

Office of Inspector General Corporation for National and Community Service

Strategic Plan Fiscal Years 2010 through 2015

January 2010



Corporation for
**NATIONAL &
COMMUNITY
SERVICE** 

1201 New York Avenue, NW, Suite 830
Washington, DC 20525
Telephone: (202) 606-9390
Facsimile: (202) 606-9397
Hotline: (800) 452-8210
www.cncsoig.gov

**Office of Inspector General
Corporation for National & Community Service
Strategic Plan (2010 – 2015)**

MISSION

To promote excellence, accountability, and integrity in the programs, operations and management of the Corporation for National & Community Service (Corporation).

VISION

The Office of Inspector General (OIG) will be a trusted contributor to the value, efficiency and integrity of Corporation programs and operations. The OIG, through its reviews, evaluations, audits and investigations, will offer a fair and accurate assessment of agency programs and operations, and will recommend innovative and constructive improvements where needed.

AUTHORITY

Our authority is statutory and comes from the Inspector General Act of 1978 as amended, and the Inspector General Reform Act of 2008, which directs Inspectors General to –

- Conduct and supervise independent and objective audits and investigations relating to agency programs and operations.
- Promote economy, effectiveness and efficiency within the agency.
- Prevent and detect fraud, waste and abuse in agency programs and operations.
- Review and make recommendations regarding existing and proposed programs and operations.
- Keep the agency head and the Congress fully and currently informed of problems in agency programs and operations.

CORE VALUES

We value people –

We give respect to and earn respect from everyone we encounter in our work. We treat our fellow OIG employees as equal partners and full contributors to the OIG's mission, vision and goals.

We value honest, integrity, accountability and transparency –

Honesty and integrity are our core fundamentals. We will be accountable for our actions and place emphasis on open communications.

We place value on making a true difference in the work we do –

The OIG is committed to constantly improving how we operate, embracing innovation and using determination and persistence to achieve results that provide real value to the Corporation and all of its stakeholders.

ORGANIZATIONAL STRUCTURE

The primary organizations of the OIG are the Audit, Investigative and Support sections.

FACTORS AFFECTING ACHIEVEMENT OF OUR STRATEGIC GOALS

In order to be successful in achieving our strategic goals, we need to clearly understand the environmental factors and influences that affect our agency. In 2009, Congress passed and the President signed into law the Edward M. Kennedy Serve America Act of 2009 (Act).

This bill reauthorizes the Corporation through 2014 and includes significant provisions that will include a dramatic expansion of service opportunities for Americans of all ages, a Social Innovation pilot fund, expanded eligibility for Senior Companion and Foster Grandparent programs, simplified AmeriCorps program management with fixed-amount grants, increased amounts for Segal AmeriCorps Education Awards. Inherent in the Act is the need for a strengthening of agency management to support expansion. The Act also requires the Corporation to evaluate a program's performance and report these measures.

Given this new and dramatic expansion, the Corporation faces significant challenges in fully implementing and realizing the ambitious goals set forward in the Act. The OIG in turn must have the strategic vision, leadership and resources required for effective and proactive oversight.

GOALS

Goal 1: Reduce program vulnerabilities, strengthen program integrity and Corporation efforts to efficiently manage its programs and implement effective internal controls. We will do this by providing timely and independent information to the agency's Board of Directors, Chief Executive Officer, senior management and Congress regarding the effectiveness and efficiency of Corporation programs and operations.

Goal 2: Look ahead, anticipate change, stay flexible and be prepared to meet new challenges.

Goal 3: Make public the results of our reviews, to the extent allowable by law and privacy considerations, through a robust OIG website, social media tools; and look for ways to operate in an environmentally conscious or "green" manner.

STRATEGIES

For goal 1, the OIG will:

- Continuously monitor and assess risk in Corporation programs and operations to identify those critical to the achievement of our goals.
- Identify resources needed to address those critical risks.

PERFORMANCE MEASURES

OIG will measure its performance under each of these goals by:

- Identifying OIG direct resources dedicated to critical risk or high impact areas.
- Quantifying the number of audit or evaluation recommendations where management decisions are achieved within one year of report issuance.
- Quantifying the number of audits or evaluations delivered within time frames agreed to with stakeholders.
- Quantifying the number of completed investigations that result in a referral for action to the Department of Justice, State or local law enforcement officials, or relevant administrative authority.
- Quantifying the number of closed investigations that result in an indictment, conviction, civil suit or settlement, judgment, administrative action, or monetary recovery.
- Identifying the number of inquiries not acted upon for formal audit or investigation that resulted in the inquiry being routed to the proper agency, office or official.
- Measuring the impact of audits, evaluations or investigative inquiries in which agency management action resulted in positive change, cost savings, compliance, or greater efficiency.

For goal 2, the OIG will:

STRATEGIES

- Hire, train, develop, motivate, and effectively lead a high-performing and diverse front line supervisory and executive workforce with the technical and management and leadership skills to meet OIG's goals.
- Hire, train, develop and motivate non-supervisory employees by providing opportunities for skill enhancement and career advancement.
- Continuously acquire and deploy state-of-the-art technology, equipment, and other physical resources necessary for OIG to meet its goals.
- Enhance internal OIG communication so all staff understand OIG's priorities and the contribution their work makes toward fulfilling OIG's mission.

PERFORMANCE MEASURES

- Assess the quality of OIG work through internal reviews and external peer reviews.
- Feedback from OIG stakeholders.

For Goal 3, the OIG will:

STRATEGIES

- Operate a publicly accessible OIG website.
- Keep the website current with postings of our audits, evaluations or reviews.
- Communicate OIG matters of importance to agency employees and grantees, through our website, e-mail and social media outlets.
- Maximize use of OIG employee Telework.
- Enhance our use of electronic reporting and communications.
- Practice economy of supplies and equipment.

PERFORMANCE MEASURES

Ensure that all official OIG reports will be posted within the time period specified in the IG Reform Act of 2008.

- Increase the use of Telework where operationally sound.
- Increase use of report distribution via electronic media.
- Purchase equipment with Energy Star or similar energy-efficiency ratings.