hotline, website complaint form, official request from Governor's Office and General Assembly, general correspondence, and walk-in.	753	400	3195	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of complaints addressed	SIG Case Tracking	SIG case tracking spreadsheet	SIG complaint tracking	Track the volume of complaints to ensure SIG outreach & communication with agencies and public is effective.	0113.050000X000	This is a 324% increase over FY2019-20.
4.1.2	Fraud reporting from Executive Branch agency heads, points of contact, and employees to transparently report to the public to maintain its confidence in the integrity of State government.	0	5	5	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of reports	SIG Case Tracking	SIG fraud reporting spreadsheet	Fraud Report to the public	Identify Executive Branch employee fraud committed against a state agency	0113.050000X000	

FY 2020-2021 Agency Accountability Report
FY2021-22 Strategic Plan:

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Goal Identify incidents of fraud conducted by Executive Branch employees

Strategy 1.1

Statewide Enterprise Objective

Investigate incidents of Executive Branch employee fraud reported by agency heads and the public utilizing the forensic accounting & certified fraud examiner skills of State Inspector General (SIG) staff

Maintaining Safety, Integrity and Security

Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
1.1.1	Total number of forensic accounting investigations identified, initiated and completed that required advanced investigative skills by SIG staff	13	6		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of investigations	SIG Case Tracking	SIG investigative files	Trends within SIG operations.	Use of accounting and financial analysis in complex investigations.	0105.010000.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the
STATE INSPECTOR GENERAL

Goal Identify incidents of fraud conducted by Executive Branch employees														
Strategy 1.2										Statewide Enterprise Objective				
Provide "lessons learned" and alerts to agency heads for dissemination to Executive Branch employees for fraud awareness & training										Maintaining Safety, Integrity and Security				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
1.2.1	Dissemination of SIG "lessons learned" and alerts to Executive Branch agency heads.	6	6		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of publications	SIG Case Tracking	SIG website	Improve Executive Branch operations	Notification to agency heads on fraud trends and anti-fraud measures	0105.010000.000	

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STATE INSPECTOR GENERAL

Goal Enhance Integrity in the Executive Branch														
Strategy 2.1										Statewide Enterprise Objective				
Investigate incidents of allegations of misconduct in the Executive Branch with emphasis on supervisors, managers and executives										Maintaining Safety, Integrity and Security				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
2.1.1	Investigate misconduct matters identified, initiated and referred for adjudication through agency head referrals, the SIG Hotline/complaint process, and open source reporting regarding Executive Branch employees.	10	6		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of investigations	SIG Case Tracking	SIG investigative files	Internal controls and employee integrity	Identify trends and deficiencies within an agency's operations,	0105.010000.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the
STATE INSPECTOR GENERAL

Goal Reduce waste in Executive Branch operations

Strategy 3.1 **Statewide Enterprise Objective**

Investigate incidents of Executive Branch waste having the broadest impact among state agencies Government and Citizens

Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.1.1	Economic recoveries (including waste prevented) based upon SIG investigative findings and recommendations.	\$ 586,049	\$ -		Dollar Amount	Equal to or greater than	State Fiscal Year (July 1 - June 30).	Manual calculation of actual recoveries made by an agency following a SIG investigation; and, manual calculation of potential savings by an agency when a policy/process/procedure is implemented based on a SIG recommendation, if the process/procedure has a financial component to the agency's operations.	SIG Case Tracking	SIG investigative files	Effectiveness of SIG recommendations to fraud and waste in government operations	Provide economic impact and recoveries of implemented policy and process changes	0105.010000.000	The target values are set at zero to ensure SIG investigative efforts focus on identifying inefficiencies and program improvement that result in findings and recommendations which may or may not result in a recovery of funds or a referral to law enforcement.
3.1.2	Waste and risk assessments conducted of Executive Branch agencies, programs and operations.	11	6		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of waste and risk assessments conducted	SIG case tracking	SIG investigative files	Governor, members of the General Assembly, agency heads and the public	Provide insight on waste, mismanagement and risk in government operations and programs	0105.010000.000	

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Goal Reduce waste in Executive Branch operations														
Strategy 3.2										Statewide Enterprise Objective				
Assess and improve Executive Branch agencies' policies and processes										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.2.1	SIG recommendations issued to agencies to improve policies and processes. *(All State Inspector General recommendations are categorized as state-wide recommendations)	25	20		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of recommendations issued	SIG Case Tracking	SIG investigative files	Relevance and impact of State Inspector General findings and recommendations	Identify trends in deficiencies across statewide operations and internal controls	0105.010000.000	
3.2.2	Percentage of recommendations accepted and implemented by agencies as a result of SIG investigative findings.	100%	95%		Percent	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total recommendations implemented by agencies divided by the total recommendations made by the SIG through its investigations.	SIG Case Tracking	SIG investigative files	SIG effectiveness in recommendations	Measure of the value and impact of SIG recommendations to agencies	0105.010000.000	
3.2.3	Voluntary Executive Branch program reviews / consulting services to improve performance	5	4		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of reviews	SIG Case Tracking	SIG investigative files	Proactive consulting services	Provide independent consulting services to Executive Branch agencies to drive program improvement and services	0105.010000.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the
STATE INSPECTOR GENERAL

Goal Reduce waste in Executive Branch operations														
Strategy 3.3										Statewide Enterprise Objective				
Assess and improve SIG investigative completion times										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
3.3.1	90-business day time frame to complete SIG investigations	64	80		Count	equal to or less than	State Fiscal Year (July 1 - June 30).	Average number of business days for all SIG investigations initiated, investigated and draft report is submitted for review.	SIG Case Tracking	SIG investigative files	SIG investigative efficiencies and timeliness	Ensure SIG investigations are completed in a timely manner	0105.010000.000	
3.3.2	30-calendar day time frame to process, triage, and action all complaints	8	25	0		equal to or less than	State Fiscal Year (July 1 - June 30).	Average number of calendar days for all complaints received, reviewed and submitted for final action.	SIG Case Tracking	SIG case tracking spreadsheet	SIG complaint efficiencies and timeliness	Ensure complaints are processed, vetted and addressed in a timely manner	0105.010000.000	

These responses were submitted for the FY 2020-2021 Accountability Report by the
STATE INSPECTOR GENERAL

Goal Involve Executive Branch employees and the public to identify significant waste in government														
Strategy 4.1										Statewide Enterprise Objective				
Operate a tip "hotline" and comprehensive fraud reporting program										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
4.1.1	Complaints received, reviewed, and addressed from 1-800-Hotline, website complaint form, official request from Governor's Office and General Assembly, general correspondence, and walk-in.	3195	400		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of complaints addressed	SIG Case Tracking	SIG case tracking spreadsheet	SIG complaint tracking	Track the volume of complaints to ensure SIG outreach & communication with agencies and public is effective.	0113.050000X000	
4.1.2	Fraud reporting from Executive Branch agency heads, points of contact, and employees to transparently report to the public to maintain its confidence in the integrity of State government.	5	5		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Number of reports	SIG Case Tracking	SIG fraud reporting spreadsheet	Fraud Report to the public	Identify Executive Branch employee fraud committed against a state agency	0113.050000X000	

FY 2020-2021 Agency Accountability Report
Budget Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the
STATE INSPECTOR GENERAL

State Funded Program Number	State Funded Program Title	Description of State Funded Program	FY 2020-21 Expenditures (Actual)				FY 2021-22 Expenditures (Projected)			
			General	Other	Federal	TOTAL	General	Other	Federal	TOTAL
0105.010000.000	Office of Inspector General	Agency expenditures for personnel costs and other expenses	\$599,505.00		\$4,498.00	\$604,003.00	\$660,819.00			\$660,819.00
9500.050000.000	State Employer Contributions	Payroll and Benefit contributions	\$187,497.00			\$187,497.00	\$213,750.00			\$213,750.00
0113.050000X000	Fraud Hotline	Telephone charges for toll-free fraud hotline	\$567.00			\$567.00	\$321.00			\$321.00

FY 2020-2021 Agency Accountability Report

Legal Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the

STATE INSPECTOR GENERAL

Description	Purpose	Law Number	Jurisdiction	Type	Notes
Must maintain confidentiality of individuals reporting fraud with three exceptions: (1) individual provides written consent to release name; (2) State Inspector General makes a written determination disclosure of identity is in the public interest; or (3) the Governor authorizes the disclosure of identity in the public interest.	Requires a service	§1-6-100	State	Statute	Maintain confidentiality of persons reporting fraud with three exceptions.
The State Inspector General (SIG) shall fix the salaries of all staff subject to the funds authorized in the annual general appropriation act.	Requires a service	§1-6-20(A)	State	Statute	Establish staff salaries for SIG employees.
Authority to request records, documents, reports, answers, accounts, papers and other necessary data and documentary evidence from all State agencies.	Not related to agency deliverable	§1-6-20(E)	State	Statute	
Annual report to the Governor, President Pro Tempore of the Senate, and Speaker of the House of Representatives detailing the State Inspector General's activities.	Report our agency must/may provide	§1-6-30(9)	State	Statute	
Mandatory reporting of misconduct to Governor and the agency head of agency employee engaged in suspected conduct (fraud, waste, abuse, mismanagement, misconduct, or wrongdoing).	Report our agency must/may provide	§1-6-40(A)	State	Statute	
Mandatory reporting to law enforcement (state or federal) of a crime committed.	Report our agency must/may provide	§1-6-40(B)	State	Statute	
Authorities and investigative powers to administer oaths, examine witnesses under oath, issue subpoenas /subpoenas duces tecum; examine records, reports, documentation, etc., maintained by an agency. Apply to a circuit court to enforce a subpoena or testimony.	Not related to agency deliverable	§1-6-50(A); (B)	State	Statute	
Authority to determine if an investigation requires the issuance of a report. The State Inspector General may give an agency advice or recommendations that remain confidential and are not issued as a report.	Requires a service	§1-6-50(C)	State	Statute	Provide advice or recommendations to an agency that remain confidential and are not issued as a report.
Authority to file a civil action to recover funds misappropriated, diverted, missing, or unlawfully gained if the State Attorney General chooses not to pursue a civil action.	Requires a service	§1-6-50(D)	State	Statute	File a civil action to recover funds.
Authority to file a complaint with the State Ethics Commission and represent the State in any proceeding before the Ethics Commission.	Requires a service	§1-6-60	State	Statute	Authority to file a complaint with the State Ethics Commission and represent the State before the Ethics Commission.

**These responses were submitted for the FY 2020-2021 Accountability Report by the
STATE INSPECTOR GENERAL**

Description	Purpose	Law Number	Jurisdiction	Type	Notes
Must certify a report to the State Attorney General upon finding evidence of misfeasance, malfeasance, nonfeasance, misappropriation, fraud or other misconduct resulting in a financial loss to the State.	Report our agency must/may provide	§1-6-70(B)	State	Statute	
Authority to institute forfeiture proceedings to recover property derived from or realized through unlawful gain of state funds unless a prosecutor has already instituted forfeiture proceedings.	Requires a service	§1-6-70(D)	State	Statute	Authority to institute forfeiture proceedings to recover ill-gotten gains from unlawful use of state funds.
Must certify to the appropriate prosecuting attorney and provide relevant documents and witness testimony evidence of criminal activity when it is discovered.	Report our agency must/may provide	§1-6-80	State	Statute	
Must establish a toll-free public telephone number ("hotline") for the public to report fraud, waste, abuse, mismanagement, misconduct, and violations of state or federal law and wrongdoing at an agency.	Requires a service	§1-6-90	State	Statute	Establish a toll-free "hotline" for the public to report fraud and wrongdoing at a state agency.
Annual outstanding debt reported to the State Inspector General by agencies; no action required other than analytical review and ensure accuracy of data aggregated by the Department of Administration. (Recurring Proviso)	Requires a manner of delivery	Proviso 117.33	State	FY 2019-20 Proviso	
Mandatory report to the General Assembly regarding case referrals from State Auditor. (Recurring proviso)	Report our agency must/may provide	Proviso 94.1	State	FY 2019-20 Proviso	

**FY 2020-2021 Agency Accountability Report
Services Responses:**

**These responses were submitted for the FY 2020-2021 Accountability Report by the
STATE INSPECTOR GENERAL**

Description of Service	Description of Direct Customer	Customer Name	Others Impacted By the Service	Agency unit providing the service	Description of agency unit	Primary negative impact if service not provided
Establish staff salaries for State Inspector General employees - Deputy Inspector General, Investigator IV, Auditor IV, and Admin Coordinator II salaries.	State Inspector General employees	List of State Inspector General Staff	none	State Inspector General Human Resources	Responsible for payment of salaries to State Inspector General employees.	Unable to hire State Inspector General staff.
Annual report to the Governor - Annual summary report of State Inspector General investigative activity	Governor of South Carolina	Governor of South Carolina	none	State Inspector General Investigations	Responsible for investigation of fraud, waste, abuse, mismanagement and misconduct among Executive Branch state agencies.	Failure to comply with South Carolina law.
Annual report to the President Pro Tempore of the Senate, and Speaker of the House of Representatives - Annual summary report of State Inspector General investigative activity	President Pro Tempore of the Senate and Speaker of the House of Representatives for South Carolina	Legislative leaders	none	State Inspector General Investigations	Responsible for investigation of fraud, waste, abuse, mismanagement and misconduct among Executive Branch state agencies.	Failure to comply with South Carolina law.
Mandatory report to the General Assembly - Mandatory report to the General Assembly regarding case referrals from State Auditor. (Recurring proviso)	Governor of South Carolina; President Pro Tempore of the Senate and Speaker of the House of Representatives for South Carolina	Governor and Legislative leaders	none	State Inspector General Investigations	Responsible for investigation of fraud, waste, abuse, mismanagement and misconduct among Executive Branch state agencies.	Failure to comply with South Carolina law.
Mandatory report of agency employee engaged in suspected misconduct (fraud, waste, abuse, mismanagement, misconduct, or wrongdoing) to Governor and the agency head	Governor of South Carolina and the affected agency head(s) within the Executive Branch of state government	List of Executive Branch leaders	none	State Inspector General Investigations	Responsible for investigation of fraud, waste, abuse, mismanagement and misconduct among Executive Branch state agencies.	Failure to comply with South Carolina law.
Mandatory report to law enforcement - Criminal referral to state or federal law enforcement when criminal activity is identified.	South Carolina law enforcement agencies (LEAs)	List of LEAs	none	State Inspector General Investigations	Responsible for investigation of fraud, waste, abuse, mismanagement and misconduct among Executive Branch state agencies.	Failure to comply with South Carolina law.

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STATE INSPECTOR GENERAL**

Description of Service	Description of Direct Customer	Customer Name	Others Impacted By the Service	Agency unit providing the service	Description of agency unit	Primary negative impact if service not provided
Mandatory report to State Attorney General resulting in financial loss to the State - Must certify a report to the State Attorney General upon finding evidence of misfeasance, malfeasance, nonfeasance, misappropriation, fraud or other misconduct resulting in a financial loss to the State.	SC Office of the Attorney General (AG)	AG	none	State Inspector General Investigations	Responsible for investigation of fraud, waste, abuse, mismanagement and misconduct among Executive Branch state agencies.	Failure to comply with South Carolina law.
Mandatory report of documentary and testimonial evidence - Must certify to the appropriate prosecuting attorney and provide relevant documents and witness testimony evidence of criminal activity when it is discovered.	SC Office of the Attorney General or the appropriate prosecuting attorney (state or federal)	List of Prosecutors	none	State Inspector General Investigations	Responsible for investigation of fraud, waste, abuse, mismanagement and misconduct among Executive Branch state agencies.	Failure to comply with South Carolina law.
Authority to provide consulting services to Executive Branch agencies - Provide advice or recommendations to an agency that remain confidential and are not issued as a report.	All Executive Branch (EB) agencies and public colleges and universities in SC	List of EB agencies	none	State Inspector General Investigations	Responsible for investigation of fraud, waste, abuse, mismanagement and misconduct among Executive Branch state agencies.	Inability of the requesting agency to obtain an independent review of its programs for improvement.
Authority to file civil recovery on behalf of the State - File a civil action to recover funds if Attorney General chooses not to pursue civil action	State of South Carolina	Public	none	State Inspector General Investigations	Responsible for investigation of fraud, waste, abuse, mismanagement and misconduct among Executive Branch state agencies.	No direct impact; the State Inspector General's authority is not a mandatory action required by state statute
Authority to file an Ethics Complaint on behalf of the State - Refer or file an ethics complaint with the State Ethics Commission on behalf of the State	State of South Carolina	Public	none	State Inspector General Investigations	Responsible for investigation of fraud, waste, abuse, mismanagement and misconduct among Executive Branch state agencies.	Failure to comply with South Carolina law.
Authority to institute forfeiture proceedings - Forfeiture proceedings to recover ill-gotten gains from unlawful use of state funds unless prosecutor has already initiated proceedings.	State of South Carolina	Public	none	State Inspector General Investigations	Responsible for investigation of fraud, waste, abuse, mismanagement and misconduct among Executive Branch state agencies.	No direct impact; the State Inspector General's authority is not a mandatory action required by state statute

These responses were submitted for the FY 2020-2021 Accountability Report by the
STATE INSPECTOR GENERAL

Description of Service	Description of Direct Customer	Customer Name	Others Impacted By the Service	Agency unit providing the service	Description of agency unit	Primary negative impact if service not provided
Maintain a toll-free "hotline" for the public to report fraud and wrongdoing at a state agency - Must establish a toll-free public telephone number ("hotline") for the public to report fraud, waste, abuse, mismanagement, misconduct, and violations of state or federal law and wrongdoing at an agency.	General public	Public	none	State Inspector General Investigations	Responsible for investigation of fraud, waste, abuse, mismanagement and misconduct among Executive Branch state agencies.	Failure to comply with South Carolina law.
Provide confidentiality of persons reporting fraud - Must maintain confidentiality of individuals reporting fraud with three exceptions: (1) individual provides written consent to release name; (2) State Inspector General makes a written determination disclosure of identity is in the public interest; or (3) the Governor authorizes the disclosure of identity in the public interest.	General public who report fraud to the State Inspector General	Public	none	State Inspector General Investigations	Responsible for investigation of fraud, waste, abuse, mismanagement and misconduct among Executive Branch state agencies.	Failure to comply with South Carolina law.
Analysis of Executive Branch agencies' debt reports - Annual outstanding debt reported to State Inspector General by agencies; no action required other than analytical review and ensure accuracy of data aggregated by the Department of Administration. (Recurring Proviso)	SC Office of the Governor; SC Senate Finance Committee chair; SC House Ways & Means Committee chair	Governor and Legislative leaders	General public	State Inspector General Investigations	Responsible for investigation of fraud, waste, abuse, mismanagement and misconduct among Executive Branch state agencies.	Impedes the understanding of outstanding debt within the Executive Branch during the annual budget formulation process.

Agency Partnerships Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the
STATE INSPECTOR GENERAL

Name of Partner Entity	Type of Partner Entity	Description of Partnership
Governor's Office	State Government	Exchange information on potential Executive Branch (EB) issues with opportunities to improve & facilitate oversight of EB agencies.
Senate Finance & House Ways and Means	State Government	Exchange information on potential Executive Branch (EB) issues with opportunities to improve & facilitate oversight of EB agencies.
Senate & House Oversight Committees	State Government	Exchange information on potential Executive Branch (EB) issues with opportunities to improve & facilitate oversight of EB agencies.
State Law Enforcement Division	State Government	Exchange information on potential frauds and coordinate investigations to mutually support both agencies' missions.
SC Attorney General's Office	State Government	Exchange information on potential frauds and coordinate investigations to mutually support both agencies' missions; obtain legal guidance and opinions as needed.
State Ethics Commission	State Government	Exchange information on potential misconduct and ethics issues identified in the course of State Inspector General investigations.
State Auditor's Office	State Government	Exchange information on potential issues in Executive Branch agencies and coordinate reviews as needed.
Comptroller General's Office	State Government	Exchange information on potential issues in Executive Branch agencies and coordinate reviews as needed.
Legislative Audit Council	State Government	Exchange information on potential issues in Executive Branch agencies and coordinate reviews as needed.
106 Executive Branch agencies, commissions, and public universities	State Government	Facilitate communication among all Executive Branch (EB) agencies to identify fraud and provide guidance to improve EB operations.
Association of Certified Fraud Examiners	Professional Association	Professional certification and training opportunities for State Inspector General staff, and key partner in anti-fraud matters.
Association of Inspectors General	Professional Association	Professional certification and training opportunities for State Inspector General (SIG) staff, and key partner in SIG matters.

**FY 2020-2021 Agency Accountability Report
Reports Responses:**

**These responses were submitted for the FY 2020-2021 Accountability Report by the
STATE INSPECTOR GENERAL**

Report Name	Law Number (If required)	Summary of Information Requested in the Report	Most Recent Submission Date	Reporting Frequency	Type of Entity	Method to Access the Report	Direct access hyperlink or agency contact
Debt Collection Report	Proviso 117.33	Each Executive Branch agency is required to submit a debt collection report of delinquent A/R's (over 60 days) to the Senate Finance, House Ways & Means, and the State Inspector General. (Compiled and analyzed by the State Inspector General)	4/9/2021	Annually	Legislative entity or entities	Available on agency's website	Alerts / Lessons Learned SC Office of Inspector General
Agency Accountability Report	§1-1-810	The report "must contain the agency's or department's mission, objectives to accomplish the mission, and performance measures that show the degree to which objectives are being met." Agencies must "identify key program area descriptions and expenditures and link these to key financial and performance results measures."	7/19/2021	Annually	Governor or Lt. Governor AND Legislative entity or entities	Provided to LSA for posting online	Reports SC Office of Inspector General
Annual Report of Fraud Conducted by Executive Branch State Employees	§1-6-10	Annual compilation of fraud and misconduct reports by Executive Branch employees.	7/19/2021	Annually	Legislative entity or entities	Available on agency's website	Reports SC Office of Inspector General
Annual Report of Fraud Referrals to the State Inspector General from the State Auditor	Proviso 94.1	Annual report to the Governor and the Chairs of the Senate Finance and House Ways & Means committees on fraud referrals received from the State Auditor's Office and the investigation or disposition of these referrals by the State Inspector General.	7/12/2021	Annually	Legislative entity or entities	Hard copy available upon request	State Inspector General (803-896-4729)
Annual Report of State Inspector General Activities	§1-6-30	Summary of investigations and program reviews conducted of Executive Branch agencies during FY 2019-20. Required reporting to the Governor, Senate President Pro Tempore, and Speaker of the House of Representatives.	7/19/2021	Annually	Legislative entity or entities	Hard copy available upon request	State Inspector General (803-896-4729)
South Carolina Office of the State Inspector General - State Auditor's Report	§11-7-20	Agreed - Upon Procedures audit of: cash disbursements/non-payroll expenditures; payroll; journal entries; reporting packages; governance, risk and compliance SCEIS module; and Appropriation Act. One finding: Master Reporting Checklist two business days late.	4/12/2021	Annually	South Carolina state agency or agencies	Available on agency's website	Reports SC Office of Inspector General