

# DEPARTMENT OF INVESTIGATION

Indicator name:	Complaints
Description:	The number of complaints containing allegations of criminal activity, corruption or conflicts of interest, as well as service complaints, received via the internet, telephone, walk-ins and conventional mail. Not all complaints received fall under DOI's jurisdiction.
Source:	Case Management System (CMS)
Indicator name:	Caseload
Description:	The number of investigations in progress.
Source:	Case Management System (CMS)
Indicator name:	Cases closed
Description:	The number of investigations closed after having been substantiated or unsubstantiated.
Source:	Case Management System (CMS)
Indicator name:	Referrals for criminal prosecution
Description:	The number of referrals made to Federal, state and local prosecutors' offices as a result of information obtained from a DOI investigation.
Source:	Case Management System (CMS)
Indicator name:	Arrests resulting from DOI investigations
Description:	The number of arrests by the Department or Federal, State or local law enforcement agencies as a result of information obtained from a DOI investigation.
Source:	Case Management System (CMS)
Indicator name:	Referrals for civil and administrative action
Description:	The number of referrals made to Federal, State or City agencies. Civil actions may include financial recoveries, restitution or recommendations for the initiation of lawsuits to collect damages. Administrative actions may include disciplinary, civil and Conflicts of Interest Board referrals.
Source:	Case Management System (CMS)
Indicator name:	Written Policy and Procedure Recommendations to City agencies
Description:	The number of formal written recommendations by the Department for citywide or agency-specific changes in policies and procedures to correct operational vulnerabilities identified through DOI investigations.
Source:	Case Management System (CMS)

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Indicator name: Financial recoveries to the City ordered/agreed (\$)  
Description: The total dollar value of financial recoveries ordered or agreed to be paid to, or otherwise recovered by, the City as a result of DOI investigations in civil, criminal and administrative cases, including Special Commissioner of Investigation for the City School District and Department of Buildings Inspector General Office/Buildings Special Investigations Unit cases. These funds include restitution (money paid to the City as compensation for monetary loss); fines (monetary penalties levied by a court, administrative tribunal, or agency action upon an individual or company for criminal or civil offenses); forfeiture (the seizure of assets that were used in the commission of a crime or the proceeds of a crime); or other money recovered by the City, such as the satisfaction of debt owed to the City, including the reinstatement of fines or taxes collected, contract adjustments or credits, reimbursements or the recovery of City equipment or property.  
Source: DOI offices of Inspector General and General Counsel.

Indicator name: Financial recoveries to the City collected (\$)  
Description: The total dollar value of financial recoveries actually received by the City as a result of DOI investigations, including the payment of restitution, fines, forfeiture, satisfaction of debt, or the recovery of City equipment/property.  
Source: DOI offices of Inspector General and General Counsel.

Indicator name: Financial recoveries to individuals and non-City entities ordered/agreed (\$)  
Description: The total dollar value ordered or agreed to be paid to, or otherwise recovered by, individuals or non-City entities as a result of DOI investigations in civil, criminal and administrative cases, including Special Commissioner of Investigation for the City School District and Department of Buildings Inspector General Office/Buildings Special Investigations Unit cases. These funds include restitution, fines, forfeiture, or other money recovered, such as the satisfaction of debt owed, including the reinstatement of fines or taxes collected, contract adjustments or credits, reimbursements or the recovery of equipment or property.  
Source: DOI offices of Inspector General and General Counsel.

Indicator name: Average time to complete an investigation (days)  
Description: The average length of time to complete all investigations as a function of the investigation's complexity from intake to when the investigation is completed.  
Source: Case Management System (CMS)

Indicator name: – Major Investigations  
Description: The average time to complete investigations involving an elected official, employee of the Mayor's Office, Assistant Commissioner or higher in a City agency, systemic corruption in an agency involving numerous prosecutions, and where the amount of government funds stolen exceeds \$500,000.  
Source: Case Management System (CMS)

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Indicator name:	- Significant Investigations
Description:	The average time to complete investigations involving a mid-level manager in a City agency below Assistant Commissioner, investigations referred by the Conflicts of Interest Board, Whistleblower investigations, where the amount of government funds stolen exceeds \$100,000 but is less than \$500,000, and cases not falling under the Major Investigations category at the discretion of the Inspector General.
Source:	Case Management System (CMS)
Indicator name:	- Routine Investigations
Description:	The average time to complete investigations involving customary or regular investigations which do not fall under the Major or Significant categories.
Source:	Case Management System (CMS)
Indicator name:	Average time to complete a background investigation (days)
Description:	The average length of time to complete background investigations of candidates for decision-making or sensitive City jobs from initiation to completion of an investigation.
Source:	Background Unit.
Indicator name:	Background investigations closed within six months (%)
Description:	The percent of investigations of candidates for decision-making or sensitive City jobs closed within six months or less.
Source:	Background Unit computerized database.
Indicator name:	Time to notify agencies of prospective childcare workers with criminal records after receipt from the State Division of Criminal Justice Services (days)
Description:	The average number of days from DOI's receipt of criminal record results from the State Division of Criminal Justice Services to date of notification letter from DOI to affected agencies of prospective childcare employees.
Source:	Fingerprint Unit computerized database.
Indicator name:	Time to notify agencies of arrest notifications for current childcare workers after receipt from the State Division of Criminal Justice Services (days)
Description:	The average number of days from DOI's receipt of subsequent arrest notifications from the State Division of Criminal Justice Services to date of notification letter from DOI to affected agencies of current childcare workers previously fingerprinted by DOI.
Source:	Fingerprint Unit computerized database.
Indicator name:	Corruption Prevention and Whistleblower lectures conducted
Description:	The number of lectures conducted by DOI to new City employees, agencies undergoing major investigations and vendors conducting business with, or receiving benefits from, the City.
Source:	Offices of the Inspectors General computerized database.

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- Indicator name: Average time to complete a VENDEX check (days)  
Description: The average length of time in calendar days to complete from intake to closure all name and background checks of companies, as well as their principals, AKAs and Affiliates, doing business with the City as per the Procurement Policy Board Rules.  
Source: Vendex Master Inquiry system (VENDEX database)
- Indicator name: VENDEX name checks completed within 30 days (%)  
Description: The percent of all name and background checks of companies, as well as principals, AKAs and Affiliates, doing business with the City completed within 30 calendar days as per the Procurement Policy Board Rules.  
Source: Vendex Master Inquiry system (VENDEX database)
- Indicator name: Integrity Monitoring Agreements  
Description: The number of monitoring agreements entered into by City vendors who have been required to retain an Integrity Monitor at the company's expense in order to be found responsible to do business with the City. Integrity Monitors are generally retained to monitor a company's ongoing operations, with an emphasis placed on the areas that have raised integrity issues in the past. Integrity Monitors are selected by DOI and report directly to DOI.  
Source: DOI Integrity Monitor Program.