

---

# Inspector General's Work Plan

*for Fiscal Year 2017*

September 22, 2016

---

Montgomery County Maryland  
Office of the Inspector General

---



# A Message from the Inspector General

---

I am pleased to provide this Work Plan for fiscal year (FY) 2017 as an update to the Montgomery County Office of the Inspector General (OIG) Work Plan submitted in October 2013 covering fiscal years 2013 through 2017. Annual reports identifying our progress in implementing the work plans for each fiscal year, 2013 through 2016 have been submitted in accordance with Montgomery County Code §2-151. The following summaries more clearly detail the new as well as those ongoing reviews and activities carried forward from the previous fiscal year that the OIG plans to pursue during the current fiscal year. Although new complaints and information have been considered, I believe the activities described in this update are consistent with the original Work Plan issued in October 2013.

This work plan aligns the OIG's work and resources to achieve our mission, meet the goals of our operating strategy, and focus attention on challenges to the County. The FY 2017 work plan details the assignment areas and resources we will devote to reviewing the effectiveness and efficiency of programs and operations of County government and independent agencies. This updated work plan for FY 2017 will culminate this four-year term.

Although this work plan provides a framework for activities we intend to carry out in FY 2017, we are often required to perform unanticipated reviews; as a result, we remain flexible enough to address these other priorities as they arise.

I have also included in this work plan our FY 2017 budget and performance measures. The measures are aligned with priorities described in the work plan, and will help communicate OIG activities and value to the County Council, Executive, and other key stakeholders. Our work plan results will be outlined in our Annual Report of Activity.

We look forward to continuing to work with the County Executive, the Council, agency and department heads in meeting our goals and fulfilling our mission.

Copies of the enclosed work plan are available at <http://www.montgomerycountymd.gov/oig/>. If you have questions or desire additional information, please contact me at (240) 777-8240.



Edward L. Blansitt  
Inspector General  
September 22, 2016

## Our Authority

---

In 1997, the County Council for Montgomery County passed legislation to create the Inspector General's Office to serve as a watchdog to detect and prevent fraud, waste, and abuse in County government operations. Montgomery County Code Section 2-151 identifies actions which would enhance the productivity, effectiveness, or efficiency of programs and operations of County government and independent County agencies.

## FY 2017 Work Plan

---

### Work Plan Priorities

Our highest priority throughout the fiscal year will be to promptly review each complaint that is received and respond to the complainant. Complaints will be evaluated to determine whether there are reasonable grounds to suspect waste, inefficiency, or violation of policy or legal requirements. When appropriate, the OIG will refer complaints to County government management for appropriate review and action, or to a State Agency, or other appropriate law enforcement agency.

Follow-up reviews of audit and investigative recommendations made in prior-year OIG reports will be addressed. These follow-up reviews will help ensure that recommendations made in OIG reports have been properly addressed and that effective improvements have been implemented.

### Specific Reviews

The specific reviews listed for FY 2017 are identified below, which include ongoing and planned reviews. Ongoing are reviews that began during FY 2016 and are continuing as of June 30, 2016; and planned reviews are anticipated to commence during FY 2017. In executing our work plan, we will attempt to ensure that issues affecting the County government, as well as Independent County agencies, for which the OIG has oversight responsibilities, are addressed. The work plan will be modified as necessary, to ensure that unanticipated or urgent issues arising during the fiscal year are promptly addressed.

## Ongoing Reviews

---

<b>NO. 1</b>	<b>Department of Health and Human Services</b>	<b>Investigation</b>
<b>TITLE</b>	<b>Billing Processes of Medicaid and Medicare Claims and Procurement Practices</b>	
<b>OBJECTIVE</b>	The objective of this review is to determine whether Department of Health and Human Services (HHS) Behavioral Health and Crisis Services department is billing Medicaid and Medicare for services rendered to Medicaid certified recipients. Also, to determine whether contracting actions were conducted following established procurement laws, rules, and regulations.	
<b>BACKGROUND</b>	A complainant reported several allegations concerning HHS Behavioral Health and Crisis Services as follows: <ul style="list-style-type: none"> <li>(1) Staff are incorrectly billing or failing to bill Medicaid and private insurance companies.</li> <li>(2) Citizens who seek psychological and substance abuse help are sent to multiple offices and experience long waiting periods before care is received. Clients with private insurance are told that they would receive faster service in the private sector.</li> <li>(3) Unfair procurement practices were exhibited with an RFP for running a halfway house.</li> <li>(4) Former employees have steered contracts.</li> </ul>	
<b>NO. 2</b>	<b>Department of Finance and Department of Technology Systems</b>	<b>Audit</b>
<b>TITLE</b>	<b>Analysis of Cash Disbursements Data</b>	
<b>OBJECTIVE</b>	The objective of this review is to identify possible improper payments.	
<b>BACKGROUND</b>	The Montgomery County Department of Finance Controllers' Division is responsible for processing timely and accurate payments to vendors for goods and services provided to the	

County while ensuring compliance with County policies and procedures that are consistent with State and federal reporting requirements. The OIG decided to conduct this review to identify possible improper payments and weak controls that could allow improper payments to go undetected.

**NO. 3**                      **Department of Health and Human Services**                      **Audit**

**TITLE**                      **Review of Maryland Treatment Centers**

**OBJECTIVE**              The objectives of our review are to:

- (1) Ensure Maryland Treatment Centers (MTC) is providing services and billing the County in accordance with contract provisions, and
- (2) Determine whether MTC contracts are effectively monitored in accordance with County rules and regulations.

**BACKGROUND**      Over the past year, the OIG received a number of complaints regarding the administration of Montgomery County Department of Health and Human Services (HHS) contracts awarded to MTC, a behavioral health care organization offering substance abuse, mental health, and dual diagnosis education, prevention, and treatment. The OIG also received information suggesting that MTC employees were working on a County contract and was being paid below the Montgomery County Wage Requirement (Living wage) law.

**NO. 4**                      **Department of Liquor Control and Board of License Commissioners**                      **Audit**

**TITLE**                      **Follow-Up Review of Alcohol Inspections**

**OBJECTIVE**              The audit objectives are to determine:

- (1) how the Board of License Commissioners (BLC) and the Department of Liquor Control (DLC) management is measuring compliance with State law and BLC regulations governing alcohol inspections, particularly those governing the frequency of inspections; and

(2) if inspections are being conducted in compliance with laws and regulations.

**BACKGROUND** The OIG conducted a review of Management Controls over Inspectors of the DLC and issued a report dated January 13, 2014. The report issued three findings to DLC that centered in part on weak management controls over activities of inspectors, substantial violations reported of Hispanic establishments, and the acquittal rate of Hispanic establishments before the BLC.

**NO. 5**                      **Department of General Services**    **Audit**

**TITLE**                      **Follow-Up Preventative Maintenance and Compressed Natural Gas Inspections of Ride-On Buses**

**OBJECTIVE**              The objective of this review is to determine whether sufficient corrective measures have been taken based on our recommendations. We will also report any opportunities for procedural or control improvements.

**BACKGROUND**          The OIG conducted a review of Preventative Maintenance and Compressed Natural Gas Inspections of Ride-On Buses. A report was issued on November 20, 2014. FMS was provided with two findings (1) preventive maintenance of Ride-On Buses was not occurring at required intervals, and (2) inspections of Compressed Natural Gas Tanks were not occurring within required mileage intervals.

## Planned Reviews

---

<b>No. 6</b>	<b>Montgomery County Public School System</b>	<b>Audit</b>
<b>TITLE</b>	<b>Review of Cash Disbursements</b>	
<b>OBJECTIVE</b>	The objective of this review will be to identify improper payments and possible contractor or vendor fraud.	
<b>NO. 7</b>	<b>Montgomery County Employee Retirement Plans</b>	<b>Audit</b>
<b>TITLE</b>	<b>Review of the Disability Retirement Program</b>	
<b>OBJECTIVE</b>	We will review the County's disability retirement system and will examine issues such as whether (1) the County's medical re-examinations and certifications of disability retirees comply with legal requirements, (2) the Disability Review Panel's processes comply with legal requirements, (3) disability benefits are properly reduced by any workers' compensation benefits received, and (4) there is a process for partial disability retirement.	
<b>NO. 8</b>	<b>Montgomery County Public School System</b>	<b>Audit</b>
<b>TITLE</b>	<b>Sole Source Procurements</b>	
<b>OBJECTIVE</b>	Our review will determine whether Sole Source Procurements: <ul style="list-style-type: none"> <li>a. complied with MCPS' prescribed processes and internal controls;</li> <li>b. involved specifications narrowed to support a specific vendor; and</li> <li>c. resulted in only one vendor capable of supplying the goods or services.</li> </ul>	

## Staff Complement and FY 2017 Approved Budget

---

The OIG has an approved budget that supports seven full-time equivalent (FTE) positions in FY 2017. The operations of the office are to be staffed with an Inspector General, a Deputy Inspector General, and five Assistant Inspector Generals<sup>1</sup>. The operating budgets, displayed in the table below, represent the resources that have been provided to support operations of the office.

### *Office of the Inspector General Approved Budgets*

Fiscal Year	Personnel Expenditures	Operating Expenditures	Total
2017	\$975,282	\$65,399	\$1,041,681
2016	\$974,860	\$68,302	\$1,043,162

---

<sup>1</sup> One of the five Assistant Inspector General positions is filled with five intermittent staff members, whose combined yearly work hours are the equivalent of one full-time work-year.

## Performance Measures

---

The OIG work plan places our priorities on responding to issues raised by stakeholders and investigating matters of concern. Our performance measures are used to determine if the OIG is meeting its established mission and goals of the office.

OIG Performance Measures
<ul style="list-style-type: none"><li>• Percent of complaints reviewed and corresponding decisions made within 5 business days.</li><li>• Percent of inquiries completed within 60 days.</li><li>• Percent of complaints resolved within 90 days.</li><li>• Percent of audits/inspection/investigation reports completed within 6 months.</li><li>• Percent of recommendations implemented.</li></ul>

The Office of the Inspector General invites the County Council, County Executive, and other key stakeholders to provide comments to ([ig@montgomerycountymd.gov](mailto:ig@montgomerycountymd.gov))



**Edward L. Blansitt III**  
Inspector General

51 Monroe Street, Suite 802  
Rockville, Maryland 20850  
240-777-8240

ig@montgomerycountymd.gov  
OIG Fraud Hotline: 240-777-7644  
[www.montgomerycountymd.gov/oig](http://www.montgomerycountymd.gov/oig)

---