Performance Results Report for FY 2022

Office of Inspector General
Sandra D. Bruce
Inspector General

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Please Note:

Message from the Inspector General

In accordance with the Government Performance and Results Modernization Act of 2010, I am pleased to present the U.S. Department of Education (Department) Office of Inspector General (OIG) Fiscal Year 2022 Performance Results Report. The report presents the results of our work over fiscal year (FY) 2022 in meeting our performance goals. Those goals align with the final year of our FY 2018–2022 Strategic Plan—which was our roadmap for providing effective and objective oversight of the Department's programs and operations over the last five years. That Strategic Plan set forth our vision, mission, and goals, detailed the focus and direction of OIG's operations, and outlined the strategies we employed to reach those goals. It also set forth measures to evaluate our impact, productivity, timeliness, and responsiveness to stakeholders in relation to these goals. Our FY 2022 performance measures and targets were presented in our FY 2021 Performance Results Report. And in the pages of this report, you will find the results of our FY 2022 performance measures, along with additional information on actions taken that enabled the OIG to successfully meet all 21 of our performance goals. We also exceeded our targeted measurements for all 21 goals.

After 2 years of working in a 100 percent telework posture due to the coronavirus pandemic (with the exception of staff working on mission-essential activities such as criminal investigations), the OIG staff returned to the workplace on April 4, 2022. Since that date, we operated in what we refer to as a "steady state" posture, with staff working in OIG offices, in a hybrid of telework and in-office work or working remotely. We capitalized on the communications efforts and methods we initiated during our 100-percent telework posture to keep connecting and collaborating with one another, and created new ways of approaching and conducting our efforts so we could meet our responsibilities on behalf of America's taxpayers and students. This included the production of two new 5-year strategic plans: our organizational Strategic Plan for FYs 2023–2028, and our Diversity, Equity, Inclusion, and Accessibility Strategic Plan for FYs 2023–2028. I am particularly proud of these plans as they were conceived, written, and produced entirely by OIG staff—a diverse group of colleagues from all OIG components, grade levels, backgrounds, and areas of expertise. These plans not only exemplify our commitment to and understanding of our statutory role and responsibilities, but they reflect the people-focused values that inspire our work. Through these products, we set the framework for our future, ensuring that we produce and deliver products and services that are valuable and accessible to the diverse public we serve. Lastly and perhaps best of all, they present a positive outlook for our future, and our desire for constant improvement.

In the pages of this report, you will find our performance measures for FY 2023, which we expect will be another productive year, as we continue to oversee the Department's programs, operations, and funding. Through these performance measures, we look to ensure that Department programs are carried out as required, funding reaches the intended recipients, and desired results are achieved. We will also increase our fraud awareness efforts to help our stakeholders and the public identify and report fraud; investigate allegations of fraud and public corruption involving Federal education funds, unauthorized access and misuse of Department data systems; and stop unscrupulous student loan debt relief fraud companies and others who prey on student loan borrowers. You can find more about our planned efforts in our FY 2023 Annual Plan.

Thank you for your interest in and support of the OIG. We look forward to what FY 2023 brings as we continue to meet our goals and fulfill our mission. Our nation deserves nothing less.

Sandra D. Bruce
Inspector General

Performance Results for FY 2022

In the following pages you will find a summary of our performance highlights and results of our performance measures for fiscal year (FY) 2022. You can read more about these efforts in our Semiannual Reports to Congress.

OIG staff continued to meet ever-changing and higher standards when it comes to the work we do. Over the past year we protected and recovered millions of taxpayer dollars, fought fraud and corruption, and issued guidelines to assist external auditors with meeting Federal requirements. We also continued our practice of reaching outside of our office to collaborate with other agencies on intergovernmental projects that encourage us to perform even better.

Performance Highlights

- We issued 23 audit reports and related reviews, identifying more than $17.3 million in unsupported and questioned costs. This included 10 reports specific to pandemic relief aid oversight, reports specific to Federal student aid, disaster recovery, charter schools, and the Department's compliance with Federal statutes, including the Federal Information Security Modernization Act and improper payments. We made 121 recommendations for corrective actions to address the weaknesses and issues identified by our FY 2022 work. In addition, we completed 78 quality control and desk reviews of required audits submitted by recipients of Department funding. This work helps ensure that recipients of Federal education funds comply with laws, regulations, and other requirements that are material to the Federal awards that they received.

- In our investigative work, we closed 46 investigations involving fraud or corruption and secured more than $165 million in restitution, settlements, fines, recoveries, forfeitures, and estimated savings. As a result of our investigative work, criminal actions were taken against numerous people, including current and former school officials who cheated students and taxpayers. This included sentences for two former Alabama school district superintendents and others for their participation in a $10 million fraud scheme involving the State's virtual schools; guilty pleas from five Apex School of Theology officials in Georgia for running a multimillion student aid fraud scam; a prison sentence for a man who orchestrated a $48 million Total and Permanent Disability Discharge program fraud scheme; indictment of a nurse practitioner who was charged in a $10.5 million Total and Permanent Disability Discharge fraud case; and criminal actions against dozens of other people—including school officials—for perpetrating or participating in schemes and scams involving Federal student aid fraud totaling more than $15 million.

- The first step in stopping education-related fraud is learning how to identify it and report it. That is why our fraud awareness efforts are so important. In FY 2022, we increased our fraud awareness and outreach

efforts, created new brochures, flyers, and infographics aimed at educating our stakeholders and the general public on education-related fraud. We also conducted more than 650 individual outreach efforts—trainings, discussions, briefings, panel sessions, and one-on-one meetings—that reached more than 16,400 school officials at the K–12 and higher education levels. In addition, for National Whistleblower Day, we issued an Eye on ED podcast episode focused entirely on the issue, discussing whistleblowers, whistleblower reprisal, and whistleblower protections involving Federal education programs and the role of the OIG in those efforts. Our Eye on ED podcast is entirely written and produced by OIG staff and features experienced staff members who share their knowledge and experiences on the topics highlighted. You will find copies of our fraud awareness and prevention materials, training videos, and Eye on ED podcast episodes here on our website.

- We continued to promote our Fraud Reporting Requirements—A Guide for Federal Program Participants and Auditors, developed for grantees and subgrantees who receive Department funds and for auditors who oversee Department funds. The guide summarizes the fraud reporting requirements most relevant to entities receiving pandemic relief funds and auditors of those entities. In FY 2022, we also updated a number of our audit guides, provided technical assistance and trainings to independent public accountants and audit organizations, and issued seven notices to independent public accountants notifying them of changes to audit guidance and standards.

- We led or participated in more than 30 intergovernmental task forces and work groups, where we shared our knowledge, experience, and perspectives on proposed and draft legislation, regulations, and guidance for those who receive Federal funding and those who oversee that funding. This included work through the Pandemic Response Accountability Committee, Council of the Inspectors General on Integrity and Efficiency, the Association of Government Accountants Partnership for Management and Accountability, and other intergovernmental forums across the country. Through these efforts, we work to improve performance and accountability by ensuring open communication between Federal, State, local, Tribal, and Territorial governmental oversight organizations.

Organizational Changes

In our recent Performance Results reports, we highlighted some important organizational changes that improved our effectiveness, efficiency, and ability to serve our stakeholders. This included establishing an in-house Human Resources component designed to improve efficiencies in managing and executing our hiring strategy and the OIG's human capital needs, enhancing our Executive Resources Review Board platform to foster more informed strategic decision making in using our resources appropriately and effectively, and establishing Quick Response Teams to better respond to our changing operational environment. Throughout FY 2022, we continued to see results that proved how important these changes were, and we made several additional organizational changes that we have no doubt will show similar results.

In FY 2022, we hired our first Chief Diversity Officer (CDO). Our CDO now leads the OIG's efforts to ensure integration of diversity, equity, inclusion, and accessibility (DEIA) into our business processes, building an inclusive workplace environment, and retaining, developing, advancing, and recruiting a diverse and talented OIG team. We also streamlined our investigative efforts, moving our Technology Crimes Division, once a part of our Information Technology and Computer Crime Investigations component, to our Investigation Services component. Now all of our criminal and civil investigative work, which includes cyber investigations and forensics, are under one component. This led to a name change in our Information Technology and Computer Crime Investigations component, which became Technology Services, with a focus on critically needed information technology security audits and related reviews, data analytics that support our audit and investigative-related efforts, and internal technology support operations, streamlining and improving customer service for OIG technology services and products.

OIG Operations During the COVID-19 Pandemic

From October 1, 2021, through the end of March 2022, the OIG continued to focus on the health and safety of our employees and the seamless continuity of business operations as we worked in a maximum telework posture, with an exception for staff working on mission-essential assignments, such as criminal investigations. Throughout this time, we continued to prioritize frequent, clear communication, ensuring staff had the necessary information related to coronavirus disease 2019 (COVID-19) testing, vaccines, travel restrictions, and safety protocols. During this time, staff also prepared for a safe and successful transition back to the OIG workplace. This included the following.

- **Return to the Workplace Plan.** Ahead of our April return to the workplace, OIG staff produced a Return to the Workplace Plan. The plan outlined our policies and procedures reflecting updated Federal guidance and recommendations, as well as tools, policies, and guidance related to ensuring a safe return to the workplace by OIG staff. From April through June, the plan was regularly updated to incorporate information for Federal agencies from the White House, the Office of Management and Budget, the Office of Personnel Management, the Department, the Centers for Disease Control and Prevention (CDC), and the Safer Federal Workforce Task Force.

- **OIG Safety Protocols Guide.** In June, the OIG replaced its Return to the Workplace Plan with its Safety Protocols guide. The guide presented important health and safety protocols that the OIG followed, including information and protocols for travel, leave, testing, and mask wearing. The guide was continuously updated to reflect any new changes and recommendations issued by the CDC and the Safer Federal Workforce Task Force.

- **Community Transmission Levels.** Every week, the OIG communicated with staff about topics specific to the pandemic. This included information related to Federal vaccine mandates for employees and contractors, the latest news on booster shots, availability of COVID-19 tests, travel, and other matters. The OIG also shared information with staff on CDC COVID-19 community levels specific to areas where OIG offices are located and noted the safety protocols required at each level, i.e., masking, screening testing, and capacity limits. We also informed staff whenever there was a change to the safety protocols.

Further, throughout the fiscal year, while working in our maximum telework and our steady state posture, we made sure that OIG staff had access to the support, tools, and resources needed to not only carry out our mission from their remote and in-office locations, but that they also had information, resources, and

opportunities to focus on mental health and wellbeing. These communications did not just flow from the top down; we created collaborative and inclusive avenues for employees to engage with one another remotely and encouraged staff to provide feedback, ask questions, and provide suggestions for improving operations and space for open dialogue on the challenges and opportunities posed by the pandemic.

Pandemic Relief Aid Oversight

Throughout FY 2022, our oversight work involving pandemic relief aid continued to be a top priority. We issued 10 reports specific to pandemic relief aid, including a review of the Department's process to ensure that schools used Higher Education Emergency Relief Fund (HEERF) grant funds appropriately and performance goals were met. We determined that the Department did not perform or document several key activities that are essential to effective program oversight. We also found that the Department did not establish clear performance goals for the HEERF program or specific metrics to monitor individual schools' performance or report on outcomes at the program level.

We also issued several reports specific to selected states' administration of Governor's Emergency Education Relief (GEER) fund grants. This included a report which determined that the State of Oklahoma could not support its stated processes for awarding funds to eligible entities for four of the five initiatives that it funded with its GEER grant. As a result, it lacked assurance that $31 million of its $39.9 million grant was awarded for initiatives that aligned with the purpose of the GEER grant fund. We also identified more than $650,000 in purchases made from microgrants provided to qualifying families that did not appear to be education-related, such as televisions, air conditioners, and Christmas trees.

In addition, we issued a flash report that brought to the Department's attention information on institutions of higher education that received duplicate HEERF grants. Our report noted that we identified 25 duplicate HEERF grant awards that were made to 24 schools, totaling about $73 million, which had not been corrected and documented during the time period of our review. You can find copies of these reports, as well as the other pandemic relief aid work we have underway here on our website.

In FY 2022, we also saw results of our pandemic relief aid investigative work. This included a guilty plea by a U.S. Army Chief Warrant Officer for carrying out a "prolific fraud scheme" in which she and others illegally raked in millions of dollars from pandemic relief aid programs and Federal student loan forgiveness. From August 2017 through May 2021, the officer submitted more than 150 fraudulent Paycheck Protection Program loan applications to the Small Business Administration for herself and others, resulting in more than $3.5 million in fraudulent disbursements. In addition, conspirators paid the officer to submit falsified U.S. Department of Veterans Affairs certifications for total and permanent disability to the U.S. Department of Education in order to fraudulently secure the discharge of more than a dozen student loans totaling more than $1 million.

Our investigative work also led to probation and fines for two Louisiana College students who obtained the student identification numbers and passwords of nine students and, without authority, accessed the school's student portal where

they applied for grants in the names of those students and directed the grant payments to bank accounts controlled by members of the conspiracy. In addition, our work led to two schools returning Higher Education Emergency Relief Fund grants that they should not have received: the owner of Barber Institute of Texas returned more than $113,200, and the owner of Prospect College returned more than $415,400. You can read more about these cases in our recent Semiannual Report to Congress.

OIG Employee-Driven Initiatives

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

Diversity, Equity, Inclusion, and Accessibility Initiative

Thanks to the commitment of OIG staff at all levels, we made significant gains in the third year of our initiative. In addition to hiring a CDO, we incorporated DEIA into our oversight work, issuing several reports with a DEIA connection. This included our review of how selected local educational agencies allocated Elementary and Secondary School Emergency Relief funds provided under the Coronavirus Aid, Relief, and Economic Security Act with a focus on direct allocations to schools with children from low-income families and on allocations made exclusively for the benefit of children with disabilities.

In addition, we issued our organizational 5-year Strategic Plan covering FYs 2023–2028, keeping our promise to incorporate DEIA-related concepts and practices

into the plan. We updated our vision and core values to better reflect who we are, what we stand for, and where we want to go in the future. We also established a new organizational goal focused on cultivating a talented and diverse workforce and our commitment to building an inclusive, equitable, and accessible workplace that inspires engagement, creativity, and excellence. And we issued our second DEIA Strategic Plan, covering FY 2023–2028. Our plan continues to affirm and advance our long-standing commitment to a diverse and an equitable, inclusive, and accessible workplace that will help ensure that the work we produce is accessible to the diverse public we serve. You can find a copy of our DEIA strategic plan on our website, which includes new goals, strategies we will employ to reach those goals, and actions we look to take to measure our progress. Finally, our Diversity, Equity, and Inclusion Committee—a voluntary group composed of staff from all OIG components—continued to host informational and engaging programs and virtual events for interested staff around national awareness months and celebratory days, such as Veterans Day, Martin Luther King Day of Service, Black History Month, Women's History Month, and Pride Month, educating and celebrating the myriad and richness of our cultures, backgrounds, and achievements.

Employee Engagement Initiative

Providing opportunities for employee engagement imbues OIG staff with the understanding that what they contribute truly matters. Creating opportunities for staff to learn and grow, to feel trusted and empowered to create their own definition of success, and to fully understand the important role they play in the OIG. In FY 2022, we continued to create opportunities for employee engagement aimed at exceeding our goals and meeting our mission. This included Lunch & Learn and other virtual information sessions featuring OIG and other government agency subject matter experts discussing issues relevant to our work and operations. We held 26 of these sessions in FY 2022 on topics such as charting your success through effective Individual Development Plans, coping with pandemic anxieties, and the launch of the OIG Mindfulness program—a staff-conceived, staff-driven program where trained members of the OIG team provide their colleagues with evidence-based tools for stress reduction, increased resilience, and improved wellbeing in the workplace and beyond. In addition, we continued to create engaging and fun avenues for staff to engage and connect with one another, including our year-long "It's About Us Campaign." Throughout the campaign, staff shared information on their interests (books, music, movies, sports teams), their backgrounds (hometowns, alma maters, majors), and suggestions for OIG clubs and social activities.

Knowledge Management Initiative

To effectively share an organization's information assets (valuable knowledge including policies and procedures, expertise, and experience), that knowledge needs to be identified, captured, evaluated, and shared. That is the goal of the OIG's Knowledge Management Initiative. In FY 2022, OIG staff from all components—the Immediate Office, Audit Services, Investigation Services, Technology Services, Legal Services, and Management Services—continued to create opportunities to pass on best practices, shared their subject matter experience and expertise across the organization, and took actions to help eliminate expertise silos and increase collaboration.

Working Within the Inspector General Community

Throughout FY 2022, we continued to work within the Inspector General community, most notably through the Pandemic Response Accountability Committee and the Council of the Inspectors General on Integrity and Efficiency. Collaboration within the Inspector General community raises the bar for all agencies, effectively promoting higher standards within our OIG by merit of the collective standards of the community. Working in partnership with other agencies allows us to learn from one another, to take the best practices and lessons learned from around the community and use that knowledge to reinforce our future goals and targets for our own performance measures. Collaboration with other Inspectors General has allowed us to be instrumental in leading through the unprecedented challenges posed by the pandemic.

Pandemic Response Accountability Committee

The Coronavirus Aid, Relief, and Economic Security Act (CARES Act) established the Pandemic Response Accountability Committee (PRAC), composed of inspectors general from across the Federal government. The PRAC is tasked with conducting, coordinating, and supporting inspectors general in the oversight of the trillions of dollars in emergency Federal spending to address the economic impacts of the COVID-19 pandemic. The CARES Act named nine specific agency inspectors general to the Committee, including the U.S. Department of Education. Inspector General Sandra D. Bruce, who represents the OIG on the PRAC. Inspector General Bruce chairs the PRAC's GAO, Federal, State, and Local Subcommittee and is a member of the PRAC Financial Sector Oversight Workgroup. Throughout FY 2022, the PRAC's GAO, Federal, State and Local Subcommittee continued to hold

listening post sessions—small discussion groups for those charged with providing oversight of coronavirus response and relief funds to discuss challenges, best practices, and to share information with State and local auditors, State treasurers, certified public accounting firms and tribal oversight entities, American Institute of Certified Public Accountants, GAO, other IGs, and the National Association of State Auditors, Comptrollers, and Treasurers. These listening posts provide an open and safe forum to discuss challenges, concerns, and best practices; facilitate collaboration and coordination of Federal, State, local, and Tribal audit/ Single Audit, program, and other work when possible; and helps find solutions to challenges in real time. In August, the PRAC presented the OIG with a medallion of appreciation for all of its work with the subcommittee.

The PRAC also launched a new interactive tool during this reporting period, providing information on pandemic funds, expenditures, and OIG reports and investigations by agency. The U.S. Department of Education information is available on the PRAC's website.

Council of the Inspectors General on Integrity and Efficiency

Established by the Inspector General Reform Act of 2008, the Council of the Inspectors General on Integrity and Efficiency (CIGIE) works to address integrity, economy, and effectiveness issues that transcend individual Government agencies. In FY 2022, we continued to participate in myriad CIGIE committees and subgroups, including chairing the CIGIE's DEIA Work Group. Formed in 2020, the Work Group looks to affirm and advance the Inspector General community's long-standing commitment to these issues and highlight the community's oversight work on matters involving diversity, equity, inclusion, and accessibility as it works to identify ways to strengthen these efforts.

In FY 2022, the CIGIE DEIA Work Group developed and issued a roadmap for advancing DEIA in the OIG community. This first-of-its-kind resource presents a path forward for OIGs of all sizes and capabilities to advance DEIA in their offices and help create a culture of belonging throughout the OIG community. In August, the Federal News Network and Government Executive ran articles on the CIGIE DEIA Work Group and its roadmap for advancing DEIA in the OIG community. The Government Executive article was based on its interview with Inspector General Bruce and Federal Deposit Insurance Corporation Inspector General Lerner, the Chair and Vice Chair of the DEIA Work Group. A list of all CIGIE committees, subcommittees, and work groups where OIG staff serve can be found in our Semiannual Reports to Congress.

Performance Measures and Results for FY 2022

The following table presents our FY 2022 performance measures, targets, and actual results. Some measures are presented for individual components: Audit Services (AS), Investigation Services (IS), and Technology Services (TS).

Performance Measure	FY 2022 Target	FY 2022 Actual
1. Audits and investigations were initiated in accordance with policy and focused on areas of high risk or significant importance.	AS 85% IS 75% TS 85%	AS 100% IS 94% TS 94%
2. Recommendations in reports resolved during the fiscal year were accepted by the Department and corrective action plans agreed to by OIG management.	AS 90% TS 80%	AS 100% TS 100%
3. Audits and alternative projects met the agreed-on dates for field work completed and draft reports were submitted for review in accordance with policy.	80%	88%
4. Draft audits and alternative project reports were evaluated and approved by OIG senior management within 70 days of audit field work completion.	75%	83%
5. Draft audit and alternative project reports were issued in accordance with policy, accepted by OIG management, and issued within 1 year from entrance conference.	75%	88%
6. Agreed-on milestones for information technology audits were issued in accordance with policy and accepted by OIG management by the agreed-on date.	80%	100%
7. Case closing Reports of Investigation were submitted in accordance with policy, including applicable standards, and accepted by OIG management within 120 days of last reportable investigative action.	75%	93%
8. Preliminary inquiries of fraud, waste, and abuse were processed for case initiation (investigation) or closure in accordance with policy with a final disposition within 120 days.	75%	92%
9. Preliminary inquiries were converted to full investigations by OIG management that resulted in a criminal, civil, or administrative action, or monetary result or an actionable referral to the Department.	70%	76%
10. Hotline complaints were processed in accordance with policy and within the established deadlines.	85%	94%
11. Requests for forensic or analytical assistance were completed in accordance with policy, including applicable quality standards, and within established time frames.	80%	91%

Performance Measure	FY 2022 Target	FY 2022 Actual
12. Projects involving reporting and other improvements as well as those for newly developed items in the OIG Data Analytics System were completed in accordance with policy and within projected time frames as measured from start to completion.	85%	100%
13. Data analytics products were completed in accordance with policy and delivered to and accepted by the requestor within agreed-on dates.	85%	98%
14. Information technology security documentation, assessments, and plans of action and milestones for OIG information technology systems were completed in accordance with policy and accepted by OIG management or the Department within agreed-on dates, as reported by the Cyber Security Framework scorecard.	80%	92%
15. Substantive comments provided by OIG resulted in changes in legislation, regulations, or other policies.	75%	88%
16. Counsel work products were completed with minimal corrections by the supervisor and delivered to stakeholders within required or agreed-on deadlines.	85%	94%
17. Simple Freedom of Information Act responses were processed in accordance with statutory requirements and delivered to requestors within required deadlines.	90%	91%
18. Complex Freedom of Information Act requests were acknowledged within 20 days and delivered to requestors with an estimated completion date in accordance with policy.	90%	90.5%
19. Quality assurance and internal control review recommendations were accepted by OIG management.	80%	92%
20. Products related to OIG budget developed, executed, and delivered to Congress, the Office of Management and Budget, the Department, OIG leadership, and other applicable stakeholders within agreed-on time frames.	95%	100%
21. Products related to OIG administrative operations (e.g., Human Resources and Facilities) were developed, executed, and delivered to the Office of Personnel Management, the Office of Management and Budget, the Department, OIG leadership, and other applicable stakeholders within agreed-on time frames.	95%	97%
22. OIG budget (personnel and nonpersonnel) resources were executed against critical operations and business requirements.	97%	99.9%

Performance Measures for FY 2023

The following presents our performance measures for FY 2023.

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

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

Acronyms and Abbreviations

CARES Act   Coronavirus Aid, Relief, and Economic Security Act

CDC   Centers for Disease Control and Prevention

CDO   Chief Diversity Officer

CIGIE   Council of the Inspectors General on Integrity and Efficiency

COVID-19   coronavirus disease 2019

DEIA   diversity, equity, inclusion, and accessibility

Department   U.S. Department of Education

FY   fiscal year

GEER   Governor's Emergency Education Relief

HEERF   Higher Education Emergency Relief Fund

OIG   Office of Inspector General

PRAC   Pandemic Response Accountability Committee