



DEPARTMENT OF INVESTIGATION

Rose Gill Hearn, Commissioner

Key Public Service Areas

- ✓ Maintain the integrity of City agencies, employees, contract vendors and other recipients of City funds.

Scope of Agency Operations

The Department of Investigation (DOI) promotes and maintains integrity and efficiency in City government operations by investigating and referring for prosecution City employees and contractors engaged in corrupt activities or unethical conduct. It has oversight of more than 45 Mayoral agencies that employ 300,000 staff members, as well as more than 200 City boards and commissions. The Department studies City agencies vulnerabilities to determine if corrective action is necessary and recommends actions to prevent criminal misconduct and waste.

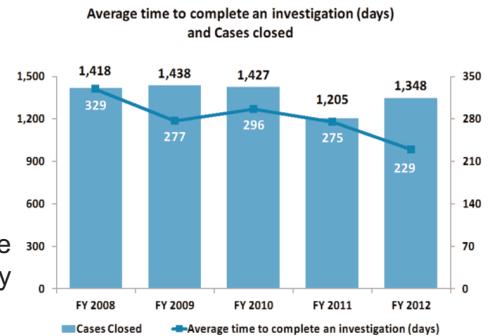
Critical Objectives

- Improve the impact and efficiency of investigations.
- Ensure the timely completion of background investigations for certain City employees and fingerprint checks of employees of City licensed private day care centers and programs that contract with the City.
- Assist City agencies in preventing corruption and waste.

Performance Report

- ✓ **Maintain the integrity of City agencies, employees, contract vendors and other recipients of City funds.**

- During Fiscal 2012 DOI's caseload remained steady and the number of cases closed increased by 12 percent due to more routine case closings compared to Fiscal 2011.



- The average time to complete an investigation decreased by 17 percent. Turnaround time for significant and routine investigations decreased by 47 percent and 17 percent, respectively, while turnaround time for major investigations increased by 63 percent due to closing a number of older investigations falling within this category.
- Reflecting the diversity of DOI investigations and marking another record high year, the number of arrests increased by 2 percent. Referrals for criminal prosecution remained steady and referrals for civil and administrative action increased by 19 percent.
- Written policy and procedure recommendations increased by 19 percent. This increase is attributable to DOI's ongoing commitment to target operational vulnerabilities at City agencies identified by DOI investigations.
- During the reporting period there was a record-setting 4,690 percent increase in financial recoveries collected by the City as a result of a large settlement agreement stemming from the CityTime investigation. Similarly, financial recoveries ordered increased by a record 2,394 percent due primarily to the CityTime case, as well as substantial civil forfeiture awarded following a vendor fraud investigation involving numerous City and public works contracts. Financial recoveries to non-City entities increased by 346 percent.

- Surpassing its annual target, DOI conducted 7 percent more corruption prevention and whistleblower lectures during the reporting period. The Department's robust lecture program continues to educate and ensure that City employees and contractors remain sensitive to corruption vulnerabilities and the obligation to report wrongdoing.
- The average time to complete a background investigation decreased by 15 percent. Due to the Background Unit's continuing efforts to close out its oldest cases, the number of background investigations completed within six months decreased and was 8 percentage points below target.
- The Department surpassed targeted timeframes by 3 days for notifying City agencies of prospective childcare workers with criminal records.
- The number of integrity monitoring agreements increased by 25 percent during Fiscal 2012.

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
<i>Complaints</i>	13,837	14,594	13,825	13,639	12,595	*	*	Neutral
★ <i>Caseload</i>	2,481	2,396	2,258	1,955	1,917	*	*	Downward
<i>Cases closed</i>	1,418	1,438	1,427	1,205	1,348	*	*	Downward
<i>Referrals for criminal prosecution</i>	452	630	753	1,017	1,001	*	*	Upward
<i>Arrests resulting from DOI investigations</i>	676	731	822	790	806	*	*	Upward
<i>Referrals for civil and administrative action</i>	1,499	1,867	1,876	1,100	1,304	*	*	Downward
<i>Written policy and procedure recommendations to City agencies</i>	469	460	357	310	369	*	*	Downward
★ <i>Financial recoveries to the City ordered/agreed (\$)</i>	\$18,315,332	\$16,184,024	\$18,086,520	\$20,985,513	\$523,355,872	*	*	Upward
★ <i>Financial recoveries to the City collected (\$)</i>	\$10,576,694	\$6,633,626	\$8,537,930	\$9,973,645	\$477,784,197	*	*	Upward
<i>Financial recoveries to individuals and non-City entities ordered/agreed (\$)</i>	\$688,110,574	\$17,981,661	\$16,840,648	\$21,001,578	\$93,690,369	*	*	Downward
★ <i>Average time to complete an investigation (days)</i>	329	277	296	275	229	*	*	Downward
★ - <i>Major investigations</i>	1,269	869	904	502	819	*	*	Downward
★ - <i>Significant investigations</i>	514	484	682	617	324	*	*	Downward
★ - <i>Routine investigations</i>	310	267	269	259	216	*	*	Downward
★ <i>Average time to complete a background investigation (days)</i>	342	310	451	370	313	*	*	Neutral
<i>Background investigations closed within six months (%)</i>	53%	60%	53%	60%	52%	60%	60%	Neutral
<i>Time to notify agencies of prospective childcare workers with criminal records after receipt from State Division of Criminal Justice Services (days)</i>	4	4	4	2	1	4	4	Downward
<i>Time to notify agencies of arrest notifications for current childcare workers after receipt from State Division of Criminal Justice Services (days)</i>	NA	NA	NA	2	1	*	*	NA
<i>Corruption prevention and whistleblower lectures conducted</i>	670	546	625	446	478	300	300	Downward
★ <i>Average time to complete a VENDEX check (calendar days)</i>	NA	NA	34	15	15	*	*	NA
★ <i>VENDEX checks completed within 30 days (%)</i>	NA	NA	60%	98%	98%	95%	95%	NA
<i>Integrity monitoring agreements</i>	9	7	5	12	15	*	*	Upward

★ Critical Indicator "NA" - means Not Available in this report

