



SMART EXPECTATIONS Director of Investigations

Program Management

Foster a culture within the Office of Inspector General, Investigations Unit that increases the availability and quality of services and provides supervision and guidance to staff members to support continuous improvement and increased efficiency to enhance service delivery.

Rating of 3:

- a) Meet with the Inspector General weekly to discuss the status of investigative projects and performance results.
- b) Meet bi-weekly with each direct report to coach timely and productive investigative services.
- c) Set expectations and ask for specific examples of modeled behavior from the Assistant Director of Investigation's subordinates.
- d) Hold quarterly team meetings with investigators.
- e) Provide Investigative Unit activities for the OIG Annual Report and OIG Quarterly Updates.
- f) Annually review the OIG investigative procedures and forms on an annual basis to ensure that they accurately reflect the investigative function and are in compliance with Florida Statutes and Standards to include Standards for Offices of Inspectors General and Commission on Florida Accreditation standards.
- g) Investigators employed throughout the rating period should receive 20 hours of training and training required to maintain certifications.
- h) Provides direction to OIG administrative regarding office operations with the focus on a collaborative, efficiency and effective day-to day operations within the Office of Inspector General.
- a) Annually meets with the OIG Accreditation manager to review CFA Accreditation Standards and OIG documentation needs/requirements.

Rating of 4:

- b) Meet with the Inspector General weekly to discuss the status of investigative projects and performance results.



- c) Meet bi-weekly with each direct report to coach timely and productive investigative services.
- d) Set expectations and ask for specific examples of modeled behavior from the Assistant Director of Investigation's subordinates.
- e) Hold quarterly team meetings with investigators.
- f) Provide Investigative Unit activities for the OIG Annual Report and OIG Quarterly Updates.
- g) Annually review the OIG investigative procedures and forms on an annual basis to ensure that they accurately reflect the investigative function and are in compliance with Florida Statutes and Standards to include Standards for Offices of Inspectors General and Commission on Florida Accreditation standards.
- h) Investigators employed throughout the rating period should receive 30 hours of training and training required to maintain certifications.
- i) Bi-Annually meets with the OIG Accreditation manager to review CFA Accreditation Standards and OIG documentation needs/requirements.
- j) Conducts quarterly meetings with OIG administrative staff to discuss office operations with the focus on a collaborative, efficiency and effective day-to day operations within the Office of Inspector General.

Rating of 5:

- a) Meet with the Inspector General weekly to discuss the status of investigative projects and performance results.
- b) Meet bi-weekly with each direct report to coach timely and productive investigative services.
- c) Set expectations and ask for specific examples of modeled behavior from the Assistant Director of Investigation's subordinates.
- d) Hold quarterly team meetings with investigators.
- e) Provide Investigative Unit activities for the OIG Annual Report and OIG Quarterly Updates.
- f) Annually review the OIG investigative procedures and forms on an annual basis to ensure that they accurately reflect the investigative function and are in compliance with Florida Statutes and Standards to include Standards for Offices of Inspectors General and Commission on Florida Accreditation standards.
- g) Investigators employed throughout the rating period should receive 30 hours of training and training required to maintain certifications.
- h) Quarterly meets with the OIG Accreditation manager to review CFA Accreditation Standards and OIG documentation needs/requirements.



- i) Conducts monthly meeting with OIG administrative staff to discuss office operations with the focus on a collaborative, efficiency and effective day-to day operations within the Office of Inspector General.

Rating of 2:

Employee fails to meet any one of the expectation in (3).

Rating of 1:

Employee fails to meet two or more of the expectation in (3).

Foster a Department culture of continuous improvement and increased efficiency to enhance internal and external service delivery by implementing an investigations function that results in timely, factual, and accurate reports that contain pertinent information, identify misconduct and/or internal control deficiencies, and makes recommendations that will prevent or mitigate employee wrongdoing. Providing timely, quality investigative reports is an indicator of the hiring, management, and training of the investigative team. The time elapsed between the assignment of an investigation to an investigator until the final report or disposition determination is an indicator of the efficiency and effectiveness of the investigations as well as the timeliness of investigative results.

- The average time from complaint receipt to closure of OIG administrative investigations is 75 days or less = 3
- The average time from complaint receipt assignment to closure of OIG administrative investigations is 60 days or less = 4
- The average time from complaint receipt to closure of OIG administrative investigations is 45 or less = 5
- The average time from complaint receipt to closure of OIG administrative investigations is greater than 75 days = 2
- The average time from complaint receipt to closure of OIG administrative investigations is greater than 90 days = 1

Foster a Department culture of continuous improvement and increased efficiency to enhance internal and external service delivery by implementing a investigations function that results in timely, factual, and accurate reports that



contain pertinent information, identify misconduct and/or internal control deficiencies, and makes recommendations that will prevent or mitigate employee wrongdoing. The assignment of cases should be made to concentrate OIG resources and efforts on issues that have the greatest impact and usefulness to stakeholders within emphasis on safeguarding public resources. The Inspector General will implement a process to ensure the timely disposition of complaints is documented based on consult from appropriate division and human resources staff.

Complaint Intake forms and complaint documentation are reviewed and disposition is determined no longer than 10 days from receipt of the complaint by the Office of Inspector General. Percentage of completed Intake forms on time:

- 95% - 100% = 5 rating
- 90% - 95% = 4 rating
- 85% - 89% = 3 rating
- 80% - 84% = 2 rating
- Less than 80% = 1 rating