

**OFFICE OF THE STATE INSPECTOR GENERAL**

**Report to the Governor and the  
General Assembly of Virginia**

**Fiscal Year 2022 Annual Report  
September 2022**



**Michael C. Westfall, CPA, CIG, CFE  
State Inspector General  
Report No. 2023-ADM-002**

## MESSAGE FROM THE STATE INSPECTOR GENERAL



**State Inspector General**  
**Michael C. Westfall,**  
**CPA, CIG, CFE**

The Office of the State Inspector General reached a milestone this year. The agency marked its 10<sup>th</sup> anniversary of serving the citizens of the Commonwealth. I am in my eighth year at OSIG, more than four years serving as State Inspector General. In that time, the agency has grown significantly in staff qualifications and their accomplishments. I could not be prouder of the achievements of the agency's staff. My staff and I work to deter fraud, waste, abuse and corruption and promote integrity and ethical conduct, and our efforts to work hard to accomplish all that we do is a testament to their character.

In the past decade, OSIG has implemented standards across the board. It had its first independent peer review through the Association of Inspectors General, which provided assurance not only to us, but also to the citizens of the Commonwealth, that OSIG is conducting quality work in accordance with professional standards.

We continued collaboration with the Attorney General's office and have received requests from the Governor's office and various cabinet members as they become more engaged in the work that we do. That's because we have proven ourselves during these past 10 years and have grown our reputation as a watchdog agency. Our stakeholders have come to realize that, and through the relationships we have built and the work we have done, we can continue to build upon this progress, broaden our scope and remain an independent and objective organization within the executive branch.

OSIG's numerous investigations and audits of executive branch agencies resulted in recommendations for improved internal controls, efficiency and effectiveness. Published reports are on the OSIG [website](#). In fiscal year 2022, the Investigations Unit opened 30 executive branch agency investigations, referred 13 cases for prosecutorial consideration and closed 35 cases. OSIG continued the process of obtaining initial accreditation through the Virginia Law Enforcement Professional Standards Commission and the Commission on Accreditation for Law Enforcement Agencies, accrediting entities that will greatly enhance the effectiveness and abilities of OSIG as a whole. Additionally, the Fraud, Waste and Abuse Hotline assigned 156 cases for investigation, which totaled 301 separate allegations.

In addition, the Audit Unit published five performance audits, including an extensive review of charitable gaming in Virginia following a request from the General Assembly. Audit also conducted a far-reaching look at snow removal in the Commonwealth. Behavioral Health and Developmental Services staff processed more than 400 Complaint Line contacts in a timely, proficient manner, while the Communications Unit managed more than 600 general inquiries and/or complaints.

I am very proud of the staff here at OSIG. It is a staff that is well qualified. The majority are certified through the Association of Inspectors General, which ensures that we follow professional standards and conduct quality work. OSIG is fortunate to have employees who are dedicated to the Commonwealth and serving the citizens as well as they do. I want to congratulate OSIG and its staff for 10 years of successful work for the Commonwealth of Virginia.

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# OSIG RESPONSIBILITIES AND FY 2022 HIGHLIGHTS



In accordance with Title 2.2 Chapter 3.2 (§ 2.2-307 through 2.2-313) of the *Code of Virginia*, the Office of the State Inspector General is responsible for:

- Investigating complaints alleging fraud, waste, abuse or corruption by an executive branch state agency, non-state agency or officers, employees or contractors of those agencies.
- Administering the Fraud and Abuse Whistle Blower Reward Fund.
- Overseeing the State Fraud, Waste and Abuse Hotline.
- Conducting performance reviews of state agencies.
- Providing training and coordination of standards for the Commonwealth's internal audit functions.
- Performing inspections and making policy and operational recommendations for the Department of Behavioral Health and Developmental Services facilities and providers.
- Reviewing operations of the Virginia Tobacco Region Revitalization Commission.

Consistent with these responsibilities, OSIG completed the following activities during fiscal year 2022:

## **Investigations and Administration Division**

- **Investigations Unit**

- Opened 30 executive branch state agency investigations.
- Investigated allegations of fraud, conflicts of interest, misappropriation, procurement violations, and waste and abuse.
- Referred 13 cases for prosecutorial consideration.
- Closed 35 cases.
- Gave two presentations and staff participated in 838 hours of training.

- **State Fraud, Waste & Abuse Hotline**
  - Assigned 156 cases for investigation, which totaled 301 separate allegations.
  - Of the 147 cases closed, 16 percent were substantiated, 73 percent were unsubstantiated, 9 percent were multiple allegations with both unsubstantiated and substantiated findings and 2 percent were inconclusive.
  - Investigated and closed 16 cases in-house for allegations that involved an agency head, internal audit employee or an at-will employee.
  - Completed one workpaper review of an agency's internal audit program and 28 investigative review follow-ups for compliance with recommendations.
  - Delivered more than 26 hours of Hotline awareness events/presentations and participated in nearly 400 hours of training.
  
- **Internal Audit Oversight and Training Services**
  - Conducted three quality assurance reviews.
  - Coordinated 12 training courses, in which 509 internal auditors from across the Commonwealth participated, earning up to 88 continuing professional education credits to maintain certifications necessary for their positions.
  - Completed 70 CPE training hours.

## **Audit and Inspections Division**

- **Audit Unit**
  - Issued five performance audits.
  - Issued 20 findings and observations.
  - Issued 31 audit recommendations.
  - Staff earned 1,190 hours of continuing education for a total of 31 certifications.
  - Gave six presentations to state and national audit organizations.
  
- **Behavioral Health and Developmental Services Unit**
  - Processed 418 complaints.
  - Participated in unannounced inspections of 12 DBHDS facilities.
  - Staff participated in nearly 370 hours of training to enhance their skills.
  
- **Communications and Outreach**
  - Gave seven presentations to local, state and national organizations.
  - Responded to 67 Freedom of Information Act inquiries.
  - Processed 37 responsive and proactive media contacts.
  - Responded to 610 general inquiries/complaints.
  - Distributed 20 news releases resulting in multiple statewide media placements.

## **OSIG Continued to Provide Staff Support for the Commission on the May 31, 2019, Virginia Beach Mass Shooting**

The 2020 Virginia Acts of Assembly Chapter 1289 - Budget Bill – Item 27.20 established the Commission on the May 31, 2019, Virginia Beach Mass Shooting to conduct an independent, thorough and objective review of the incident. The General Assembly tasked the Commission with issuing recommendations and improvements that can be made in Virginia’s laws, policies, procedures, systems and institutions to prevent a similar incident. OSIG provides staff support to the commission as needed.

The General Assembly directed the Commission to submit an annual executive summary of its interim activity and work by November 1 of each year.



The Commission on the May 31, 2019, Virginia Beach Mass Shooting held a meeting on September 9, 2021, in Virginia Beach, VA, to listen to victims’ families speak about the tragedy.

# OSIG'S MISSION, VISION, CORE VALUES AND GOALS



## **Mission**

On behalf of the citizens of the Commonwealth, the Office of the State Inspector General collaborates with other state agencies to serve as a catalyst for positive change by:

- Facilitating good stewardship of resources.
- Deterring fraud, waste, abuse and corruption.
- Advocating and practicing efficiency and effectiveness.
- Promoting and practicing integrity and ethical conduct.

## **Vision**

Maximize the public's confidence and trust in state government by promoting and practicing the highest level of integrity, efficiency, effectiveness and economy.

## **Core Values**

The Office of the State Inspector General pledges to uphold the following core values in its work and with each other:

- It models integrity, trust and ethical behavior.
- It is dedicated, objective and innovative.
- It intentionally creates an environment of equity, diversity and inclusion that encourages collaborative communication and operation.
- It is vigilant, competent, accountable and respectful.

## Goals

- Ensuring investigations, inspections and audits are performed in a timely, accurate and relevant manner so that stakeholders can make informed decisions, take appropriate actions and improve programs.
- Increasing confidence and trust in government.
- Attracting, developing and retaining a qualified, diversified and exceptional workforce by encouraging individualism and initiative in its staff.
- Continuing to be recognized as an entity that adds value to the commonwealth and seeks to improve the lives of the individuals herein through creative solutions.
- Promoting effective working relationships and communication with internal and external stakeholders.



OSIG commemorated its 10<sup>th</sup> anniversary at a celebration on the James Monroe Building Plaza in downtown Richmond, VA, on June 29, 2021.

## OSIG Marks 10-Year Anniversary

The Office of the State Inspector General marked its 10-year anniversary on July 1, 2022, with a 10<sup>th</sup> Anniversary Event on the James Monroe Building plaza in downtown Richmond. Guests included state employees, who were treated with refreshments and heard congratulatory remarks from five Cabinet secretaries, the Attorney General and a video greeting from Governor Glenn Youngkin.

“OSIG continuously works to ensure that the trust between citizen and state is never lost,” said Youngkin. “You are a truly vital and objective watchdog organization.”

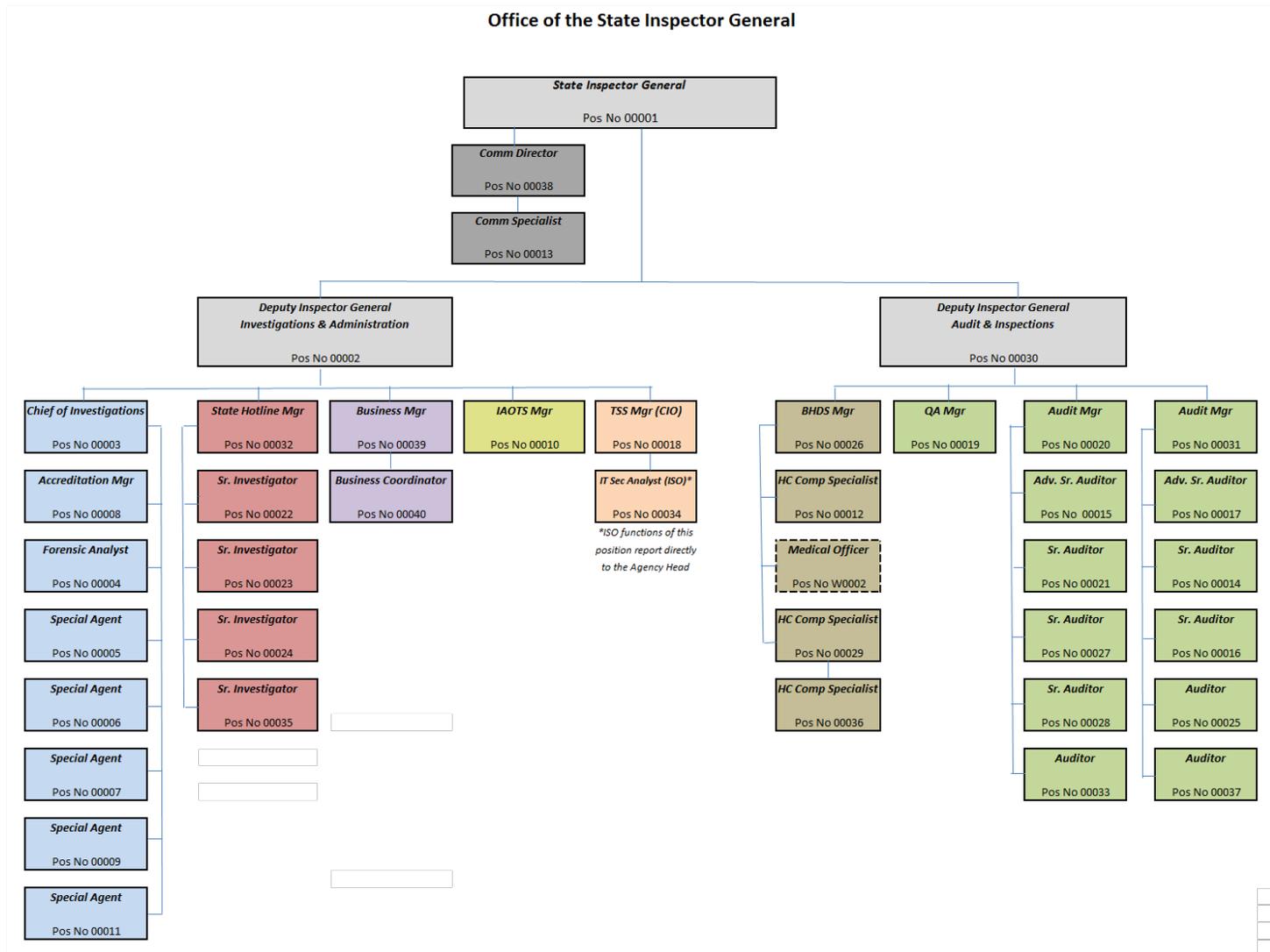
The speakers included:

- Michael C. Westfall, State Inspector General.
- The Honorable Amiee Rogstad Guidera, Secretary of Education.
- The Honorable Stephen E. Cummings, Secretary of Finance.
- The Honorable George “Bryan” Slater, Secretary of Labor.
- The Honorable Secretary Robert “Bob” Mosier, Secretary of Public Safety and Homeland Security.
- The Honorable W. Sheppard Miller III, Secretary of Transportation.
- The Honorable Jason Miyares, Attorney General.



# OSIG'S ORGANIZATIONAL STRUCTURE

OSIG programs within the Investigations and Administration Division and the Audit and Inspections Division are efficient and effective, ensuring that the office meets statutory mandates and serves the citizens of Virginia.







OSIG Chief of Investigations Katrina Goodman (fourth from right) attended the FBI-LEEDA Executive Leadership Institute training class for law enforcement leaders that focused on trends in law enforcement, bias and diversity, employee wellness and transformational leadership in Henrico, Virginia, in October 2021.

## Investigations' Statistical Summaries

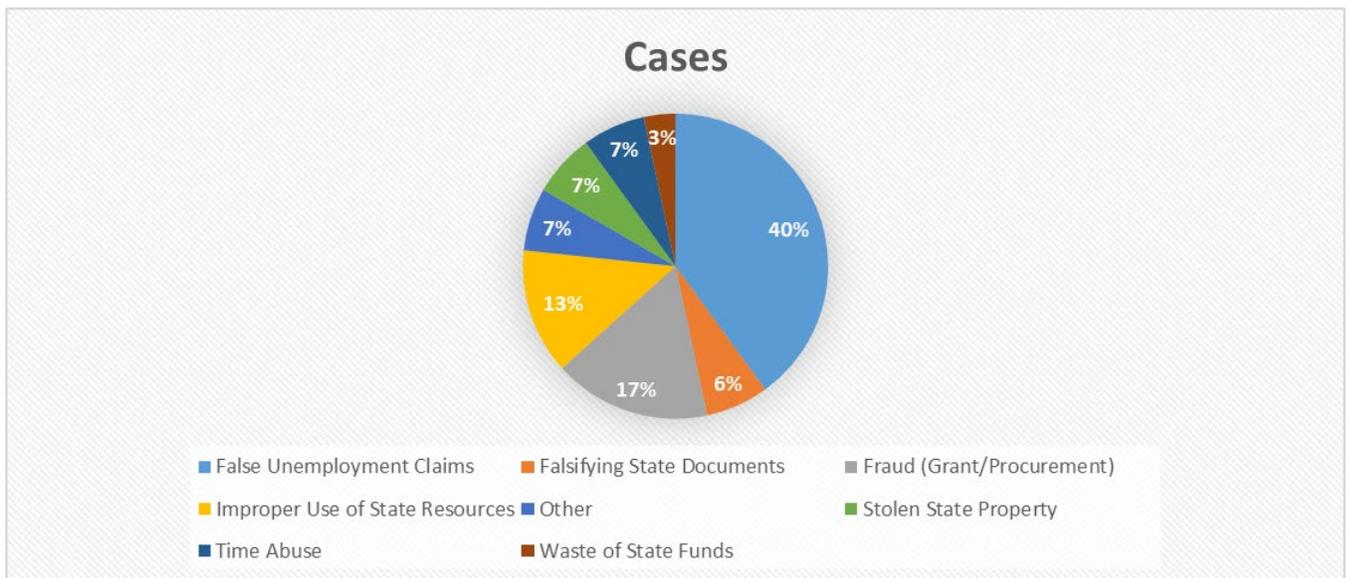
In FY 2022, the Investigations Unit closed the following executive branch state agency investigations:

- Department of Behavioral Health and Developmental Services.
- Department of Conservation and Recreation.
- Department of General Services.
- Department of Juvenile Justice.
- Department of Military Affairs.
- Department of Rail and Public Transportation.
- Norfolk State University.
- Piedmont Geriatric Hospital.
- Tobacco Region Revitalization Commission (two cases).
- VA Department of Agriculture & Consumer Services.
- VA Department of Emergency Management.
- VA Department of Taxation (three cases).
- VA Department of Transportation (four cases).
- VA Commercial Spaceflight Authority.
- VA Correctional Enterprises.
- VA Department of Health.
- VA Department of Social Services.



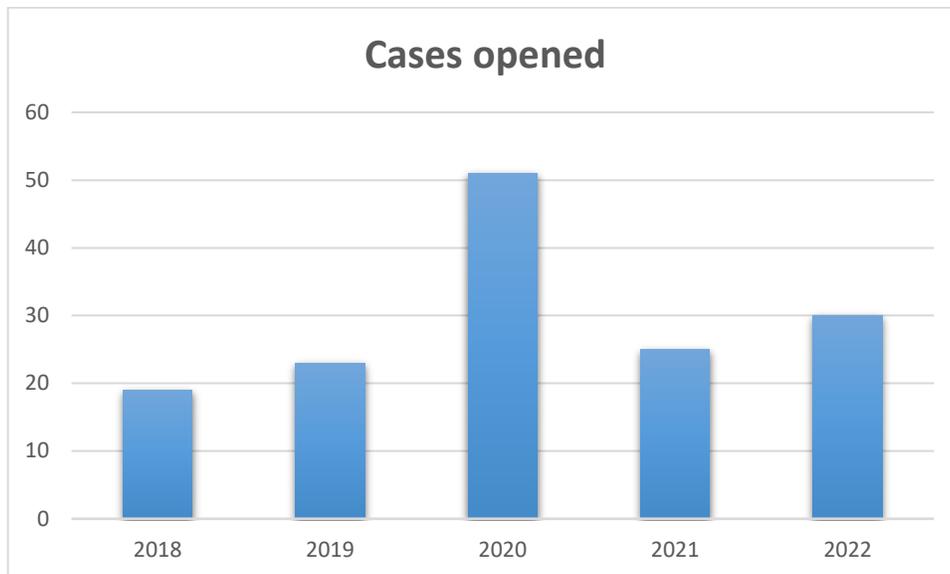
- VA Department of Veterans and Military Affairs.
- VA Economic Development Partnership.
- VA Employment Commission (four cases).
- VA Polytechnic Institute and State University.
- Virginia State University (two cases).
- Virginia Tourism Corporation.
- Western State Hospital.
- Wilson Workforce & Rehabilitation Center.

In FY 2022, the Investigations Unit opened 30 executive branch state agency investigations.



**INVESTIGATIONS UNIT CASE SUMMARY FY 2022**

Cases opened in FY 2022	30
Cases closed in FY 2022	35
Cases resulting in corrective action recommendation in FY 2022	1
Open cases carried over from FY 2021	37
Cases open at end of FY 2022	32



## Noteworthy Cases Completed in FY 2022

### Virginia Department of General Services

On or about January 28, 2021, the Office of the Attorney General requested assistance from OSIG on an investigation of alleged criminal violations involving worker misclassification in state construction projects. The investigation focused on several companies that contracted to work on the new General Assembly Building from July 1 – December 31, 2020.

The investigation determined that from July 1 – December 31, 2020, two companies that subcontracted to do work on the new General Assembly Building misclassified some of their employees as independent contractors and, through those actions, failed to withhold and subsequently remit state income tax held in trust totaling about \$24,000.

On December 8, 2021, Company #1 pled guilty to five counts of embezzlement with a \$2,500 fine for each count plus \$8,500 in restitution to the Commonwealth. On February 2, 2022, Company #2 pled guilty to five counts of embezzlement with a \$2,500 fine for each count plus \$8,500 in restitution to the Commonwealth.

### Virginia Department of Veterans and Military Affairs

In October 2019, the U.S. Army Commander from the Department of Veterans and Military Affairs reported that after conducting an informal investigation and reviewing the state credit card report, a Game Warden/Conservation Officer used two state credit cards to purchase fuel for his/her personal vehicles. This occurred from October 2018 through October 2019. On at least one occasion, the officer's

spouse participated in making unauthorized purchases. OSIG worked with Virginia State Police special agents in conducting the investigation.

The officer and his/her spouse used state credit cards to purchase fuel and other unauthorized items. On January 5, 2021, a Nottoway County grand jury indicted the officer on five counts of misdemeanor embezzlement (§ 18.2-111) for the period of October 2018 through October 2019. The same grand jury indicted the officer's spouse for the following: credit card theft (§ 18.2-192), conspiracy to steal such credit card (§ 18.2-22), conspiracy to use such credit card (§ 18.2-22) and the felonious use of such credit card to obtain money in excess of \$500, with the intent to defraud (§ 18.2-195).

The Nottoway County Commonwealth's Attorney accepted an offer from the spouse's attorney, and on March 8, 2021, the officer's spouse pled guilty to felony charges and received a five-year suspended sentence. The plea included an order to pay restitution of \$3,722. On May 10, 2021, the Commonwealth's Attorney accepted the officer's guilty plea to five charges of misdemeanor embezzlement. The Nottoway County Circuit Court sentenced the officer to 12 months of jail time with 11 months and 20 days suspended. The court did not order the officer to pay restitution because his/her spouse had a court order to pay the restitution.

### **Virginia Department of Agriculture & Consumer Services**

On April 8, 2021, OSIG received notice from the VDACS Director of Internal Audit about the theft of equipment from VDACS' Suffolk, Virginia, location. VDACS became aware of the incident on March 26, 2021, when program staff observed several missing new and used electric motors and welding equipment. The VDACS Program Manager reported the incident to the Suffolk Police Department.

The investigation revealed that from about February 1 – 11, 2021, an employee stole about \$18,000 worth of new and used electric motors, a welder and bronze bushing from the Peanut Services building in Suffolk. The employee pawned the welder at a local pawnshop and sold the rest of the parts to a local recycling company. Suffolk PD recovered the welder, but could not recover any of the parts sold to the recycling company. VDACS terminated the employee on April 21, 2021.

On July 26, 2021, Suffolk PD indicted the employee in Suffolk Circuit Court on multiple felony charges related to the incident. On April 7, 2022, the employee pled guilty to obtaining money by false pretenses (X3), embezzlement and larceny with the intent to distribute. The employee was sentenced to 21 months in jail and three years' probation after release. The employee paid restitution of \$17,504.

### **Virginia Employment Commission**

On July 7, 2020, a Virginia Department of Corrections investigator contacted OSIG requesting assistance with an investigation involving inmates soliciting individuals outside the prison to file false unemployment claims using the identity of incarcerated inmates. According to DOC, inmates at multiple

correctional facilities were promoting a fraud scheme where they were using outside co-conspirators to file false unemployment claims through the Virginia Employment Commission using an inmate's identity. These claims not only generated monthly unemployment payments, but they also generated federal government economic stimulus payments.

From April 2 - October 20, 2020, two individuals perpetrated a scheme to defraud the Commonwealth of unemployment insurance and Pandemic Unemployment Assistance funds. The investigation revealed that the co-conspirators devised a scheme to defraud or attempt to defraud the Commonwealth of UI/PUA funds in the possession and control of the VEC. The two individuals used the identities of the DOC inmates to file false claims for unemployment assistance. Both parties pled guilty to one count of mail fraud and one count of aggravated identity theft. The intended losses attributable to the fraudulent UI/PUA filings was \$74,805.

## **Virginia Tax**

On October 8, 2019, OSIG received an email from Virginia Tax Director of Internal Audit, alerting OSIG to the agency's preliminary investigation involving the misappropriation of funds by a former Virginia Tax Financial Services Manager. The manager retired from Virginia Tax on December 31, 2018.

The complainant, a taxpayer, received notice from Virginia Tax about unpaid tax obligations totaling \$16,000. The preliminary investigation found the taxpayer paid the required taxes by check in two separate payments, one on March 15, 2013, and the other on May 24, 2018.

The investigation found the checks were deposited into a bank account belonging to the church where the former manager was the Treasurer. Virginia Tax indicated the former manager used the "bill stop" process in the Virginia Tax program to delay the timely detection of the activity. Virginia Tax contacted the former manager about the matter. The former manager indicated he/she did not take the money, but agreed to pay it back anyway. The former manager reimbursed the Commonwealth \$16,000 on October 7, 2019. Virginia Tax reviewed other taxpayer accounts handled by the former manager and determined that multiple other fraudulent transactions existed.

The investigation revealed that from March 2013 – November 2019, the former manager misappropriated nearly \$1.3 million of taxpayer funds. The former manager embezzled about \$994,000 of taxpayer funds during his/her employment with Virginia Tax and \$298,000 of taxpayer funds from January 1 – November 4, 2019, after he/she retired. The former manager repaid the Commonwealth about \$253,000.

The former manager was indicted on May 19, 2021, for felony embezzlement and computer trespass. He/she was scheduled to enter a guilty plea in Richmond Circuit Court on October 8, 2021, at 11 a.m.,

but passed away earlier that morning from a self-inflicted gunshot wound. Prosecution against the former manager was withdrawn.

## Special Initiatives and Projects

### Point of Contact Initiative

OSIG designed the Point of Contact initiative to foster professional and collaborative relationships between OSIG and its counterparts within executive branch agencies, usually the Chief Audit Executive or other senior manager. The POC initiative promotes the exchange of information with executive branch agency officials about pertinent activities within OSIG, as well as relevant issues within agencies. OSIG assigns each special agent and senior investigator as a POC liaison representative for several state agencies. POC liaison representatives meet with assigned agency POC counterparts annually.

### Department of Corrections Inmate Complaints

In FY 2022, the OSIG Investigations Unit received 97 Virginia Department of Corrections inmate complaints expressing a variety of concerns. The Chief of Investigations reviewed, processed and addressed all complaints appropriately.



Special Agent John Sutherland presented to recently promoted Virginia State Police special agents as part of their Special Agent development. The presentation was about OSIG and a Virginia Tax case study on February 8, 2022.

## Education and Training Opportunities

Investigations Unit staff attended 838 hours of training in FY 2022:

- Advanced Digital Forensic Analysis: iOS & Android.
- Civilian Response and Casualty Care.

- Crisis Intervention Training.
- Detecting fraud with Data Analytics.
- Executive Leadership Institute.
- Financial Investigations Practical Skills.
- Financial Records Examination and Analysis.
- Firearms Instruction.
- Implicit Bias in the Workplace.
- Maintaining Mental Health in Law Enforcement.
- Microsoft Beginner/Advanced Excel training.
- Professional Ethics & Liability.
- Various fraud-related online webinars/trainings.
- Virginia legal updates.
- Virginia Executive Institute.

## **Certifications, Staffing and Accomplishments**

- Investigation Unit staff hold 34 certifications and advanced degrees.
- A chief, five special agents, one accreditation manager and one forensic analyst staff the Investigations Unit.
- Chief of Investigations Katrina Goodman, Accreditation Manager Elizabeth Knudson and special agents Susan Day and John Sutherland are general instructors with the Virginia Department of Criminal Justice Services.
- Special Agent Susan Day is a firearms instructor.

<b>Investigations Unit Certifications/Advanced Degrees by Type</b>	
Basic Law Enforcement	6
Certified Fraud Examiner	5
Certified Inspector General Investigator	5
DCJS General Instructor	4
Certified Fraud Investigator	2
Certified Forensic Interviewer	2
Virginia Contracting Associate	2
Virginia Law Enforcement Professional Standards Commission Senior Assessor	1
Certified Cyber Crime Examiner	1
DCJS Firearms Instructor	1
Virginia Crime Information Network Operator	1
Master of Science in Criminal Justice	1
Master of Arts in Intelligence Studies	1
Master of Business Administration	1
Master of Science in Criminal Justice-Public Administration	1
<b>Total</b>	<b>34</b>

## Accreditation

OSIG continued the process of obtaining initial accreditation through the Virginia Law Enforcement Professional Standards Commission and the Commission on Accreditation for Law Enforcement Agencies accrediting entities. The entire process, from application to assessment, can take up to 36 months and involves extensive policy revision and the gradual implementation of new or revised procedures. In addition to maintaining OSIG's accreditation process, Accreditation Manager Elizabeth Knudson assisted the agency with the acquisition of grant funds for projects that will greatly enhance the effectiveness and abilities of OSIG as a whole.

## Association of Inspectors General – Standards and Principles

The Investigations Unit adheres to the standards and principles published by the Association of Inspectors General, Copyright 2014.

## Law Enforcement Liaison and Intelligence Resource Partnerships

Pursuant to *Code of Virginia* [§ 2.2-311](#), OSIG maintains a formal Memorandum of Agreement with the Virginia State Police.

OSIG collaborated with the following agencies on cases of mutual interest during FY 2022:

- Henrico Police Department.
- Suffolk Police Department.
- Virginia State Police.
- Federal Bureau of Investigation.
- Office of Inspector General of the U.S. Department of Labor.
- U.S. Department of Homeland Security.
- U.S. Postal Service.
- U.S. Department of State.

The Investigations Unit participates in regularly scheduled meetings or collaborates with the following law enforcement and professional criminal justice affiliated entities:

- Central Virginia Financial Compliance Task Force.
- Central Virginia Law Enforcement Chief Executives Association.
- Commonwealth Managers Association.
- Federal Bureau of Investigation.
- Fraud Liaison & Alert Group.
- Internal Revenue Service — Criminal Investigations Division.
- International Association of Financial Crimes Investigators.
- Newport News Financial Crimes Task Force.

- Public Corruption Workgroup with the FBI and Virginia State Police.
- Virginia Association of Chiefs of Police.
- Virginia State Police, Bureau of Criminal Investigations.
- U.S. Postal Service's Financial Crimes Task Force.
- U.S. Secret Service.

The Investigations Unit maintains membership in the following criminal intelligence and investigative resource organizations:

- National White Collar Crime Center.
- Newport News Financial Crimes Task Force.
- Regional Organized Crime Information Center.
- Virginia Fusion Center.

The Investigations Unit observes the applicable professional education and training requirements of the following:

- Association of Certified Fraud Examiners.
- Association of Inspectors General.
- Crater Criminal Justice Training Academy.
- Department of Criminal Justice Services.
- International Association of Interviewers.
- Virginia Institute of Procurement.



OSIG special agents conduct firearms training at the Crater Criminal Justice Training Academy shooting range. In-service training is required annually, but OSIG conducts this training biannually for its sworn personnel.

## STATE FRAUD, WASTE AND ABUSE HOTLINE

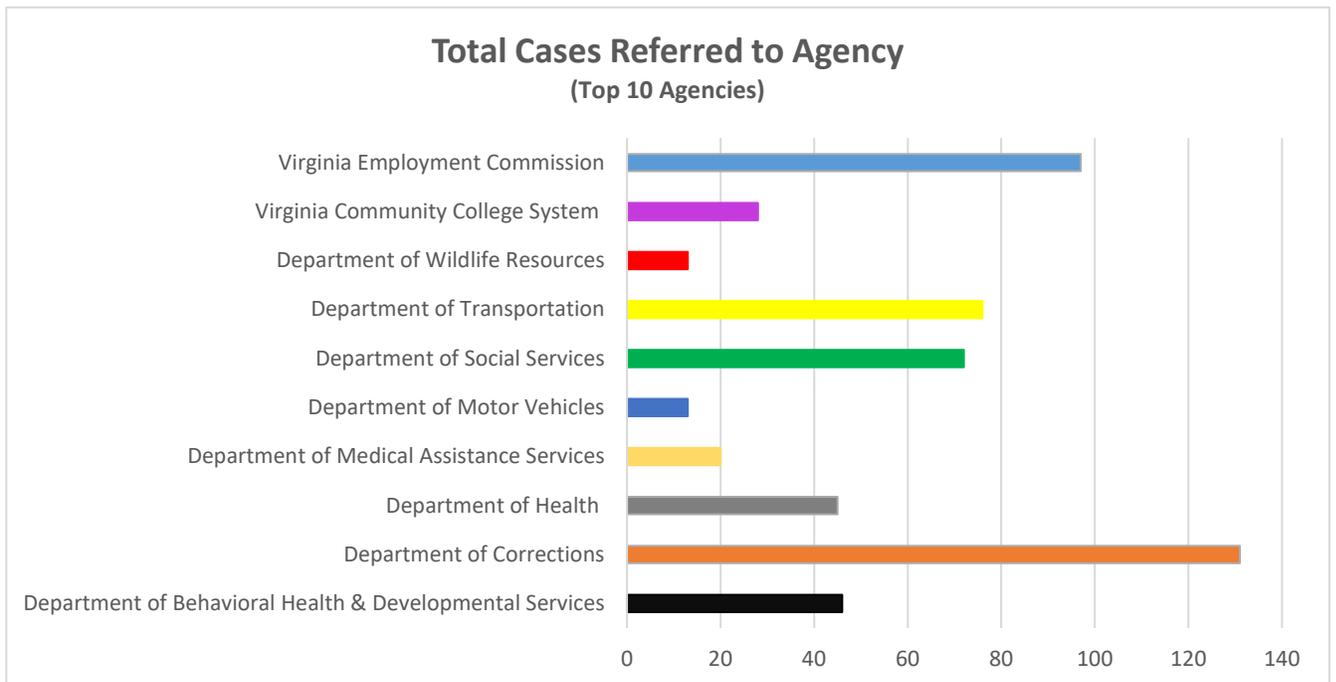


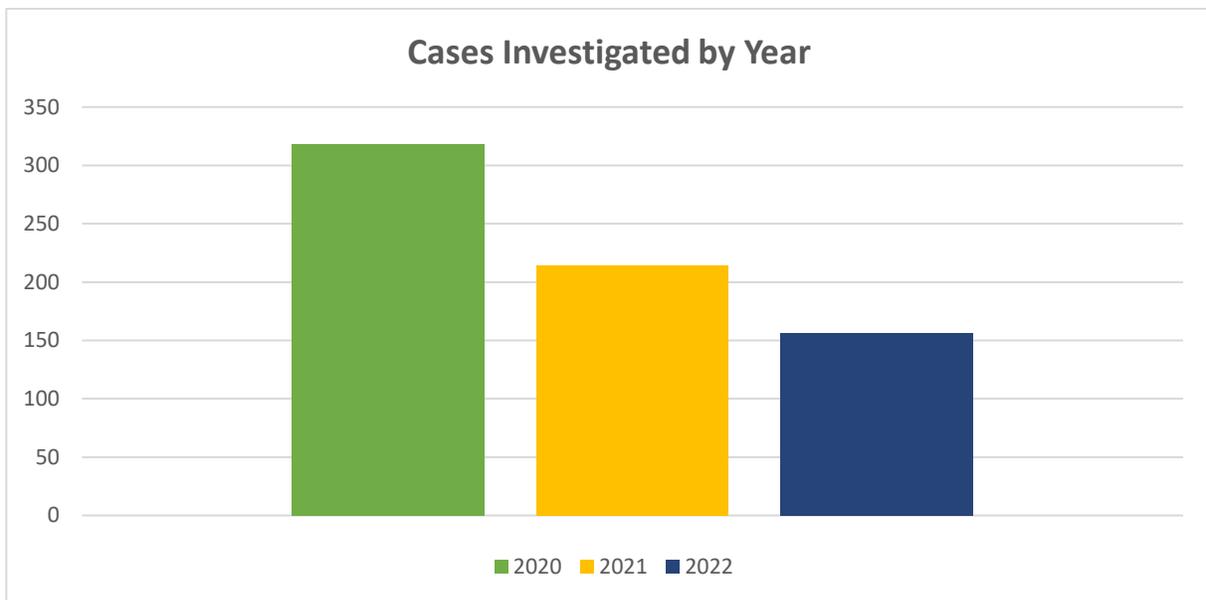
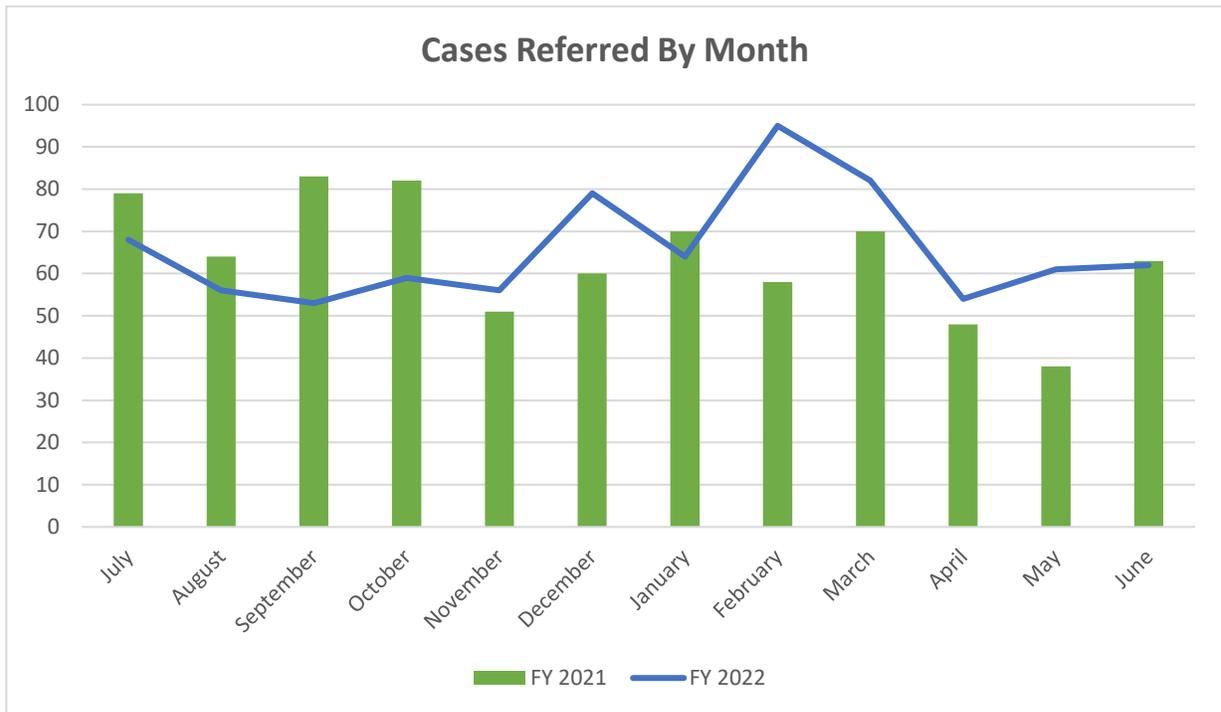
### FY 2022 Hotline Statistics

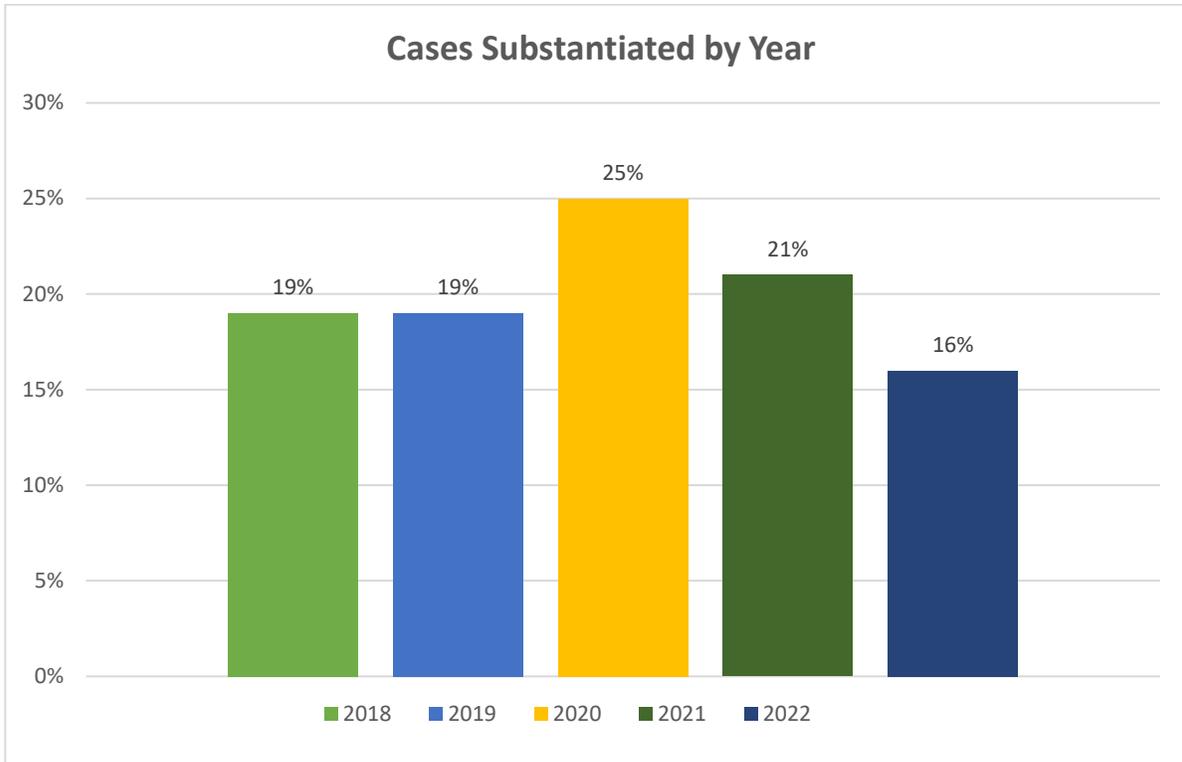
- Of the 1,769 contacts received, OSIG determined 156 calls or 301 allegations met the criteria for fraud, waste or abuse and required a formal investigation.
- The most common allegations received were employee misconduct; poor internal policies or noncompliance with an agency's internal policy; waste of state funds; improper hiring, including violations of state policies; misuse of state-owned vehicles and operating inefficiencies.
- Of the 147 Hotline cases closed, 16 percent were substantiated, 73 percent were unsubstantiated, 9 percent were multiple allegations with both unsubstantiated and substantiated findings and 2 percent were inconclusive. This resulted in 43 recommendations made to the agencies because of an investigation.
- Hotline investigators investigated and closed 16 Hotline calls with allegations that involved an agency head, internal audit employee, an at-will employee or an agency that does not have an internal audit program. OSIG conducted one workpaper review of an internal audit program where the program performed investigations for the Hotline, and completed 28 investigative review follow-ups for compliance with recommendations.



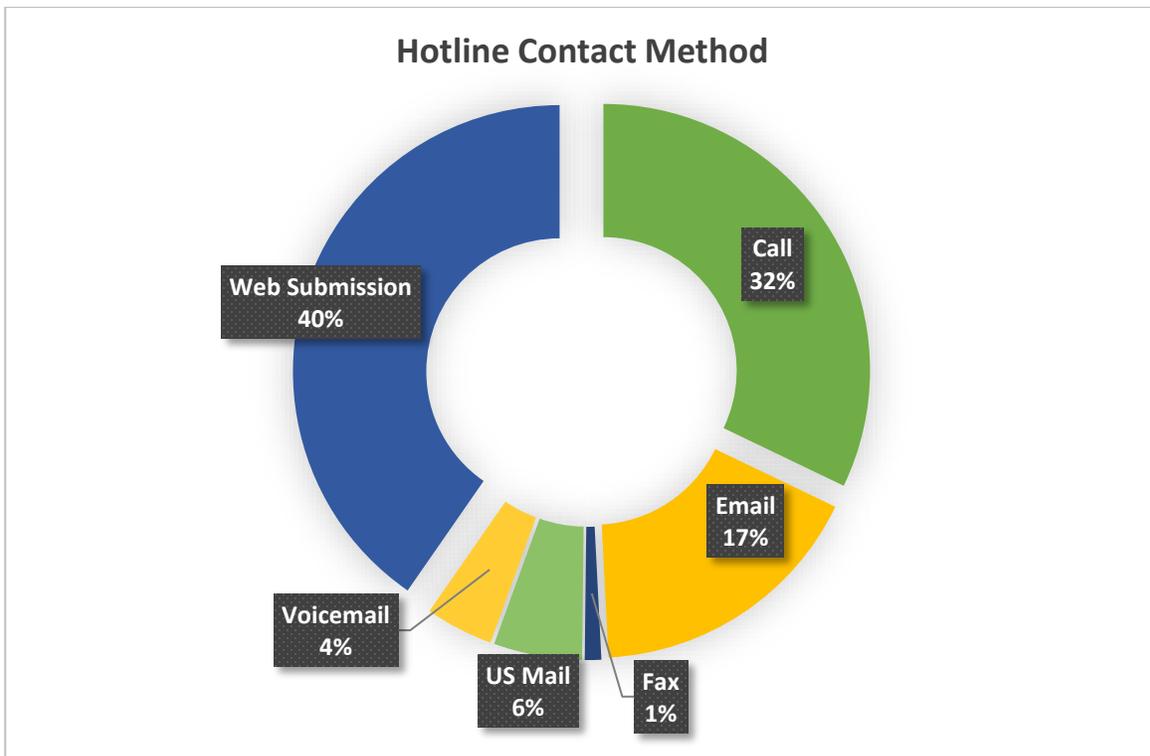
OSIG senior investigators Ephrom Walker, Bayyinah Hafiz and Gari Melchers with Virginia Secretary of Education Aimee Rogstad Guidera at OSIG’s 10<sup>th</sup> Anniversary Event on June 29, 2022.







\* The FY 2022 number above is strictly substantiated cases, whereas in previous years OSIG reported substantiated cases percentages to include substantiated, partially substantiated and inconclusive cases.





State Hotline Manager Richard Scholl (right) shared information about the State Fraud, Waste and Abuse Hotline with Virginia Secretary of Transportation Shep Miller (foreground) at the May 2022 Virginia Highway Safety Summit in Alexandria, VA.

## Hotline Outreach

The Hotline staff attended/presented at numerous events, which totaled to more than 26 hours of state employee or citizen contact.

## Education and Training Opportunities

Hotline staff attended nearly 400 hours of training in FY 2022, including:

- Practical Skills in Financial Investigations.
- Certified Fraud Examiner National Conference.
- Microsoft Excel User.
- Various other fraud, investigative and procurement training.

## Certifications, Staffing and Accomplishments

- Hotline staff hold 14 certifications and/or advanced degrees.
- A State Hotline Manager and four senior investigators staff the State Fraud, Waste and Abuse Hotline.
- One new senior investigator joined the team this year and brought a wealth of knowledge and certifications with them, including a Master of Science and federal-level investigative skills.
- Senior investigators Gari Melchers and Ephfrom Walker III completed their required continuing education to maintain status as Certified Public Accountants.
- Senior investigators Hitha Panakkaparambil, Bayyinah Hafiz, Gari Melchers and Ephfrom Walker attended training from the Association of Inspectors General and earned the status of Certified Inspector General Investigator.
- State Hotline Manager Richard Scholl attended numerous investigation trainings to maintain status as a Certified Fraud Examiner and Certified Inspector General Investigator.

Hotline Staff Certifications/Graduate Degrees by Type	
Certified Inspector General Investigator	5
Certified Public Accountant	2
Certified Fraud Examiner	1
Certified Forensic Interviewer	1
Master of Public Administration	1
Master of Business Administration	1
Master of Science	1
Juris Doctorate	1
Virginia Contracting Associate	1
Total	14

## INTERNAL AUDIT OVERSIGHT AND TRAINING SERVICES



OSIG's Internal Audit Oversight and Training Services' legislative mandates are delineated in *Code of Virginia* § [2.2-309\[A\]](#)(10-12) and include:

- Coordinating and requiring standards for internal audit programs in existence as of July 1, 2012.
- Coordinating and requiring standards for other internal audit programs in state agencies and non-state agencies as needed to ensure that the Commonwealth's assets are subject to appropriate internal management controls.
- Assisting agency internal auditing programs with technical auditing issues, and coordinating and providing training to the Commonwealth's internal auditors.

### Quality Assurance Reviews

OSIG completed three QARs in FY 2022. Both the Department of Conservation and Recreation and the Department of Agriculture and Consumer Services received an overall rating of "Generally Conforms," which is the highest rating. The Department of Energy received an overall rating of "Partially Conforms," the second highest rating.

Internal Audit programs that adopt the Institute of Internal Auditors standards are required to have a QAR completed once every five years. OSIG monitors compliance with these standards and provides a cost-effective alternative with its Quality Assurance Review team to conduct QARs. This team eliminates the need for agencies to contract these services and can save the agency from between \$5,000 to \$30,000 per QAR.

## Training

OSIG coordinated internal audit training courses in FY 2022. Class size increased significantly over previous years because OSIG offered the classes virtually. The virtual format also resulted in cost savings in time and travel for the 509 participants. Some auditors attended multiple training classes, resulting in a cost savings to their agency and enabling the participants to receive continuing professional education credits from each of the courses attended. Internal auditors from across the Commonwealth who participated in all the classes could earn continuing professional education credits to maintain the certifications necessary for their positions. One of the courses also had an ethics component that satisfied the ethics requirement for certified public accountants and the Institute of Internal Auditors.

Starting in fall 2019, OSIG began offering free training courses to executive branch agency internal auditors. OSIG has a statutory obligation to provide training to this group. OSIG management determined it would help smaller departments with budgetary constraints by providing the training courses at no cost.

### *Fiscal Year 2022 Training*

<b>Name of Course</b>	<b>Date(s)</b>	<b>Number of Students</b>	<b>CPE</b>
Auditing the Cloud	9/23/21, 9/24/21, 9/27/21, 9/28/21	30	16
CAE Roundtable	10/14/21	35	4
Implicit Bias in the Workplace	11/19/21	69	4
Stress Management	12/01/21	30	4
Critical Thinking for Auditors	12/2/21	53	4
Hot Topics for 2021	12/14/21	56	4
Cybersecurity 101 for Non-IT Auditors	12/15/21	60	4
Microsoft Excel Intro	4/11-12/22	16	8
Microsoft Excel Intro	4/18-19/22	13	8
Three Lines of Defense	4/26-27/22	56	8
Risk Assessment/Ethics for CPA/IIA	5/31-6/1/22	75	8
Microsoft Advanced Excel	6/6-30/22	16	16

## Agency Risk Management and Internal Control Standards

In FY 2022, OSIG completed the Agency Risk Management and Internal Control Standards review in compliance with the Virginia Department of Accounts ARMICS. The program includes agency control environment, risk and financial controls assessments. ARMICS developed fieldwork programs and workpaper templates for OSIG to document current and future years' fieldwork under the standards. OSIG completed requirements before DOA's September 30 deadline. ARMICS fieldwork determined OSIG has a strong internal control program with no significant weaknesses.

## TECHNOLOGY AND SECURITY SERVICES UNIT



OSIG's Technology and Security Services Unit provides technological advancement and support for key initiatives, as well as oversight of policies and procedures that safeguard agency information and assets. The TSS staff, which consists of a manager and an information security officer, accomplished the following in FY 2022:

- Completed a national cybersecurity review.
- Maintained the agency's COV information security standards.
- Implemented the PowerDMS application.
- Created agency credentials.
- Implemented Single Sign-On for new applications.
- Continued participation in the application migration to Cardinal.
- Refreshed agency computers.
- Continued assistance for agency staff teleworking.
- Reviewed and updated the Annual Risk Assessment and submitted it to VITA Commonwealth Security and Risk Management.
- Reviewed and updated the Business Impact Analysis and submitted it to VITA CSRM.
- Reviewed and updated the agency Continuity of Operations Plan.
- Performed the annual COOP exercise.
- Reviewed and updated the agency Disaster Recovery plan.
- Participated in the annual COV Disaster Recovery exercise.
- Reviewed and updated agency IT policies.
- Continued IT training for TSS Unit staff.
- Continued integrating OSIG business units into the Pentana application.
- Performed IT systems moves, adds and changes.
- Updated and maintained the agency website.
- Configured VBMSC data sharing site.
- Performed annual sensitive system audit.
- Performed COV messaging transition project.
- Performed COV Win11 transition project.

- Performed software upgrades.
- Performed the COV office suite upgrade project.
- Performed COV messaging mobile device transition project.
- Performed COV NAS server expansion project.





## Regulatory Structure Review of Charitable Gaming in Virginia Mandatory Review

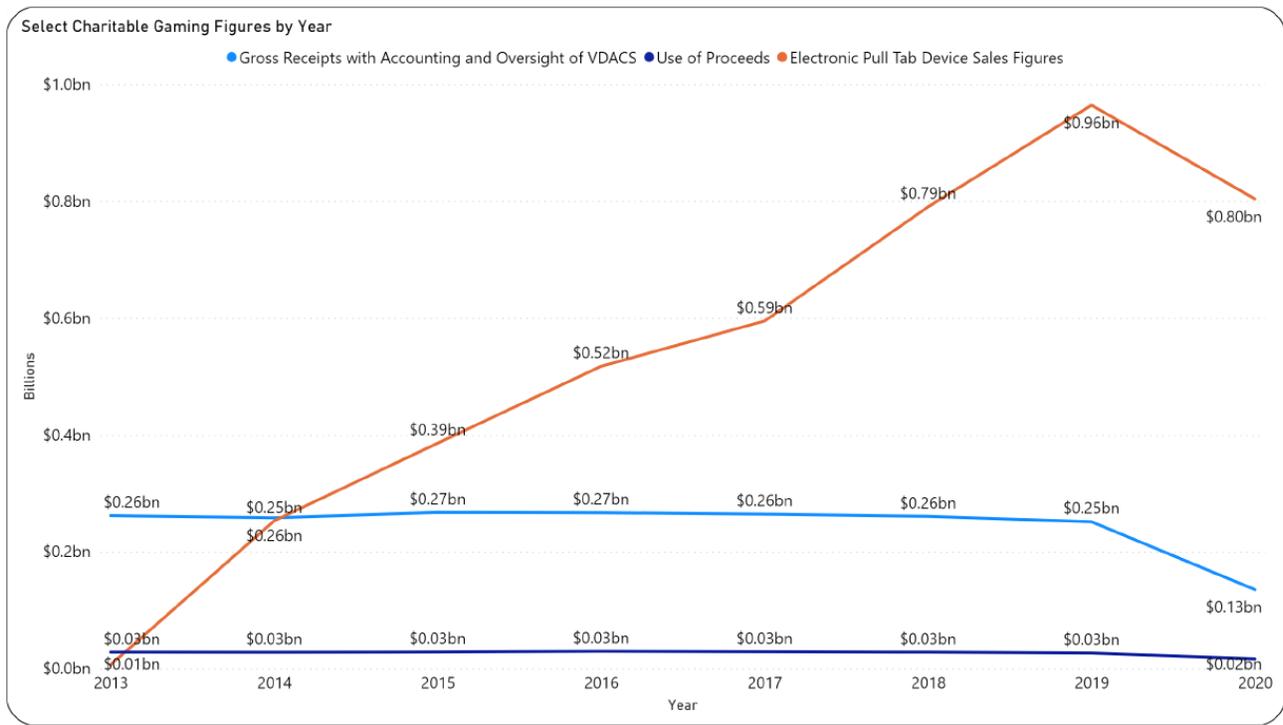
The General Assembly requested that OSIG, with the assistance of the Office of Charitable and Regulatory Programs, review the regulatory structure of charitable gaming in the Commonwealth. The review focused on the following areas:

- Current permitting requirements and exemptions.
- Net revenue dedicated to charitable activities and the type of gaming revenue excluded from this calculation.
- Charitable gaming occurring in remote locations not located in the same jurisdiction as the registered address of the charitable organization.
- Enforcement of the “social quarters” and “members and guests” limitation.
- Structure of the Charitable Gaming Board, including any changes needed to prevent conflicts of interest.
- Adequacy of enforcement and resources dedicated to oversight activities of the Office of Charitable and Regulatory Programs.
- Whether regulation of charitable gaming would be more appropriately vested with the Virginia Lottery.



OSIG Audit Manager Adam Tagert presents to the General Assembly's Joint Subcommittee on Charitable Gaming Receipts on October 14, 2021.

The chart below demonstrates that there are significant charitable gaming gross receipts occurring in Virginia without VDACS oversight, as follows:



The report contained seven findings with 13 recommendations, including:

- The General Assembly should consider updating the *Code of Virginia*:
  - To ensure proper oversight of all charitable gaming gross receipts.
  - To address conflicts of interest and provide needed consistency between types of charitable gaming activities.
  - To provide VDACS the authority to deny, suspend or revoke permits.
  - To regulate the owner, lessor or lessee role within charitable gaming.
- The General Assembly should change the Charitable Gaming Board to an advisory board to protect the integrity of the Commonwealth’s charitable gaming oversight program.
- Have VDACS reevaluate staffing levels after the impacts to the changes to the *Code* and regulations have been implemented to ensure proper oversight and enforcement statewide.

Read the September 29, 2021, [report](#).



## Virginia Department of Transportation Snow Removal Performance Audit

On February 16, 2018, the former superintendent of VDOT's Burke Area Headquarters was sentenced to prison for his participation in a bribery scheme that brought in \$11 million over five years. OSIG conducted this performance audit in response to that event, with a focus on the snow removal mobilization process for the 2021 – 2022 snow season. The audit focused on the following areas:

- Determine whether equipment approved and identified in VDOT snow plans is mobilized in accordance with VDOT's plans.
- Determine whether equipment approved for snow removal services is the same equipment used during snow events.
- Determine whether insurance coverage is active on vehicles used for snow removal operations.

Audit Manager Ben Sutphin examines snow removal equipment contracted by VDOT as part of OSIG's audit of VDOT's snow removal mobilization process. OSIG photo taken in Fredericksburg, VA, in January 2022.



Staff Auditor Danielle Squire checks documents of a snow contractor in Fredericksburg, VA, in January 2022.



The report contained four findings with four recommendations, including:

- VDOT needs to find a balance between having sufficient resources and working with acceptable levels of risk. With this being a multifaceted issue, OSIG offered to facilitate a post-audit brainstorming session with VDOT representatives to address the matter.
- VDOT should obtain, verify and place in the Severe Weather Application System insurance documentation confirming coverage for specific snow removal equipment prior to placing the equipment in service.
- VDOT should consider leveraging the existing automatic vehicle location technology to verify equipment is the same as inspected, then conducting physical checks on a random basis to

supplement the electronic verification. With this being a multifaceted issue with no simple answer, OSIG offered to facilitate a post-audit brainstorming session with VDOT representatives to address the matter.

Read the June 22, 2022, [report](#).



## SysAudits Audit Report on Removal of Commonwealth Data from Electronic Storage

OSIG contracted with SysAudits LLC to examine information technology assets used by executive branch agencies to ensure that agencies and contractors sanitize Commonwealth of Virginia data as required by Virginia Information Technologies Information Technology Resource Management standards and best practices for July 1, 2019, through April 30, 2022. The audit focused on whether:



- Executive branch agencies properly identify, track and remove Commonwealth data from all electronic media.
- An independent quality assurance function performs adequate testing of the data removal process.
- The methodologies of vendors identified by the Department of General Services to perform data cleaning transfer surplus property and recycling services to state agencies and other public bodies in the Commonwealth to ensure data is removed.
- Agencies and contractors have erased completely, or otherwise made unreadable in accordance with VITA standards, equipment from Surplus Property Management.
- VITA and DGS have proper oversight authority and capability to ensure protection of Commonwealth data related to disposal of assets.

The report contained five findings with seven recommendations, including:

- Align agency policies and procedures to VITA SEC501, SEC514-05 data removal requirements.
- Use the mandatory DGS vendors for data removal services.
- Perform contractor quality assurance reviews on vendors that perform data removal services.
- Implement a documented process to perform quality assurance verification that agencies or contractors removed data from sanitized media.
- Provide COV agencies with recommended cell phone data removal tools and procedures.

Read the June 24, 2022, [report](#).



## **Department of General Services Fleet Management Services Performance Audit**

OSIG performed this audit to assess how the Commonwealth manages its pool of fleet vehicles and to identify opportunities for improvement in vehicle purchasing, disposal and monitoring from July 2017 through June 2019. The audit focused on the following areas:

- Determine if OFMS has established metrics to evaluate its overall performance.
- Determine if OFMS follows its vehicle disposal process for vehicle transfers to other state agencies or submitted for auction.
- Determine if a valid business need exists before DGS purchases new vehicles.
- Determine if agency transportations officers monitor fuel usage.

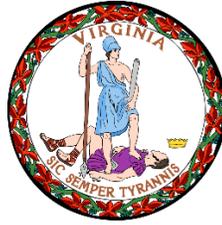
The report commended DGS in two areas:

- Effectively managing vehicle use.
- Providing excellent customer service to agencies.

The report contained four findings with seven recommendations, including:

- Develop, monitor and report periodically on a full range of performance metrics that measure the performance of all aspects of the Commonwealth's fleet program.
- Reinstate the use of fuel card exception reports and distribute all fuel card exception reports for pool vehicles to the respective state agencies.
- Implement statewide policies establishing minimum levels of required follow-up and reporting of fuel exceptions at the agency level and the statewide level with oversight managed by OFMS.
- Automate the monthly billing process that OFMS currently completes manually.

Read the June 27, 2022, [report](#).



## Statewide Annual Follow-up of Previous Findings for Fiscal Year 2022

This performance audit focused on follow-up items as of June 30, 2021. OSIG conducted this audit to report on the status of agencies implementing recommendations from earlier audit reports. OSIG reviewed action plans for 12 agencies in response to previously issued performance audits. Eighty-three previous findings and recommendations were included. The report contained no additional findings or recommendations from those issued in previous reports.

The Department of Conservation and Recreation and the Department of Social Services submitted new corrective action plans in response to findings in their performance audits:

- DCR – In response to OSIG’s request for the status of DCR's Natural Resources Law Enforcement Diversity Recruitment and Hiring audit corrective action plan, agency management submitted the status of actions related to its 2021 Diversity, Equity and Inclusion strategic plan. The actions reviewed by OSIG do not focus on the area of law enforcement as intended by the audit. DCR requested the opportunity to provide OSIG with a new plan by the end of 2022.
- VDSS – In response to OSIG’s request for the status of corrective action for the Subrecipient Monitoring audit, VDSS had not progressed in its original corrective action plan due to turnover in personnel that developed the document. OSIG and VDSS agreed that VDSS needed a more current corrective action plan. VDSS developed and submitted a new plan on October 15, 2021.

Read the January 13, 2022, [report](#).

## Ongoing Performance Audits

As of July 1, 2022, OSIG continued its work on several performance audits:

### Virginia Department of Social Services: Child Protective Services

OSIG is reviewing the policies, processes and supporting documentation, and performing limited data analysis of the Commonwealth’s CPS. The audit scope covers the CPS program between FY 2019 and FY 2021, and includes a review of the following areas:

- The operations of the VDSS 24-hour CPS Hotline.
- The operations of local agencies receiving and handling referrals both during and after normal business hours.
- The use of the Mandated Reporter Portal in receiving referrals.

- The feasibility and effectiveness of local agencies at receiving all incoming reports during normal business hours.
- The reasonableness of current guidelines and policies within the Child and Family Services Manual, the *Code of Virginia* and other resources.
- The efficiency and consistency of VDSS’s application of selected CPS referral and case requirements.
- The usefulness and reliability of state provided tools for determining case validity and priority.

### **Virginia’s Higher Education Institutions: Clery Act Program**

The federal Clery Act requires all colleges and universities that participate in federal financial aid programs provide students and their families with accurate, complete and timely information about crime and campus safety so that they can make informed decisions. The audit focuses on internal controls over Clery Act reporting based on a sample of the Commonwealth-supported colleges and universities as follows:

- Determine whether on-campus, public property and non-campus geography are properly defined and categorized per Clery requirements.
- Determine if campus security authorities have been properly identified and trained annually.
- Determine the accuracy, completeness, timeliness, availability and awareness of the Annual Security Report per the Handbook for Campus Safety and Security Reporting.
- Determine whether emergency notifications and timely warnings are adequate to alert the campus community in a judicious manner according to the Clery Act.

### **Department of Forensic Services: Controlled Substances**

This audit focuses on the efficiency of controlled substance testing within state crime labs, as follows:

- Determine whether the quality assurance function is effectively verifying that tests were done accurately and that corrective actions are properly resolved.
- Evaluate the accreditation process and forensic committees to ensure that Virginia aligns with industry standards and keeps up with new technological advancements for controlled substance cases.
- Evaluate the reduction in backlog of controlled substance cases, given the additional resources from the General Assembly.

### **Department of Human Resource Management, Department of Accounts: Commonwealth Overtime Analysis**

This audit identifies trends and anomalies in overtime data from 2010 – 2022 and prepares for an audit of selected state agencies in the future.

## Education and Training Opportunities

Audit Unit staff attended 1,190 hours of training in FY 2022:

- Certified Internal Auditor Exam Preparation Course.
- Advanced Excel.
- Critical Thinking.
- Practical Ethics 4.0.
- Implicit Bias in the Workplace.
- Ethics of Maintaining Objectivity.
- Fraud Training.
- Auditing in the Cloud.
- Efficient Auditing.

## Certifications, Staffing and Accomplishments

- Audit Unit staff hold 31 certifications.
- Quality Assurance Manager Eris Jones and Senior Auditor Zachary Yarbrough earned their Certified Internal Auditor designations in FY 2022.
- Senior Auditor Shaquey Wragg and staff auditors Danielle Squire and Kapua Jacunski earned their Certified Inspector General Auditor designations in FY 2022.

Audit Unit Certifications/Graduate Degrees by Type	
Certified Inspector General Auditor	11
Certified Government Auditing Professional	4
Certified Internal Auditor	6
Certified Public Accountant	4
Certified Information Systems Auditor	3
Master of Accountancy	3
Virginia Contracting Associate	2
Master of Business Administration	1
Certified Fraud Examiner	1
Total	35

- Audit Unit staff made two presentations in FY 2022, including one to the Joint Subcommittee on Charitable Gaming Receipts and one to the Chief Audit Executive Roundtable.
- Audit Unit staff participated in 167 training events ranging from one-hour webinars to multiday events, totaling 1,190 hours of training.
- Audit Unit staff held officer and board of governors' positions in the Central Virginia and southwest chapters of the Institute of Internal Auditors.
- Audit Unit staff held a board of governors' position in the National Association of Black Accountants.

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- Audit Manager Ben Sutphin was accepted as a Facilitator for the Institute of Internal Auditors.



Audit Manager Ben Sutphin became a Facilitator with the Institute of Internal Auditors.

## BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES UNIT

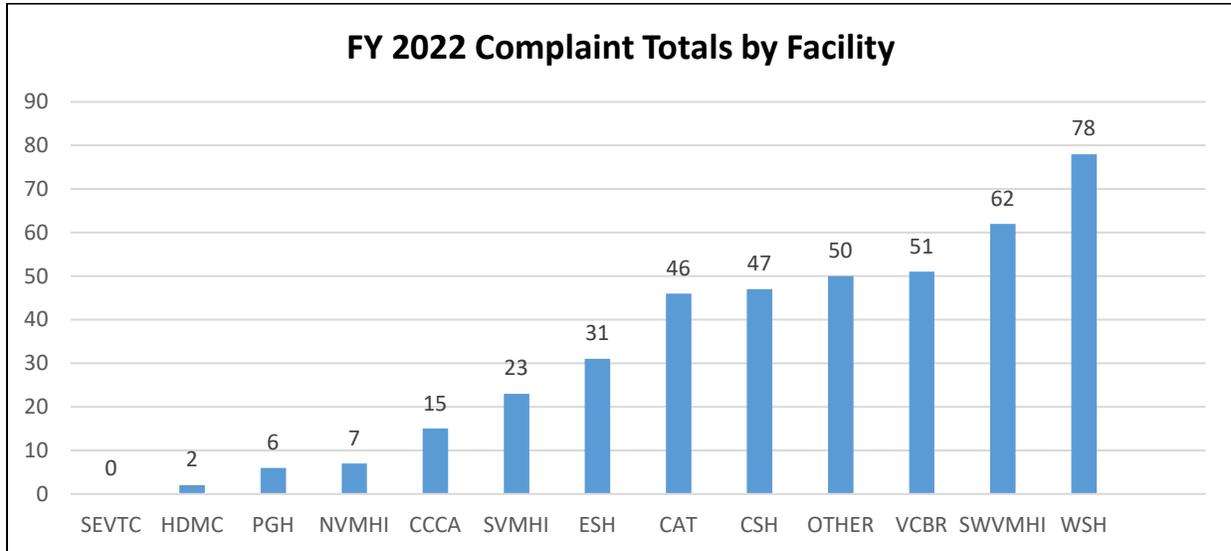


OSIG's Behavioral Health and Developmental Services legislative mandates are described in *Code of Virginia* § [2.2-309.1](#) and include:

- Conducting annual unannounced inspections of the 12 state facilities operated by the Department of Behavioral Health and Developmental Services.
- Inspecting, monitoring and reviewing the quality of services at state-operated facilities and more than 1,000 licensed providers of behavioral health, substance abuse and developmental services.
- Ensuring that the General Assembly and Joint Commission on Health Care are informed about significant problems, abuses and deficiencies.
- Investigating specific complaints of abuse, neglect or inadequate care.
- Reviewing, commenting on and making recommendations about any reports prepared by DBHDS, as appropriate, and the critical incident data collected by DBHDS.

## Monitoring Activities

The BHDS Unit processed 418 complaints in FY 2022.



### Legend

SEVTC - Southeastern Virginia Training Center	CAT - Catawba Hospital
HDMC - Hiram Davis Medical Center	SWVMHI - Southwestern Virginia Mental Health Institute
PGH - Piedmont Geriatric Hospital	VCBR - Virginia Center for Behavioral Rehabilitation
CCCA - Commonwealth Center for Children & Adolescents	OTHER - Community Services Board or Private Provider
NVMHI - Northern Virginia Mental Health Institute	CSH - Central State Hospital
SVMHI - Southern Virginia Mental Health Institute	WSH - Western State Hospital
ESH - Eastern State Hospital	

## Reports

### Unannounced Inspections of DBHDS Facilities

- OSIG performed physical inspections of 12 DBHDS facilities. The inspections focused on the following six topics:
  - Sexual Allegations.
  - Public Safety and Facility Management.
  - Seclusion and Restraint.
  - Patient Procedures.
  - Patient Administration.
  - Dietary Compliance and Food Safety.
- OSIG provided 40 recommendations for corrective actions. OSIG will conduct follow-up procedures with the DBHDS Central Office and facilities to determine if conditions have been corrected.

Read the April 18, 2022, [report](#).



OSIG's Behavioral Health and Development Services Unit hosted Crisis Intervention Training for staff in April 2022.

## Education and Training Opportunities

BHDS staff attended nearly 370 hours of training in FY 2022:

- Leadership and Professionalism.
- Crisis Intervention Training.
- The Ethics of Maintaining Objectivity and Implicit Bias.
- Introduction to Excel.
- Policy & Politics of Healthcare.
- Healthcare Strategy.
- Effective Information Technology for Healthcare.
- Leading Innovation.
- Compassion Fatigue.
- Synergy between Auditors and Investigators.
- Linking Organizational Risk to Audit Resources.
- Civilian Response and Casualty Care.
- Performance Auditing.
- HIPAA Privacy and Security.

## Certifications, Staffing and Accomplishments

- The BHDS Unit is comprised of a healthcare compliance manager, three healthcare compliance specialists and a medical officer.
- BHDS Unit staff hold four certifications.

HCU Certifications/Graduate Degrees by Type	
Doctor of Medicine	1
Doctor of Health Sciences	1
Master of Public Administration	1
Master of Arts in English	1
Licensed Practical Nurse	1
Assistive Technology Professional	1
Certified HIPAA Compliance Officer	1
Certified Healthcare Compliance Officer	1
Total	8

## COMMUNICATIONS UNIT



In a continuing effort to inform and educate others about OSIG’s mission and activities, staff made several presentations, participated in panel discussions at state and national gatherings, and attended meetings at the:

- Association of Certified Fraud Examiners.
- Association of Government Accountants.
- Association of Local Government Auditors.
- Chief Audit Executive Roundtable.
- College and University Auditors of Virginia.
- General Assembly Joint Subcommittee to Study Percentage of Charitable Gaming Receipts to be Used for Required Purposes.
- Longwood University.
- Institute of Internal Auditors-Southwest Virginia Chapter.
- Institute of Internal Auditors-District Training Academy.
- Public Relations Society of America.
- Virginia Highway Safety Summit.
- Virginia Local Government Auditors Association.
- Virginia State Police Special Agent Development.

In FY 2022, OSIG drafted and distributed 20 news releases:

June 29, 2022

**Commonwealth Dignitaries Help OSIG Mark Its Ten-Year Anniversary**

More than 100 guests heard congratulatory remarks from five Cabinet secretaries, the Attorney General and a video greeting from Governor Glenn Youngkin to mark OSIG's 10-year anniversary.

June 28, 2022

**OSIG's audit on snow removal indicates some needed process improvements**

Help Wanted for Snow Removal in Virginia

June 24, 2022

**OSIG Ready for Another Busy Year**

The Office of the State Inspector General has published its work plan for fiscal year 2023.

June 14, 2022

**OSIG Healthcare Compliance Specialist Adds to Her Skills**

Madison McRae has added the Certified HIPAA Compliance Officer certification to her resume.

June 9, 2022

**Dignitaries to Speak at OSIG's 10th Anniversary Event**

The Office of the State Inspector General is hosting a speaker's event and open house on June 29, 2022, to mark its 10th anniversary.

May 17, 2022

**Call OSIG's Healthcare Compliance Manager "Dr. Davies"**

Healthcare Compliance Manager Keith Davies earned his doctorate in Health Sciences from Eastern Virginia Medical School.

May 9, 2022

**Celebrating Internal Audit Awareness Month**

Auditors raise awareness about the profession during May to demonstrate the value they provide to state government.

April 22, 2022

**OSIG Finds DBHDS Has Unresolved Issues In State Facilities**

OSIG provided 40 recommendations for corrective actions following unannounced inspections.

March 29, 2022

### **OSIG Staff Boost Skills with AIG Certifications**

Four staff members recently earned professional certifications from the AIG.

February 2, 2022

### **Richmond Community College Director Charged with Stealing Student Financial Aid Funds**

A DOJ and OSIG investigation led to a federal grand jury returning an indictment charging a Richmond woman with orchestrating a nearly decade-long scheme to defraud the U.S. Department of Education and the Commonwealth of Virginia of student financial aid funds.

December 8, 2021

### **Subcontractor Pleads Guilty to Felony Worker Misclassification Charges Brought by Attorney General Herring**

Richmond Drywall Installers Constructors Inc. will pay \$21,000 in fines and restitution; the plea resulted from the first worker misclassification-related charges brought by Herring's new Worker Protection Unit

November 17, 2021

### **OSIG Audit Manager Takes On New Role**

OSIG Audit Manager Ben Sutphin becomes one of just 170 facilitators for the Institute of Internal Auditors in North America.

October 14, 2021

### **DOJ Awards OSIG Inaugural Accreditation Grant**

The DOJ has awarded OSIG a grant to be used to further OSIG's pursuit in obtaining state and federal accreditation.

October 7, 2021

### **An OSIG and OAG Investigation Results in Indictments of Contractors**

An OSIG investigation, in conjunction with the Office of Attorney General, resulted in indictments against two drywall subcontractors working on the new Virginia General Assembly building

October 1, 2021

### **OSIG Productivity Remained High In FY 2021**

OSIG issued its Fiscal Year 2021 Annual Report to the Governor and General Assembly

October 1, 2021

### **OSIG Makes Recommendations About Charitable Gaming In Virginia**

OSIG released its Regulatory Structure Review of Charitable Gaming in Virginia.

September 20, 2021

**OSIG Further Enhances Ability To Serve The Commonwealth**

OSIG recently sent five employees to earn professional certifications at the Association of Inspectors General Institute in Jacksonville, Florida.

September 14, 2021

**OSIG Welcomes New Medical Officer to Work with DBHDS**

OSIG is pleased to announce Dr. Jennifer Knips as its new Medical Officer.

July 19, 2021

**Virginians Paying For Low-Quality Conservation Easements**

OSIG performed an audit of the Conservation Easement/Land Preservation Tax Credit Program and found the conservation quality that Virginia receives for conservation easement tax credits needs improvement.

July 6, 2021

**OSIG Hires New Accreditation Manager**

OSIG hires Accreditation Manager to get the agency accredited with law enforcement agencies and apply for grants.

## CONTACT INFORMATION

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Office of the State Inspector General

P. O. Box 1151

Richmond, VA 23218

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**Fax:** 804-786-2341

**Email:** [osig@osig.virginia.gov](mailto:osig@osig.virginia.gov)

**Website:** [osig.virginia.gov](http://osig.virginia.gov)

### State Fraud, Waste and Abuse Hotline

Reports made to the Hotline are anonymous and confidential.

**Toll-free number:** (within Virginia): 800-723-1615

**Mailing Address:**

Attention: State Fraud, Waste and Abuse Hotline

P.O. Box 1151 Richmond, VA 23218

**Online form:** Complete and submit [online form](#)

**Fax:** 804-371-0165

**Email:** [COVHotline@osig.virginia.gov](mailto:COVHotline@osig.virginia.gov)

### Behavioral Health and Developmental Services Complaint Line

**Phone:** 833-333-OSIG (6744)

**Email:** [OSIGBHDSComplaints@osig.virginia.gov](mailto:OSIGBHDSComplaints@osig.virginia.gov)

### Social Media

**Facebook:** [www.facebook.com/VaOSIG](http://www.facebook.com/VaOSIG)

**Twitter:** [www.twitter.com/VaOSIG](http://www.twitter.com/VaOSIG)

**LinkedIn:** [www.linkedin.com/company/virginia-office-of-the-state-inspector-general](http://www.linkedin.com/company/virginia-office-of-the-state-inspector-general)

**Instagram:** <https://www.instagram.com/vaosig1/>