



City of Dallas

IGD Update

**Government Performance
& Financial Management
March, 2024**

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Inspector General Division
City Attorney's Office
City of Dallas

Inspector General Division - Phases



- **Phase One – stand up the office**
 - Staffing
 - Development of operations and procedures
 - Investigation of complaints and hearings
- **Phase Two – promote the office and ethics**
 - Training
 - Advisory opinions
 - Risk assessment
 - Marketing



PHASE TWO PROGRESS – 12 months



- Training in person
- Training resources
- Training focused special events
- Advisory opinions
- Marketing to the city
- In the hopper



Training: In Person/Teams



Over 2500
persons
trained in 81
total events
3/11/24

Ongoing:

- New city employees weekly
- Supervisors quarterly
- Councilmembers annually

Development:

- Gifts training lunch and learn
- Road shows: A&C, BMS, DWU, DWU Managers and Supervisors, Economic Development, Homeless Solutions, Integrated Public Safety Solutions, OEM, Procurement, Public Works, Transportation

By request:

- ACAC, BOA, CAO, CDC, CMO, CPC, Charter Review, DFR, DHADC, DSD, EDC, Landmark Com, PUD, MCC, Mobile Crisis, Waste



Training: written resources



- Catch the Canary monthly quiz game

Played over 4,800 times
Through Feb. '24



- Ethics Matters monthly newsletter (8)

- General, gifts, reporting, civility, conflicts

- Guides

- Plain language, amendments, posters
- IGD pamphlet, Whistle cards



Advisory Opinion Requests - 70



Trend is Rising



- **Written responses** **27**
- **Other responses** **43**

TOTALS

March 2023 to March 2024

31 requests, Dec. 2023 to Feb. 2024

Special Event: Ethics Week



Monday:

Tuesday:

Wednesday:

Thursday:

Friday:

Ethics Jeopardy

Ask an IG

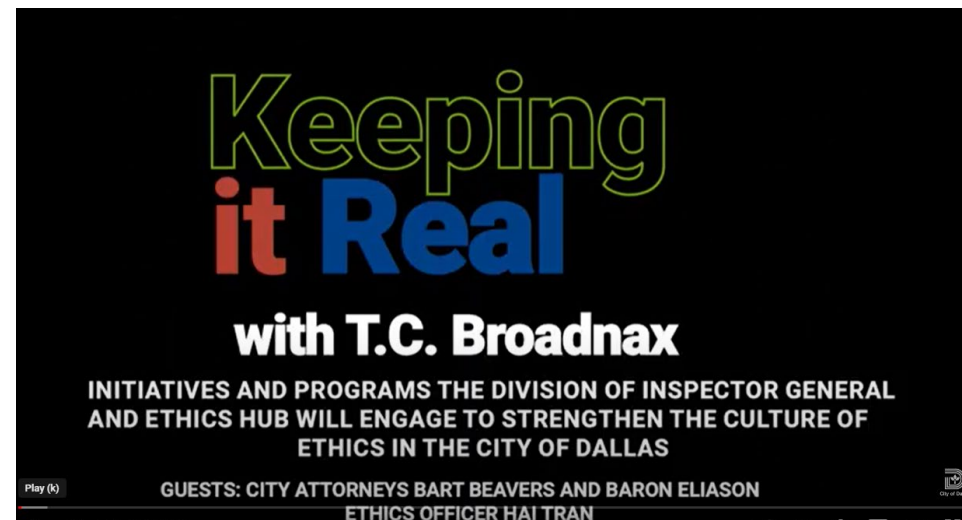
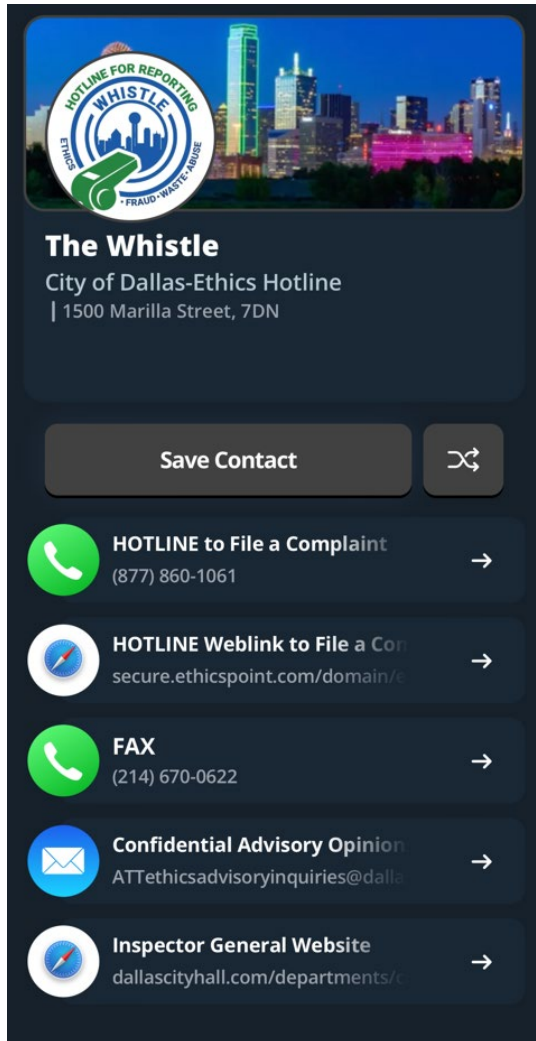
Lunch and learn - Gifts

Speakers and awards

Essay contest



Developing Connection and Awareness



IN THE HOPPER



- **Training:**
 - **Event:** ethics debate in coordination with Ethics Office of the CMO
 - **Website upgrade:** content drafted
 - **Road shows:** continued
 - **Ethics training:** monthly, to provide for biannual ethics training
- **Marketing:** new PSAs, partnering with Ethics Office in community engagement process that is underway
- **Risk assessment:** implement employee liaison program



PHASE ONE PROGRESS – 12 months



- Benchmark metrics
- Complaints by quarter
- Crimes and jurisdiction of IGD
- Performance Data Compiler



IGD Benchmark Metrics – Performance

(January 1, 2023, to December 20, 2023)



#	MEASURE	NATIONAL STANDARD	CAO-IGD	% DIFFERENCE	RESULTS
1	Number of investigators we employ. (median ratio, page 9)	2.21 per 1,000 employees	6 for 13,000+ employees	↓79.12% less	We are operating with 79.19% LESS investigators than the national average for government investigators.
2	Years of relevant experience per investigator. (page 11)	10.6 years in government	19.6 years	↑84.91% more	We are operating with 84.91% MORE experience than the national average for government investigators.
3	Caseload per investigator. (page 16-17)	12 per investigator (government sector)	28 per investigator (5 total)	↑133.33% more	• We are carrying 133.33% MORE cases than the national average for government investigators.
4	Average days to close a case. (page 19)	94 days in government sector	74 days	↑21.28% faster	• We are closing cases 21.28% FASTER than the national average for government investigators.
5	Average number of closed investigations per year per investigator. (page 19)	Avg/year 39 Avg./month 3.25	67.4 avg. 5.6 avg.	↑72.82% more ↑72.31% more	• We are closing 72.82% MORE cases per year than the average government investigator.

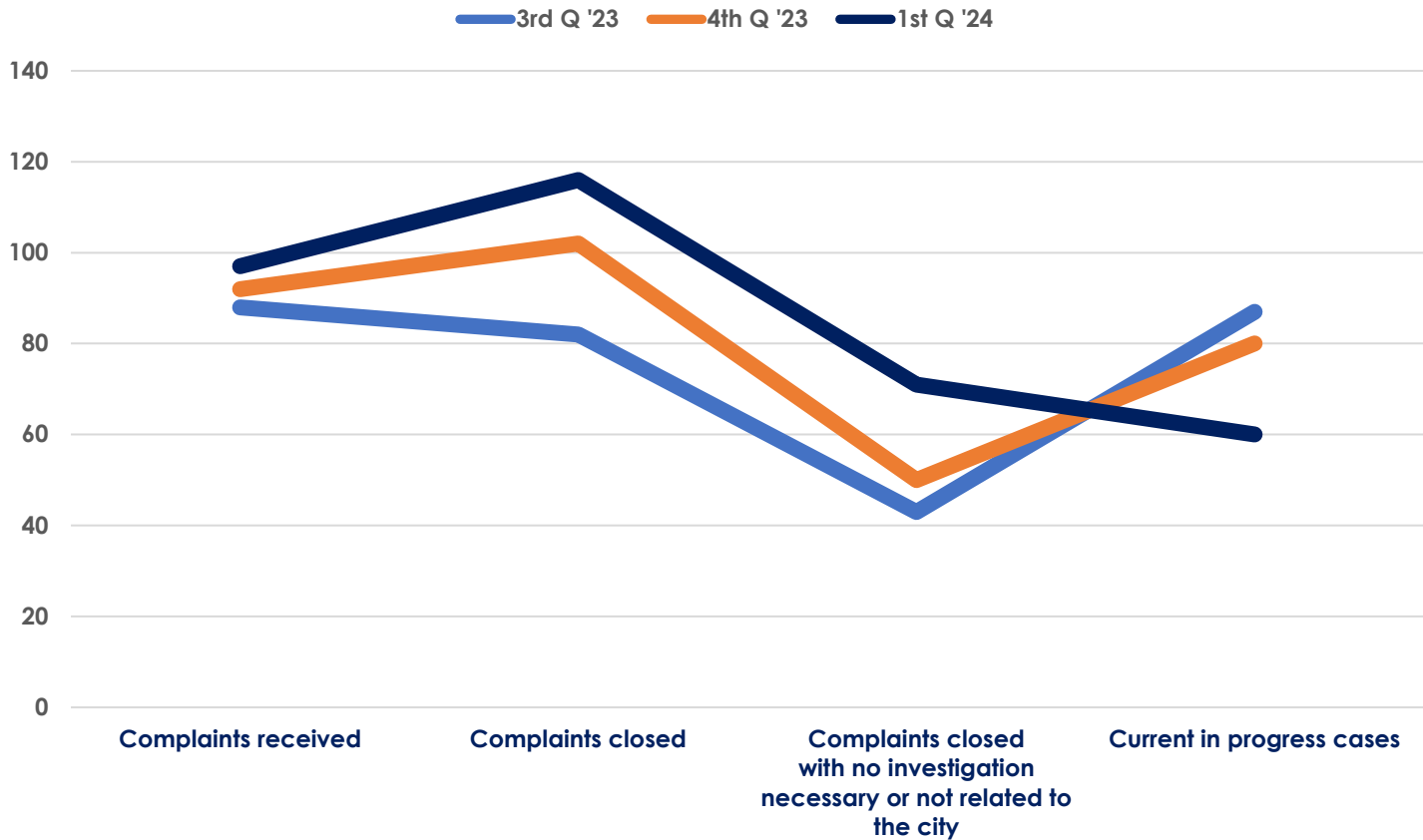
"In-House Fraud Investigation Teams: 2019 BENCHMARKING REPORT", published by the Association of Certified Fraud Examiners (ACFE) 2019.



COMPLAINTS BY QUARTER



Complaints By Quarter



	3rd Q '23	4th Q '23	1st Q '24
Complaints received	88	92	97
Complaints closed	82	102	116
Complaints closed with no investigation necessary or not related to the city	43	50	71
Current in progress cases	87	80	60



Crimes and IGD Jurisdiction



INVESTIGATIVE POWERS AND DUTIES	CODE OF ETHICS (PROVISION)	JURISDICTION (POWER)	RISK(S)
Fraud	SEC. 12A-47(a)(1)	✗	-Unaddressed crimes -Public thinks we are investigating
Waste	SEC. 12A-47(a)(1)	✓	N/A
Abuse	SEC. 12A-47(a)(1)	✓	N/A
Corruption	SEC. 12A-47(a)(1)	✗	-Unaddressed crimes -Public thinks we are investigating
Ethics Violations	SEC. 12A-47(a)(1)	✓	N/A

What is fraud, anyway?

“Fraud” is any activity that relies on deception to achieve a gain. Fraud becomes a crime when it is a “knowing misrepresentation of the truth or concealment of a material fact to induce another to act to his or her detriment” (Black's Law Dictionary). In other words, if you lie to deprive a person or organization of their money or property, you commit fraud.

<https://www.acfe.com/fraud-resources/fraud-101-what-is-fraud>

What is corruption, anyway?

A scheme in which an employee misuses their influence in a business transaction in a way that violates their duty to the employer to gain a benefit. Corruption makes up 50% of reported fraud cases, with a median loss of \$150,000.

<https://www.acfe.com/fraud-resources/fraud-risk-tools---coso/~//-/media/files/acfe/pdfs/fraud-risk-tools/fraud-tree.pdf>. See also ACFE's Occupational Fraud 2022: A Report to the Nations



Performance Data Compiler



What is the PDC?

- A three-model measurement system facilitating internal IGD accountability, efficiency, effectiveness, objective performance measurement and reporting of IGD output measures to achieve four primary goals. (Separately measures monthly data from quarterly data).

**Four Primary Goals addressed, using
Three Models, that each answer
Four Questions**





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