



# ***SIX MONTH STATUS REPORT***

***April 1, 2023 – September 30, 2023***

**John A. Carey, Inspector General**

# OIG MISSION



- Our mission is to promote integrity, efficiency, and effectiveness in government in order to enhance public trust in government.
- To provide independent and objective insight, oversight, and foresight through audits, investigations, contract oversight, reviews, and outreach activities.

***“Enhancing Public Trust in Government”***



# OIG MISSION – *in other words*

To provide *independent* and *objective* oversight in government to:

Prevent, detect, and investigate fraud, waste, and abuse.



Promote economy, efficiency, effectiveness, and integrity.

*Root out the bad*

*Promote the good*

***MAKING GOOD GOVERNMENT BETTER***

# **OUTLINE**



- **PERSONNEL/STAFF HIGHLIGHTS**
- **OIG ACTIVITIES** (Apr 1, 2023 – Sep 30, 2023)
- **BUDGET AND STAFFING**
- **PLANS, OBJECTIVES, & INITIATIVES**
- **SUMMARY OF MAJOR ACCOMPLISHMENTS**



# STAFF HIGHLIGHTS

**Sabrina Tomlinson**  
New Auditor



**Hillary Bojan**  
Certified Information  
Systems Auditor



**Kalinthia Dillard**  
President-Elect  
Forum Club



The Office of Inspector General's Bake Sale was AMAZING!



**United  
Way**



# ***INSPECTOR GENERAL'S SIX MONTH REPORT***



**April 1, 2023 – September 30, 2023**

## **Office of Inspector General Activities Related to:**

- **COVID-19 Related Activities (Total to date)**
- **Intake and Investigations**
- **Contract Oversight and Evaluations**
- **Audit**
- **Training and Outreach**

# **TOTAL COVID-19 RELATED OIG ACTIVITIES** **(MAR 12, 2020 – SEPT 30, 2023)**



- **300 Complaints or Intake Correspondences**
- **11 Completed Reviews/Evaluations**
- **1 Open Review/Evaluation**
- **28 Completed Investigations**
- **5 Open Preliminary Inquiries**
- **24 Open Investigations**
- **Over 500 Referrals to Other Organizations**
- **Over \$225,000 in Recoupments**



# ***INSPECTOR GENERAL'S SIX MONTH REPORT***



April 1, 2023 – September 30, 2023

## **Intake and Investigations Highlights**

# INSPECTOR GENERAL'S SIX MONTH REPORT



## Intake Activities

Current 6 Months	
140	Complaints of wrongdoing
35	<b>Intake Activities led to:</b> <ul style="list-style-type: none"> <li>- 1 Investigations</li> <li>- 4 Referrals to OIG Contract Oversight and Evaluations Division</li> <li>- 19 Referrals to LEAs or COEs</li> <li>- 0 Management Inquiries</li> <li>- 11 Management Referrals</li> </ul>
14	Public Records Requests

Previous 6 Months	
137	Complaints of wrongdoing
34	<b>Intake Activities led to:</b> <ul style="list-style-type: none"> <li>- 1 Investigations</li> <li>- 4 Referrals to OIG Contract Oversight and Evaluations Division</li> <li>- 16 Referrals to LEAs or COEs</li> <li>- 2 Management Inquiry</li> <li>- 11 Management Referrals</li> </ul>
7	Public Records Requests

# INSPECTOR GENERAL'S SIX MONTH REPORT



April 1, 2023 - September 30, 2023

Investigative Activities	Current 6 Months	Previous 6 Months
On-going Investigations or Investigative Reviews	35	39
Referrals to Law Enforcement or to County or State Commissions on Ethics	13	13
Issued Reports	4	6
Recommendations Made	4	6
Recommendations Accepted	4	6
Questioned Costs	\$2,425	-
Identified Costs	\$78,464.59	\$49,511.25
Issued Tips and Trends	1	1

# INSPECTOR GENERAL'S SIX MONTH REPORT



## Investigative Report 2022-0003: False Information on Rental Assistance Applications - Lake Worth

### ALLEGATION:

- Three Lake Worth residents submitted fraudulent applications to the County to receive Coronavirus Aid, Relief and Economic Security (CARES) Act Rental Assistance.

### FINDING: SUPPORTED

- The applicants received a total of \$26,725.83 in assistance from the County.
- Two of these applicants were employees of their apartment complex and, while working at the apartment complex, submitted rental assistance applications and misrepresented the identity of actual leaseholders through fraudulently created leases.

### RECOMMENDATION:

The County seek reimbursement of \$26,725.83.



Emergency Rental  
Assistance  
Program

Identified Costs

\$26,725.83

Recoupment

\$24,166.00

**Referred to  
Law Enforcement**

# INSPECTOR GENERAL'S SIX MONTH REPORT



## Investigative Report 2022-0010: False Information on Rental Assistance Applications – Royal Palm Beach

### ALLEGATIONS:

- A County Rental Assistance Program applicant submitted applications with misrepresentations that caused payments totaling \$13,236.16 from the County CARES Act Emergency Rental and Utilities Assistance Program.



### FINDINGS: SUPPORTED

- The applicant misrepresented the applicant's status as a renter of the rental assistance property, the status of the applicant's rental payments, and the identity of the applicant's true landlord.

### RECOMMENDATION :

The County seek reimbursement of \$13,236.16

### Identified Costs

\$13,236.16

Recoupment

\$3,050.00

# INSPECTOR GENERAL'S SIX MONTH REPORT



## Investigative Report 2022-0015: False Information on County Rental Assistance Applications by West Palm Beach Applicants

### ALLEGATION:

- Two applicants submitted applications with misrepresentations that caused payments totaling \$38,502.60 from the County CARES Act Emergency Rental and Utilities Assistance Program.

### FINDINGS: SUPPORTED

- The applicants submitted falsified documentation about their employer status and falsified payroll documents in support of their assistance applications.

### RECOMMENDATION :

The County seek reimbursement of \$ 38,502.60.



Identified Costs  
\$38,502.60

*Referred to  
Law Enforcement*

# INSPECTOR GENERAL'S SIX MONTH REPORT



## Investigative Report 2022-0012: City of Pahokee Sale of Surplus Property

### ALLEGATION:

- Former Pahokee City Manager Greg Thompson directed an improper sale of two City-owned ATVs and inappropriately personally benefitted from that action.

### FINDING: SUPPORTED

- Without seeking guidance from the City Commission or thoroughly researching prior City practices for disposing of such property, Mr. Thompson:
  - Directed City staff to conduct a closed bidding process for all employees in order to dispose of City-owned ATVs,
  - Did not take steps to ensure that all employees were notified,
  - Ultimately declared himself a winning bidder, even though the bid he stated he submitted was not in the envelope containing all other bids, and
  - After acquiring an ATV, sold the ATV for an undisclosed profit.



**Questioned  
Costs  
\$2,425.00**

### RECOMMENDATION :

The City develop written policies and procedures for declaration of City-owned assets as surplus and for subsequent disposition of such property. The City concurred.

**Referred to  
Law Enforcement  
And COEs**

# INSPECTOR GENERAL'S SIX MONTH REPORT



## TIPS AND TRENDS #2023-0004: Preventing Check Washing

***In Palm Beach County there have been multiple recent instances of government entities defrauded by check washing, at times resulting in losses of taxpayer dollars.***

- We recommended that government entities that issue paper checks examine alternative payment methods and safeguards;
  - When practicable, replace paper check payments with electronic fund transfers;
  - For vendors or citizens who are not comfortable with or not appropriate for electronic fund transfers, consider the use of a check verification system such as positive pay; and
  - Coordinate check verification, security options, and improvements with your financial institution.



# INSPECTOR GENERAL'S SIX MONTH REPORT



## Recent Arrests as a Result of OIG CARES Act Rental Assistance Investigations

1. Applicant was arrested by Palm Beach County Sheriff's Office on April 6, 2023 on charges of **Larceny – Grand Theft**.
2. Applicant was arrested by Palm Beach County Sheriff's Office On May 28, 2023, on charges of **Fraud – Swindle**.
3. Applicant was arrested by West Palm Beach PD on June 9, 2023 on charges of **Larceny – Grand Theft, Fraud Impersonation for Public Aid, and Fraud – Utterance of False Instrument**.



# ***INSPECTOR GENERAL'S SIX MONTH REPORT***



April 1, 2023 – September 30, 2023

## **Contract Oversight and Evaluations Highlights**

# INSPECTOR GENERAL'S SIX MONTH REPORT



April 1, 2023 – September 30, 2023

## Contract Oversight and Evaluations Activities

Current 6  
Months

Previous 6  
Months

On-going Formal Reviews/Evaluations	3	2
Issued Reports	1	1
Recommendations Made	3	3
Recommendations Accepted	3	3
Issued Tips and Trends	1	0

# INSPECTOR GENERAL'S SIX MONTH REPORT



## CA-2022-0023: Village of North Palm Beach - Piggyback Contract Review

### FINDINGS:

- The Village improperly used a piggyback procurement process for a roadworks contract in violation of the Village's purchasing policy.
- The Village did not comply with Sec. 255.02, F.S. and did not require the Contractor to secure a performance and payment surety bond before beginning work.



### RECOMMENDATIONS:

- The Village staff responsible for procurement receive training on procurement methods.
- Establish a verification process that includes validating contract line items prior to entering into a piggyback contract
- Implement internal controls to ensure that the proper bonds are obtained on construction and public works.

**QUESTIONED COSTS**  
**\$335,247.82**

# INSPECTOR GENERAL'S SIX MONTH REPORT



## TIPS AND TRENDS #2023-0003: Perfecting the Art of Piggybacking

### BENEFITS OF PIGGYBACKING:

- Share contract pricing for goods and services that are similar in quantities, scope, and/or size
- Saves time, effort, and costs associated with a formal solicitation
- Expedites the time to receive goods and/or services



### BEST PRACTICES:

1. Obtain informal quotes for a cost comparison
2. Use competitively procured contracts
3. Limit piggyback contracts to identical items
4. Validate the procurement process and the contract to ensure the award process was fair and equitable.

Published guidance on piggyback contracts is limited. Procedures are mostly developed from local policies, best practices, issued opinions, and case history.

# INSPECTOR GENERAL'S SIX MONTH REPORT



Contract Oversight Activities: Much of our impact happens “below the water line.”

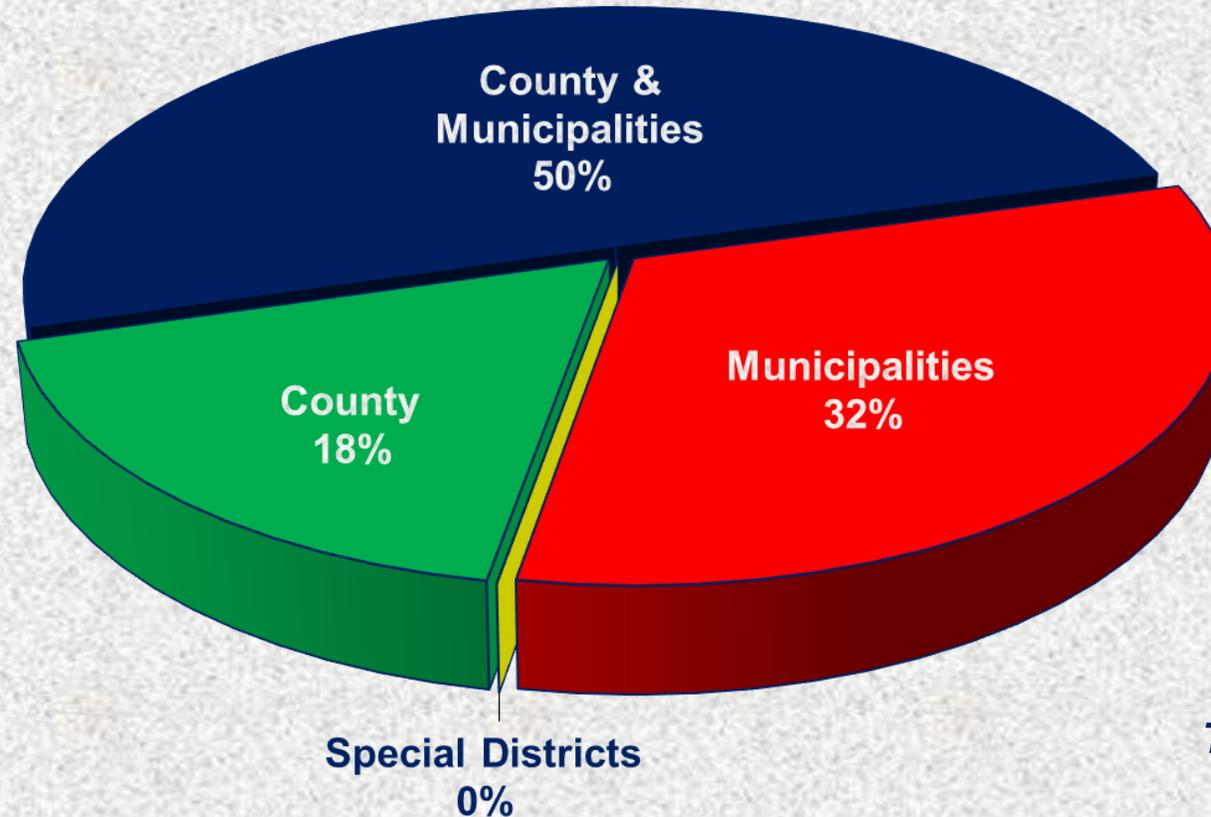


# INSPECTOR GENERAL'S SIX MONTH REPORT



April 1, 2023 – September 30, 2023

## Contract Oversight and Evaluations Monitored Activities



**Total Activities Monitored:**  
**45 @ \$259M**

# INSPECTOR GENERAL'S SIX MONTH REPORT



## Contract Oversight and Evaluations Onsite Outreach, Compliance, and Risk Review

YOU CAN MAKE A DIFFERENCE  
IN PRESERVING OUR CULTURE OF INTEGRITY

### REPORT FRAUD WASTE & ABUSE IN GOVERNMENT

Palm Beach County  
Office of Inspector General  
100 Australian Avenue, West Palm Beach, FL 33406  
Tel: (561) 233-2350 | Fax: (561) 233-2376

**HOTLINE: (877) OIG-TIPS**  
EMAIL: [Inspector@pbcgov.org](mailto:Inspector@pbcgov.org)

[www.pbcgov.com/OIG](http://www.pbcgov.com/OIG)

WE ACCEPT ANONYMOUS INFORMATION.

Palm Beach County  
Office of Inspector General

### REFERENCE GUIDE FOR MANAGERS: RESPONSIBILITIES RELATED TO THE OFFICE OF INSPECTOR GENERAL PALM BEACH COUNTY 2nd Ed.

Management and the OIG:  
Working together to promote efficiency, effectiveness,  
and integrity in government.

### PROCUREMENT OFFICIALS

vital in the fight  
against procurement  
fraud and corruption.

Procurement officials are uniquely positioned to be the only ones who can identify the indicators of procurement fraud and corruption in real time. Law enforcement and auditors see these signs only after the crimes have been committed — if at all. If you identify any of these red flags, report them to the Office of Inspector General.

Report suspicious procurement activity to your Palm Beach County Office of Inspector General.

Online: [www.pbcgov.com/ig](http://www.pbcgov.com/ig)  
Email: [Inspector@pbcgov.org](mailto:Inspector@pbcgov.org)

Office of Inspector General  
100 Australian Avenue, 4th Floor  
West Palm Beach, FL 33406

**HOTLINE: 877-OIG-TIPS**

Phone: 561-233-2350  
Fax: 561-233-2376

The red flags herein reflect possible indicators of procurement fraud and corruption derived from investigative experience. This is not an exhaustive list of possible indicators. The red flags do not represent OIG's conclusion or recommendation regarding the approval or denial of procurement actions, or requested product or service purchase.

Palm Beach County  
Office of Inspector General

### The RED FLAGS of Procurement Fraud and Corruption

## PALM BEACH COUNTY OFFICE OF INSPECTOR GENERAL

*"Enhancing Public Trust in Government"*

### REPORT FRAUD, WASTE, ABUSE

Email your complaint to:  
[Inspector@pbcgov.org](mailto:Inspector@pbcgov.org)  
or call  
IG HOTLINE: 877-OIG-TIPS  
or through our website at:  
<http://www.pbcgov.com/OIG>

Follow us on Twitter at <https://twitter.com/OIGPBC>  
Follow us on Facebook at <https://www.facebook.com/Office-of-Inspector-General-Palm-Beach-County>

Office of  
Inspector General  
Palm Beach County  
Florida

### Shining a Light on Government

John A. Carey  
Inspector General

*"Enhancing Public Trust  
in Government"*

**Our IG Evaluator Teams conducted 39 onsite reviews at 37 municipalities, SWA, and Palm Beach County.**

# ***INSPECTOR GENERAL'S SIX MONTH REPORT***



April 1, 2023 – September 30, 2023

## **Contract/Procurement Investigative Reviews (No Reports Issued)**



# INSPECTOR GENERAL'S SIX MONTH REPORT



## OIG Intake Referrals (No Report) – Delray Beach Solid Waste Collection Services

**ALLEGATION:** A citizen alleged that the City violated the Solid Waste Collection contract by authorizing a rate increase in the renewal amendment, and violated the public records law by not providing copies of mediation records.

**FINDING:** NOT SUPPORTED:

- The vendor complied with the contract and sent a non-renewal notice due to cost increases, but actions to renew by the City were not timely.
- There was insufficient time to execute the contract's extraordinary rate adjustment clause, therefore the parties entered mediation to prevent a lapse in service.
- In accordance with Sec. 44.05, F.S., all mediations communications are confidential and exempt from disclosure.



# ***INSPECTOR GENERAL'S SIX MONTH REPORT***



## **OIG Intake Referrals (No Report) – West Palm Beach Community Redevelopment Agency (CRA)**

**ALLEGATION:** An anonymous complaint that the City's CRA misrepresented proposals for real property purchases to the CRA Board, and improperly prevented vendors from making public comments at CRA Board meetings.

**FINDING: NOT SUPPORTED:**

- The CRA Board complied with its published meeting procedures.
- Vendors were allowed to present to the CRA Board during the evaluation process.
- The lobbying prohibitions stated in the City's code prohibit public comment on open or pending procurement/sale matters.



# **INSPECTOR GENERAL'S SIX MONTH REPORT**



## **OIG Intake Referrals (No Report) – Delray Beach Plumbing Contract**

**ALLEGATION:** A citizen alleged the City improperly awarded the annual plumbing contract, and violated the public records law by not notifying the unsuccessful bidders.

**FINDING:** NOT SUPPORTED.

The City complied with its purchasing policies.

- The award notice was publicly posted, and the award was approved by the City Commission at a properly noticed public meeting.
- The public records request (PRR) made by the Complainant for the award information was received by the City four (4) months after the award and filled within 20 days.
- There are no policies or procedures that require individual notices to be sent to the unsuccessful bidders.



# ***INSPECTOR GENERAL'S SIX MONTH REPORT***



April 1, 2023 – September 30, 2023

## **Audit Highlights**

# INSPECTOR GENERAL'S SIX MONTH REPORT



April 1, 2023 – September 30, 2023

## Audit Activities

Current 6 Months

Previous 6 Months

On-going Audits	8	8
Issued Reports	3	4
Recommendations Made	13	31
Recommendations Accepted	13	18
Questioned Costs and Potential Cost Savings	\$1,241,334	\$166,696
Issued Tips and Trends	0	1

# INSPECTOR GENERAL'S SIX MONTH REPORT



## Audit Report 2023-A-0005 – Rental Car Lease and Concession Agreement – Enterprise Leasing Company of Florida, LLC

### FINDINGS:

- The Concessionaire did not always comply with the records requirements for local revenue and vehicle rental agreements.
- The Concessionaire did not always comply with the reporting requirements for independent audits and Airport Concession Disadvantaged Business Enterprise (ACDBE) participation goals.

**Questioned Costs  
\$231,892.59**

### Recommendations:

- The Department of Airports ensure that the rental car concessionaires are aware of and adhere to the records requirements of concession agreements.
- The Department of Airports ensure that the Concessionaire submits audit reports timely and enforce ACDBE reporting requirements.





# INSPECTOR GENERAL'S SIX MONTH REPORT



## Audit Report 2023-A-0007 – Village of Tequesta - Construction Contract - New Community Center Constitution Park Construction Project

### FINDINGS:

- The Village did not always review pay applications for mathematical accuracy, nor were timely payments issued to the Construction Manager.
- Change orders were not always reviewed for mathematical accuracy, nor responded to in a timely manner.

**Questioned Costs  
\$976,114.05**

**Identified Costs  
\$33,327.30**



### Recommendations:

- The Village consider recouping the \$33,327.30 paid to the Contractor for the Construction Manager's Fee, General Insurance Liability, and change orders that were overbilled.
- The Village enhance the construction payment review and oversight process to include recalculation to ensure accuracy of amounts paid to Contractors.

# ***INSPECTOR GENERAL'S SIX MONTH REPORT***



**April 1, 2023 – September 30, 2023**

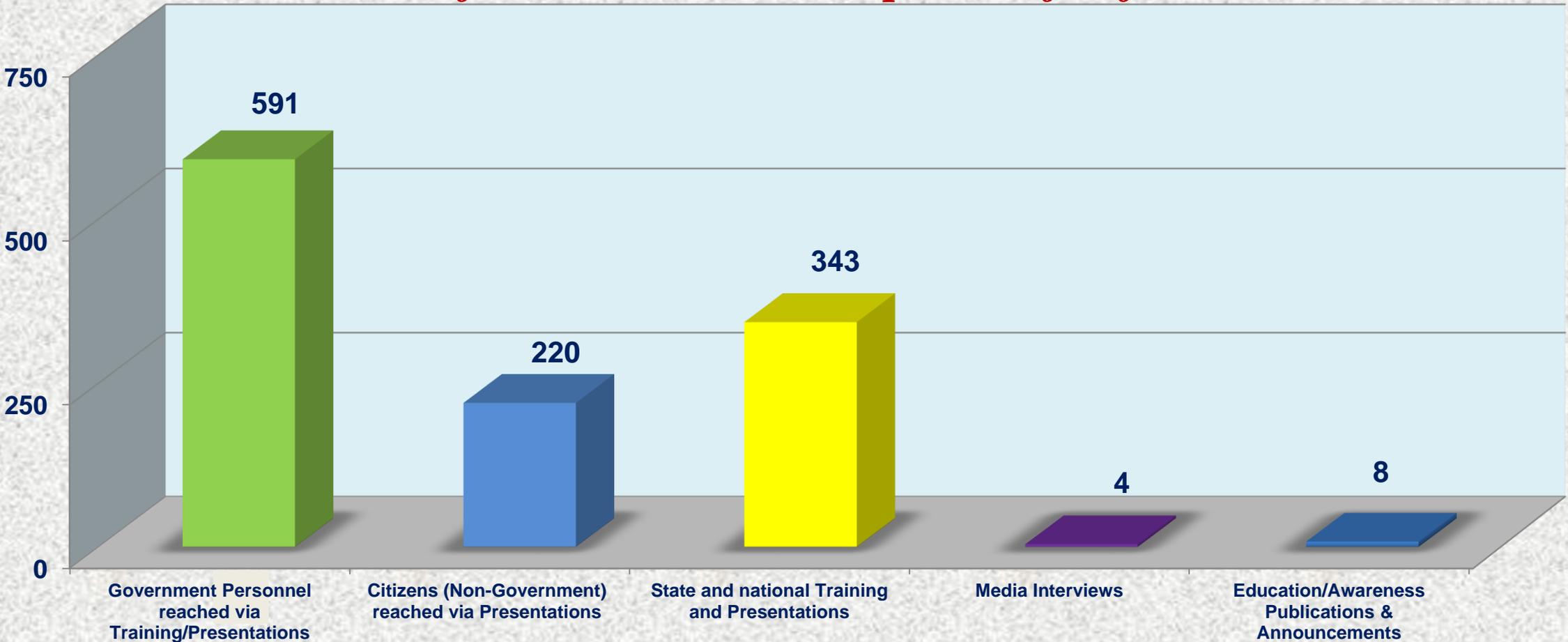
## **Training and Outreach**

# TRAINING AND OUTREACH



April 1, 2023 – September 30, 2023

*An ounce of outreach is worth a pound of enforcement.*





# TRAINING AND OUTREACH

## Education/Awareness Publications, Announcements, and Activities



Palm Beach County Inspector General John Carey with Club President Jeff Tromberg



### South FL IG Council, IAFCI, and FISA 2023 Financial Fraud Conference

Thursday, September 21, 2023 – 8:30 a.m. – 5:00 p.m.



Phone (877) OIG-TIPS  
Email inspector@pbcgov.org  
Website www.pbcgov.org/oig



## ACFE®

Association of Certified Fraud Examiners

### COGNITIVE BIAS PRESENTED BY JOHN CAREY, PBC INSPECTOR GENERAL

THURSDAY, SEPTEMBER 28 AT  
6PM



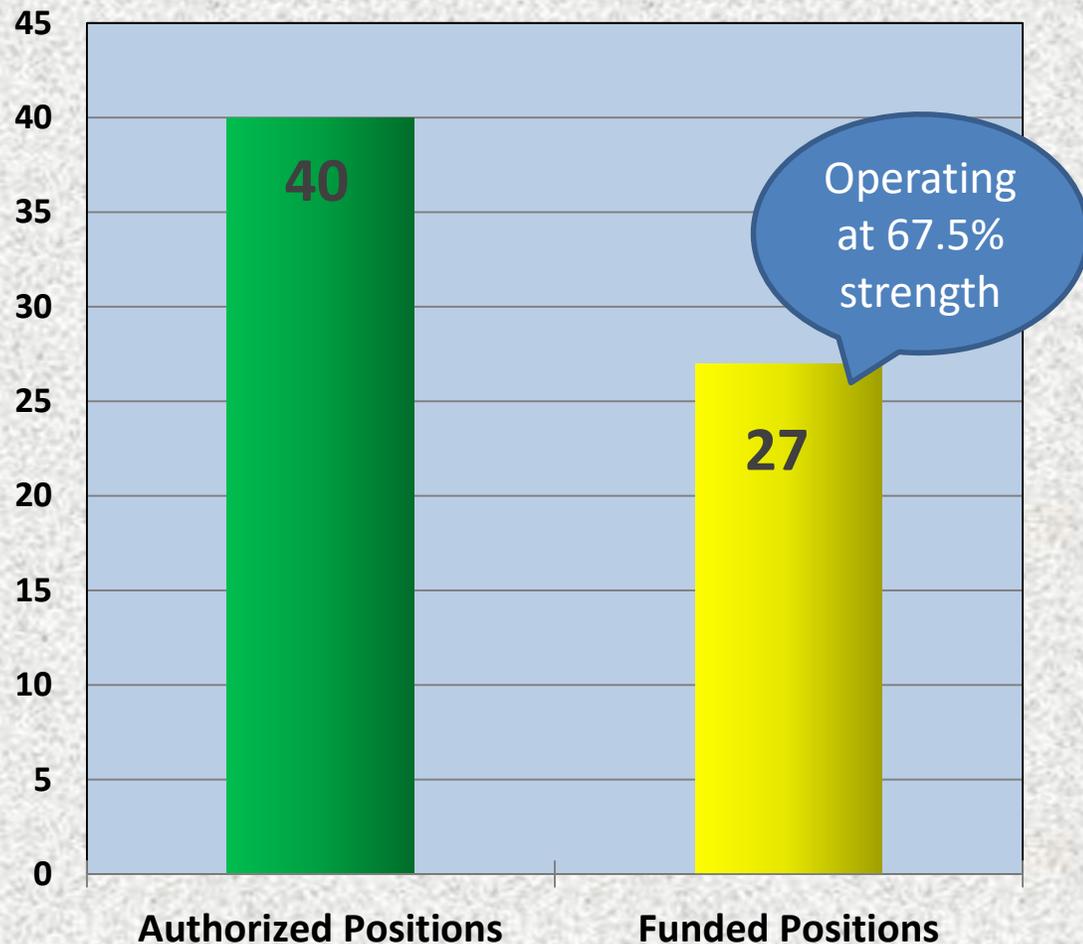
Donald Burgess, President/CEO, IG John Carey and Robert Diffenderfer, Chair Board of Directors

# ***INSPECTOR GENERAL'S SIX MONTH REPORT***

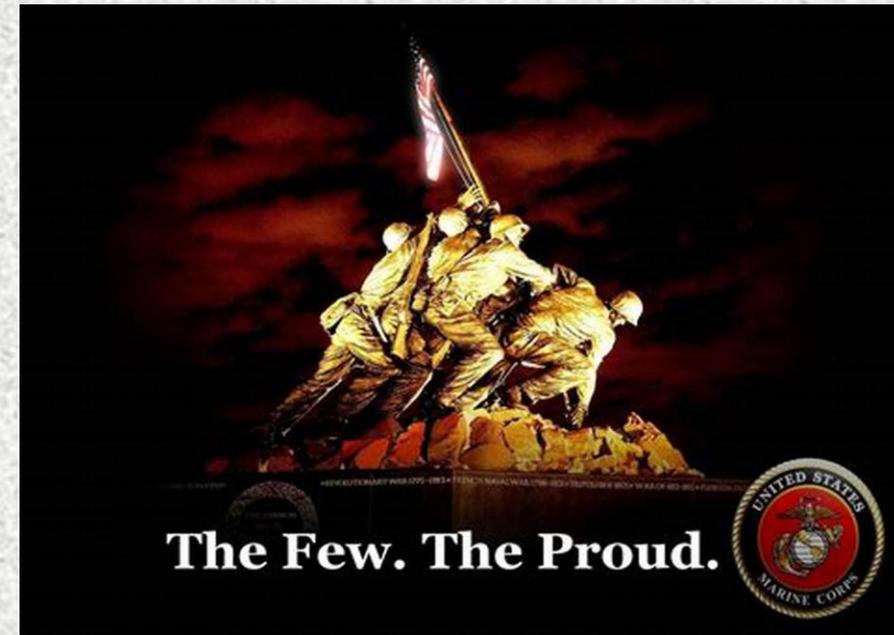


## **Budget and Staffing**

# INSPECTOR GENERAL BUDGET & STAFFING



Annual Budget \$3.5M =  
Approx. \$2.30 per Citizen



Annual Budget \$3.5M =  
.04% of Annual Budgets of Entities the OIG  
Provides Oversight.

# ***INSPECTOR GENERAL'S SIX MONTH REPORT***



## **Plans, Objectives, and Initiatives**

# PLANS, OBJECTIVES, AND INITIATIVES



Palm Beach County  
Office of Inspector General



Strategic Plan  
2023 - 2028

#### Insight

Promoting efficiency  
and effectiveness

#### Oversight

Holding government  
accountable

#### Foresight

Preventing fraud,  
waste, and abuse

*"Enhancing Public Trust in Government"*

## FY 2024

- Publish FY 2023 Annual Report
- Execute Audit Plan
- Adapt and overcome

## OIG Values:

Professionalism  
Respect  
Integrity  
Dedication  
Excellence

# PLANS, OBJECTIVES, AND INITIATIVES



## Maintaining Credibility:

Scheduled Nov 2023



**2021 Results:**  
*Accreditation team's conclusion "100% in compliance with applicable standards set by CFA."*

- Re-accredited
- Peer Reviewed
- Professional Certifications
- Board Members state and local chapters
- Board Member Association of IGs
- Chair, Professional Certification Board, AIG

Scheduled Early 2024



**2021 Results:**  
*The Peer Review team's conclusion – the OIG "Met all current and relevant standards."*

# ***INSPECTOR GENERAL'S SIX MONTH REPORT***



**June 28, 2010 – September 30, 2023**

## **SUMMARY OF MAJOR ACCOMPLISHMENTS TO DATE**



# ACCOMPLISHMENTS TO DATE

June 28, 2010 – September 30, 2023

**We Listen.**



➤ **13,095** Hotline/Office Calls and Correspondences

**We offer an *independent* office for citizens in and out of government to bring concerns, questions, complaints.**

**OUTPUT: At the End of the Day, “Enhancing Public Trust in Government.”**



# ACCOMPLISHMENTS TO DATE

June 28, 2010 – September 30, 2023

## We Guard and Save Taxpayers' Dollars.



- **\$54.3M** Found in Questioned Costs
- **\$24.9M** Found in Potential Cost Savings

**OUTPUT: At the End of the Day, “Enhancing Public Trust in Government.”**



# ACCOMPLISHMENTS TO DATE

June 28, 2010 – September 30, 2023

## We Make Government Better.

- **1,298** Recommendations/Corrective Actions
- **91.5%** Management Acceptance Rate
- Share best practices
- Prevent bad practices



**OUTPUT: At the End of the Day, “Enhancing Public Trust in Government.”**



# ACCOMPLISHMENTS TO DATE

June 28, 2010 – September 30, 2023

## We Hold People Accountable.

- Investigations and Audits have led to **22** *arrests and/or prosecutions.*
- **674** referrals to Law Enforcement or Ethics Commissions.



**OUTPUT: At the End of the Day, “Enhancing Public Trust in Government.”**



***THANK YOU!***

***visit us online at [www.pbcgov.com/OIG](http://www.pbcgov.com/OIG)***