



INSPECTOR GENERAL
CRIMINAL INVESTIGATOR ACADEMY
384 Marana Circle
Glynco, Georgia 31524

VISION

To improve integrity, accountability and excellence in Government.

MISSION

We train those who protect our nation's taxpayers from fraud, waste and abuse.

GOALS

1. Develop and deliver quality, timely and cost-effective training that enables our partners to accomplish their missions.
2. Provide on-site representation and liaison to the Federal Law Enforcement Training Center on behalf of the federal Inspector General community.

FISCAL YEAR (FY) 2011 SIGNIFICANT ACCOMPLISHMENTS

Goal 1

- 1) Managed, coordinated, and delivered 22 iterations of nine (9) different Inspector General Criminal Investigator Academy (IGCIA) training programs.
- 2) Delivered training to 866 students from 66 different agencies, including 51 Council of Inspectors General for Integrity and Efficiency (CIGIE) member agencies, and 15 other federal, military, state, and local organizations.
- 3) Delivered training at twelve (12) different training venues in eight states; Arlington, VA, Glynco, GA, Charleston, SC, Chicago, IL, Cheltenham, MD, Dallas, TX, Newnan, GA, Philadelphia, PA, San Antonio, TX, Shepherdstown, WV, Treddyfin, PA, and Washington, DC.
- 4) Delivered agency-specific training to 315 members of the OIG community by invitation from individual CIGIE-member agencies.
- 5) Prepared, justified, and administered the IGCIA budget, using a tuition-based business model that fully funded all course costs at an average tuition of \$154/day.
- 6) A formal agreement was negotiated with HHS-OIG to provide a full-time Program Manager to the IGCIA.

7) Implemented procedures to collect results-oriented job performance feedback (level 3 of the Kirkpatrick model) from graduates and their supervisors for each IGCIA training program. Brief summary results are reported below.

- a) Advanced Interviewing for IG Investigators (AIIGI): Graduates of two iterations of AIIGI were surveyed, and seventeen graduates responded from ten OIGs, representing a 37% response rate. All respondents reported their knowledge and skill related to conducting interviews on the job was *greatly enhanced* (68.8%) or *somewhat enhanced* (31.2%) as a result of participation in AIIGI.
- b) Basic Non-Criminal Investigator Training Program (BNCITP): Ninety-four (94) BNCITP graduates were surveyed from four iterations of BNCITP. Fifty-six percent (56%) of them responded from 29 OIGs. In addition, 33 supervisors of the graduates responded from 25 OIGs. The large majority (98%) of graduates reported their job preparedness as a result of participation in BNCITP was *greatly improved* (74%) or *somewhat improved* (24%). One respondent (2%) reported to be *not at all improved*. Ninety-seven percent (97%) of supervisor respondents reported their employees' job preparedness was *greatly improved* (60.6%) or *somewhat improved* (36.4%) as a result of participation in BNCITP. One supervisor responded "*not sure*".
- c) Hotline Operator Training Program (HOTP): All graduates from the pilot program and second iteration of HOTP were surveyed, and twenty-six individuals responded from twenty OIGs, for a 58% response rate. All but one graduate reported their job preparedness was *greatly enhanced* (45.8%) or *somewhat enhanced* (50%) as a result of their participation in HOTP.
- d) IG Interviewing for Fraud Auditors (IG-IFA): All graduates from two iterations of IG-IFA were surveyed, and twenty-four responded from ten OIGs for a 52% response rate. Graduates were asked to rate their level of satisfaction with the program's ability to enable them to conduct more effective interviews during the course of audits, inspections or evaluations. All graduates rated their level of satisfaction as *excellent* (58.3%) or *very good* (41.7%).
- e) IG Investigator Training Program (IGITP): All graduates from three iterations of IGITP were surveyed, and thirty-eight responded from thirteen OIGs, for a 61% response rate. All graduates reported that their job preparedness was *greatly improved* (47.4%) or *somewhat improved* (52.6%) as a result of their participation in IGITP. In addition, eighteen of the graduates' supervisors

responded and all rated the job preparedness of their employees as *greatly improved* (61.1%) or *somewhat improved* (38.9%) as a result of this training.

- f) Periodic Refresher Training Program (PRTP): All graduates from three iterations of PRTP were surveyed, and thirty-one individuals from thirteen agencies responded, for a 39% response rate. All respondents *agreed* that their participation in PRTP increased their knowledge and understanding of legal issues relevant to their job; 73.3% *strongly agreed* and 26.7% *agreed*.
 - g) Public Corruption Investigations Training Program (PCITP): All graduates from two iterations of PCITP were surveyed, and nineteen individuals responded from eleven OIGs, for a 40% response rate. The large majority of respondents reported their knowledge and understanding of procedures, techniques and legal issues associated with investigating allegations of employee and agency corruption was *greatly enhanced* (50%) or *somewhat enhanced* (44.4%). Two respondents reported that their knowledge and understanding was *not at all improved*.
 - h) Transitional Training Program (TTP): All graduates from three iterations of TTP were surveyed, and fifty-three individuals responded from nineteen agencies for a 48% response rate. All but two respondents reported that their job preparedness was *greatly enhanced* (50%) or *somewhat enhanced* (46.2%) as a result of their participation in the three-day TTP.
 - i) Undercover Investigations Training Program (UCITP): All graduates of the pilot program and the first iteration of UCITP were surveyed. Sixteen individuals responded from nine agencies for a response rate of 37%. All but one individual rated their job preparedness as *greatly improved* (37.5%) or *somewhat improved* (56.3%).
- 8) Continually revised and updated curricula in all nine current IGCIAT training programs, based on feedback from program managers, students, instructors and facilitators, in an ongoing attempt to improve the training product.
 - 9) Significantly revised Hotline Operator Training Program based on input from students, instructors, and facilitators during the first two iterations of this new program. Electronic hotline communications (e-mail) were added to laboratories; students were organized into different groups during the second laboratory to allow exposure to an increased number of agencies; additional hotline scenarios were added to the laboratories that focused on suicidal callers, bomb threats, or other types of crisis calls; the *Complainant Behavioral Issues* block

- of training was increased; and time for facilitator feedback for each student's performance in the laboratories was added. Revisions increased the program length from 3.5 to 4 days.
- 10) Conducted a Curriculum Review Conference and working group meeting for Advanced Interviewing for IG Investigators in Washington, DC. The program developed as a result added interviewing exercises to the program, and inserted guest instructors and facilitators from the IG community. The revised program was piloted, subsequent revisions were made to the training content and methodology, and the fully revised program will be implemented and delivered in FY 2012.
 - 11) Conducted a Curriculum Review working group meeting in Washington, DC, for Undercover Investigations Training Program (UCITP). The working group recommended revisions to the UCITP's undercover training exercises and the purchase of two-way radios. Revisions were implemented and resulted in substantial improvement to student feedback.
 - 12) Conducted a Contract Fraud and Suspension & Debarment curriculum working group meeting in Arlington, VA, to revise and update IG-specific blocks of instruction in those topics. Revised curriculum was implemented in the IG Investigator Training Program and the Basic Non-criminal Investigator Training Program. A Senior Executive subject matter expert from the IG community delivered the presentations.
 - 13) Substantially reduced UCITP tuition (by 33% or \$1,000) through partnerships with local police departments that provided undercover officers as roleplayers and training facilities at no charge.
 - 14) Partnered with IG counsels from two OIGs to update three IGCIA legal lesson plans.
 - 15) Documented several IGCIA Standard Operating Procedures (SOP) in preparation for seeking program accreditation from the Federal Law Enforcement Training Accreditation (FLETA) Board for the IGCIA Investigator Training Program. Established protocols and developed a filing system that are being utilized to compile evidence of compliance with FLETA Standards and IGCIA SOPs. Procedures were established to facilitate electronic filing of current, draft and archived lesson plans.
 - 16) Represented the IGCIA at legal training sponsored by the CIGIE Training Institute in Washington, DC, May 2011.
 - 17) Represented the CIGIE as a member of the Federal Law Enforcement Training Accreditation Board, and as a member of the Board of Directors for the Association of Inspectors General.
 - 18) IGCIA staff participated in an off-site meeting with the CIGIE Executive Director and CIGIE Training Institute staff to develop CIGIE Training Institute strategic goals and objectives; identify current priorities and challenges; formulate strategies and actions; and develop next action plans.
 - 19) IGCIA staff participated in or provided presentations to the:

- a) John Jay College Master of Public Administration IG Program; Virtual Guest Practitioner
- b) Suspension and Debarment Workshop, Washington, DC, October 2010
- c) National Procurement Fraud Conference, Philadelphia, November 2010
- d) Association of Inspectors General Conference, Newark, NJ, November 2010 and Chicago, IL, May 2011
- e) Federal Law Enforcement Training Accreditation Board meetings in Charleston, SC, April 2011, and Ponte Vedra, FL, July 2011
- f) Federal Law Enforcement Training Accreditation Standards Steering Committee
- g) AIGI Subcommittee quarterly meetings in Arlington, VA
- h) CIGIE monthly meeting, Washington, DC, September 2011
- i) AIGI Subcommittee for Revision of Quality Standards for Investigations
- j) Health and Human Services OIG Special Agent Basic Training Programs
- k) FLETC Management PO Conference in Charleston, SC, September 2011
- l) FLETC Advanced Interviewing for Law Enforcement Training Programs, Glynco, GA
- m) FLETC Curricula Advisory Committee quarterly meetings

Goal 2

1. Provided FLETC registration and scheduling services to 45 CIGIE-member agencies and enrolled more than 1,300 OIG students in numerous FLETC training programs. Also provided registration and scheduling services to 51 CIGIE-member agencies and 15 other federal, state, local and military organizations, and enrolled more than 550 students in nine IG CIA training programs. Services included providing each OIG Training Officer with confirmations and student reporting instructions, as well as accommodating numerous cancellations and substitutions.
2. Managed FLETC training projections and allocations for CIGIE member agencies, including the Criminal Investigator Training Program (CITP) and more than 70 FLETC advanced training programs. This effort required eliciting, collecting and compiling projection data from 41 OIGs who projected a need for 1,637 FLETC training seats; submitted compiled projections to the FLETC, and ensured fair distribution of resulting allocations.
3. Managed FLETC instructor support funds on behalf of FLETC and 30 CIGIE-member agencies. The IG CIA analyzed allocations to determine each OIG's pro-rata share of FLETC training, billed each agency accordingly, and pulled and transferred funds to the FLETC to fulfill the CIGIE's instructor support obligation to the FLETC.

4. On a weekly basis, members of the IG CIA staff made attempts to liaise with IG personnel attending training programs at FLETC/Glynco to offer on-site support and inform them about services and programs offered by the IG CIA.
5. Conducted a Training Officer meeting in Arlington, Virginia, December 2010, that was attended by 28 training officers from 22 CIGIE-member agencies.
6. Represented the IG community as the Partner Organization (PO) representative for the majority of CIGIE agencies at multiple FLETC PO meetings and conferences.
7. Facilitated meetings between FLETC executives and IG personnel, and arranged tours and visitor access for IG visitors to the FLETC.
8. Communicated FLETC policy and curriculum issues to the AIGIs and OIG training officers.
9. Attended CITP graduations, presented credentials to IG graduates and provided guest speakers upon request.
10. Facilitated resolution of numerous student issues (i.e. failures, hospitalization, dismissals) on behalf of employing agencies, while keeping their management informed of student incidents, progress and accomplishments.
11. Represented the IG community at FLETC Curricula Advisory Committee quarterly meetings.
12. Represented the IG community at FLETC curriculum conferences and working groups, including conferences for the:
 - a. Law Enforcement Leadership Institute Curriculum Review
 - b. Behavioral Science Division Psychology Consortium
13. Distributed a web-based survey in the signature line of IG CIA staff email correspondence to elicit feedback from IG CIA's customers and contacts as to quality of service and confidence in the IG CIA's ability to serve stakeholders' law enforcement and investigative training needs. In FY 2011, 12 individuals responded to the survey from 12 agencies. All respondents rated the professionalism, timeliness and responsiveness of service received as *Excellent*. All of them reported that they were *Confident* (25%) or *Extremely Confident* (75%) in the ability of the IG CIA to serve their law enforcement and investigative training needs. No negative and several positive comments were received.