

**Workgroup Recommendation for Inspector General Position**

<u>Activity</u>	<u>Performance Expectation</u>		<u>Measurement Rubric</u>
<b>Complaint Intake</b>	Complaint forms are reviewed and disposition is determined no longer than ___ days from receipt of the complaint in the OIG.	5	Percentage of Intake forms completed on time: ___%
		4	Percentage of Intake forms completed on time: ___%
		3	Percentage of Intake forms completed on time: ___%
		2	Percentage of Intake forms completed on time: ___%
		1	Percentage of Intake forms completed on time: Less than ___%
<b>Fraud Deterrence</b>	Implement a Fraud Deterrence Outreach Program. Design an outreach presentation, to be used as a proactive approach to deterring fraud, by ____, 2014 and begin	Developmental	
		5	Outreach presentation designed by ____, 2014 and implemented by ____, 2014.
		4	Outreach presentation designed by ____, 2014 and implemented by ____, 2014.
		3	Outreach presentation designed by ____, 2014 and implemented by ____, 2014.
		2	Fraud Deterrence Outreach Program designed but not delivered by ____, 2014
		1	Fraud Deterrence Outreach Program not designed or not delivered during Fiscal Year
		Operational	
		5	Awareness presentations delivered to more than ___ employees and ___ industry partners annually.
		4	Awareness presentations delivered to more than ___ employees and ___ industry partners annually.
		3	Awareness presentations delivered to more than ___ employees and ___ industry partners annually.
		2	Awareness presentations delivered to more than ___ employees and ___ industry partners annually.
1	Awareness presentations delivered to less than ___ employees and ___ industry partners annually.		
<b>Customer Surveys</b>	Senior internal customer are satisfied with timeliness, sufficiency of the information provided, and communication during the engagement as indicated on customer	5	Average rating of ___ to ___
		4	Average rating of ___ to ___
		3	Average rating of ___ to ___
		2	Average rating of ___ to ___
		1	Average rating below ___
<b>Draft Audit Reports</b>	Complete draft reports (i.e. submitted to management for initial review) for at least ___ % of inspections and audits within ___ months of the project start date (i.e., entrance conference).	5	___ % of draft reports submitted to management within ___ months of entrance conference.
		4	___ % of draft reports submitted to management within ___ months of entrance conference.
		3	___ % of draft reports submitted to management within ___ months of entrance conference.
		2	___ % of draft reports submitted to management within ___ months of entrance conference.
		1	less than ___ % of draft reports submitted to management within ___ months of entrance conference.
<b>Final Investigative Reports</b>	___ % of investigative reports completed within ___ months of assignment.	5	___ % of investigative reports completed within ___ months of assignment.
		4	___ % of investigative reports completed within ___ months of assignment.
		3	___ % of investigative reports completed within ___ months of assignment.
		2	___ % of investigative reports completed within ___ months of assignment.
		1	less than ___ % of investigative reports completed within ___ months of assignment.