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Fiscal Year 2024 Annual Performance Report & Fiscal Year 2026 Annual Performance Plan

Office of Inspector General for the U.S. Department of Labor



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LETTER FROM THE INSPECTOR GENERAL AND DEPUTY INSPECTOR GENERAL

We are pleased to present the U.S. Department of Labor (DOL) Office of Inspector General's (OIG) fiscal year (FY) 2024 Annual Performance Report (APR) and FY 2026 Annual Performance Plan (APP). The results for FY 2024 demonstrate the OIG's commitment to the American people, DOL, and Congress by providing independent and objective oversight of departmental programs through our audit and investigative efforts, and by combatting the influence of labor racketeering and organized crime in the nation's labor unions and employee benefit plans.

The FY 2024 APR and FY 2026 APP presents the OIG's organizational performance results and plans based on the OIG's FYs 2022 – 2026 Strategic Plan. This report highlights the OIG's: strategic goals with their related strategic objectives, organizational performance results against Key Performance Indicators (KPI), and accomplishments.

Despite significant resource constraints and other challenges following the COVID-19 pandemic, OIG staff continued to produce extensive, high-quality oversight work and remained dedicated to promoting the economy, efficiency, effectiveness, and integrity of DOL's programs. Due to these challenges, the OIG has begun to pivot our post-pandemic oversight to focus on priority areas such as: (1) worker benefit programs, such as unemployment insurance (UI) and workers' compensation; (2) worker safety and health, encompassing occupational and miner safety and health and workplace rights; and (3) employment and training programs, including grants and the Job Corps program.

We remain committed to advancing our strategic goals, fostering internal progress, identifying improvements to DOL programs and operations, and protecting the interests and benefits of the nation's workers and retirees.



Larry D. Turner
Inspector General



Luiz A. Santos
Deputy Inspector General

THE OIG AND FISCAL YEAR 2024 PERFORMANCE HIGHLIGHTS



The OIG conducts audits to review the effectiveness, efficiency, economy, and integrity of all DOL programs and operations. The OIG also investigates alleged violations of federal laws relating to DOL programs, operations, and personnel. In addition, the OIG conducts criminal investigations to combat the influence of labor racketeering and organized crime in the nation's labor unions and employee benefit plans. The OIG also works with other law enforcement partners on human trafficking matters.

In FY 2024, the OIG:

- Issued 26 audits and other reports that resulted in \$129.6 million in questioned costs and 60 recommendations for corrective action.
- Conducted investigative work that resulted in 528 indictments, 491 convictions, and \$138.8 million in monetary accomplishments.
- Identified 17 significant concerns that cause the Department to be at particular risk of fraud, mismanagement, waste, deficiencies, or abuse and 8 top management and performance challenges that present the most serious management and performance challenges facing DOL.
- Implemented a cloud-based security platform designed to provide secure access to applications and data, regardless of a user's location, in accordance with the requirements of Office of Management and Budget (OMB) Executive Order 14028, Improving the Nation's Cybersecurity.
- Received 3 awards from the Council of the Inspectors General on Integrity and Efficiency (CIGIE) for exemplary work identifying fraud and weaknesses in DOL and other federal programs.
- Earned 19 awards from the Secretary of Labor for achievements in uncovering fraud and inefficiencies in DOL programs, as well as exceptional service.
- Conducted a peer review of the Treasury Inspector General for Tax Administration (TIGTA) inspection and evaluation's internal policies and procedures and whether reviewed reports generally complied with professional standards for the period ending September 30, 2023.
- Received a clean report with no recommendations in 2 peer reviews conducted by 2 OIGs. The first, conducted by the Federal Housing Finance Agency, assessed the extent to which the OIG met seven standards in the CIGIE Quality Standards for Inspection and Evaluation (Blue Book); and the second, conducted by the U.S. Department of Health and Human Services, of the system of quality control for OIG's audit function for the period ending September 2021.

THE OIG AND FISCAL YEAR 2024 SNAPSHOT

Figure 1: FY 2024 Office of Investigations Selected Accomplishments

Investigative recoveries, cost-efficiencies, restitutions, fines and penalties, forfeitures, and civil monetary action.....	\$138.8M
Investigative cases opened.....	307
Investigative cases closed/reports issued.....	481
Investigative cases referred for prosecution.....	215
Investigative cases referred for administrative/civil action.....	151
Indictments.....	528
Convictions.....	491
Statutory debarments.....	3

Figure 2: FY 2024 Office of Audit Selected Accomplishments

Funds Put to Better Use ¹	\$0
Questioned Costs ²	\$129.6M
Audit Reports issued.....	21
Other reports issued.....	5
<i>Program Reviews</i>	0
<i>Single Audits Quality Control Reviews Conducted</i> ³	5
<i>Congressional Testimony</i>	0
Recommendations for corrective action.....	60

Figures 1 and 2 above include the OIG’s COVID-19 audit and investigative activities.

¹ The Inspector General (IG) Act of 1978 (5 U.S.C. § 405) defines the term “recommendation that funds be put to better use” (FPTBU) means a recommendation by the OIG that funds could be used more efficiently if management of an establishment took actions to implement and complete the recommendation, including a reductions in outlays; deobligation of funds from programs or operations; withdrawal of interest subsidy costs on loans or loan guarantees, insurance, or bonds; costs not incurred by implementing recommended improvements related to the operations of the establishment, a contractor or grantee; avoidance of unnecessary expenditures noted in preaward reviews of contract or grant agreements; or any other savings which are specifically identified (IG Act, 5 U.S.C. § 405 (a)(5)).

² As defined by the IG Act, “questioned cost” is a cost that is questioned by the OIG because of an alleged violation of a provision of a law, regulation, contract, grant, cooperative agreement, or other agreement or document governing the expenditure of funds; a finding that, at the time of the audit, such cost is not supported by adequate documentation; or a finding that the expenditure of funds for the intended purpose is unnecessary or unreasonable (IG Act, 5 U.S.C. § 405 (a)(4)).

³ According to Office of Management and Budget’s (OMB) *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (2 C.F.R. Part 200), the designated cognizant agency for audit must be the Federal agency that provides the largest amount of direct funding to a non-federal entity unless OMB designates a specific cognizant agency for audit. Cognizant agencies for audit are the federal agencies designated to carry out the responsibilities described in Uniform Guidance § 200.513(a). DOL is currently cognizant for 12 entities, and the OIG periodically performs quality control reviews (QCRs) of the entities’ single audits.

TOP MANAGEMENT AND PERFORMANCE CHALLENGES FOR DOL

The OIG identified the most serious management and performance challenges facing DOL.⁴ These challenges are included in DOL's "Agency Financial Report" for FY 2024. The 8 challenges we identified are:

- Reducing Unemployment Insurance Improper Payments;
- Protecting the Safety and Health of Workers;
- Helping Adults and Youth Succeed in the Labor Market;
- Maintaining the Integrity of Foreign Labor Certification Programs;
- Protecting Retirement, Health, and Other Benefit Plans for Workers, Retirees, and Their Families;
- Providing a Safe, Secure, and Healthy Learning Environment at Job Corps Centers;
- Managing Medical Benefits in Office of Workers' Compensation Programs; and
- Managing and Securing Data and Information Systems.

We summarized these challenges, significant DOL progress to date, and what remains to be done in our Top Management and Performance Challenges Facing the Department of Labor – November 2024 report.⁵

COVID-19 PANDEMIC ACTIVITY AND STATUS

The OIG received \$38.5 million under the Coronavirus Aid, Relief, and Economic Security (CARES) Act and the American Rescue Plan Act of 2021 (ARPA) to oversee DOL's pandemic-related programs and operations, with an emphasis on combatting the unprecedented levels of fraud in the UI programs. The OIG completely expended these funds in FY 2024. The expenditure of these funds—combined with appropriation levels that were lower than expected for FY 2023 and FY 2024 and the early 2025 expiration of the statute of limitations associated with pandemic-related UI fraud—forced the OIG to significantly curtail our pandemic-related unemployment insurance (UI) oversight work.⁶

As reported in our September 30, 2024, *Semiannual Report to Congress*, these pandemic-related funds were instrumental in the OIG being able to secure more than 1,900 indictments or initial charges; 1,300 convictions; 30,000 months of incarceration; and \$1.1 billion in investigative monetary outcomes associated with pandemic-related UI fraud since April 2020. These funds also allowed the OIG to issue 55 audit reports that included 160 recommendations for corrective action by DOL, as well as more than \$74 billion in funds put to better use and

⁴ The Reports Consolidation Act of 2000 requires OIG to identify the most serious management and performance challenges facing DOL.

⁵ For the Top Management and Performance Challenges Facing the Department of Labor – November 2024 report, please visit our website at <https://www.oig.dol.gov/topchallenges.htm>.

⁶ In FY 2024, the OIG took several actions in addition to the reductions in FY 2023. For additional details, please see our DOL-OIG Semiannual Report, Volume 92 (April 1, 2024–September 30, 2024) on our website at: <https://www.oig.dol.gov/semiannual.htm>.

\$407 million in questioned costs related to DOL's pandemic-related programs and operations (see Table 1).⁷

Table 1: DOL OIG's Cumulative Pandemic-Related Results, as of September 30, 2024⁸

Results	As of September 30, 2024
Audit Reports	55
Recommendations	160
Funds Put to Better Use	\$74B+
Questioned Costs	\$407M+
Indictments/Initial Charges	1,900+
Convictions	1,300+
Months of Incarceration Ordered	30,000+
Investigative Monetary Results	\$1.1B+

Absent dedicated funds for overseeing pandemic-related programs and operations, the OIG has begun to pivot away from pandemic-related UI oversight. We will not be able to complete the full body of work previously outlined within our fourth and final phase of our pandemic response oversight plan, which was intended to focus on lessons learned ahead of future emergencies. Given our expected level of funding, we now must manage remaining limited resources while rebalancing our oversight of all DOL programs and operations.

Appendix D contains additional information and details for the 5 COVID-19 Pandemic-related oversight reports issued by DOL-OIG. We will continue to work with our OIG partners to identify major risks that cut across DOL programs and agency boundaries.

EVIDENCE-BASED PERFORMANCE AND PROGRESS MANAGEMENT

The OIG is a performance-based organization, as outlined in the Office of Management and Budget's (OMB) Circular A-11. A performance-based organization commits to managing towards clearly defined, measurable goals aligned with its mission, leveraging performance data to optimize operations and continuous improvements. The concept of a performance-based organization was codified in the Government Performance and Results Act of 1993 (GPRA) and updated by the Government Performance and Results Act Modernization Act in 2010 (GPRAMA).

The OIG complies with laws and regulations, instructions, or information provided to agencies by OMB, as well as federal law enforcement and auditing policies, guidance, and professional standards.⁹

⁷ Ibid.

⁸ As required by the Inspector General Act of 1978, DOL-OIG reports semiannually to the head of the Department and the Congress on the activities of the office during the 6-month periods ending March 31 and September 30. The DOL-OIG Semiannual reports are available on our website at <https://www.oig.dol.gov/semiannual.htm>.

⁹ See Appendix A for an overview of some of the statutory laws with provisions affecting the OIG's mission and work.

FYs 2024 AND 2025 MEASURE CHANGES, AND FY 2026 MEASURE DEVELOPMENT

The OIG evaluates progress towards achieving its strategic goals by leveraging Enterprise Risk Management (ERM) assessments and using KPIs for each OIG component.¹⁰ In collaboration with the Inspector General (IG), Deputy Inspector General (DIG), and the Chief Performance and Risk Management Officer (CPRMO), each Assistant Inspector General (AIG) and the Counsel to the IG establishes success criteria during the development of their component's performance measures.

The OIG continuously improves its measurement strategies by clearly defining strategic objectives and performance indicators, and by leveraging verification and validation techniques. The OIG used these strategies to enhance the accuracy and data quality of performance and progress reported in this APR for FY 2024 and will continue employing these strategies in future FYs.

Table 2: OIG Measurement Strategy and Performance Framework

	Number of KPIs	Number of Strategic Objectives
FY 2019	56	13
FY 2020	60	13
FY 2021	65	13
FY 2022	70	13
FY 2023	65	13
FY 2024	63	13
FY 2025	55	12

The OIG refined and, in some instances, retired measures between FYs while also developing new measures for FYs 2025 and 2026 to enhance organizational performance and improve the accuracy and quality of performance data and progress assessments.

Appendix C contains the targets and results for FY 2019 through FY 2024 measures that the OIG retired during this period.

The OIG leveraged baseline data and benchmarks from the previous 6 fiscal years to establish performance targets for FYs 2025 and 2026. In the future, the OIG may update FYs 2025 and 2026 performance indicators to incorporate risk mitigation plans, best practices, and lessons learned, as well as improve data accuracy and quality.

¹⁰ See Appendix B for OIG's organizational structure and an overview of OIG organizational components.

STRATEGIC GOALS AND OBJECTIVES

Our work is guided by three strategic goals aimed at promoting sustainability, accountability, and transparency in our operations:

Table 3: OIG Strategic Goals

Strategic Goal 1	Deliver timely, relevant, and high-impact results.
Strategic Goal 2	Foster an internal OIG culture that drives high performance and engagement.
Strategic Goal 3	Promote responsible stewardship of OIG financial and non-financial resources.

STRATEGIC GOAL ALIGNMENT

The OIG strategic goals generally align with those of DOL, as indicated below:

Table 4: OIG Goals Alignment with DOL Goals

The OIG Goals Alignment with DOL Goals FYs 2022 - 2026					
	DOL STRATEGIC GOALS			DOL STATISTICAL GOAL	DOL MANAGEMENT GOAL
	Build Opportunity and Equity for All	Ensure Safe Jobs, Essential Protections, and Fair Workplaces	Improve Administration of and Strengthen Worker Safety Net Programs	Statistical Goal – Produce Gold-Standard Statistics and Analyses	A Department Grounded in Evidence, Innovation, and Employee Engagement
OIG Goals					
Goal 1: Deliver timely, relevant, and high-impact results	X	X	X	X	X
Goal 2: Foster an internal OIG culture that drives high performance and engagement	X	X	X	X	X
Goal 3: Promote responsible stewardship of OIG financial and non-financial resources	–	–	–	–	X

OVERVIEW OF FY 2024 PERFORMANCE

To provide the most current information, this FY 2024 APR and FY 2025 – FY 2026 APP combines reporting of OIG’s FYs 2019 through 2024 performance with its updated performance plan for the current fiscal year (FY 2025) and next fiscal year (FY 2026). This integrated approach provides a retrospective and prospective view of OIGs performance, consistent with OMB guidelines.

Table 5: Overview of OIG’s FY 2024 Performance

	Missed Target	Met Target	Exceeded Target	N/A	Total KPIs for FY 2024	New FY 2025 and (Retired) FY 2024 KPIs	N/A KPIs for FY 2025	Total KPIs for FY 2025
Strategic Goal 1	3	0	24	1	28	0 (1)	1	28
<i>Objective 1.1</i>	0	0	6	0	6	0 (0)	0	6
<i>Objective 1.2</i>	3	0	11	1	15	0 (1)	1	15
<i>Objective 1.3</i>	0	0	3	0	3	0 (0)	0	3
<i>Objective 1.4</i>	0	0	2	0	2	0 (0)	0	2
<i>Objective 1.5</i>	0	0	2	0	2	0 (0)	0	2
Strategic Goal 2	0	1	10	1	12	1 (1)	0	12
<i>Objective 2.2</i>	0	0	3	0	3	1 (1)	0	3
<i>Objective 2.3</i>	0	1	3	0	4	0 (0)	0	4
<i>Objective 2.4</i>	0	0	4	1	5	0 (0)	0	5
Strategic Goal 3	0	2	14	0	16	0 (1)	0	15
<i>Objective 3.1</i>	0	0	5	0	5	0 (1)	0	4
<i>Objective 3.2</i>	0	1	1	0	2	0 (0)	0	2
<i>Objective 3.3</i>	0	0	6	0	6	0 (0)	0	6
<i>Objective 3.4</i>	0	1	2	0	3	0 (0)	0	3
Total	3	3	48	2	56	1 (3)	1	55

Note: OIG will not measure one biennial KPI in FY 2025 (listed as N/A).

The following sections outline the three OIG strategic goals along with their related strategic objectives, key accomplishments, examples of our work, organizational performance results against KPIs, and performance improvement plans for KPIs not met (highlighted in red):

- Strategic Goal 1—Deliver timely, relevant, and high-impact results;
- Strategic Goal 2—Foster an internal OIG culture that drives high performance and engagement; and
- Strategic Goal 3—Promote responsible stewardship of OIG financial and non-financial resources.

Appendix C contains the targets and results for FY 2019 through FY 2024 measures that OIG retired during this period.

STRATEGIC GOAL 1—DELIVER TIMELY, RELEVANT, AND HIGH-IMPACT RESULTS

STRATEGIC GOAL 1

Deliver timely, relevant, and high-impact results

The OIG seeks to strengthen DOL key programs and operations through its work. We employ risk-based approaches to prioritize and target audits and investigations in key areas that provide the greatest impact and address the highest risks. Goal 1 includes proactive engagement of key OIG stakeholders to solicit their input to identify potential audits and investigations.

GOAL 1 STRATEGIC OBJECTIVES

Table 6: Strategic Objectives for Goal 1

1.1	Strengthen DOL's key programs and operations through our work and other deliverables.
1.2	Improve our work processes to drive the timely completion of relevant and impactful audits and investigations within working models.
1.3	Employ a risk-based approach to prioritize and target audits and investigations on areas that provide the greatest impact and address the highest risks.
1.4	Timely articulate to our external stakeholders the relevance, impact, and value of our work in each product.
1.5	Proactively engage our key stakeholders to seek their input for identifying potential audits and investigations.

GOAL 1 SELECTED ACCOMPLISHMENTS – OFFICE OF AUDIT

- We contracted with an independent accounting firm (Firm) to conduct an audit to determine if the Employment and Training Administration (ETA) ensured states met Short-Time Compensation (STC) requirements and used the related funds as intended by the CARES Act and related subsequent legislation. The Firm identified that of the 10 states selected for in-depth testing, six states drew down \$28.1 million in excessive federal reimbursements and one of the six states drew down an additional \$100.1 million in reimbursements for payments without verifying the eligibility of claimants' employment status. In addition, the Firm identified that one state drew down \$1.4 million in reimbursements without providing records to support their STC payments and drawdowns. The Firm found that the states' noncompliance went undetected because ETA did not assess risks and establish controls to sufficiently monitor states' compliance with STC reimbursement requirements. The Firm also found that ETA solely relied upon the review of claims and payment activity reports, which was insufficient in detecting the noncompliance issues. Due to ETA's insufficient monitoring of states' reimbursements under Section 2108, the Firm identified the seven states were allowed to draw down about \$129.6 million in questioned costs. As a result of the Firm's findings, four states have already returned \$11.6 million to ETA.¹¹

¹¹ Report No. 19-24-003-03-315, *COVID-19: ETA'S Oversight of Short-Time Compensation Did Not Detect \$129.6 Million in Questioned Costs* (June 26, 2024) found at <https://www.oig.dol.gov/public/reports/oa/2024/19-24-003-03-315.pdf>.

- The OIG identified opportunities where the Division of Energy Employees Occupational Illness Compensation (DEEOIC) could improve its existing guidelines for processing claims. We found DEEOIC did not use complete information to measure and publicly report how long it took to make claims decisions, from start to finish, which distorted the perception of how long claimants waited for decisions. DEEOIC set a target of 170-average days to make claims decisions needed for claimants to receive compensation and medical expense coverage. However, our analysis showed DEEOIC took an average of 182 days to make 6,023 final decisions in FY 2018, compared to 207 days for 4,910 final decisions in FY 2022. Wait times increased while the volume of final decisions dropped. We also found gaps in DEEOIC's oversight of its decision-making processes that increased the risk of Errors, which occurred because DEEOIC did not place sufficient management emphasis on its quality controls over the claims process. The lack of transparency in the claims process distorted the perception of how long claimants actually waited for claims decisions. In addition, processing errors may not have been identified and corrected, which could have resulted in delayed or incorrect claims decisions. These issues raised concerns that workers who were injured or became ill on the job, or their survivors, may not be receiving timely and accurate decisions on claims and prompt compensation and medical expense coverage.¹²
- We contracted with an independent accounting firm (Firm) to conduct an audit to conduct an independent performance audit on DOL's FY 2023 information security program for the period October 1, 2022, through June 30, 2023. The Firm determined that DOL's information security program was not effective, according to guidance from OMB. Although DOL established and maintained its information security program, the firm found weaknesses that demonstrated the information security program had not achieved a maturity rating of Managed and Measurable (Level 4) in three of the five Cybersecurity Framework Functions: Identify, Protect, and Recover. A security program is only considered effective if the calculated score of the Cybersecurity Framework Functions is rated at least Managed and Measurable (Level 4). While the Office of Chief Information Officer (OCIO) has made improvements in its information security program from previous years, the OIG identified areas of improvement required to reach a Managed and Measurable, or effective, program. DOL's information security program did not fully adhere to applicable FISMA requirements and other guidance, and the Firm noted further deficiencies in the development and implementation of supply chain risk management security controls, Plan of Action and Milestones reviews, configuration management controls, and the enforcement of rules of behavior acknowledgement.¹³
- The OIG found that the Bureau of Labor Statistics (BLS) BLS has taken actions to address challenges posed by declining survey response rates. However, BLS could do more to identify potential data limitations in its economic information and increase the transparency of those limitations. We were unable to identify a correlation between costs and declining survey response rates. To reduce the impact of missing data caused by declining survey response rates, BLS increased the use of imputations in its survey data, which are essentially replacement data inferred from relevant information available. Although imputations are a standard practice among federal statistical agencies, BLS could be more transparent regarding its increased use of imputations to facilitate

¹² Report No. 09-24-001-04-437, *OWCP Could Improve its Existing Guidelines for Processing DEEOIC Claims* (May 2, 2024) found at <https://www.oig.dol.gov/public/reports/oa/2024/09-24-001-04-437.pdf>.

¹³ Report No. 23-24-001-07-725, *FY 2023 FISMA DOL Information Security Report: Making Improvements Toward an Effective Program* (December 6, 2023) found at <https://www.oig.dol.gov/public/reports/oa/2024/23-24-001-07-725.pdf>.

accurate interpretation of its survey data. We identified that during the COVID-19 pandemic, BLS bypassed controls in place to ensure the reliability of its economic information in 10 percent of published indexes for Import and Export Price Indexes. Further, BLS did not ensure transparency regarding exceptions to survey publication criteria. The OIG found that increased transparency with regard to potential data limitations is needed to ensure BLS survey users draw correct conclusions from the data when making critical decisions, such as policy changes that affect the American people.¹⁴

- The OIG determined that the Mine Safety and Health Administration (MSHA) did not complete an estimated 1,589 mandatory mine inspections during FY 2018 through FY 2021 although it reported a nearly 100 percent completion rate. We found these were largely due to inspections eliminated from idle mine visits and errors in accounting for the types of activities performed. This occurred because MSHA had not effectively improved the design or execution of its internal control system since a 2011 OIG audit found similar internal control issues with the mandatory inspections program. This led to missed opportunities to protect miners by identifying hazards to miners and requiring corrections. We found that weaknesses in MSHA's ability to accurately determine a mine's status increased the risk of MSHA not completing mandatory inspections. We identified weaknesses related to seven areas that generally affected when or how often to conduct a mine status verification, what aspects to check, and what tools to use. Breakdowns in MSHA's internal control system created these weaknesses, and increased the risk of MSHA incorrectly calculating inspections required and not completing inspections. In addition, the OIG found that other issues affected MSHA's ability to accurately calculate and report completed mandatory inspections. The issues included inaccurate or incomplete data, ineffective communication, and missing policies. These increased the likelihood of MSHA incorrectly reporting to Congress and the public how many inspections it completed. This led to MSHA incorrectly reporting for fiscal years 2019, 2020, and 2021. As a result, Congress was unaware of the increased risk to miners given the lower number of inspections MSHA had performed.¹⁵

GOAL 1 SELECTED ACCOMPLISHMENTS – OFFICE OF INVESTIGATIONS

- On July 10, July 12, and July 30, 2024, Dustin Rall, Quintan Cockerell, and Turner Luke Zeutzius were sentenced to 24 months in prison, 29 months in prison, and time served, respectively. Rall, Cockerell, and Zeutzius were also ordered to pay restitution, jointly and severally, of more than \$59 million for their roles in a wide-ranging healthcare fraud scheme. Rall was the owner of the Medicine Store Pharmacy, Inc. and Halls IV & Institutional Pharmacy, Inc., aka Rexpress Pharmacy and Xpress Compounding (Rexpress/Xpress), which were both compounding pharmacies. Both Cockerell and Zeutzius were marketers for the pharmacies. From May 2014 to September 2016, Rexpress/Xpress formulated expensive compounded medications prescribed for individuals, including members of the armed forces and injured federal workers. Rall and others recruited a network of marketers, including Cockerell and Zeutzius, who, in turn, recruited doctors and patients to obtain prescriptions for the compounded medications at Rexpress/Xpress. Rexpress/Xpress then paid kickbacks to Cockerell and Zeutzius for their

¹⁴ Report No. 17-24-001-11-001, *BLS Could Do More to Identify Data Limitations and Increase Transparency* (October 26, 2023) found at <https://www.oig.dol.gov/public/reports/oa/2024/17-24-001-11-001.pdf>.

¹⁵ Report No. 19-24-001-06-001, *COVID-19: MSHA Did Not Complete or Accurately Report Mandatory Inspections*, (October 17, 2023) found at <https://www.oig.dol.gov/public/reports/oa/2024/19-24-001-06-001.pdf>.

recruitment efforts. In addition, Rxpress/Xpress paid kickbacks to doctors for writing prescriptions for compounded drugs. In furtherance of the scheme, doctors were provided with lucrative entertainment and travel benefits to ensure they continued to refer prescriptions to Rxpress/Xpress. These kickback schemes targeted the billings to both private and federal health care programs, including DOL's-OWCP's FECA program.¹⁶

- On June 7, 2024, a federal jury found Stavros Papantoniadis, the owner and operator of a pizza restaurant chain in Massachusetts, guilty of three counts of forced labor and three counts of attempted forced labor. Papantoniadis used threats of arrest, deportation, and physical violence to ensure that employees, who were non-citizens, continued to work for him. He also thinly staffed his restaurants and purposely employed workers who lacked legal immigration status, allowing him to require employees to work for 14 or more hours per day and up to seven days per week. To maintain control of these workers, Papantoniadis threatened to physically harm them or have them deported. He monitored the workers with surveillance cameras and constantly demeaned, insulted, and harassed them. When Papantoniadis became aware that a worker planned to quit, he violently choked the victim, who managed to flee the restaurant. As others separately expressed their intentions to quit, he told one victim he would kill him and call immigration authorities. Papantoniadis chased another worker, who had also fled, and made a false report to the police to pressure the victim to return to work.¹⁷
- On May 2, 2024, David Davis pled guilty to one count of conspiracy to commit wire fraud for his role in a UI fraud scheme that targeted multiple State Workforce Agencies (SWA) and resulted in the loss of more than \$6 million in UI benefits. Between approximately April 2020 and August 2021, Davis and his co-conspirators defrauded the federal government and multiple SWAs of funds that were earmarked for COVID-19 pandemic relief. The scheme involved the filing of more than 700 fraudulent UI claims in eight states, including Michigan, California, and Arizona. Davis and his co-conspirators used the stolen PII of identity theft victims to file the fraudulent claims. Once processed, the UI funds were loaded onto pre-paid debit cards that were mailed to addresses controlled by Davis and his co-conspirators. The funds were later withdrawn at ATMs in Michigan and California. As a result of their scheme, Davis and his co-conspirators fraudulently obtained more than \$6 million.¹⁸
- On March 5, 2024, Paradise Williams was sentenced to 5 years in prison and ordered to pay more than \$2 million in restitution for orchestrating a wide-ranging fraud scheme which involved the theft of more than \$3.3 million from federally funded pandemic assistance programs. From June 2020 to February 2022, Williams personally submitted more than 125 fraudulent applications for CARES Act unemployment benefits, U.S. Department of Treasury Emergency Rental Assistance Program (ERAP) funds, the Small Business Administration's (SBA) Paycheck Protection Program (PPP) loans, and SBA Economic Injury Disaster Loan (EIDL). She enlisted more than 50 associates, including her five co-defendants, to obtain more than \$3.3 million by posing as fake

¹⁶ This was a joint investigation with the FBI, the Defense Criminal Investigative Service (DCIS), the U.S. Department of Health and Human Services (HHS)-OIG, and the U.S. Department of Veterans Affairs (VA)-OIG. *United States v. Hall et al.* (N.D. Texas).

¹⁷ This was a joint investigation with Homeland Security Investigations (HSI). *United States v. Stavros Papantoniadis* (D. Massachusetts).

¹⁸ This was a joint investigation with HSI. *United States v. Howard et al.* (E.D. Michigan).

tenants, landlords, and small business owners in need of assistance. In submitting these applications to federally funded pandemic assistance programs, Williams, among other actions, created falsified bank statements, tenant ledgers, and landlord attestations. Upon receipt of the fraudulently obtained funds, Williams and her associates methodically laundered the funds through cash withdrawals, wire transfers, and expensive luxury purchases. She personally received more than \$2 million in fraudulent proceeds and spent the money on luxury cars, lavish trips, cosmetic surgery, jewelry, and designer goods. In addition to fraudulently obtaining over \$700,000 directly from her submission of ERAP applications, Williams also received more than \$1.2 million in kickback payments that she demanded from her associates for facilitating the various fraudulent schemes. Overall, the fraud ring sought to steal more than \$6.8 million in pandemic benefits from nearly every major pandemic assistance program.¹⁹

- On December 14, 2023, Mohamed Kamara was sentenced to 41 months in prison and ordered to pay restitution of more than \$2 million for his role in defrauding multiple state workforce agencies (SWA) and the SBA of federal pandemic relief programs, including the UI program and SBA's EIDL program. Between January and September 2020, Kamara submitted numerous fraudulent applications to New Jersey and six other states for UI benefits by using the identities and Personally Identifying Information (PII) of individuals and entities without their knowledge or consent. As a result, the SWAs deposited more than \$1 million in fraudulently obtained UI benefits into a bank account he controlled. Kamara also submitted fraudulent EIDL applications to the SBA by using the identities of individuals and entities without their knowledge and consent. Kamara caused the SBA to approve the fraudulent applications and sent the proceeds to fraudulent bank accounts he opened. Once the proceeds were received, he deposited or attempted to deposit checks from the fraudulent accounts into accounts in his name. In total, Kamara and his co-conspirators caused the SBA to provide more than \$750,000 in fraudulent EIDLs.²⁰

¹⁹ This was a joint investigation with the FBI and the SBA-OIG. *United States v. Williams et al.* (W.D. Washington).

²⁰ This was a joint investigation with the FBI. *United States v. Mohamed Kamara* (D. New Jersey).

GOAL 1 PERFORMANCE RESULTS

Missed Target	Met Target	Exceeded Target
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Table 7: Performance Results for Goal 1²¹

Strategic Objective 1.1															
FY 2024 Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results	FY 2025 Targets	FY 2026 Targets
Percentage of audit recommendations stemming from discretionary audits that address the risks reflected or included in DOL's Top Management Challenges or OIG's Significant Concerns.	OA	80%	89%	80%	93%	85%	94%	90%	100%	90%	100%	90%	100%	90%	90%
Percentage of investigations closed in the fiscal year that resulted in a criminal, civil, administrative action, or monetary outcome.	OI	60%	60%	60%	58%	60%	73%	60%	81%	50%	87%	50%	68%	50%	50%
Percentage of simple Freedom of Information Act (FOIA) and Privacy Act requests for OIG records completed within 20 business days.	OLS	90%	100%	90%	100%	90%	89%	90%	100%	90%	100%	90%	100%	90%	90%
Percentage of complex FOIA and Privacy Act requests that are acknowledged in writing while providing an anticipated completion date to the requestor within 20 business days.	OLS	90%	100%	90%	98%	90%	96%	90%	100%	90%	100%	90%	100%	90%	90%
Reduce backlog of outstanding audit reports.	OA	10%	59%	75%	59%	75%	88%	75%	50%	75%	77%	70%	78%	70%	70%
Percentage of formal Congressional requests acknowledged within 2 business days.	OCPR	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	95%	100%	95%	95%

²¹ OA = Office of Audit, OCPR = Office of Congressional and Public Relations, OI = Office of Investigations, OLS = Office of Legal Services, OMAP = Office of Management and Policy, and OI-SID = Office of Investigations – Special Investigations Division. In early FY 2025, OIG merged Office of Special Investigations (OSI) into OI.

Strategic Objective 1.2

FY 2024 Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results	FY 2025 Targets	FY 2026 Targets
Percentage of allegations that are either closed or converted to full investigations within 90 calendar days of receipt.	OI-SID	88%	90%	88%	90%	88%	88%	90%	86%	90%	92%	90%	96%	90%	90%
Percentage of investigations completed (referred for prosecution/administrative/civil proceedings, or closed) within 12 months of case opening.	OI-SID	80%	80%	85%	88%	90%	87%	90%	94%	90%	91%	90%	91%	90%	90%
Percentage of Complaints referred from the Hotline that are evaluated and closed to a final disposition or converted to an investigation within 180 calendar days of receipt by the investigating field office.	OI	80%	90%	80%	87%	80%	52%	80%	74%	80%	95%	80%	100%	80%	80%
Percentage of audits completed within 12 months of initiation (entrance conference).	OA	New FY 2020 Measure	70%	86%	75%	75%	78%	80%	54%	80%	52%	80%	65%	80%	80%
Percentage of all Hotline complaints that are reviewed and logged within 10 calendar days from receipt.	OI	90%	100%	90%	89%	90%	99%	90%	99%	90%	100%	90%	100%	90%	90%
Percentage of all Hotline complaints that are acknowledged in writing, as well as reviewed and referred to the appropriate OIG Office or DOL component within 35 calendar days.	OI	90%	95%	90%	83%	90%	100%	90%	97%	90	98%	90%	100%	90%	90%
Percentage of the 10 oldest FOIA requests closed during the fiscal year.	OLS	New FY 2020 Measure	New FY 2020 Measure	60%	0%	70%	70%	70%	80%	70%	90%	70%	100%	70%	70%
Number of enforcement action points achieved by OIG special agents throughout the fiscal year.	OI	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	575	1560	575	1365	533	1420	490	490
Investigations involving Whistleblower retaliation by a contractor or grantee are completed within the 180 calendar days or 360 calendar days and the final report is submitted to the Secretary for review.	OI-SID	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	85%	57%	85%	75%	85%	80%	85%	85%

Strategic Objective 1.2 - continued

FY 2024 Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results	FY 2025 Targets	FY 2026 Targets
Percentage of referrals from the OWCP Integrity Unit, the WHD and the OFLC that are reviewed, evaluated, and closed to a final disposition or converted to an investigation within 180 calendar days of receipt by the investigating field office.	OI	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	80%	100%	80%	94%	80%	80%
Number of biennial OMAP Customer Satisfaction Surveys to seek stakeholder feedback and assess the effectiveness of mission support activities within the OIG.	OMAP	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	1	1	N/A	N/A	1	1	N/A	N/A	1	N/A
Percentage of mission support improvement activities that are completed based on OMAP's biennial customer satisfaction survey results action plan.	OMAP	N/A	N/A	60%	100%	N/A	N/A	60%	100%	N/A	N/A	60%	83%	N/A	N/A
Percentage of separating OIG employees who are provided a Records Management Exit Check List within 7 business days of the Records Management Office receiving notice of the employee's impending separation.	OLS	80%	96%	80%	96%	90%	96%	90%	100%	90%	100%	90%	100%	90%	90%
Provide legal guidance and assistance for routine audit and investigative requests for legal support within 20 business days from receipt of the request.	OLS	New FY 2020 Measure	New FY 2020 Measure	60%	92%	70%	92%	75%	90%	75%	94%	75%	97%	75%	75%
Percentage of draft audit reports approved by the Assistant Inspector General within 90 calendar days following audit field work.	OA	75%	78%	75%	87%	80%	83%	85%	96%	85%	61%	85%	79%	85%	85%

Strategic Objective 1.3

FY 2024 Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results	FY 2025 Targets	FY 2026 Targets
Percentage of discretionary audits designed to address significant risks impacting DOL's Top Management Challenges or OIG's Significant Concerns.	OA	85%	90%	85%	89%	85%	90%	90%	100%	90%	100%	90%	100%	90%	90%
Percentage of new investigative cases that are considered Tier 1.	OI	65%	81%	75%	86%	75%	96%	80%	95%	80%	94%	80%	93%	80%	80%
Percentage of new investigative cases that are considered Tier 1.	OI-SID	75%	94%	85%	95%	90%	100%	95%	100%	95%	100%	95%	100%	95%	95%

Strategic Objective 1.4

FY 2024 Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results	FY 2025 Targets	FY 2026 Targets
Percentage of non-mandatory OIG publications (e.g. Investigations Newsletters, Audit Workplans, Highlights of the Semiannual Report to Congress) provided to stakeholders and made publicly available within agreed upon timeframes.	OCPR	90%	100%	95%	100%	95%	100%	95%	100%	95%	100%	95%	100%	95%	95%
Percentage of relevant audit reports provided to cognizant Congressional committees within two business days, and made available to the public within three business days after receiving final, approved versions.	OCPR	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	95%	100%	95%	95%

Strategic Objective 1.5

FY 2024 Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results	FY 2025 Targets	FY 2026 Targets
Number of formal briefings and consultations per year offered to cognizant Senate and House committees regarding OIG work priorities and areas of Congressional interest to inform the development of the OIG's Audit Workplan.	OCPR	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	12	15	12	13	12	34	12	36	12	12
2 outreach, liaison, and educational sessions per OI 1811 FTE with internal and external stakeholders to identify areas of high risk that could lead to potential investigations.	OI	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	258	685	258	849	282	686	264	264

GOAL 1 PERFORMANCE IMPROVEMENT PLAN

Table 8: Performance Improvement Plan for Goal 1 KPIs Not Met

Strategic Objective	FY 2024 Performance Indicators	Responsible Component	FY 2024 Targets	FY 2024 Results	Performance Improvement Plan
1.2	Percentage of audits completed within 12 months of initiation (entrance conference).	OA	80%	65%	<p>Work actively to enhance future performance audit contracts, clarifying requirements and ensuring we meet the schedule for planned issuance dates.</p> <p>Enhance audit process cycle controls to meet our timeliness metric.</p> <p>Re-evaluate the scope of audit work we plan to execute and ensure our portfolio of audits can accomplish our audit timeliness objectives with the mix of audits to be completed within 12 months.</p>
1.2	Investigations involving Whistleblower retaliation by a contactor or grantee are completed within the 180 days or 360 days and the final report is submitted to the Secretary for review.	OI-SID	85%	80%	<p>OI-SID had one WB case that took over 360 days to finalize the report in this FY. Continue to work with/through OLS and prioritize OI-SID casework to get required reviews completed and referred within the timeframes.</p>
1.2	Percentage of draft audit reports approved by the Assistant Inspector General within 90 calendar days following audit field work.	OA	85%	79%	<p>Work actively to enhance future performance audit contracts to clarify requirements and to ensure we meet schedule for planned issuance dates.</p> <p>Focus on draft reports under 90 days.</p>

STRATEGIC GOAL 2—FOSTER AN INTERNAL OIG CULTURE THAT DRIVES HIGH PERFORMANCE AND ENGAGEMENT

STRATEGIC GOAL 2

Foster an internal OIG culture that drives high performance and engagement

The OIG recognizes that a high-performing culture depends on a highly engaged workforce. We are committed to fostering a culture that enables a high-performing, optimized, and mission-driven workforce, by providing OIG staff and leaders with the tools they need to grow and succeed while promoting an environment of transparency, engagement, and collaboration. This investment creates a workplace culture and environment that encourages employee engagement, enhances morale and satisfaction, supports continuous learning and development, and prioritizes the sharing of institutional knowledge. Collectively, these efforts support the OIG’s principles of organizational development focused on activities impactful to OIG staff, stakeholders, and taxpayers.

GOAL 2 STRATEGIC OBJECTIVES

Table 9: Strategic Objectives for Goal 2

2.2	Meet current and future OIG mission needs through continuous development and professional growth.
2.3	Enhance OIG human capital by developing and implementing strategic recruitment, succession, and retention plans.
2.4	Increase management and leadership effectiveness by, among other things, seeking staff feedback.

GOAL 2 SELECTED EXAMPLES

- Conducted quarterly professional employee and supervisor training on topics that focused on leadership, communication, and engagement.
- Achieved the highest level of participation for all DOL agencies in the Federal Employee Viewpoint Survey and held individual Component focus sessions to assist Components develop action plans for FY 2025.
- Launched virtual bi-monthly engagements to encourage candid discussions on topics relevant to OIG staff. These sessions offer staff the opportunity to gain insights directly from the Deputy Inspector General and actively shape the conversation by asking questions or bringing up topics for discussion.
- Conducted listening tours, all-hands meetings across Components, and quarterly OIG Town Halls to discuss key updates and provide all OIG staff with the opportunity to pose questions to Executives.

GOAL 2 PERFORMANCE RESULTS



Table 10: Performance Results for Goal 2²²

Strategic Objective 2.2															
FY 2024 Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results	FY 2025 Targets	FY 2026 Targets
Percentage of both employees and supervisors participating in the OIG mentoring program.	OIG	15%	20%	8%	33%	15%	22%	15%	16%	15%	20%	20%	22%	20%	20%
Percentage of supervisors who initiate conversations with at least 90 percent of the employees who report to them regarding developmental opportunities for the employees.	OIG	95%	96%	95%	92%	95%	100%	95%	100%	95%	98%	95%	98%	95%	95%
Percentage of hiring selections or non-selections on General Schedule certificates completed within 30 calendar days.	OMAP	New FY 2025 Measure	New FY 2025 Measure	New FY 2025 Measure	New FY 2025 Measure	New FY 2025 Measure	New FY 2025 Measure	New FY 2025 Measure	New FY 2025 Measure	New FY 2025 Measure	New FY 2025 Measure	New FY 2025 Measure	New FY 2025 Measure	85%	85%

Strategic Objective 2.3															
FY 2024 Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results	FY 2025 Targets	FY 2026 Targets
Respond to employee inquiries within 48 hours.	OMBUDSMAN	New FY 2020 Measure	New FY 2020 Measure	90%	100%	95%	100%	95%	100%	95%	100%	95%	100%	95%	95%
Conduct climate surveys or team building facilitations during the Fiscal Year.	OMBUDSMAN	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	8	12	10	10	10	12	10	10
At least two briefings of exit survey trends provided to Senior Managers and Executives.	OMBUDSMAN	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	2	3	2	2	2	2
Achieve an average time to hire of 180 calendar days from the date that the hiring manager identifies the need for a vacancy announcement to the employee's effective onboarding date.	OMAP	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	180	171	180	101	180	180

²² OA = Office of Audit, OCPD = Office of Congressional and Public Relations, OI = Office of Investigations, OLS = Office of Legal Services, OMAP = Office of Management and Policy, and OI-SID = Office of Investigations – Special Investigations Division. In early FY 2025, OIG merged Office of Special Investigations (OSI) into OI.

Strategic Objective 2.4

FY 2024 Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results	FY 2025 Targets	FY 2026 Targets
Percentage of OA supervisors who facilitate quarterly meetings with their staff to provide relevant agency updates and address staff questions.	OA	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	75%	82%	75%	93%	75%	100%	75%	75%
Percentage of OI supervisors who facilitate quarterly meetings with their staff to provide relevant agency updates and address staff questions.	OI	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	75%	100%	75%	100%	75%	100%	75%	75%
Percentage of OIG supervisors with at least 6 months of supervisory tenure who complete a 360 degree evaluation or an online survey to gather feedback from staff (biennial measure).	OIG	80%	81%	N/A	N/A	80%	86%	N/A	N/A	80%	84%	N/A	N/A	80%	N/A
Percentage of OIG GS-14, GS-15, Senior Leaders, and Senior Executives that take Treasury Executive Institute (TEI)'s or other AIG-approved training provider's leadership development courses.	OIG	75%	83%	75%	99%	75%	100%	80%	95%	80%	80%	80%	96%	80%	80%
Percentage of OIG supervisors that take supervisory training.	OIG	95%	99%	95%	99%	95%	100%	95%	100%	95%	99%	95%	98%	95%	95%

STRATEGIC GOAL 3—PROMOTE RESPONSIBLE STEWARDSHIP OF OIG FINANCIAL AND NON- FINANCIAL RESOURCES

STRATEGIC GOAL 3

Promote responsible stewardship of OIG resources

The OIG is committed to achieving organizational excellence by promoting efficiency and effectiveness in all its activities. This includes engaging in robust planning to anticipate future mission needs and maximize use of limited resources; developing sound budget forecasts for audit and investigative activities; improving performance; increasing accountability; and reducing costs. The OIG leverages technology to enhance audit, investigative, and business processes to ensure effective use of limited resources. Effective stewardship of OIG resources further enables achievement of Goal 3, as well as other OIG strategic objectives and priorities. This allows for the OIG to systematically prioritize critical work such as auditing of DOL financial statements; conducting work under the Federal Information Security Management Act (FISMA) to ensure that DOL information technology (IT) systems are secure; identifying DOL’s Top Management and Performance Challenges; and helping to ensure that DOL administrative processes comply with pertinent regulations and laws.

GOAL 3 STRATEGIC OBJECTIVES

Table 11: Strategic Objectives for Goal 3

3.1	Implement OIG operational improvements based on strategic mission priorities, areas of risk, operational needs, and cost effectiveness.
3.2	Ensure proper oversight of OIG resources through effective internal controls.
3.3	Improve mission achievement and increase efficiency through evidence-based techniques and data analytics.
3.4	Enhance the effectiveness of mission support activities by focusing on quality and customer service.

GOAL 3 SELECTED EXAMPLES

- Achieved “leadership” (Level 5) maturity for our ERM program by embedding risk into our strategic discussions and decision making, clearly communicating key risk indicators (KRI), and ensuring Components understood risk management processes as part of our risk management activities that allowed the OIG to focus corrective actions towards key risks.²³
- Updated the Office of Legal Services’ (OLS) ticket system, LISARD, that tracks all information disclosure, legal services, and records management tasks to better track existing requests, prioritize tasks, enhance overall efficiency, and facilitate observation of activity trends.
- Developed and implemented a variety of performance dashboards to assist with monitoring projects, as well as risk-based models to enhance operational effectiveness and workforce models to forecast scenario-based impacts.
- Launched the OIG Power BI Launch Pad to provide a one-stop location for authorized users to access reports and dashboards across the OIG.

²³ The OIG plans to issue an update to the DOL-OIG ERM Framework in FY 2025 after the release of OIG’s FYs 2026 – 2030 Strategic Plan in February 2026.

GOAL 3 PERFORMANCE RESULTS



Table 12: Performance Results for Goal 3²⁴

Strategic Objective 3.1															
FY 2024 Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results	FY 2025 Targets	FY 2026 Targets
Percentage of audit projects that do not exceed planned hours.	OA	80%	77%	80%	81%	80%	86%	80%	100%	80%	93%	80%	100%	80%	80%
Percentage of employee hours charged to investigative activities compared to administrative time.	OI	90%	95%	90%	95%	90%	96%	90%	95%	90%	96%	90%	96%	90%	90%
Percentage of employee hours charged to investigative activities compared to administrative time.	OI-SID	75%	94%	80%	88%	85%	94%	88%	96%	88%	95%	88%	96%	88%	88%
Percentage of employee hours charged to audit activities compared to administrative time.	OA	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	70%	74%	70%	91%	70%	70%

Strategic Objective 3.2															
FY 2024 Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results	FY 2025 Targets	FY 2026 Targets
Conduct Risk Management Council meetings to identify and monitor existing and emerging risks, and mitigation activities.	OIG	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	1	8	1	1	1	2	1	1
Conduct 4 internal control reviews that focus on OMAP operations and procedures.	OMAP	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	4	4	4	4	4	4

²⁴ OA = Office of Audit, OCPR = Office of Congressional and Public Relations, OI = Office of Investigations, OLS = Office of Legal Services, OMAP = Office of Management and Policy, and OI-SID = Office of Investigations – Special Investigations Division. In early FY 2025, OIG merged Office of Special Investigations (OSI) into OI.

Strategic Objective 3.3

FY 2024 Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results	FY 2025 Targets	FY 2026 Targets
Percentage of audit projects that leverage data analytics to maximize the impact of the audit.	OA	40%	48%	50%	50%	60%	66%	65%	80%	65%	80%	65%	88%	65%	65%
Percentage of investigative requests for digital evidence acquisitions are completed, (processed and available for examination by requesting party) within 30 calendar days of the forensic acquisition.	OI	85%	87%	85%	91%	85%	94%	85%	93%	85%	96%	85%	100%	85%	85%
Percentage of availability of the Digital Forensic Network and its services by ensuring security protocols, redundancy, data/system backups, and load balancing are enforced through regularly scheduled maintenance.	OI	85%	100%	85%	100%	90%	99%	95%	98%	95%	99%	95%	100%	95%	95%
Percentage of investigative requests for investigative data analytics are completed (provided to requesting party) within 25 calendar days of the service request.	OI	New FY 2020 Measure	New FY 2020 Measure	85%	89%	85%	92%	85%	88%	85%	92%	85%	91%	85%	85%
Percentage of investigative requests for digital media analysis are completed (available to the requesting party) within 60 calendar days of the service request.	OI	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	New FY 2024 Measure	85%	88%	85%	85%
Percentage availability during business hours of internal IT network resources such as applications, networks, email, e-OIG, remote access and servers.	OMAP	90%	99%	94%	99%	94%	100%	94%	100%	94%	99%	94%	100%	94%	94%

Strategic Objective 3.4

FY 2024 Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results	FY 2025 Targets	FY 2026 Targets
Conduct quarterly executive budget and hiring review sessions to ensure transparency on the budget and hiring process.	OMAP	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	4	4	4	21	4	4
Ensure component spend plans are finalized each fiscal year.	OMAP	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	100%	100%	100%	100%	100%	100%
Percentage of audit projects that do not exceed planned travel costs.	OA	80%	100%	80%	97%	90%	100%	90%	100%	N/A	N/A	90%	96%	90%	90%

STRATEGIC PLANNING AND ACCOUNTABILITY

OIG's FYs 2022 – 2026 Strategic Plan outlines the OIG's vision for the future and provides a clear, unified, and enduring direction for all our activities.²⁵ This plan is the foundation for building and measuring the success of our activities and guiding us to align resources effectively to accomplish our goals.

The OIG measures its success in achieving its strategic goals in terms of how well OIG work products effect positive change. Positive change includes improving program effectiveness at DOL, reducing vulnerabilities that make programs susceptible to waste and abuse, achieving savings, reducing criminal activity in the form of fraud and labor racketeering, and optimizing OIG's organizational performance, including the use of resources.

The OIG implemented a continuous cycle of OIG organizational performance, ERM, and other improvement activities that promote strategic management and accountability, including:

- Enhancing our performance measurement strategy and framework, including verification and validation, to measure organizational performance against strategic objectives;
- Evaluating progress towards achieving performance plans and engaging stakeholders at all levels;
- Identifying and responding to high-priority risks, including aligning resources to address risks; and
- Reporting performance information to OIG leaders and external stakeholders.

ENTERPRISE RISK MANAGEMENT

ERM has expanded across the evolving landscapes of both the private and public sectors, enabling organizations to identify and adapt to threats while taking advantage of opportunities that could affect operations and the achievement of goals. ERM encompasses the culture, capabilities, and practices that organizations rely on to manage risk as they create, preserve, and realize value. ERM is also essential to promote an open, efficient, resilient, and transparent government. Neglecting to address risks—exposure to uncertainty—both simple and complex, and how these risks interact at both the component and enterprise level can have increasingly negative impacts on compliance, internal controls, operations, reporting, strategic objectives, and ultimately mission success.

For the OIG, adopting the ERM approach is an important step towards OIG's growth and evolution toward maturity and becoming a resilient organization that successfully addresses challenges due to an ever-changing federal landscape and also seizes opportunities when presented. OMB emphasized the importance of having appropriate risk management processes and systems to identify challenges early, bring them to the attention of agency leadership, and develop solutions. In FY 2024, we enhanced our ERM system and processes by embedding risk-based activities at the strategic level and focused corrective actions on key risks. These efforts elevated our maturity to "leadership" (Level 5). Looking ahead, we plan to issue an updated ERM Framework following the release of the OIG's FYs 2026 – 2030 Strategic Plan in February 2026, further aligning risk management with our strategic priorities.

²⁵ The OIG develops strategic plans and priorities through consultations with its stakeholders, administration officials, and Congress.

MEASUREMENT AND VALIDATION OF OIG PERFORMANCE AND PROGRESS

The OIG monitors and evaluates performance toward its plans and commitments using ongoing, periodic, and one-time assessments. These assessments enable OIG senior leadership to identify issues, measure OIG component-specific and overall organizational health, and provide relevant data and evidence to the IG, DIG, CPRMO, AIGs, and the Counsel to the IG. The OIG uses these assessments along with detailed explanations and supporting sources provided by each component, to review and validate each performance rating.

Beginning in FY 2018, the OIG internally evaluated progress towards achieving its annual performance targets each quarter using a Quarterly Performance Review (QPR) process as part of its efforts to continue optimizing our performance measurement strategy. These QPRs leveraged a traffic light rating system—green (met), yellow (in-process/on track), and red (not met) color ratings—and integrated key activities such as priority goals and risk mitigation activities.

VERIFICATION AND VALIDATION

Verification and validation of performance and progress assessments include the following:

Table 13: OIG Verification and Validation Activities

Activity	Description
Activity and Project Reports	<p>The Office of Audit (OA) uses a project inventory to monitor project development and timelines and a dashboard to provide OA staff with the status of all ongoing projects.</p> <p>The Office of Investigations (OI) leverages weekly significant activities reports provided to management and leadership for internal tracking of activities.</p> <p>The Office of Management and Policy (OMAP) provides regular significant activity reports outlining significant budgetary, staffing, and operational issues. Senior leadership regularly reviews activities reported.</p>
Stakeholder Outreach and Engagement	<p>Staff from the Office of Congressional and Public Relations (OCPR) document the number of congressional meetings and briefings, and other presentations and speeches for key mission areas, which the Director for OCPR reviews and reports.</p> <p>OIG Components provide travel and training data based upon selected time and effort reporting software and financial data reports. Both OA and OI track stakeholder outreach and engagement activities, and senior leadership regularly reviews activities reported.</p> <p>OMAP validates financial information.</p>

Activity (cont'd)	Description (cont'd)
OA Functions	<p>OA leverages the TeamMate suite of modular applications for staff management, data processing, evidence collection, reference, and reporting; and to meet the U.S. Government Accountability Office’s (GAO) Government Auditing Standards (“Yellow Book”), peer review needs, and records retention requirements. OA management has ready visibility into all TeamMate project files, and regularly reviews work completed and reports produced by staff. OA management reports aggregate data for sharing with senior leadership and making critical decisions in the time and effort placed into various OA functions.</p> <p>For risk assessments and management planning, OA uses the TeamRisk component of TeamMate to perform risk assessments of major DOL program areas and contributes to the development of Top Management and Performance Challenges reported annually in the Agency Financial Report, as well as the significant concerns reported in Semiannual Reports to Congress. For audit resolution and post-report tracking, OA uses TeamCentral, another component of TeamMate.</p>
OI Functions	<p>OI leverages data housed and reported from their Labor OIG Case Activity Tracking system (LOCATS), which OI management analyzes and reviews on a regular basis. OI investigations are prioritized based on documented criteria which include two categories (Tier 1 and Tier 2). OI management and OIG senior officials also validate investigative priorities, and selected statistics are included in OIG's Semiannual Reports to Congress.</p>
OMAP Functions	<p>OMAP leverages a variety of data and reports housed in the New Core Financial Management System (NCFMS), human resource tracking databases, and centralized procurement systems. OMAP uses these sources to ensure that OIG spending is in alignment with its operating plan, to ensure compliance with the Anti-deficiency Act, and to recommend operational adjustments based on available funding and staffing levels.</p>
OPRM Functions	<p>The Office of Performance and Risk Management (OPRM) leverages data and reports from across the OIG on a bi-weekly, monthly, and quarterly basis to analyze and improve how OIG manages performance, strategy, and risks to the OIG mission.</p>
OIG Quarterly Performance	<p>The OIG internally evaluates progress towards achieving its annual performance measures on a traffic light rating system— green (met), yellow (in-process/on track), and red (not met) color ratings—and provides summary information of these quarterly results in Annual Performance Reports.</p>

FY 2024 QUARTERLY PERFORMANCE REVIEW SUMMARY

The OIG measured each KPI on a cumulative basis quarterly. Narratives provided by each OIG component accompanied the quarterly cumulative progress for each KPI to describe achievements, challenges, and risks, as well as factors (in- and out of control) and trends for these challenges and risks.

For each KPI where an OIG component did not meet their cumulative quarterly performance progress target, AIGs and responsible OIG senior executives and managers submitted ongoing corrective action plans. These plans integrated key activities such as priority goals and risk mitigation activities.

In FY 2024, the QPR process resulted in enhanced organizational performance management, refinement or retirement of existing KPIs, and development of new KPIs for FYs 2025 and 2026. Furthermore, our results show that the QPR process has improved our cumulative quarterly progress towards achieving annual performance targets since its implementation.

OIG improved throughout FY 2024 with 81 percent of KPI cumulative quarterly targets met at the end of the first quarter to closing FY 2024 (cumulative 4 quarters) with 89 percent of KPIs exceeding annual targets.

Table 14: FY 2024 QPR Results Summary

Cumulative Rating	Quarter 1	Quarter 2	Quarter 3	Quarter 4 (FY 2024)
Exceeded (4 th Quarter Only)	-	-	-	89%
Met—Green (Quarters 1 – 4)	81%	89%	91%	6%
In Process/On-Track—Yellow (Quarters 1 – 3)	4%	2%	4%	-
Not Met—Red (Quarters 1 – 4)	2%	2%	0%	5%
N/A ²⁶ (Quarters 1 – 4)	13%	7%	6%	0%

²⁶ Some KPIs were N/A in FY 2024 for some quarters given pre-existing timeframes and normal lifecycles for related activities to occur. In addition, OIG did not measure two biennial KPI in FY 2024, and we did not include these in the Table 14 percentages.

CONCLUSION

Despite facing significant resource constraints and other challenges following the COVID-19 pandemic, OIG staff continued to produce extensive, high-quality oversight work and remained dedicated to promoting the economy, efficiency, effectiveness, and integrity of DOL's programs. As the federal agency with primary oversight of DOL, the OIG remains committed to conducting independent and objective oversight work to improve DOL programs relied upon by millions of Americans.

The OIG is a performance-based organization committed to managing towards specific, measurable goals derived from the OIG's mission, using performance data to continually improve operations, as well as continuing to cultivate a culture of engagement that values our employees. DOL programs, such as UI and occupational health and safety protection, play a vital role in securing the financial well-being, health, and safety of all Americans. It is imperative that these programs continue to deliver on their essential missions effectively and efficiently.

As the OIG concludes its activities related to the COVID-19 Pandemic, it continues to play a vital role in advancing DOL's mission and goals by improving the efficiency, effectiveness, and integrity of DOL programs and operations, reducing vulnerabilities, and identifying cost savings. The OIG's FY 2024 results reflect its demonstrated commitment to the American people, DOL, and Congress by providing independent and objective oversight of DOL programs through our auditing and investigative efforts, as well as by combatting the influence of labor racketeering and organized crime in the nation's labor unions and employee benefit plans.

Enhancing the OIG's internal capabilities and practices to proactively manage risks and deliver public value remains a top priority. The OIG is committed to leveraging ERM and emerging technologies, including predictive data analytics, to transform its investigations and audit processes. By focusing on high-impact issues, including existing and emerging risks facing DOL, the OIG will continue to enhance its effectiveness and impact.

APPENDIX A – STATUTORY RESPONSIBILITIES AND PROFESSIONAL STANDARDS

STATUTORY RESPONSIBILITIES, REGULATORY POLICIES, AND PROFESSIONAL STANDARDS

The OIG complies with laws and their implementing regulations, instructions or information provided by OMB, as well as federal law enforcement and auditing policies, guidance, and professional standards.²⁷ The following tables present some of the laws and professional standards with provisions affecting the OIG's mission and work:

STATUTORY RESPONSIBILITIES

Table 15: Statutory Responsibilities

Legislation	Requirements
Inspector General (IG) Act of 1978, as amended	The IG Act established OIGs across the executive branch to conduct audits and investigations; to promote economy, efficiency, and effectiveness; and to prevent waste, fraud, and abuse. Among other things, the Act requires the Inspector General to prepare and submit to the Secretary of Labor Semiannual reports summarizing our activities for the preceding six-month period, which the Secretary is required to transmit to Congress within thirty days. The OIG follows the Attorney General's Guidelines for OIGs with Statutory Law Enforcement Authority. ²⁸
§ 5274 of the National Defense Authorization Act (NDAA) of Fiscal Year 2023	Amended the Inspector General Act of 1978 and requires the OIG to, on the date of report publication, provide notice of the opportunity to submit a written response to a report to all non-governmental organizations (NGOs) and business entities (BEs) that are specifically identified in such published audit, evaluation, inspection, or other non-investigative report.
Federal Managers' Financial Integrity Act of 1982 (FMFIA)	Requires Executive agencies to establish internal accounting and administrative controls which include standards to ensure prompt resolution of all audit findings; take corresponding corrective actions, and report annually on its evaluation of such controls.
Chief Financial Officers Act of 1990	Requires Inspectors General to annually submit to Congress, the Director of OMB, and the head of the agency an audited financial statement for the preceding fiscal year covering all account associated activities of the agency.
Government Performance and Results Act of 1993 (GPRA) GPRA Modernization Act of 2010 (GPRA-MA)	Requires federal agencies to prepare a strategic plan covering a multiyear period and requires each agency to submit an annual performance plan and an annual performance report, including an assessment of the internal control environment over DOL's performance measures.
Government Management Reform Act of 1994	Requires an assessment and evaluation of the 1) reliability of DOL's performance data and 2) extent to which DOL's performance plan meaningfully describes its planned and actual performance.
Federal Financial Management Improvement Act of 1996	Requires the Inspector General to evaluate DOL's financial systems compliance with federal standards.

²⁷ For more information on IGs in the federal government, please visit the CIGIE website at <https://www.ignet.gov/> and <https://www.oversight.gov/>.

²⁸ These guidelines are required by section 6(e)(4) of the IG Act, as amended, and govern the exercise of law enforcement authorities for those OIGs granted statutory law enforcement authorities pursuant to that Act.

Legislation (cont'd)	Requirements (cont'd)
Reports Consolidation Act of 2000	Requires the Inspector General to provide a summary and assessment of the most serious management and performance challenges facing federal agencies and their progress in addressing them.
Federal Information Security Management Act of 2002	Requires the Inspector General to evaluate the effectiveness of DOL's overall information security program and practices.
Payment Integrity Information Act (PIIA) of 2019	<p>Requires agencies to (1) conduct a program-specific risk assessment for each required program or activity, (2) publish and meet annual reduction targets for each program assessed to be at risk for improper payments, and (3) report information on the efforts of each program to reduce improper payments.</p> <p>Requires the Inspector General to review the reports provided by the agencies. The Inspector General shall review the level of risk associated with the applicable programs and the quality of the improper payment estimates and methodology; review oversight or financial controls to identify and prevent improper payments under the programs; and provide the agency head with recommendations. The Inspector General will determine whether the agencies complied with PIIA and may also evaluate the accuracy and completeness of reporting and performance in reducing and recapturing improper payments.</p>
Death in Custody Reporting Act (DCRA) of 2013	Requires the head of each Federal law enforcement agency to report to the Attorney General on an annual basis information regarding the death of any person who is (1) detained, under arrest, or is in the process of being arrested by any officer of such Federal law enforcement agency; (2) en route to be incarcerated or detained, or is incarcerated or detained at any facility (including any immigration or juvenile facility) pursuant to a contract with such Federal law enforcement agency; or any State or local government facility used by such Federal law enforcement agency; or (3) incarcerated in any Federal correctional facility or Federal pre-trial detention facility located within the United States.
Foundations for Evidence-Based Policymaking Act of 2018 ("Evidence Act")	Mandates Federal evidence-building activities, open government data, and confidential information protection and statistical efficiency. Requires agencies to make any data asset maintained by the agency available, upon request, to any statistical agency or unit for purposes of developing evidence. ²⁹
Coronavirus Aid, Relief, and Economic Security Act ("CARES Act")	Mandates 9 Federal Inspectors General to carry out oversight activities of their respective agency's response to the COVID-19 Pandemic. Requires DOL OIG to oversee the expansion of the UI programs provisioned by the Act and oversight of DOL activities supported with funds appropriated to prepare for and respond to the coronavirus Pandemic.
American Rescue Plan Act of 2021 (ARPA Act)	Provided FY 2021 for federal activities relating to the administration of unemployment compensation programs; and (2) to detect and prevent fraud, promote equitable access, and ensure the timely payment of benefits for unemployment compensation programs, including programs extended under the ARP Act.

²⁹ The Evidence Act broadly defines "evidence" and includes four interdependent components of evidence: foundational fact finding, performance measurement, policy analysis, and program evaluation.

REGULATORY POLICIES

Table 16: Regulatory Policies

Regulatory Policies	Requirements
OMB Circular No. A-123	<p>Defines management's responsibility for enterprise risk management and internal control in federal agencies. Provides guidance to Federal managers on improving the accountability and effectiveness of Federal programs and operations by establishing, assessing, correcting, and reporting on internal control.</p> <p>Provides specific requirements for assessing and reporting on controls in the federal government.</p>
OMB Circular No. A-11, Part 6	Requires agencies to submit strategic plans, annual performance budgets, and annual program performance reports to the President, Congress, and OMB.
OMB/NARA Directive M-23-07, Transition to Electronic Records Update	<p>Requires Federal agencies to move to a fully electronic records environment, where appropriate.</p> <p>Reaffirms the underlying goal of the transition to electronic records as a priority to enable and increase the ability of the public to engage with Government in new and more efficient and effective ways, and embrace the opportunities afforded to improve Government by transitioning fully to an electronic environment.</p>
Special Deputation Agreement with the United States Department of Justice and the Federal Bureau of Investigation	Expands the OIG's the authority to investigate Organized Crime/Labor Racketeering and labor trafficking cases. ³⁰

PROFESSIONAL STANDARDS

Table 17: Professional Standards

Professional Standards	Requirements
Attorney General Guidelines for OIGs with Statutory Law Enforcement Authority	<p>Applies to qualifying personnel in those offices of presidentially appointed IGs with law enforcement powers received from the Attorney General under section 6(e) of the IG Act, as amended. Qualifying personnel include the IG, AIG of Investigations, and all special agents supervised by the AIG of Investigations, provided that those individuals otherwise meet the training and qualifications requirements contained in these Guidelines.</p> <p>These mandatory guidelines do not limit OIGs from exercising any statutory law enforcement authority derived from a source other than section 6(e). These Guidelines may be revised by the Attorney General, as appropriate. These Guidelines may be supplemented by agency-specific agreements between an individual OIG and the Attorney General.</p>
GAO, Government Auditing Standards ("Yellow Book") ("Generally Accepted Government Auditing Standards") ³¹	<p>Provides a framework for conducting high quality audits with competence, integrity, objectivity, and independence.</p> <p>Provides uniform rules and standards for federal government audits.</p>

³⁰ The authority derived from the Agreement is different than, and in addition to, the authority derived from the IG Act, as amended. The agreement is not public.

³¹ For more information on the GAO, please visit GAO's website at www.gao.gov/.

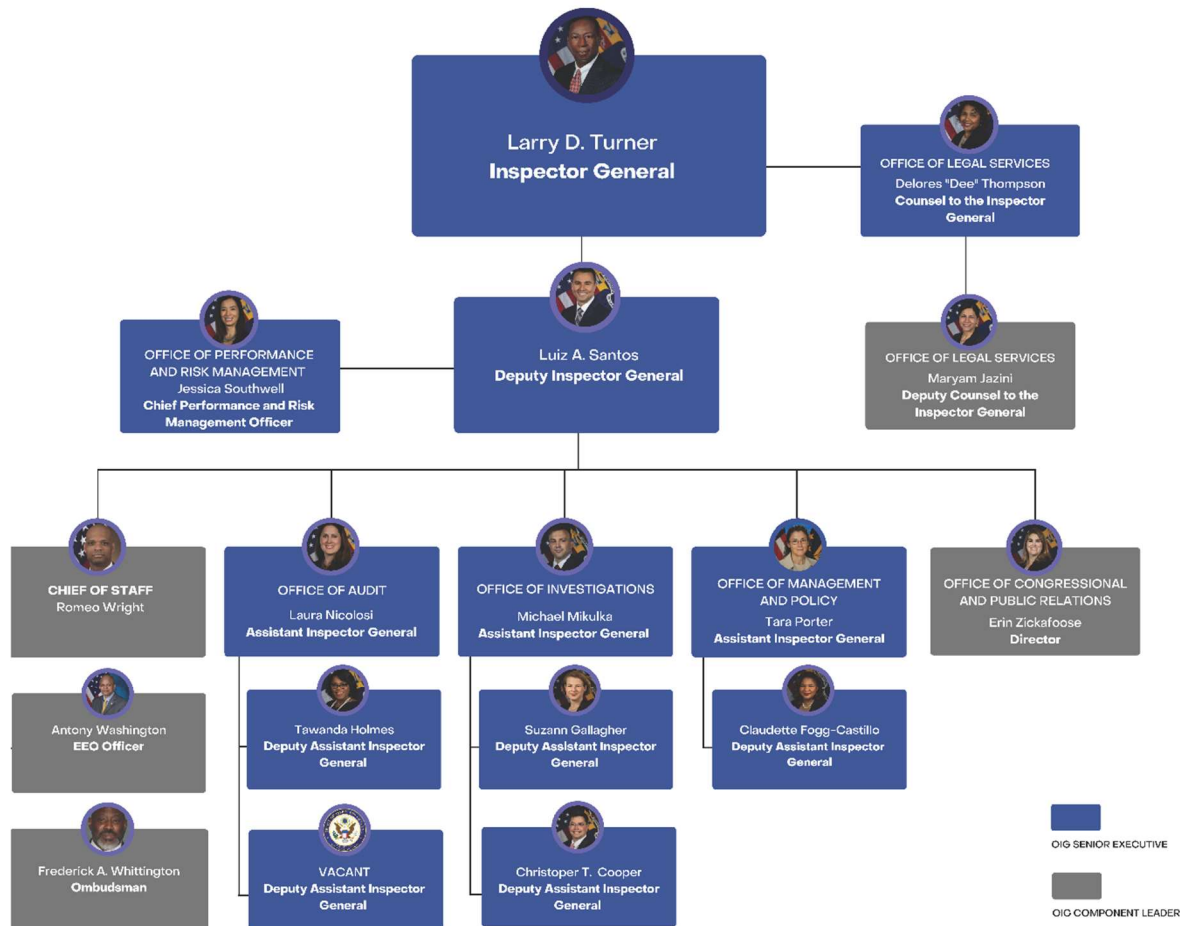
Professional Standards (cont'd)	Requirements (cont'd)
GAO, Standards for Internal Control in the Federal Government (“Green Book”)	Provides the standards for an effective internal control system for federal agencies. Provides the overall framework for designing, implementing, and operating an effective internal control system.
CIGIE, Quality Standards for Inspection and Evaluation (“Blue Book”)	Establishes standards for inspections and evaluations conducted by IGs.
CIGIE, Quality Standards for Investigations	Establishes standards for investigations conducted by IGs.
CIGIE, Quality Standards for Federal Offices of Inspector General (“Silver Book”)	Provides the overall quality framework for managing, operating, and conducting the work of IGs.

APPENDIX B – OIG ORGANIZATIONAL STRUCTURE AND COMPONENTS

OIG ORGANIZATIONAL STRUCTURE

The OIG offices are located in Washington, D.C. (Headquarters), and several field and regional locations across the United States and Puerto Rico.

Figure 3: OIG Organization Chart



The OIG workforce is comprised of more than 300 employees with expertise in accounting, auditing, criminal justice, economics, finance, information technology, law, operations research, public and business administration, risk and performance management, and social and physical sciences, among other fields.

OIG COMPONENTS

In carrying out its statutory responsibility to conduct and supervise audits and investigations relating to the programs and operations of the DOL, the IG provides program direction over: the Office of Audit, the Office of Investigations, and the Executive Direction and Management function.

OFFICE OF AUDIT

The Office of Audit is responsible for conducting and supervising audits relating to the Department's programs and operations; recommending policies for activities designed to promote economy, efficiency, and effectiveness in the administration of the Department's programs and operations preventing and detecting fraud, waste, abuse, and mismanagement in these programs and operations.

OFFICE OF INVESTIGATIONS - LABOR RACKETEERING AND FRAUD

The Office of Investigations – Labor Racketeering and Fraud is responsible for conducting criminal, civil, and administrative investigations relating to violations of Federal laws, rules, or regulations as they pertain to DOL programs, grants, contracts, and operations, as well as allegations of criminal activity and serious misconduct on the part of DOL employees. In addition, the Office of Investigations has the responsibility to investigate labor racketeering and organized crime influence involving unions, employee benefit plans, and labor-management relations.

The Office of Investigations – Special Investigations Division conducts employee integrity investigations involving allegations of fraud and wrongdoing by OIG employees and high-level DOL employees.³²

EXECUTIVE DIRECTION AND MANAGEMENT

This function provides the overall direction, planning, management, administration, and inspections necessary to independently carry out the OIG's nationwide mission, supplying centralized management of OIG headquarters and regional staff. The major Components of the Executive Direction and Management function include:

OFFICE OF CONGRESSIONAL AND PUBLIC RELATIONS

The Office of Congressional and Public Relations carries out liaison functions with respect to Congress, the media, other governmental agencies, the public, and internally within the OIG; prepares statutorily mandated reports such as the Semiannual Report to Congress; and coordinates all legislative review activities.

OFFICE OF EQUAL EMPLOYMENT OPPORTUNITY

The Office of Equal Employment Opportunity provides strategic direction and guidance on a wide range of OIG's equal employment opportunity (EEO) programs and activities.

³² In early FY 2025, OIG merged Office of Special Investigations into the Office of Investigations as the Office of Investigations – Special Investigations Division.

OFFICE OF LEGAL SERVICES

The Office of Legal Services consists of the OIG's legal advisors and stewards of the OIG's Information Disclosure and Records Programs. OIG Attorneys advise the Inspector General, OIG senior leadership, and OIG's mission and operational programs, and represent the OIG in litigation and related matters. The Information Disclosure Program manages OIG's Freedom of Information Act (FOIA) and Privacy Act functions, and the Records Program is responsible for ensuring OIG maintains a National Archives and Records Administration (NARA)-compliant records program.

OFFICE OF MANAGEMENT AND POLICY

The Office of Management and Policy provides for overall direction, planning, management, and administration necessary to carry out the nationwide responsibilities of the Office of Inspector General. This includes providing the full range of human resources, budget, procurement, space and facilities, and information technology services.

OFFICE OF PERFORMANCE AND RISK MANAGEMENT

The Office of Performance and Risk Management leads reviews and provides decision support analysis for a variety of organizational performance, strategic planning, evidence-based reviews, and risk management activities across the OIG, working closely with the Assistant Inspector Generals and senior leadership to improve how OIG manages performance, strategy, and risks to the OIG mission.

OMBUDSMAN

An independent, neutral, confidential, and informal resource to all OIG employees. Increases organizational focus on mission critical activities by helping senior leaders, managers, supervisors, and staff minimize unwarranted distractions in the workplace, increase employee engagement, and address individual and organizational matters.

APPENDIX C – FYs 2019 THROUGH 2024 RETIRED MEASURES

FYs 2019 THROUGH 2024 RETIRED MEASURES

The OIG retired strategic objectives and KPIs between fiscal years and APRs to enhance organizational performance and the accuracy and data quality of performance and progress. KPI changes may include text edits that, while minor, may constitute material modifications to performance measurement. Finally, the OIG may also retire KPIs due to completing comprising activities within one fiscal year.

FYs 2019 - 2024 TARGETS AND RESULTS FOR RETIRED KPIS

For those KPIs that the OIG presented as consolidated summaries with OIG component detail, the OIG provides solely the detail for each OIG component below in Table 18.

Missed Target	Met Target	Exceeded Target
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Table 18: Performance Results for FYs 2019 through 2024 Retired KPIs³³

Strategic Objective 1.1													
Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results
Percentage of COVID-19 related recommendations implemented within 2 years of final report issuance.	OA	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	70%	38%	Retired	Retired	Retired	Retired	Retired	Retired
Percentage of audit recommendations accepted by DOL within 12-months of issuance of final audit report.	OA	90%	86%	90%	92%	90%	92%	90%	91%	Retired	Retired	Retired	Retired
Percentage of audit recommendations implemented within 5 years.	OA	85%	75%	85%	89%	85%	84%	85%	89%	Retired	Retired	Retired	Retired
Percentage of COVID-19 related recommendations implemented within 1 year of final report issuance.	OA	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	New FY 2022 Measure	70%	24%	Retired	Retired	Retired	Retired
Percentage of formal Congressional requests acknowledged within 5 business days.	OCPR	90%	100%	95%	100%	95%	100%	95%	100%	95%	100%	Retired	Retired

³³ OA = Office of Audit, OCPR = Office of Congressional and Public Relations, OI = Office of Investigations, OLS = Office of Legal Services, OMAP = Office of Management and Policy, and OI-SID = Office of Investigations – Special Investigations Division. In FY early 2025, OIG merged Office of Special Investigations (OSI) into OI.

Strategic Objective 1.2

Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results
Percentage of audits completed within 12 months of initiation (date of engagement letter)	OA	70%	48%	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired
Percentage of Tier 1 investigations completed (referred for prosecution / administrative / civil proceedings) within 24 months of case opening.	OI	50%	82%	65%	71%	65%	82%	Retired	Retired	Retired	Retired	Retired	Retired
Percentage of Tier 2 investigations completed (referred for prosecution / administrative / civil proceedings) within 12 months of case opening.	OI	60%	88%	65%	71%	65%	86%	Retired	Retired	Retired	Retired	Retired	Retired
Provide legal guidance and assistance for routine audit and investigative requests for legal support within 20 business days from receipt of the request, or within agreed upon timelines.	OLS	70%	98%	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired
Issue a biennial OMAP Customer Satisfaction Survey to seek stakeholder feedback and assess the effectiveness of mission support activities within the OIG.	OMAP	9/30/2019	4/4/2019	N/A	N/A	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired
Percentage of referrals from the OWCP Integrity Unit, the WHD and the OFLC that are reviewed, evaluated, and closed to a final disposition or converted to an investigation within 90 days of receipt by the investigating field office.	OI	80%	94%	80%	83%	80%	95%	85%	97%	Retired	Retired	Retired	Retired
Percentage of subpoena requests reviewed by OLS within 3 business days.	OLS	90%	73%	90%	94%	90%	90%	90%	86%	Retired	Retired	Retired	Retired

Strategic Objective 1.3

Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results
Percentage of COVID-19 related engagements completed within 12 months of initiation during the Fiscal Year (entrance conference).	OA	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	70%	64%	80%	33%	Retired	Retired	Retired	Retired

Strategic Objective 1.4

Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results
Percentage of relevant audit reports provided to cognizant Congressional committees within one business day, and made available to the public within three business days after receiving final, approved versions.	OCPR	90%	100%	95%	100%	95%	100%	95%	100%	95%	100%	Retired	Retired

Strategic Objective 1.5

Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results
Number of briefings and consultations per year offered to cognizant Senate and House committees regarding OIG work priorities and areas of Congressional interest.	OCPR	12	19	12	13	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired
Number of outreach, liaison, and educational sessions with internal and external stakeholders to identify areas of high risk that could lead to potential investigations.	OI	370	691	450	771	450	628	Retired	Retired	Retired	Retired	Retired	Retired
At least one meeting with each major component within the Department to solicit ideas regarding areas of potential audit.	OA	80%	82%	80%	91%	85%	88%	85%	100%	Retired	Retired	Retired	Retired

Strategic Objective 2.1

Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results
Complete component-specific EVS action plan to increase employee engagement index scores.	OIG	2/28/2019	1/21/2019	12/27/2020	12/27/2020	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired

Strategic Objective 2.2

Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results
Make hiring selections or non-selections on General Schedule certificates within 25 days.	OMAP	New FY 2020 Measure	New FY 2020 Measure	85%	90%	85%	40%	85%	38%	Retired	Retired	Retired	Retired
Make hiring selections or non-selections on General Schedule certificates within 30 calendar days.	OMAP	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	New FY 2023 Measure	30	28	30	28

Strategic Objective 2.3

Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results
Percentage of departing employees informed of the exit survey.	OMBUDSMAN	90%	100%	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired
Provide summary exit survey feedback reports to Senior Managers and Executives at least once quarterly.	OMBUDSMAN	New FY 2020 Measure	New FY 2020 Measure	80%	100%	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired
Conduct a total of eight climate surveys or team building facilitations during FY 2020.	OMBUDSMAN	New FY 2020 Measure	New FY 2020 Measure	80%	100%	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired
Percentage of climate surveys or team building facilitations during the Fiscal Year.	OMBUDSMAN	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	75%	100%	Retired	Retired	Retired	Retired	Retired	Retired
Percentage of Non-SES/SL vacancies filled within 90 days from posting date to selection.	OMAP	90%	100%	90%	100%	90%	68%	90%	24%	Retired	Retired	Retired	Retired
At least two briefings of exit survey trends provided to Senior Managers and Executives.	OMBUDSMAN	New FY 2020 Measure	New FY 2020 Measure	90%	100%	90%	100%	90%	100%	Retired	Retired	Retired	Retired
Percentage of quarterly summary exit survey feedback reports to Senior Managers and Executives.	OMBUDSMAN	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	75%	100%	75%	100%	75%	100%	Retired	Retired

Strategic Objective 3.1

Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results
Percentage of employee hours charged to audit activities compared to administrative time.	OA	75%	77%	75%	75%	75%	72%	70%	75%	Retired	Retired	Retired	Retired
Percentage of employee hours charged to COVID-19 related investigative activities compared to non COVID-19 investigative activities.	OI	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	30%	72%	40%	74%	30%	68%	30%	62%

Strategic Objective 3.2

Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results
Percentage of quarterly internal control reviews conducted as required by OMB Circular A-123 and submit all reports within OMB and DOL prescribed timeframes, and all remedial action plans when control deficiencies are identified within 60 days of the report finding.	OMAP	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	100%	100%	100%	100%	Retired	Retired	Retired	Retired
Percentage of ERM mitigation plan activities completed (Tier 1).	OIG	70%	90%	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired
Percentage of ERM mitigation plan activities completed (Tier 2).	OIG	New FY 2020 Measure	New FY 2020 Measure	70%	81%	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired
Conduct internal control reviews required by OMB Circular A-123 and submit all reports within OMB and DOL prescribed timeframes, and all remedial action plans when control deficiencies are identified within 60 days of the report finding.	OMAP	9/30/2019	7/9/2019	9/30/2020	7/1/2020	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired
Support no less than two Risk Management Council meetings to monitor Active ERM mitigation activities and internal controls.	OIG	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	New FY 2021 Measure	100%	100%	Retired	Retired	Retired	Retired	Retired	Retired

Strategic Objective 3.3

Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results
Percentage of investigative requests for investigative data analytics are completed (provided to requesting party) within 30 days of the service request.	OI	85%	91%	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired
Percentage of investigative requests for digital media extractions are completed (available to requesting party) within 60 days of the service request.	OI	85%	91%	85%	89%	85%	92%	85%	91%	85%	94%	Retired	Retired
Percentage of requests for reports of digital media analysis are completed (available to requesting party) within 45 days.	OI	85%	96%	85%	86%	85%	94%	85%	91%	85%	94%	Retired	Retired

Strategic Objective 3.4

Performance Indicators	Responsible Component	FY 2019 Targets	FY 2019 Results	FY 2020 Targets	FY 2020 Results	FY 2021 Targets	FY 2021 Results	FY 2022 Targets	FY 2022 Results	FY 2023 Targets	FY 2023 Results	FY 2024 Targets	FY 2024 Results
Ensure at least 90 percent integrity and accuracy of acquisition data submitted to the Federal Procurement Data System (FPDS) through the results of the FPDS system.	OMAP	100%	N/A	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired	Retired
Percentage of quarterly executive budget review sessions conducted to ensure proper budget planning and expenditures tracking, including human capital, procurement, facilities and IT activities.	OMAP	100%	100%	100%	100%	100%	100%	100%	100%	Retired	Retired	Retired	Retired
OIG Financial resource utilization rate in accordance with detailed budget allocation.	OMAP	95%	99%	97%	100%	97%	99%	97%	100%	Retired	Retired	Retired	Retired

APPENDIX D – FY 2024 PANDEMIC-RELATED OVERSIGHT REPORTS ISSUED BY DOL-OIG

DOL-OIG ISSUED 5 PANDEMIC-RELATED OVERSIGHT REPORTS IN FY 2024

A key role of OIGs is to provide oversight of Federal Government funds and programming and to issue corresponding oversight reports.³⁴

Table 19: DOL-OIG Pandemic-Related Oversight Reports

Oversight Report	Issue Date
Report No. 19-24-001-06-001, <i>COVID-19: MSHA Did Not Complete or Accurately Report Mandatory Inspections</i>	October 17, 2023
Report No. 19-24-002-03-315, <i>A Review of Pandemic Unemployment Insurance Relief and Its Impact on Six Different U.S. Communities</i>	March 28, 2024
Report No. 19-24-003-03-315, <i>COVID-19: ETA's Oversight of Short-Time Compensation Did Not Detect \$129.6 Million in Questioned Costs</i>	June 26, 2024
Report No. 19-24-005-03-315, <i>ETA Did Not Ensure States Sufficiently Implemented Mixed Earners Unemployment Compensation Program</i>	September 11, 2024
Report No. 19-24-004-06-001, <i>MSHA Generally Provided Adequate Oversight of Miner Training, Though Opportunities to Strengthen Controls Exist</i>	September 12, 2024

³⁴ For copies of these COVID-19 Pandemic-related oversight reports and other published DOL-OIG COVID-19 Pandemic-related activities, please visit DOL-OIG's *Pandemic Response Online Portal* on our website at https://www.oig.dol.gov/OIG_Pandemic_Response_Portal.htm.

OIG HOTLINE

The OIG operates a hotline to receive and process allegations of fraud, waste, and abuse concerning DOL grants, contracts, programs and operations. The OIG also addresses allegations of criminal activity and serious misconduct involving DOL employees. Moreover, the OIG has jurisdiction to investigate allegations of labor racketeering and organized crime influence in the workplace, including the misuse of union benefit plan assets or power, labor-management relations, and internal union affairs.

TO REPORT FRAUD, WASTE, OR ABUSE, PLEASE CONTACT:

Online: <https://www.oig.dol.gov/hotline.htm>

Telephone: 1-800-347-3756 or 202-693-6999

Fax: 202-693-7020

Address: Attention: Hotline
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U.S. Department of Labor
200 Constitution Avenue, N.W.
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