

United States Department of Agriculture  
Office of Inspector General

Annual Plan  
Fiscal Year 2013

## HIGHLIGHTS OF OFFICE OF INSPECTOR GENERAL (OIG) PLANS FOR FISCAL YEAR 2013

- GOAL 1 Strengthen the Department of Agriculture's (USDA) ability to implement safety and security measures to protect the public health as well as agricultural and Departmental resources.
- Conduct audits to ensure that USDA food safety and inspection programs effectively meet program objectives.
  - Investigate smuggling of animals, animal products, plants, and plant products.
  - Investigate threats involving the safety of meat, poultry, and egg products to protect the public from food tampering and tainted food.
  - Investigate allegations of criminal activity in the National Organic Program.
  - Investigate acts of violence against USDA employees.
- GOAL 2 Reduce program vulnerabilities and strengthen program integrity in delivering benefits to individuals.
- Conduct audits of nutrition, farm, and rural community programs to determine if entitlements and benefits are effectively directed based on eligibility.
  - Review USDA's mandated reports as required by both Executive Order 13520 and the Improper Payments Elimination and Recovery Act of 2010.
  - Investigate allegations of criminal activity in nutrition assistance programs, with emphasis on the Supplemental Nutrition Assistance Program (SNAP) and Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).
  - Monitor and investigate allegations of criminal activity pertaining to USDA programs, including Recovery Act, farm program, and disaster funds.
- GOAL 3 Support USDA in implementing its management improvement initiatives.
- Perform mandated FY 2012/2013 financial statement audits of six USDA agencies and the Department as a whole.
  - Evaluate the adequacy and security of information technology (IT) systems and applications.
  - Wrap up audit assignments on USDA agency oversight responsibilities under the Recovery Act.
  - Investigate allegations of significant criminal activity by USDA employees.
  - Investigate whistleblower allegations as required by the Recovery Act.

- GOAL 4      Increase the efficiency and effectiveness with which USDA manages and exercises stewardship over natural resources.
- Evaluate Natural Resources Conservation Service's (NRCS) oversight of its conservation programs to ensure that the conservation practices and purposes are met.
  - Investigate allegations of significant criminal activity in programs involving the management and stewardship of natural resources.
- GOAL 5      Strive for a highly qualified, diverse workforce that has the tools and training necessary to enhance OIG's ability to fulfill its mission and communicate its accomplishments.
- Meet statutory dates for Freedom of Information Act (FOIA) appeals.
  - Improve performance of IT's help desk initial response and resolution.
  - Continuously monitor the OIG network and issue formal IT security briefing to the OIG Chief Information Officer.
  - Issue legal opinions within 30 calendar days of receipt of request, or other agreed-to dates.
  - Develop a Diversity Strategic Plan to strengthen OIG's climate of diversity and inclusion and to further its proactive efforts at preventing workplace discrimination.

## MESSAGE FROM THE INSPECTOR GENERAL

I am pleased to present the USDA *OIG Annual Plan* for fiscal year (FY) 2013. This document describes how OIG will achieve its mission of promoting economy, efficiency, effectiveness, and integrity in the delivery of USDA programs. In setting our goals and objectives, we aligned our annual plan with both the *OIG Strategic Plan* for FY 2010-2015 and the *USDA Strategic Plan* for FY 2010-2015. This plan reflects the priority work that OIG believes is necessary to provide effective oversight of the broad spectrum of USDA programs and activities. As the Nation moves forward to address its fiscal situation, OIG anticipates that there will be fewer resources available to carry out our mission in FY 2013. Accordingly, adjustments to this plan may be necessary as the year unfolds to ensure that we direct our resources to areas of highest risk and vulnerability.

We are completing our audits of the USDA programs and activities funded under the American Recovery and Reinvestment Act of 2009 (Recovery Act). For FY 2013, we estimate that we will use approximately 4 percent of our audit resources to complete the 20 assignments by December 31, 2012. For Investigations, we estimate that 3 percent of our investigative resources will be devoted to Recovery Act oversight.

As mandated by Executive Order (E.O.) 13520 and the Improper Payments Elimination and Recovery Act (IPERA) of 2010, we will determine USDA's compliance with IPERA and review agencies' methodologies and plans to reduce improper payments. In addition, as required by the Claims Resolution Act of 2010, we will review claims to determine whether USDA established and followed proper procedures for distributing settlement funds to eligible claimants. Also, as mandated by E.O. 13526, we will review the Department's classification and declassification process of national security information to assess if applicable policies, procedures, rules, and regulations have been adopted and effectively administered.

As mandated by the Food, Conservation, and Energy Act of 2008 (Farm Bill), we continue to monitor how the Food Safety and Inspection Service (FSIS) implements provisions related to State meat inspection programs. Once relevant regulations are in place, we will initiate an audit to determine if they are being followed.

Our work this year on disaster relief will include a review of programs intended to rehabilitate land damaged by drought, floods, tornadoes, wildfires, and other natural disasters: the Farm Service Agency's (FSA) Emergency Conservation Program (ECP) and the NRCS Emergency Watershed Program (EWP). If severe drought and other natural disasters continue to plague the country, additional funding for USDA programs offering disaster relief may be authorized. As circumstances warrant, we may undertake additional work to ensure that these funds are used properly.

Based on OIG's continuing commitment to our strategic goals, adapted to respond to key developments and carry out new and ongoing responsibilities, we present this *Annual Plan* for FY 2013. We look forward to continuing to work productively with Congress and the Secretary to promote the effective delivery of USDA programs.

Phyllis K. Fong  
Inspector General

# TABLE OF CONTENTS

<b>Introduction</b> .....	<b>1</b>
<b>Resources and Organization</b> .....	<b>1</b>
<b>FY 2013 Work Plan</b> .....	<b>2</b>
<b>Goal 1</b> .....	<b>2</b>
Strengthen USDA’s ability to implement safety and security measures to protect the public health as well as agricultural and Departmental resources	
<b>Goal 2</b> .....	<b>3</b>
Reduce program vulnerabilities and strengthen program integrity in the delivery of benefits to individuals	
<b>Goal 3</b> .....	<b>5</b>
Support USDA in implementing its management improvement initiatives	
<b>Goal 4</b> .....	<b>7</b>
Increase the efficiency and effectiveness with which USDA manages and exercises stewardship over natural resources	
<b>Goal 5</b> .....	<b>8</b>
Strive for a highly qualified diverse workforce with the tools and training necessary to continuously enhance OIG’s ability to fulfill its mission and communicate its accomplishments	
<b>FY 2012 Performance Summary and Results</b> .....	<b>9</b>
<b>Conclusion</b> .....	<b>12</b>
<b>Appendix A</b> .....	<b>13</b>
Related Materials and Information	
<b>Appendix B</b> .....	<b>14</b>
OIG Organizational Chart and Functional Responsibilities	
<b>Appendix C</b> .....	<b>17</b>
Distribution of Audit Resources by Agency	
<b>Appendix D</b> .....	<b>18</b>
Distribution of Investigative Resources by Agency	
<b>Appendix E</b> .....	<b>19</b>
Fiscal Year 2013 Audits Planned	
<b>Overview of OIG Plans for Fiscal Year 2013</b> .....	<b>24</b>

# INTRODUCTION

The USDA OIG *Strategic Plan* for FY 2010-2015 establishes our mission, vision, and goals for 5 years. OIG is committed to providing a positive return on the U.S. taxpayers' investment by planning our work to address issues of the greatest importance and achieve the most significant results.

While OIG continues its work to ensure the overall integrity of payments in USDA programs and the effectiveness of those programs, we have also directed a significant portion of our resources to overseeing USDA's effective implementation of \$28 billion in American Recovery and Reinvestment Act of 2009 (Recovery Act) funds. OIG has completed 56 audits and issued 63 *fast reports* assessing USDA agencies' Recovery Act program guidance, internal controls, eligibility criteria, and compliance activities in a number of areas, including farm loans, watershed programs, supplemental nutrition assistance, wildland fire management, and several rural development programs (such as rural housing, rural business, water and waste disposal, and broadband).

In FY 2013, all Recovery Act audit work will be completed. We also expect to receive fewer new allegations of Recovery Act fraud in FY 2013, as the Government-wide authority to expend Recovery Act funds expires. We will, however, continue to evaluate and investigate potential criminal violations involving USDA Recovery Act programs, as we do for all other USDA-funded activities.

This *Annual Plan* presents the FY 2013 work that USDA OIG intends to undertake in support of our current *Strategic Plan* and in accordance with our Recovery Act responsibilities.

## Resources and Organization

We assessed the work for this *Annual Plan* relative to the resources that we believe will be available to accomplish it. Because the FY 2013 funding level is not yet certain, the Annual Plan may need to be adjusted during the year to reflect any resource constraints. Appendix B describes our current organizational structure and functional responsibilities; these also could change during the year should resource levels change.

### FY 2013 Work Plan

A summary of the work we plan in support of our FY 2013 strategic goals follows.

#### **Goal 1 – Strengthen USDA’s ability to implement safety and security measures to protect the public health as well as agricultural and Departmental resources.**

We expect to use approximately 10 percent of our audit and 7 percent of our investigative resources in achieving this goal.<sup>1</sup> Our investigations work focuses on threats to the food supply, the agricultural sector, USDA employees, and national security. Our audit work focuses on assessing management control systems designed to ensure that the Department is effectively protecting the consumer and the Nation’s agricultural resources. Our audit work will also concentrate on homeland security and will continue to evaluate the Department’s coordination and communication of increased security controls both internally and across Federal Departments. For FY 2013, our priorities include the following:

- Follow up on prior audits of the Food Safety and Inspection Service’s (FSIS) food safety initiatives to determine if the agency has made improvements in: staffing, training, and supervising in-plant inspectors; oversight of the Humane Methods of Slaughter Act; removing specified-risk materials; and information system management controls.
- Evaluate FSIS’ implementation of its Public Health Information System (PHIS) when conducting domestic inspections. Assess FSIS’ pilot projects for the collection of establishment profile data for food safety systems, operations, and demographics.
- Investigate threats involving the safety of meat, poultry, and egg products to ensure that timely response and appropriate corrective actions are taken to protect the public from food tampering or tainted food.
- Assess the effectiveness of the Animal and Plant Health Inspection Service’s (APHIS) Plant Protection and Quarantine Preclearance Program in detecting and eradicating problematic pests and plants. Determine if APHIS has facilitated safe trade practices, including monitoring the movement of risk material.

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<sup>1</sup> While all OIG teams contribute to each goal, we can currently quantify and project only the audit and investigation resources employed.

- Investigate animal, animal product, plant, and plant product smuggling that can introduce devastating diseases and pests into American agriculture.
- Investigate allegations of criminal activity in the National Organic Program (NOP).
- Coordinate with the Federal Bureau of Investigation's Joint Terrorism Task Forces to support ongoing investigations to identify and combat domestic and international terrorism.
- Investigate acts of violence and threats against USDA employees.

Specific Recovery Act work we are conducting includes the following:

- Investigate whistleblower complaints that involve Recovery Act funds or alleged health, safety, or security threats.
- Complete audit work on whether sponsors of projects to rehabilitate flood control dams are following Recovery Act requirements for issuing contracts, monitoring projects, and reporting their use of funds to the Recovery Board.

## **Goal 2 – Reduce program vulnerabilities and strengthen program integrity in the delivery of benefits to individuals.**

We expect to use approximately 33.7 percent of our audit and 83 percent of our investigative resources to accomplish this goal. Our investigative focus includes threats to the integrity and effectiveness of USDA's benefits programs. Our audit focus includes assessing internal control systems and identifying risk indicators that should increase both OIG's and USDA's ability to detect and prevent program abuse and criminal activity. For FY 2013, our priorities include the following:

- Determine whether the Farm Service Agency (FSA) can maintain an effective compliance and internal review function to identify, report, and reduce improper payments in agricultural programs given the potential impacts of staff/budget cuts and the agency reorganization announced in January 2012.
- Review and assess the adequacy of controls over the Upland Cotton Economic Adjustment Assistance Program payments to U.S. textile manufacturers.
- Determine the effectiveness of FSA's and the Natural Resources Conservation Service's (NRCS) administration of the Emergency Conservation Program (ECP) and Emergency Watershed Program (EWP), which are intended to rehabilitate land damaged by floods, tornadoes, and wildfires.
- Review NRCS' administration of the Environmental Quality Incentives Program (EQIP) to identify potential areas of highest risk. These areas could include eligibility, contract management, compliance, and propriety of payments.



- Assess the Food and Nutrition Service's (FNS) controls over the authorization process, which include the initial authorization, periodic reauthorization, and disqualification of retailers participating in the Supplemental Nutrition Assistance Program (SNAP).<sup>2</sup> We will also evaluate FNS' recent actions to strengthen processes to prevent the authorization of previously disqualified retailers.
- Evaluate FNS' methods to lower error rates in the National School Lunch Program (NSLP) and School Breakfast Program. Determine if FNS, State agencies, and school food authorities have adequate controls to ensure children approved for free and reduced price meals meet eligibility requirements and meal claims are supported and accurately reimbursed.
- Determine if FNS has adequate controls in SNAP to ensure State error rates are accurately reported, State agency quality control efforts are validated, and State agency administrative costs are appropriate.
- Determine how the program costs are calculated for the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), including average food costs and costs per participant nationwide. Evaluate how program costs can vary among States.
- Investigate alleged criminal activity in food and nutrition programs, including SNAP and its Electronic Benefits Transfer (EBT) delivery system, WIC, and NSLP. Activities are expected to include an initiative with FNS to pursue prosecution of both retailers and SNAP recipients who misuse benefits, an examination of potential fraud involving multiple replacement SNAP EBT cards, and work with States transitioning to the electronic disbursement of WIC benefits.
- As mandated by E.O. 13520 and IPERA, evaluate USDA's compliance with IPERA, and review agencies' methodologies and plans to reduce improper payments. Assess risks in high-priority programs, determine the extent of oversight warranted, and provide recommendations, where appropriate.
- Evaluate the Agricultural Marketing Service's (AMS) oversight of the equivalency agreement between the United States and the European Union (EU) to ensure that EU products marketed as organic in the United States meet the standards established in the agreement.
- Investigate allegations of criminal activity in farm programs, including the crop insurance and farm loan programs.
- Assess Rural Business-Cooperative Service's (RBS) management controls over approval and servicing of the Rural Energy for America Program (REAP), specifically to determine whether loan and grant recipients met eligibility requirements and funds were

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<sup>2</sup> SNAP was formerly known as the Food Stamp Program.

appropriately used in FYs 2011 and 2012 to purchase renewable energy producing equipment.

- Determine if the Rural Housing Service implemented corrective actions from a prior audit report to reduce improper payments in the Rural Rental Housing Rental Assistance Program. Determine if borrowers are properly verifying information submitted on tenants' rental assistance applications and if Rural Development State and area offices have access to the proper databases to verify rental assistance applications.
- Review Section 2501 grants awarded in FYs 2010 and 2011 to ensure that grantees were eligible and expended the grants in accordance with regulations. Evaluate the Office of Advocacy and Outreach's policies, procedures, and internal controls related to its grant management process.<sup>3</sup>
- Investigate allegations of criminal activity in USDA's disaster relief and assistance programs (e.g., crop insurance, indemnity payments, and grants and loans).
- Match the Social Security Administration's list of deceased individuals' social security numbers and names to FNS SNAP eligibility data to determine whether benefits are delivered appropriately.

Specific Recovery Act work we are conducting includes the following:

- Identify and investigate potentially fraudulent activity occurring within USDA agencies and programs receiving Recovery Act funding.
- Evaluate the effectiveness of both the Emergency Floodplain Easements and the Watershed Operations Programs in meeting/attaining the goals of the Recovery Act.
- Determine if Rural Development's agencies have effectively implemented Recovery Act provisions. Audit initiatives to be completed include reviewing the the Business and Industry Guaranteed Loan Program and the Single-Family Housing Loan Programs.
- Determine if Rural Utilities Service water and waste disposal program projects were completed in accordance with Rural Development approved plans; expenditures reimbursed were eligible per the scope of the project; and the projects constructed were in compliance with the Recovery Act.
- Evaluate the internal controls established by Foreign Agricultural Service (FAS), FSA, and the National Institute of Food and Agriculture (NIFA) for administering the Trade

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<sup>3</sup> The Food, Agriculture, Conservation, and Trade Act of 1990 (Public Law 101-624, 7 U.S.C. 2279, Section 2501, Outreach and Assistance for Socially Disadvantaged Farmers and Ranchers) encourages and assists socially disadvantaged farmers and ranchers to own and operate their own farms and ranches and participate in agricultural programs, which allows them to become an integral part of the agricultural community and strengthen the rural economy.

Adjustment Assistance for Farmers Program and to assess the program's policies and procedures.

- Determine if FNS had sufficient controls to ensure that SNAP administrative funds provided by the Recovery Act were used by States in accordance with the Recovery Act's provisions, Office of Management and Budget (OMB) guidance, and FNS requirements for allowable program costs.

### **Goal 3 – Support USDA in implementing its management improvement initiatives.**

We expect to use approximately 51.3 percent of our audit and 9 percent of our investigative resources to accomplish this goal. Our audit focus is on improved financial management and accountability, IT security and management, real property management and procurement, renewable energy programs, research, and compliance with the Government Performance and Results Act. Our investigative focus includes allegations involving criminal violations that have employee corruption or fraud implications. For FY 2013, our mandated and priority work includes the following:

- Audit the FY 2012/2013 USDA consolidated financial statements and the financial statements of six stand-alone agencies and entities: the Commodity Credit Corporation, the Federal Crop Insurance Corporation, FNS, Forest Service (FS), NRCS, and Rural Development.
- Review the “In Re Black Farmers Discrimination Litigation” settlement claims to determine whether USDA established and followed proper procedures for distributing settlement funds to eligible claimants, as required by the Claims Resolution Act of 2010.
- Determine if USDA's classified national security information program is structured and managed to effectively implement E.O. 13526. Review USDA's process to determine whether applicable classification policies, procedures, rules, and regulations have been effectively adopted and administered when making classification decisions. Specifically, assess whether USDA established a security education and training program to ensure that employees who create, process, or handle classified information have knowledge and understanding to safeguard materials, and whether USDA has an ongoing self-inspection program.
- Determine whether FS has adequate controls in place to ensure that its contracts are awarded competitively and that the agency is obtaining the best value for the Government in compliance with the Federal Acquisition Regulation (FAR). Review FS' workforce succession plans as they relate to the agency's contracting practices.
- Determine if USDA's methods of compensating for a limited workforce maximize staff resources and do not adversely affect program delivery at beef plants. Audit objectives include evaluating if increased overtime hours are justified, if AMS and FSIS properly record and charge industry for these additional costs, and if both agencies fully explored

opportunities to cross-utilize their staffs. Determine if AMS employs grading and imaging software to maximize staffing resources.

- Audit USDA's use of authority, granted under the Economy Act and 7 U.S.C. §2263 (Greenbook charges), to transfer funds within USDA for centrally provided programs. Evaluate, at the request of Members of Congress, whether these funding tools are used appropriately and determine whether USDA had adequate controls in place to verify the necessity and benefits for the various transfers.
- Evaluate selected agencies' implementation of requirements under Presidential Memorandum, "Enhancing Payment Accuracy Through a "Do Not Pay List" (6-18-2010).<sup>4</sup> Evaluate the effectiveness of the Office of the Chief Financial Officer's involvement in the agencies' processes.
- Review grants awarded in FYs 2010 and 2011 through the StrikeForce Initiative to ensure that funds were obtained and issued in accordance with Federal regulations. We will also examine the Office of Advocacy and Outreach's policies and procedures for the use of these funds.<sup>5</sup>
- Identify the different USDA databases containing contractor information. Determine if the Department has a complete database and if the data are reliable. Identify debarred or suspended contractors that are not exempt from USDA programs and analyze the data according to FAR requirements to identify trends that may lead to fraudulent behavior.
- Review USDA's telecommunication operations and related cyber security activities to determine if the service level established in the network contract is adequate to support the Department's large network infrastructure and if the network is managed in a secure manner in accordance with the National Institute of Science and Technology standards.
- Perform a security assessment of the National Agricultural Statistics Service (NASS) lock-up process and procedures. Verify that processes are in place to assure that NASS reports are properly secured and are released at the appropriate time.
- Investigate allegations of employee corruption and fraud.

Specific Recovery Act work we are conducting includes the following:

- Investigate whistleblower complaints related to Recovery Act funding

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<sup>4</sup> The Presidential Memorandum requires that agencies, at a minimum, check five specific databases (where applicable and permitted by law) to verify eligibility before making payments or awards.

<sup>5</sup> In 2011, USDA launched the StrikeForce Initiative, a cross-agency effort to accelerate assistance to historically underserved groups. Through this initiative, USDA is working to ensure all producers have access to programs that can help them thrive, including proven conservation programs.

- Determine if Departmental Management and the Agricultural Research Service properly closed out Recovery Act-funded contracts.<sup>6</sup>
- Evaluate the effectiveness of the Rural Business-Cooperative Service's Rural Business Enterprise Grants funds expended through the Recovery Act. We will also determine if established controls were in place to ensure grant funds were used for authorized purposes and that grant recipients provided the required matching funds.
- Evaluate the Rural Utilities Service's (RUS) current Broadband operations and assess the effectiveness of RUS' corrective actions taken to address audit recommendations identified in our 2005 and 2009 reports.
- Review SNAP Recovery-Act specific performance measures to determine whether they effectively and accurately measure how FNS used those funds to achieve Recovery Act goals.
- Complete data quality reviews of Federalreporting.gov and the Recovery Act jobs reported for USDA programs.

#### **Goal 4 – Increase the efficiency and effectiveness with which USDA manages and exercises stewardship over natural resources.**

We expect to use approximately 5.0 percent of our audit resources and 1 percent of our investigative resources for Goal 4. Our audit and investigative focus is on USDA's management and stewardship of natural resources, such as soil, water, and recreation sites. For FY 2013, our priorities include:

- Evaluate NRCS controls over the Farm and Ranch Lands Protection Program to ensure that conservation easements are properly appraised, and that the land is used for agriculture.
- Investigate allegations of significant criminal activities in programs related to natural resource management and stewardship.
- Review NRCS controls over the implementation and execution of the Conservation Stewardship Program. Determine if NRCS has adequate controls to ensure the accuracy of eligibility, payments, and producer compliance, including whether payments to historically underserved participants are being calculated based on correct cost lists.
- Determine if FS firefighting cost-share agreements with non-Federal entities were properly established and implemented to distribute fire suppression costs equitably. Test whether reimbursements were properly determined and consistent with the agreed-upon cost-share agreements.

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<sup>6</sup> Departmental Management includes administrative offices within USDA such as the Office of the Chief Financial Officer and the Office of Human Resources Management.

Specific Recovery Act work we are conducting includes the following:

- Determine whether recipients of funds for reducing hazardous fuels and restoring ecosystems on non-Federal lands met eligibility and program requirements, and timely and effectively completed their projects.
- Determine whether FS Recovery Act-funded activities met the goals and objectives of the Recovery Act. Specifically, we will (1) determine whether FS implemented performance measures that met both OMB guidance and the Government Performance and Results Act, and (2) review controls over these performance measures to determine whether related accomplishments were correctly reported.

**Goal 5 – Strive for a highly qualified, diverse workforce with the tools and training necessary to continuously enhance OIG’s ability to fulfill its mission and communicate its accomplishments.**

For FY 2013, we will continue to use 17 of the 18 previous performance measures. We are also adding three new measures, which will raise the total to 20 for this goal. Our management focus is on ensuring the readiness of the OIG workforce, timely reporting of information to stakeholders, and addressing employees’ needs. Our FY 2013 priorities include the following:

- Meet statutory deadlines for Freedom of Information Act (FOIA) appeals.
- Issue candidate certificates within 5 days of announcement closing date.
- Improve initial response and completion time for IT help desk requests.
- Deliver timely and informative semiannual reports to Congress, annual plans, and other OIG publications to stakeholders.
- Issue legal opinions within 30 calendar days of receipt of request, or other agreed-to dates.
- Issue OIG’s formal IT security briefing to the OIG Chief Information Officer at least three times per quarter.
- Improve internal and external response times to security incidents.
- Develop a Diversity Strategic Plan to strengthen OIG’s climate of diversity and inclusion and to further its proactive efforts at preventing workplace discrimination.

## FY 2012 Performance Summary and Results

Our *Strategic Plan* identifies the results of our work using a life-cycle approach to our outputs that tracks individual actions at critical milestones. We began measuring these results in FY 2004. Since then, we have steadily increased the number of performance measures we track. In FY 2012, OIG met 29 of the 30 performance measures in place. The following tables illustrate our FY 2012 results in comparison with our performance targets. FY 2013 performance targets can be found on the back cover.

### IG Strategic and Performance Goals and FY 2012 Results

Strategic Goal	Performance Goals
(1) Safety and Security	Strengthen USDA's ability to implement safety and security measures to protect the public health as well as agricultural and Departmental resources.
(2) Integrity of Benefits	Reduce program vulnerabilities and strengthen program integrity in the delivery of benefits to individuals.
(3) Management Improvement Initiatives	Support USDA in implementing its management improvement initiatives.
(4) Natural Resources	Increase the efficiency and effectiveness with which USDA manages and exercises stewardship over natural resources.
(5) Qualified Diverse Workforce	Strive for a highly qualified, diverse workforce with the tools and training necessary to continuously enhance OIG's ability to fulfill its mission and communicate its accomplishments.

Performance Measures	FY 12 Target	FY 12 Actual
(1) Percentage of OIG direct resources dedicated to critical-risk or high-impact activities.	92%	97.7% 99.6% Audit 94.3% Inv.
(2) Percentage of audit recommendations where management decisions are achieved within 1 year.	90%	96.8%
(3) Percentage of audits initiated where the findings and recommendations are presented to the auditee within established and agreed-to timeframes.	90%	91.9%
(4) Percentage of closed investigations that resulted in a referral for action to the Department of Justice, State or local law enforcement officials, or a relevant administrative authority.	70%	88.8%
(5) Percentage of closed investigations that resulted in an indictment, conviction, civil suit or settlement, judgment, administrative action, or monetary result.	65%	71.2%
(6) On a biannual basis, positive employee satisfaction rate reported in staff surveys.	70%	N/A

<b>Performance Measures (continued)</b>	<b>FY12 Target</b>	<b>FY12 Actual</b>
(7) *OIG Hotline will process, research, and refer USDA health and safety complaints within 24 hours of receipt by an analyst.	80%	91.8%
(8) *Issue new or update 10 Inspector General directives.	80%	120%
(9) *Time from receipt of an SF-52 for a standard recruitment action until positions are posted and opened through the automated system averages 10 days.	90%	100%
(10) Time to issue candidate certificates after the closing date of an announcement averages 5 days.	90%	85.7%
(11) Survey results indicate new employees find orientation session useful to them as they begin their new jobs.	80%	100%
(12) All Information Technology Division (ITD) systems including the LAN, WAN, e-mail, and ARGOS remain operational, excluding planned outages for system maintenance and outages caused by outside factors.	97%	99.9%
(13) ITD staff will make an initial response to help desk request within 2 hours or less.	85%	97.8%
(14) ITD staff will resolve help desk request within 24 hours.	85%	94.3%
(15) Internal and external security incidence response and resolution accomplished within 30 days of incident in accordance with the Agriculture Security Operations Center (ASOC).	80%	100%
(16) Budget information provided to the Department for the Office of Management and Budget requirements on time.	95%	96.8%
(17) Accounting information and regular reports submitted to the National Finance Center and the Office of the Chief Financial Officer on time.	95%	95.1%
(18) Micro-purchases awarded within 3 working days of receipt of approved AD-700.	90%	98.9%
(19) All public reports meet management and statutory timeframes and content requirements.	95%	100%
(20) Positive evaluation scores on OIG internal training course evaluations.	80%	78.5%
(21)*The Equal Employment Opportunity (EEO) Counselor's internal and external reports will be completed within 15 calendar days after completing the counseling period.	85%	100%
(22) Inspection reports issued in final with management response within 60 days.	85%	100%
(23) Inspection report recommendations accepted annually.	85%	98.2%
(24) Total requests from Congress acknowledged either orally or in writing within 5 working days of receipt.	90%	96.7%
(25) Counsel to the Inspector General issues IG subpoenas within 5 working days upon receipt of complete information for review.	90%	100%

Note: \*New Performance Measure in FY 12.



<b>Performance Measures for Recovery Act Work</b>	<b>FY 12 Target</b>	<b>FY12 Actual</b>
(1) Notify USDA agency managers of significant audit findings related to Recovery Act programs, along with recommendations for corrective action, within 30 days after identification.	85%	100%
(2) Respond to Recovery Accountability and Transparency Board-sponsored requests and projects within established schedules or agreed-to timeframes.	85%	94.4%
(3) An investigative determination to accept or decline an allegation of whistleblower retaliation is made within 180 days of receipt.	100%	100%
(4) Whistleblower retaliation allegations are investigated and reported within 180 days of receipt.	75%	N/A
(5) Timely and accurate monthly Recovery Act funds reports submitted to the Recovery Accountability and Transparency Board.	95%	100%

## **Conclusion**

Throughout FY 2013, we will measure our progress in achieving the performance objectives of this plan through periodic reporting. Adjustments may be made to reflect shifting priorities, increased or reduced resources, or other circumstances that may arise.

In developing this annual plan, we made every effort to realistically assess our planned work's strategic alignment and importance, anticipated outcomes, and resource requirements. We believe it represents a balanced and achievable set of performance objectives for FY 2013.

We will report on our results through our semiannual reports to Congress.

# **APPENDIX A**

## **Related Materials and Information**

OIG Strategic Plan for FY 2010-2015:

<http://www.usda.gov/oig/webdocs/OIGStrat2010-2015.pdf>

USDA Strategic Plan for FY 2010-2015:

<http://www.ocfo.usda.gov/usdasp/sp2010/sp2010.pdf>

USDA Major Management Challenges (August 2012)

<http://www.usda.gov/oig/webdocs/MgmtChallenges2012.pdf>

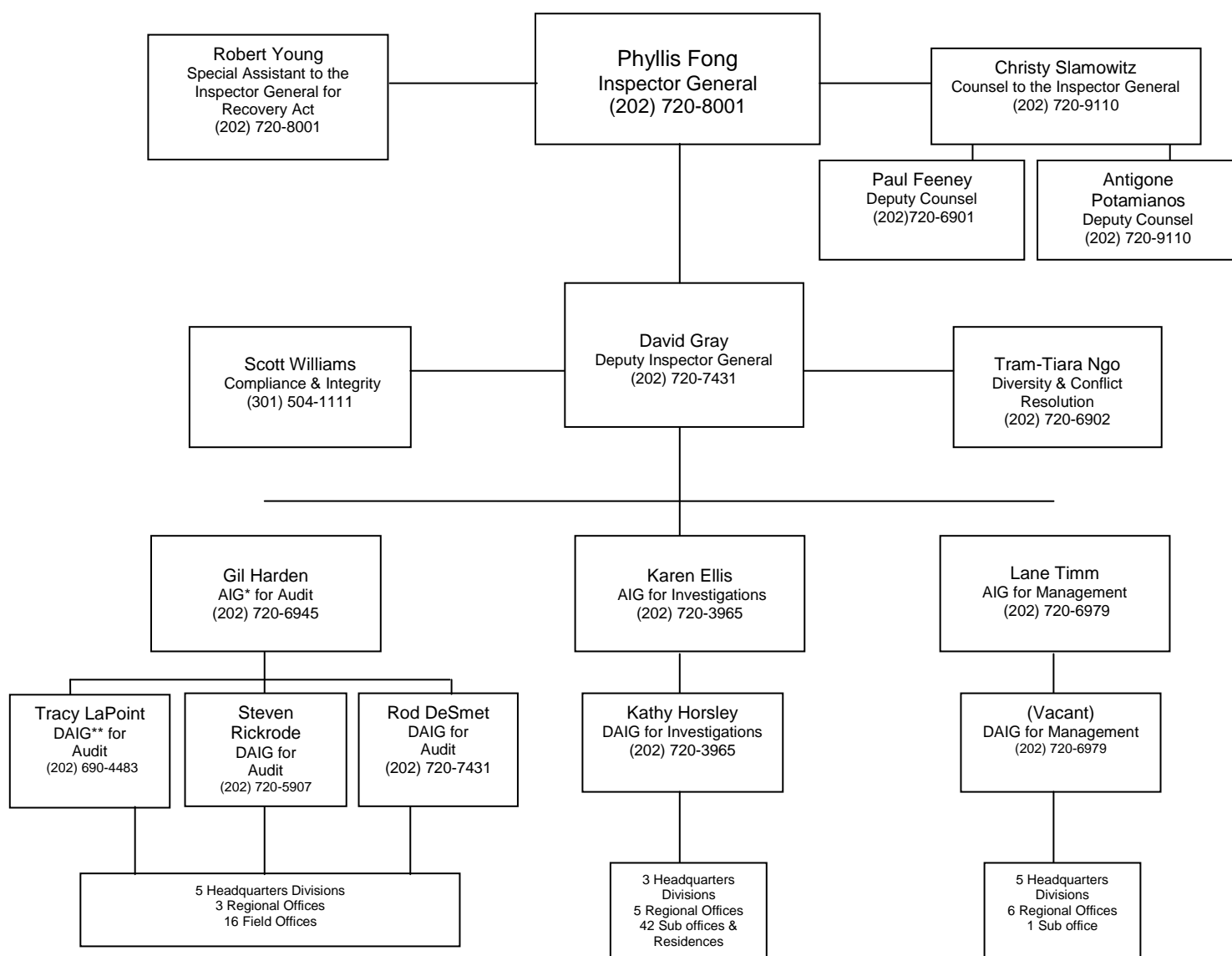
OIG American Recovery and Reinvestment Act Recovery Efforts

<http://www.usda.gov/oig/recovery/index.htm>

# APPENDIX B

## Organization Chart and Functional Responsibilities

September 2012



Note 1: \*AIG – Assistant Inspector General  
Note 2: \*\*DAIG – Deputy Assistant Inspector General

# Areas of Responsibility:

## Audit

The Office of Audit examines the economy and efficiency of USDA programs and operations, including program results, compliance with applicable laws and regulations, and fair presentation of financial reports. Audit also performs data analyses to assist audit teams in identifying early indicators of potential fraud, or the need for additional program controls. While the majority of work is performed by OIG staff, Audit contracts with certified public accountants for some work and oversees the quality of work done by auditors under contract to other USDA agencies. OIG audits are performed in accordance with *Government Auditing Standards*, published by the U.S. Government Accountability Office, and in accordance with the professional standards set by the American Institute of Certified Public Accountants.

## Investigations

The Office of Investigations utilizes specific law enforcement authorities, tools, and techniques, including asset forfeiture, to conduct investigations and prevent fraud, waste, and abuse in the programs and operations of USDA.<sup>6</sup> Investigative work is intended to result in appropriate actions to resolve allegations and to prevent future instances of illegal or fraudulent acts or misconduct.

## Counsel

The Office of Counsel (OC) provides legal advice and representation on issues arising during the course of audit, investigative, and inspection activities, or administrative and management issues facing OIG. OC also manages OIG's congressional and media relations, ethics, Freedom of Information Act, and Privacy Act programs. Additionally, OC coordinates reviews of existing and proposed legislation and regulations in order to make recommendations concerning the impact of such proposals on economy and efficiency in the administration of USDA's programs and operations, as well as for the prevention and detection of fraud and abuse in such programs and operations.<sup>7</sup>

## Management

The Office of Management (OM) ensures that OIG staff, funds, technology, equipment, and policies are in place so that we can function efficiently and effectively. OM's responsibilities include asset management, budget formulation and execution, human resources, cross-OIG workplace training, information technology, and policy preparation for OIG. OM also facilitates OIG's planning activities and prepares cross-cutting documents on OIG accomplishments.

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<sup>6</sup> As a component member of the U.S. Department of Justice's (DOJ) Asset Forfeiture Program, OIG supports DOJ's National Asset Forfeiture Strategic Plan by making tracing and recovery of assets an integral part of every applicable criminal investigation. Asset forfeiture can be a vital tool to deprive criminals of the fruits and instrumentalities of their crimes, thereby deterring criminal activities.

<sup>7</sup> Such reviews are mandated under the Inspector General Act of 1978 [5 U.S.C. app. 3, § 4(a)(2)].

## **Compliance and Integrity**

The Office of Compliance and Integrity conducts systematic and independent reviews and investigations of operations within OIG. Reviews are generally focused on management and internal controls, and investigations are generally in response to allegations of OIG employee misconduct or mismanagement.

## **Diversity and Conflict Resolution**

The Office of Diversity and Conflict Resolution advises OIG leadership on applying the principles of civil rights, equal employment opportunity, dispute resolution, and affirmative employment to matters involving our workforce, program activities, and policy development. As needed, this office also guides employees who seek to use the Federal employment discrimination complaint and dispute resolution processes.

## **Special Assistant to the IG for Recovery Act**

The Special Assistant to the IG provides overall guidance and direction to all Recovery Act audit and investigative activities, as well as duties and functions relating to the Recovery Accountability and Transparency Board. The Special Assistant directs and reviews the development of Recovery Act-related goals and priorities, operation plans, performance measures, and reports for each OIG component, including audit, investigation, and management functions.

## APPENDIX C

### Distribution of Audit Resources by Agency

#### FY 2013 PLANNED

MISSION AREA	AGENCY	%
NATURAL RESOURCES AND ENVIRONMENT – 14.5%	Forest Service (FS)	5.8
	Natural Resources Conservation Service (NRCS)	8.7
FARM AND FOREIGN AGRICULTURAL SERVICES – 10.3%	Farm Service Agency (FSA)	6.1
	Foreign Agricultural Service (FAS)	1.1
	Risk Management Agency (RMA)	3.0
	Commodity Credit Corporation (CCC)	0.1
RURAL DEVELOPMENT – 17.4%	Rural Development (RD)	5.6
	Rural Utilities Service (RUS)	2.9
	Rural Housing Service (RHS)	3.9
	Rural Business-Cooperative Service (RBS)	5.0
FOOD, NUTRITION, AND CONSUMER SERVICES – 16.6%	Food and Nutrition Service (FNS)	16.6
FOOD SAFETY – 6.1%	Food Safety and Inspection Service (FSIS)	6.1
MARKETING AND REGULATORY PROGRAMS – 8.0%	Agricultural Marketing Service (AMS)	5.4
	Animal and Plant Health Inspection Service (APHIS)	2.6
	Grain Inspection, Packers and Stockyards Administration (GIPSA)	*
RESEARCH, EDUCATION, AND ECONOMICS – 1.9%	Agricultural Research Service (ARS)	1.0
	National Institute for Food and Agriculture (NIFA)	0.3
	National Agricultural Statistics Service (NASS)	0.6
	Economic Research Service (ERS)	*
EXECUTIVE SECRETARIAT AND OTHER ENTITIES – 10.1%	Office of the Secretary (OSEC), Departmental Management (DM), Office of the Chief Financial Officer (OCFO), Office of the Chief Information Officer (OCIO), Office of the Assistant Secretary for Civil Rights (OASCR)	10.1
MULTIPLE AGENCY – 15.1%		15.1

\*No work is currently scheduled for this agency in FY 2013

## APPENDIX D

### Distribution of Investigative Resources by Agency

**FY 2013 ANTICIPATED**

MISSION AREA	AGENCY	%
NATURAL RESOURCES AND ENVIRONMENT – 4.0%	Forest Service (FS)	3.5
	Natural Resources Conservation Service (NRCS)	0.5
FARM AND FOREIGN AGRICULTURAL SERVICES – 18.0%	Farm Service Agency (FSA)	12.0
	Foreign Agricultural Service (FAS)	1.0
	Risk Management Agency (RMA)	5.0
RURAL DEVELOPMENT – 6.0%	Rural Utilities Service (RUS)	1.0
	Rural Housing Service (RHS)	4.0
	Rural Business-Cooperative Service (RBS)	1.0
FOOD, NUTRITION, AND CONSUMER SERVICES – 60.0%	Food and Nutrition Service (FNS)	60.0
FOOD SAFETY – 5.5%	Food Safety and Inspection Service (FSIS)	5.5
MARKETING AND REGULATORY PROGRAMS – 5.5%	Agricultural Marketing Service (AMS)	1.5
	Animal and Plant Health Inspection Service (APHIS)	3.0
	Grain Inspection, Packers and Stockyards Administration (GIPSA)	1.0
RESEARCH, EDUCATION, AND ECONOMICS – 0.5%	Agricultural Research Service (ARS)	0.4
	National Institute of Food and Agriculture (NIFA)	0.1
OTHER – 0.5%	Departmental Management (DM), Office of the Chief Financial Officer (OCFO), Office of the Chief Information Officer (OCIO), Office of the Assistant Secretary for Civil Rights (OASCR), OIG, other	0.5



## APPENDIX E

### Fiscal Year 2013 Audits Planned and In Process

**Table Key:**

**Asterisk (\*)** Denotes work-in-process, which is carried over from an assignment initiated in the prior fiscal year.

**Plus Sign (+)** Denotes Recovery Act work.

AGENCY	TITLE	GOAL
AMS	* Beef Research and Promotion Board Activities	Improvement Initiatives
	Retailer Handling of Organic Products	Safety and Security
	Evaluation of USDA's Process Verified Programs	Safety and Security
	National Organic Program Partnership Between the United States and the European Union	Integrity of Benefits
	* National Organic Program – Organic Milk Operations	Safety and Security
APHIS	Wildlife Services Predator Control Activities	Safety and Security
	* Plant Protection and Quarantine Preclearance Program	Safety and Security
	Wildlife Services Cooperative Agreements	Safety and Security
	* APHIS Oversight of Research Facilities	Safety and Security
ARS	Adequacy of Controls to Prevent the Release of Sensitive Technology	Safety and Security
ASCR	* In Re Black Farmers Discrimination Litigation	Improvement Initiatives
CCC	* FY 2012 Commodity Credit Corporation (CCC) Financial Statements	Improvement Initiatives
	FY 2013 CCC Financial Statements	Improvement Initiatives
DM	Eligibility and Compliance Consideration for Section 2501 Grants Awarded in FYs 2010-2011	Integrity of Benefits
	* Controls Over the Grant Management Processes of the Office of Advocacy and Outreach	Integrity of Benefits
	* USDA StrikeForce Initiative for FYs 2010 and 2011	Improvement Initiatives
FAS	Controls Over the Market Access Program	Integrity of Benefits
	* Private Voluntary Organization Grant Fund Accountability	Improvement Initiatives
	* Trade Adjustment Assistance for Farmers Program, Phase II +	Integrity of Benefits
FNS	* FY 2012 FNS Financial Statements	Improvement Initiatives
	FY 2013 FNS Financial Statements	Improvement Initiatives
	Maryland SNAP Applicant Eligibility Determination Process	Improvement

AGENCY	TITLE	GOAL
		Initiatives
*	Recovery Act Impacts on SNAP, Phase II	Integrity of Benefits
+	Review of SNAP Recovery Act Performance Measures	Improvement Initiatives
	States' Food Costs for the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)	Integrity of Benefits
*	National School Lunch Program – Food Service Management Companies and Cost Reimbursable Contracts	Integrity of Benefits
	Self-Operated Schools' Purchase Discounts and Rebates for the National School Lunch Program (NSLP)	Integrity of Benefits
*	Vendor Management and Participant Eligibility in the WIC Program	Integrity of Benefits
	Evaluation of the WIC Improper Payment Rate	Integrity of Benefits
*	Controls for Authorizing SNAP Retailers	Integrity of Benefits
	National School Lunch Program State Retention of Improperly Paid Funds	Integrity of Benefits
*	National School Lunch/School Breakfast Programs – Error Rates	Integrity of Benefits
	SNAP Error Rates	Integrity of Benefits
FS	* FY 2012 FS Financial Statements	Improvement Initiatives
	FY 2013 FS Financial Statements	Improvement Initiatives
*	Management of Oil and Gas Resources on National Forest System Land	Natural Resources
*	Recovery Act – FS Performance Measures	Natural Resources
+	FS – Secure Rural Schools	Improvement Initiatives
	FS – Contracting Practices	Improvement Initiatives
*	Firefighting Cost Share Agreements with Non-Federal Entities	Improvement Initiatives
*	Recovery Act – FS' Hazardous Fuels on Non-Federal Lands	Natural Resources
+		
FSA	* Review of FSA Accounting for FY 2012	Improvement Initiatives
	Review of FSA Accounting for FY 2013	Improvement Initiatives
	Economic Adjustment Assistance to Users of Upland Cotton	Integrity of Benefits
	FSA Compliance Activities	Integrity of Benefits
	Conservation Reserve Program Subscription and Environmental Benefits	Integrity of Benefits
	Conservation Loan Guarantee Program	Integrity of Benefits

AGENCY	TITLE	GOAL
FSIS	Controls Over Imported Meat and Poultry Products	Safety and Security
	FSIS State Inspection Programs	Safety and Security
	* Implementation of the Public Health Information System for Domestic Inspection	Safety and Security
	Follow Up on 2007 and 2008 Audit Initiatives in FSIS	Safety and Security
	Controls Over the Hazard Analysis and Critical Control Point (HACCP)-Based Inspections Models Project (HMP) at Poultry Plants	Safety and Security
	Review of FSIS Controls and Procedures for Detecting and Handling <i>Campylobacter</i>	Safety and Security
	* FSIS Sampling of Boxed Beef for <i>E. coli</i>	Safety and Security
	* FSIS – Inspections and Enforcement Activities at Swine Slaughter Plants	Safety and Security
MULTIPLE	* FY 2012 USDA Financial Statements	Improvement Initiatives
	FY 2013 USDA Financial Statements	Improvement Initiatives
	USDA’s FY 2012 Compliance With the Improper Payments Elimination and Recovery Act of 2010	Improvement Initiatives
	Fiscal Year 2012 Executive Order (E.O.) 13520 Reducing Improper Payments, High Dollar Overpayment Report Review	Integrity of Benefits
	* Contracting Officers' Technical Representatives (COTR) Work for Recovery Act Contracts	Improvement Initiatives
	* FY 2012 Federal Information Security Management Act (FISMA) Report	Improvement Initiatives
	FY 2013 Federal Information Security Management Act (FISMA) Report	Improvement Initiatives
	Management and Security Over USDA iPads and Wireless Access Points	Improvement Initiatives
	* Recovery Act Contract Closeout Process	Improvement Initiatives
	+ USDA Contracts Awarded Based on Sole Source Justifications	Improvement Initiatives
	* Review of the Department’s U.S. Bank Purchase and Travel Card Data	Improvement Initiatives
	* Section 632(a) Funds from the U.S. Agency for International Development (USAID) to USDA	Improvement Initiatives
	* Effectiveness of the Department’s Recent Efforts to Enhance Agricultural Trade	Improvement Initiatives
	USDA’s Implementation of the “Do Not Pay List”	Improvement Initiatives
	* USDA Controls Over Shell Egg Inspections	Safety and Security
	AMS and FSIS Challenges of the Workforce at Beef Establishments	Improvement Initiatives
	* USDA’s Controls Over Economy Act Fund Transfers for Green Book Programs	Improvement Initiatives
	* Verifying Credentials of Veterinarians Employed or Accredited by USDA	Safety and Security

<b>AGENCY</b>	<b>TITLE</b>	<b>GOAL</b>
	Emergency Conservation and Emergency Watershed Program Funds	Integrity of Benefits
	* Rural Development Procurement Controls	Integrity of Benefits
	Use of Recovery Operations Center (ROC) for USDA Audits	Improvement Initiatives
	Single Audit Management	Integrity of Benefits
	Special Requests	Improvement Initiatives
	Audit Follow-up	Improvement Initiatives
NASS	Security Review of NASS Lockup Procedures	Improvement Initiatives
NIFA	Agriculture and Food Research Initiative	Improvement Initiatives
NRCS	* FY 2012 NRCS Financial Statements	Improvement Initiatives
	FY 2013 NRCS Financial Statements	Improvement Initiatives
	* NRCS Use of Recovery Act Funds for the Rehabilitation of Flood Control	Safety and Security
	+ *	
	* NRCS Oversight and Compliance Activities	Improvement Initiatives
	USDA's Controls Over the Farm and Ranch Lands Protection Program	Natural Resources
	Easement Compliance	Natural Resources
	Environmental Quality Incentives Program	Integrity of Benefits
	* Recovery Act – Emergency Watershed Protection Program, Floodplain Easements, Field Confirmations	Integrity of Benefits
	+ *	
* Recovery Act – Emergency Watershed Protection Easements and Watershed Operations Programs, Effectiveness	Integrity of Benefits	
+ *		
	Controls Over the Conservation Stewardship Program	Natural Resources
OCFO	Agreed-Upon Procedures – Employee Benefits, Withholdings/ Contributions and Supplemental Semiannual Headcount Report Submitted to the Office of Personnel Management	Improvement Initiatives
	Statement on Standards for Attestation Engagements (SSAE) No. 16, Report on Controls at the National Finance Center	Improvement Initiatives
OCIO	Review of Selected Controls at the National Information Technology Center	Improvement Initiatives
	Review of USDA's Telecommunication Operations and Related Security	Improvement Initiatives
OPPM	Review of USDA Contractor Databases	Improvement Initiatives
	Review of the Department's Fleet Charge Card Data	Improvement Initiatives
	Review of the Department's Interest and Penalty Payments	Improvement Initiatives

AGENCY	TITLE	GOAL
RBS	Intermediary Relending Program	Integrity of Benefits
	RBS Grant Programs – Dual Funding	Integrity of Benefits
	* + Recovery Act – Rural Business Enterprise Grants, Field Confirmations	Improvement Initiatives
	* + Recovery Act – Business and Industry (B&I) Guaranteed Loan Program, Effectiveness Review	Integrity of Benefits
	Rural Energy for America Program	Integrity of Benefits
RD	* FY 2012 Rural Development Financial Statements	Improvement Initiatives
	FY 2013 Rural Development Financial Statements	Improvement Initiatives
	Rural Development’s Workforce Succession Planning	Improvement Initiatives
RHS	* + Recovery Act – Loss Claims Related to Single Family Housing (SFH) Guaranteed Loans	Integrity of Benefits
	Rural Rental Housing Rental Assistance Improper Payments	Integrity of Benefits
	Servicing of SFH Direct Loans and Payment Assistance Recapture	Integrity of Benefits
	* + Recovery Act – SFH Direct and Guaranteed Loans, Effectiveness Review	Integrity of Benefits
RMA	* FY 2012 Federal Crop Insurance Corporation (FCIC) Financial Statements	Improvement Initiatives
	FY 2013 FCIC Financial Statements	Improvement Initiatives
	Accuracy of Approved Insurance Provider (AIP) Underwriting of Non-Program Crop Insurance Policies	Integrity of Benefits
	* Controls Over Prevented Plantings	Integrity of Benefits
	* Federal Crop Insurance Programs – Organic Crops	Integrity of Benefits
	* AIP Reduction of Inconsistent Yields	Integrity of Benefits
RUS	* + RUS Controls Over Recovery Act Water and Waste Loans and Grants Expenditures and Effectiveness Review	Integrity of Benefits
	* + Recovery Act Broadband Initiatives Program	Improvement Initiatives
	Broadband Community Connect Grant Program	Integrity of Benefits
OSEC	Review of USDA’s Classification and Declassification Process	Improvement Initiatives
	USDA Conferences	Improvement Initiatives

NOTES:

**Goal 1 Safety and Security** - Strengthen USDA’s ability to implement safety and security measures to protect the public health as well as agricultural and Departmental resources.

**Goal 2 Integrity of Benefits** - Reduce program vulnerabilities and strengthen program integrity in the delivery of benefits to individuals.

**Goal 3 Improvement Initiatives** - Support USDA in implementing its management improvement initiatives.

**Goal 4 Natural Resources** - Increase the efficiency and effectiveness with which USDA manages and exercises stewardship over natural resources.

## OVERVIEW OF OIG PLANS FOR FISCAL YEAR 2013

For FY 2013, we removed one performance measure and added three new measures, raising the total performance measures to 32. The following tables illustrates the FY 13 direct resources to be spent on each goal and the new FY 13 performance targets.

<b>Percentage of Direct Resources To Be Spent on Each FY 2013 Goal</b>	<b>Audit</b>	<b>Investigations</b>
(1) Strengthen USDA's ability to implement safety and security measures to protect the public health as well as agricultural and Departmental resources.	10.0%	7%
(2) Reduce program vulnerabilities and strengthen program integrity in the delivery of benefits to individuals.	33.7%	83%
(3) Support USDA in implementing its management improvement initiatives.	51.3%	9%
(4) Increase the efficiency and effectiveness with which USDA manages and exercises stewardship over natural resources.	5.0%	1%
(5) Strive for a highly qualified, diverse workforce with the tools and training necessary to continuously enhance OIG's ability to fulfill its mission and communicate its accomplishments. <sup>8</sup>	N/A	N/A

<b>Performance Measures</b>	<b>FY 12 Target</b>	<b>FY 12 Actual</b>	<b>FY 13 Target</b>
(1) Percentage of OIG direct resources dedicated to critical-risk or high-impact activities.	92%	97.7% 99.6% Audit 94.3% Inv.	92%
(2) Percentage of audit recommendations where management decisions are achieved within 1 year.	90%	96.8%	90%
(3) Mandatory, Congressional, Secretarial and Agency (MCSA) requested audits initiated where the findings and recommendations are presented to the auditee within established or agreed-to timeframes (includes verbal commitments).	90%	91.9%	90%
(4) Percentage of closed investigations that resulted in a referral for action to the Department of Justice, State or local law enforcement officials, or a relevant administrative authority.	70%	88.8%	75%
(5) Percentage of closed investigations that resulted in an indictment, conviction, civil suit or settlement, judgment, administrative action, or monetary result.	65%	71.2%	70%
(6) On a biannual basis, positive employee satisfaction rate reported in staff surveys.	70%	N/A	70%
(7) OIG Hotline will process, research, and refer USDA health and safety complaints within 24 hours of receipt by an analyst.	80%	91.8%	80%

<sup>8</sup> Work on Goal 5 includes: (1) the OIG mission support work of the Offices of Counsel, Management, and Compliance and Integrity; and (2) the training, general supervision, and EEO work done by staff in all OIG organizational units.

<b>Performance Measures</b>	<b>FY 12 Target</b>	<b>FY 12 Actual</b>	<b>FY 13 Target</b>
(8) Issue new or update 10 Inspector General directives.	80%	120%	90%
(9) Time from receipt of an SF-52 for a standard recruitment action until positions are posted and opened through the automated system averages 10 days.	90%	100%	90%
(10) Time to issue candidate certificates after the closing date of an announcement averages 5 days.	90%	85.7%	90%
(11) All Information Technology Division (ITD) systems including the LAN, WAN, e-mail, and ARGOS remain operational, excluding planned outages for system maintenance and outages caused by outside factors.	97%	99.9%	97%
(12) ITD staff will make an initial response to help desk request within 2 hours or less.	85%	97.8%	90%
(13) ITD staff will resolve help desk request within 24 hours.	85%	94.3%	85%
(14) Internal and external security incidence response and resolution accomplished within 30 days of incident in accordance with the Agriculture Security Operations Center (ASOC).	80%	100%	90%
(15) Budget information provided to the Department for the Office of Management and Budget requirements on time.	95%	96.8%	95%
(16) Accounting information and regular reports submitted to the National Finance Center and the Office of the Chief Financial Officer on time.	95%	95.1%	95%
(17) Micro-purchases awarded within 3 working days of receipt of approved AD-700.	90%	98.9%	90%
(18) All public reports meet management and statutory timeframes and content requirements.	95%	100%	95%
(19) Positive evaluation scores on OIG internal training course evaluations.	80%	78.5%	80%
(20) The Equal Employment Opportunity (EEO) Counselor's internal and external reports will be completed within 15 calendar days after completing the counseling period.	85%	100%	90%
(21)*A Diversity Strategic Plan will be developed and will include objectives addressing how each goal will be reached and performance measures to assess our progress.	N/A	N/A	100%
(22) Inspection reports issued in final with management response within 60 days.	85%	100%	85%
(23) Inspection report recommendations accepted annually.	85%	98.2%	85%
(24) Total requests from Congress acknowledged either orally or in writing within 5 working days of receipt.	90%	96.7%	90%
(25) Counsel to the Inspector General issues IG subpoenas within 5 working days upon receipt of complete information for review.	90%	100%	90%
(26)*Meet statutory deadlines on FOIA appeals.	N/A	N/A	95%
(27)*Issue legal opinions within 30 calendar days of receipt of request, or other agreed-to date.	N/A	N/A	80%

Note: \*New Performance Measure



<b>Performance Measures for Recovery Act Work*</b>	<b>FY 12 Target</b>	<b>FY12 Actual</b>	<b>FY 13 Target</b>
(1) Notify USDA agency managers of significant audit findings related to Recovery Act programs, along with recommendations for corrective action, within 30 days after identification.	85%	100%	85%
(2) Respond to Recovery Accountability and Transparency Board-sponsored requests and projects within established schedules or agreed-to timeframes.	85%	94.4%	85%
(3) An investigative determination to accept or decline an allegation of whistleblower retaliation is made within 180 days of receipt.	100%	100%	100%
(4) Whistleblower retaliation allegations are investigated and reported within 180 days of receipt.	75%	N/A	75%
(5) Timely and accurate monthly Recovery Act funds reports submitted to the Recovery Accountability and Transparency Board.	95%	100%	95%

Note: \*Work performed under the Recovery Act will be phased out after the first quarter of the fiscal year.

**To learn more about OIG, visit our Web site at**  
<http://www.usda.gov/oig/index.htm>

## **How To Report Suspected Wrongdoing in USDA Programs**

### **Fraud, Waste and Abuse**

**e-mail: [USDA.HOTLINE@oig.usda.gov](mailto:USDA.HOTLINE@oig.usda.gov)**

**phone: 800-424-9121**

**fax: 202-690-2474**

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**202-720-7257 (24 hours a day)**

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