



# 2022

Annual Report



# BUILDING FOR TOMORROW

JEFFERSON PARISH  
OFFICE OF INSPECTOR GENERAL



## OFFICE OF INSPECTOR GENERAL JEFFERSON PARISH

KIM RAINES CHATELAIN  
INSPECTOR GENERAL



### A MESSAGE FROM YOUR INSPECTOR GENERAL

It is my pleasure to present the 2022 Annual Report for the Jefferson Parish Office of Inspector General. This report provides a comprehensive overview of our activities and accomplishments in fulfilling our mission to promote efficiency and to prevent fraud, waste, and abuse in government.

This past year marked the beginning of our tenth year in operation, and my first year as Inspector General. To commemorate this year, you will find a summary of the office's significant accomplishments and valuable partnerships since operations began. Starting with the publication of its first report and continuing today, the office has demonstrated its commitment to pursue transparency, accountability, and integrity in Jefferson Parish government operations. We are proud of the progress we have made, but we recognize that there is still much work to be done.

Much of an Inspector General's work is about looking back to learn from yesterday about how to build a better tomorrow. You can see this in our audit and investigative reports. This year we took time to look at our own office and consider how we are measuring up against the criteria by which we measure others. Utilization of technology improves efficiency and strong policies ensure quality. Under the caption, Building for Better Oversight, you can read about the updates and improvements made to the office in this past year. We are confident that these will serve the office well going forward.

You can also find detailed information about our investigations and audits in our Annual Report, including the number of cases we opened, closed, and referred. You can read about questioned costs related to each report. With each published report, we strive to highlight opportunities for government to improve and build a resilience to the risks of fraud, waste, and abuse.

The achievements and the success of this office are possible only because of the dedicated staff. The JPOIG is fortunate to have a diverse group of highly educated and talented individuals who are willing public servants with a vision to be a resource, a motivation, and an agent for positive and sustainable change within Parish government.

I wish to express my personal gratitude to the Ethics and Compliance Commission for affording me the opportunity to serve my community as the Jefferson Parish Inspector General. Lastly, I am thankful to the citizens of Jefferson Parish for their continued support of this office.

Sincerely,

990 N. Corporate Drive Jefferson • LA 70123 • Phone (504)736-8962

[Facebook.com/JPOIG](https://www.facebook.com/JPOIG) [Twitter.com/JPOIG](https://twitter.com/JPOIG) [LinkedIn.com/Company/JPOIG](https://www.linkedin.com/company/jpoig)

[www.jpoig.net](http://www.jpoig.net)



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# About Us

Since 2013, the Jefferson Parish Office of Inspector General (JPOIG) has provided independent oversight and increased accountability of Parish government, its departments, agencies, special districts, and entities receiving funds through the Parish through audits, investigations, and reviews. The office is established by the Parish Charter and supported by dedicated millage revenue approved by the citizens of Jefferson Parish.



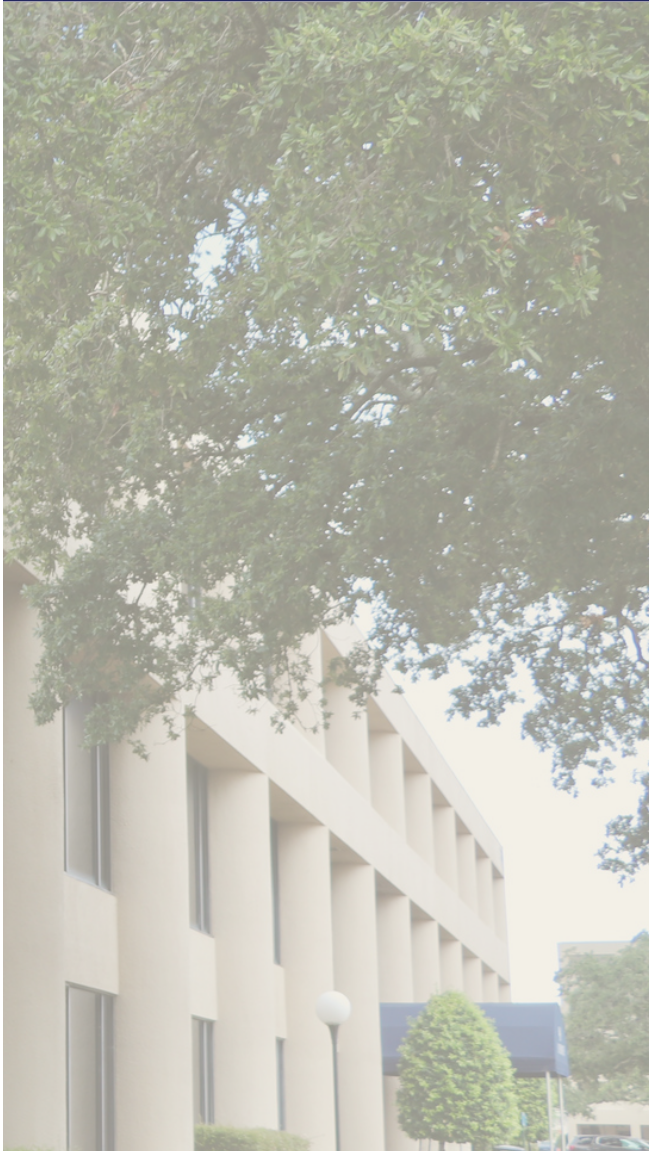
## Advisory Committee for Establishment of an Office of Inspector General

In January 2010, the Jefferson Parish Council established an Advisory Committee to study the desirability and feasibility of an Office of Inspector General. In September 2010, the Committee issued its report and agreed that the establishment of an Office of Inspector General was a desirable goal considering recent investigations into the highest level of government. The Committee recommended the Office of Inspector General be (1) endowed with all the powers and authority under state law; (2) independent from any office or government agent which it may investigate; (3) and supported by independent and adequate funding for operations.



## OUR VISION

To be a resource, a motivation, and an agent for positive, achievable, and sustainable change within Parish government.



## OUR MISSION

Detect and deter fraud, waste, abuse, and illegal acts through independent oversight.

Promote efficiency in government by assisting in improving operations.

Provide increased accountability.

# Meet The Team

## Inspector General Kim Raines Chatelain, Attorney, CIG, CCEP, CFE, CIGE

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Kim Raines Chatelain, originally from Louisiana, has 10 years of experience in the inspector general community. She earned a Bachelor of Arts from Louisiana State University, Baton Rouge, LA in 1989, and a Juris Doctorate from Tulane University Law School, New Orleans, LA in 1992. She is a licensed attorney of 30 years. She is also a Certified Inspector General (CIG), a Certified Compliance and Ethics Professional (CCEP), a Certified Fraud Examiner (CFE), and a Certified Inspector General Evaluator (CIGE). She was appointed Inspector General in March 2022, having served as the 1st Assistant Inspector General since the office was created in 2013.

## Deputy Inspector General Jeffrey Adolph, CIGI, CIGE

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Jeffrey Adolph, originally from Louisiana, has 5 years of experience in the inspector general community. He earned a Bachelor of General Studies from Louisiana State University, Baton Rouge, LA in 2008, and a Master of Business Administration from the University of New Orleans, New Orleans, LA in 2011. Jeffrey Adolph is a Certified Inspector General Investigator (CIGI) and a Certified Inspector General Evaluator (CIGE). "I believe in the work of the JPOIG because our office fills the accountability gap between internal audit and criminal law enforcement agencies, while also informing citizens of the inner workings of Jefferson Parish government," Jeffrey Adolph, March 2023.

## Deputy Inspector General Erica Smith, CPA/CFF, CFE, CIGA

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Erica Smith, originally from Michigan, has 13 years of experience in the inspector general community. She earned a Bachelor of Science in Accounting and a Master of Accounting from the University of Florida, Gainesville, FL. Erica Smith is a Certified Public Accountant (CPA), Certified in Financial Forensics (CFF), a Certified Fraud Examiner (CFE), and a Certified Inspector General Auditor (CIGA). "I like being an oversight professional because I want to ensure our government officials spend taxpayers' money wisely and to hold officials accountable who abuse and waste public funds and resources," Erica Smith, March, 2023.



**Auditor/Evaluator Greg J. Lampard, J.D., CIGA, CFE**, originally from Louisiana, earned a Bachelor of Arts in Political Science from Loyola University in 2006, and a Juris Doctorate from Loyola University College of Law in 2009. He is a Certified Inspector General Auditor (CIGA) and Certified Fraud Examiner (CFE).

**Special Agent/Evaluator Brit Majure, CIGI**, originally from Mississippi, earned a Bachelor of Arts in Mass Communication from Louisiana State University, Baton Rouge, LA in 2002, and a Master's Degree in Political Science from the University of New Hampshire, Durham, NH in 2016. She is a Certified Inspector General Investigator (CIGI).

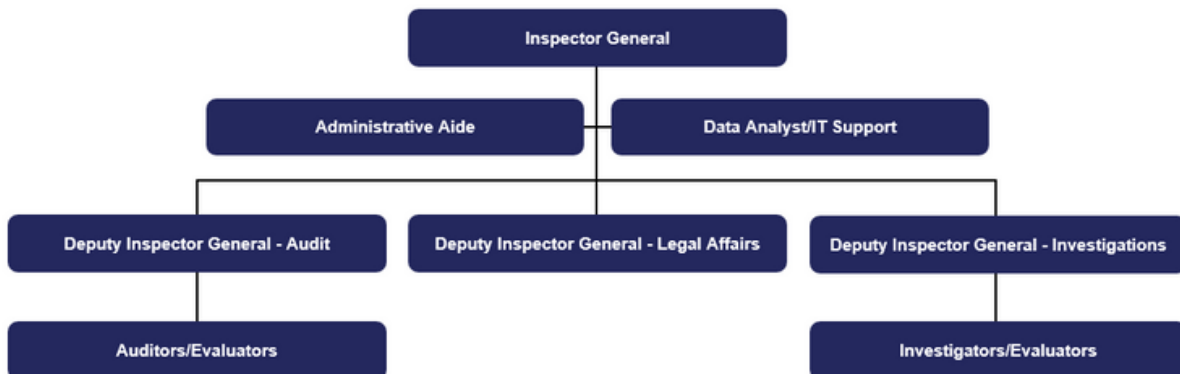
**Auditor/Evaluator James M. Mitchell, CIGA**, originally from Massachusetts, earned a Bachelor of Arts from Boston University, Boston, MA in 1978, and a Master of Public Administration from the University of Southern California, Los Angeles, CA in 1981. James is a Certified Inspector General Auditor (CIGA).

**Special Agent/Evaluator Brian Smith, CIG, CIGI**, originally from North Carolina, earned a Bachelor of Science in 2010 and a Master of Science in 2011 from The Johns Hopkins University, Baltimore, MD. He is a Certified Inspector General (CIG) and a Certified Inspector General Investigator (CIGI).

**Data Analyst/IT Support Ken Mahrle**, originally from Michigan, earned a Bachelor of Science in Math and Education in 1978 from the University of Michigan-Dearborn, Dearborn, MI and a Master of Science in Computer Information Systems from the University of Phoenix in 2001.

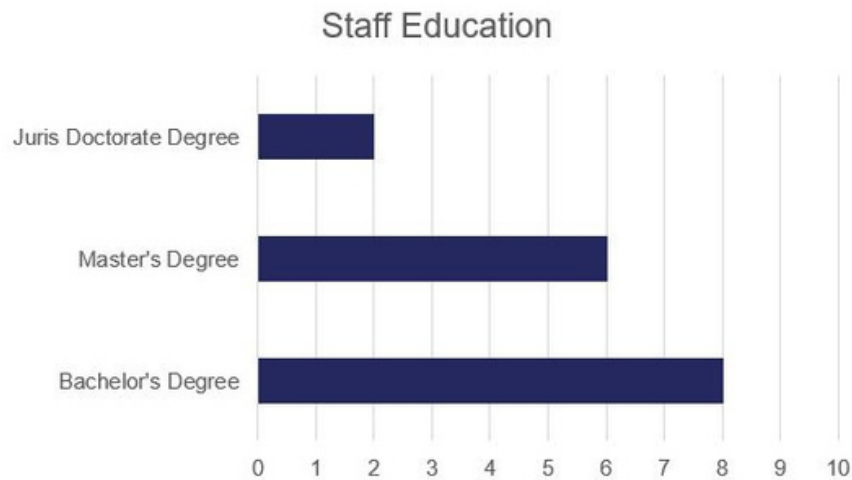
**Administrative Aide Gina Dabdoub**, originally from Louisiana, attended University of New Orleans, New Orleans, LA.

### Organizational Chart



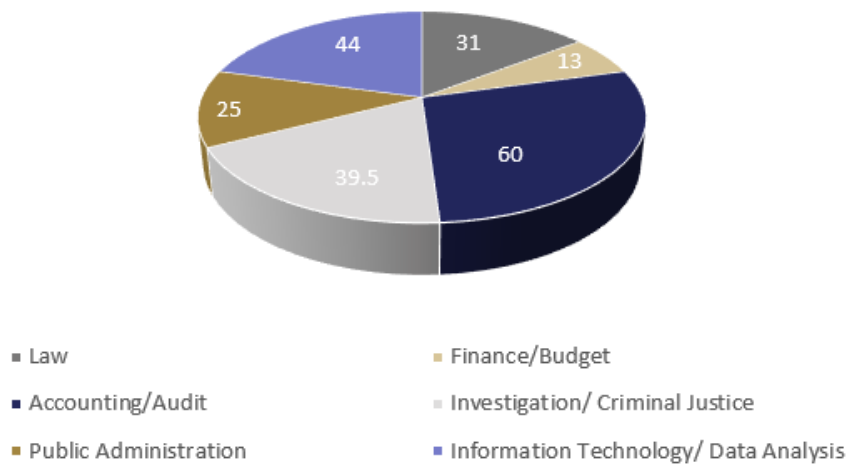
# Staff Qualifications

The JPOIG is committed to recruiting and retaining staff who collectively possess a variety of knowledge, skills, and experience to ensure mission success for the office. We are proud of the individual, educational, and professional diversity of our staff. They come from five (5) states, including Louisiana. Our professional staff possesses graduate degrees across a variety of disciplines.



All staff bring extensive experience in law, finance, budget, accounting, audit, investigations, criminal justice, public administration, information technology, and data analytics.

## Years of Professional Experience





The JPOIG is equally committed to the professional growth and development of staff. To achieve our mission, staff must understand when, where, and how fraud, waste, and abuse occurs. To succeed, staff must apply this understanding to the dynamic and diverse economic and political environment of Parish government. A defining attribute of our staff is their demonstrated commitment to acquire and maintain professional certifications across key areas of: ethics, compliance, fraud examination, financial forensics, accounting, and inspectors general.

### Staff Qualifications



Collectively, our staff possess the diverse skills and professional experience to execute assignments across the functional areas of audit, evaluations, and investigations.



Office of Inspector General staff should collectively possess the variety of knowledge, skills, and experience needed to accomplish the OIG mission. The OIG should ensure that staff receive appropriate training and that OIG staff attain and maintain appropriate professional licensure and certification. Association of Inspectors General, *Principles and Standards for Offices of Inspector General, Statement of Principles.*

# Mandate

The Jefferson Parish Charter states that the Office of Inspector General shall:

- Provide a program of investigation, audit, inspections and performance review of Parish government operations to assist in improving operations and deterring and identifying, fraud, waste, abuse, and illegal acts; and
- Provide increased accountability of Parish government, its departments, agencies, special districts, and entities receiving funds through the Parish, in order to preserve public trust.

JPOIG oversight responsibility extends across Parish government operations and functions to include:

- Expenditures of \$850 Million
- Assets of \$4.1 Billion
- 68 Parish Departments
- 49 Special Revenue Funds
- 7 Internal Service Funds
- 2 Enterprise Funds
- 31 Special Taxing Districts

Oversight responsibility also extends to individuals and organizations receiving Parish funds. In 2022 alone, the Parish started 594 contracts with a value of more than \$294 million.

A department of nine professionals and a budget of just \$1.2 million, the JPOIG works to bring about change which will prevent fraud, waste, and abuse through public reports and other work.

**Oversight Responsibility**

**Parish Assets**  
**\$4.1 Billion**

**Expenditures \$850**  
**Million**

**3,059 Employees**

**JEFFERSON PARISH**  
EASTBANK REGIONAL LIBRARY  
4747



# Funding

## Inspector General Special Services Funding District

The JPOIG is funded by a dedicated property tax. In May 2011, the Parish Council created the Inspector General Special Services Funding District (the District) for the purpose of funding an Office of Inspector General and an Ethics and Compliance Commission. In October 2011, the citizens voted to authorize the levy of a tax on properties within the District for ten (10) years. The District's boundary is unincorporated Jefferson Parish. Property owners in Gretna, Harahan, Kenner, Westwego, Lafitte, and Grand Isle do not pay this tax. In November 2020, the citizens voted to renew the millage for another ten (10) years, i.e. through 2032.

## Millage Rate Levied by Parish Council

Property taxes are levied by the Parish Council based upon assessed property values. Property tax is measured in "mills," with 1 mill representing 1/10th of 1% of the assessed property value. Every four (4) years the Parish Assessor evaluates property values. An adjusted millage rate is calculated which allows for an increase in property values but not taxes, i.e. tax revenue remains the same when property values increase because the millage rate is rolled back. The power to levy property taxes is with the Parish Council. The Parish Council can levy a property tax at the rate approved by voters or roll-back the millage. In 2011, the voters approved a .5 mill for the District which was collected in 2012. Four years later, properties were assessed, and the Parish Council rolled-back the District's millage rate to .48. In 2020, properties were assessed again, and the Parish Council rolled-back the District's millage rate to .47. The roll-backs keep funding for the JPOIG stable, but relatively stagnant. In 2022, the millage rate for the District returned to .5 when the citizens voted to renew the millage for another ten (10) years. In 2024, properties will be assessed again. The Parish Council can "roll-forward" the District's millage rate of .5 instead of adopting an adjusted rate. Maintaining a .5 mill would increase funding by approximately \$100,000 and allow for the cost of inflation. See the chart below for a summary of the District's millage rates, adjustments, and revenue generated.

Year	Assessments	Millage Rate	Millage Revenue
2011	Voted		
2012	Assessment Year	0.50	\$1,168,000
2013		0.50	\$1,212,849
2014		0.50	\$1,247,387
2015		0.50	\$1,266,536
2016	Assessment Year Roll-back	0.48	\$1,265,168
2017		0.48	\$1,261,307
2018		0.48	\$1,303,028
2019		0.48	\$1,304,036
2020	Assessment Year Roll-back	0.47	\$1,335,195
2021	Voted	0.47	\$1,366,958
2022		0.50	\$1,422,906

Cost of oversight = one cup of coffee a year.



The Inspector General Special Service Funding District .5 mill costs the average homeowner \$6.25 per year.

# Budget

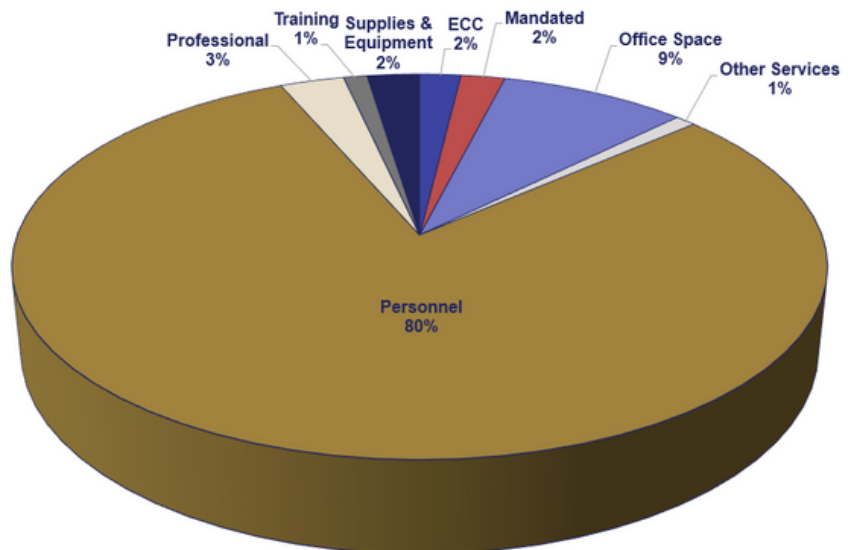
The JPOIG is a Parish department staffed by Parish employees. Each year the JPOIG must participate in the Parish budget process by preparing and transmitting an annual operating budget to the Parish Administration. The process begins in July when the Finance Department prepares revenue estimates for the upcoming year. The JPOIG receives a proposed budget with estimated revenue generated from the Inspector General Special Services Funding District and anticipated expenditures. Anticipated expenditures include allocated costs, mandated costs, and operational costs. Allocated costs to the JPOIG are for shared services provided by Parish government (e.g., computer service, central telephone service, etc.). Mandated costs are required charges (e.g., Assessor's Office and Sheriff's Office). Operational costs include personnel costs, supplies, leased space, professional services, etc. Because the JPOIG shares the revenue generated by the funding district with the Ethics and Compliance Commission (ECC), the ECC's and the JPOIG's expenditures are jointly submitted for review and inclusion in the Parish budget. The Administration presents the proposed Parish budget to the Parish Council for approval by the end of the fiscal year (December 31).

The salaries for JPOIG employees are determined by the Inspector General. The Parish calculates related benefits (e.g., health benefits, Parochial retirement, and post-employment benefits). Personnel costs for 2022 were \$1,022,256, and represented 80% of the budget. By law, the JPOIG must be located off site from the General Government Building, located in Gretna, and the Yenni Building, located in Elmwood. The JPOIG leases space in Elmwood which is shared with the ECC. In 2022, leased space cost \$106,912.

To see the 2022 Parish budget, visit the Parish website. For a summary of 2022 JPOIG and ECC Revenue and Expenditures, see the tables and chart below.

2022 Expenditures	
Ethics & Compliance	\$24,527
Mandated Costs	\$26,217
Office Space	\$111,363
Other Services	\$12,332
Personnel	\$1,022,256
Professional	\$38,039
Training	\$13,979
Supplies & Equipment	\$31,192
<b>TOTAL</b>	<b>\$1,279,906</b>

2022 Summary of Revenue & Expenditures	
Revenue	\$1,422,906
Ethics & Compliance	(\$24,528)
JPOIG	(\$1,255,379)
Returned to fund	\$143,000





# Building For Better Oversight

- Upgrade information technology infrastructure to enhance durability, sustainability, and security.
- Update case management system to realize best practices and ensure optimal data integrity.
- Implement Generally Accepted Government Auditing Standards (GAGAS). Develop and implement policies and procedures to support compliance.
- Review and update policies.
- Assess and evaluate future needs to ensure mission success.



As the JPOIG entered its tenth year in operation, we took time in 2022 to evaluate our own systems, policies and practices for durability, sustainability, and security. Continuing to meet our mission and make updates was challenging, but necessary to ensure future efficiency and effectiveness.

## Systems and Technology Updates

JPOIG technology equipment was at end-of-life, and its unreliability was interrupting work. System and data security were also a concern. Procuring through existing State or other government contracts, the JPOIG migrated away from local servers to Microsoft Office 365. This migration achieved the following:

- provides a reliable, stable environment to receive electronic mail sent to @jpoig.net from citizens and others outside of Parish government wishing to provide information to the JPOIG, i.e. the JPOIG did not reliably receive email sent from @yahoo and other common electronic mail providers;
- provides a single, stable environment for retention of electronic mails which had, over ten years, come to be stored by multiple providers on multiple platforms;
- ensures continuity in operations in times of disruption due to weather events and other declared emergencies;
- provides a secured repository for current and future files with related and reliable back-up and redundancies; and
- increases efficiency and results in decreased cost over-time, i.e. it would cost resources to manage separate providers delivering different technology services needed to maintain, manage, and upgrade on-site servers.

In preparation for the Office 365 migration, we internally assessed our current file storage protocols and practices. All staff worked to prepare and support the migration.

The project also involved managing, troubleshooting, and resolving issues with existing and past providers of security, back-up, and electronic mail. The Inspector General and other senior staff regularly communicated with providers, often daily, to ensure the project's success. The Office 365 migration project began in concept in May and was complete in September.

Through existing State contract, the JPOIG also acquired a phone system in 2022 because the existing system was no longer functioning and the cost of repairs exceeded the system's value with no guarantee of future functionality. The updated phone system achieved the following:

- Restored functionality of the JPOIG hot-line and inter-office communications;
- Restored auto-attendant functionality which supported reaching individual staff working with citizens and others on JPOIG audits and investigations;
- Restored functionality of receiving voicemails as electronic mail;
- Enhanced services with capability for staff to receive calls to the office on their cell phones;
- Enhanced services with direct-dial numbers for individual staff; and
- Ensured continuity of operations in times of disruption due to weather events and other declared emergencies by using hosted voice services.

Undertaking to restore and upgrade communications involved design choices and coordinating between new and past providers. The Inspector General and other senior staff participated in weekly project meetings. All JPOIG staff participated in training on the new system's functionality and features. Updating the phone system began in concept in April and was complete in December.

## **Case Management Tracking System (CMTS) Upgrade and Migration**

The JPOIG procured a case management tracking system (CMTS) in 2015 after receiving several submissions to an advertised Request for Proposal from responding vendors. CMTS is a web-based application which interfaces with an on-site server where data is stored. The version acquired by JPOIG was no longer fully supported and on-going operations necessitated the update from Version 4 to Version 8. CMTS supports operations as a repository:

- For information of fraud, waste, abuse, and illegal acts received by the JPOIG with the capability to relate and track information across individuals and organizations;
- For audit and investigative work progress and reports with the capability of relating audit and investigative work to Parish departments, employees, external organizations, and others;
- For referrals by the JPOIG to other enforcement agencies with the capability of tracking; and
- For documenting compliance by the JPOIG with national standards which support peer review.

CMTS supports reporting across data points which allows the JPOIG to measure progress across years in operation.

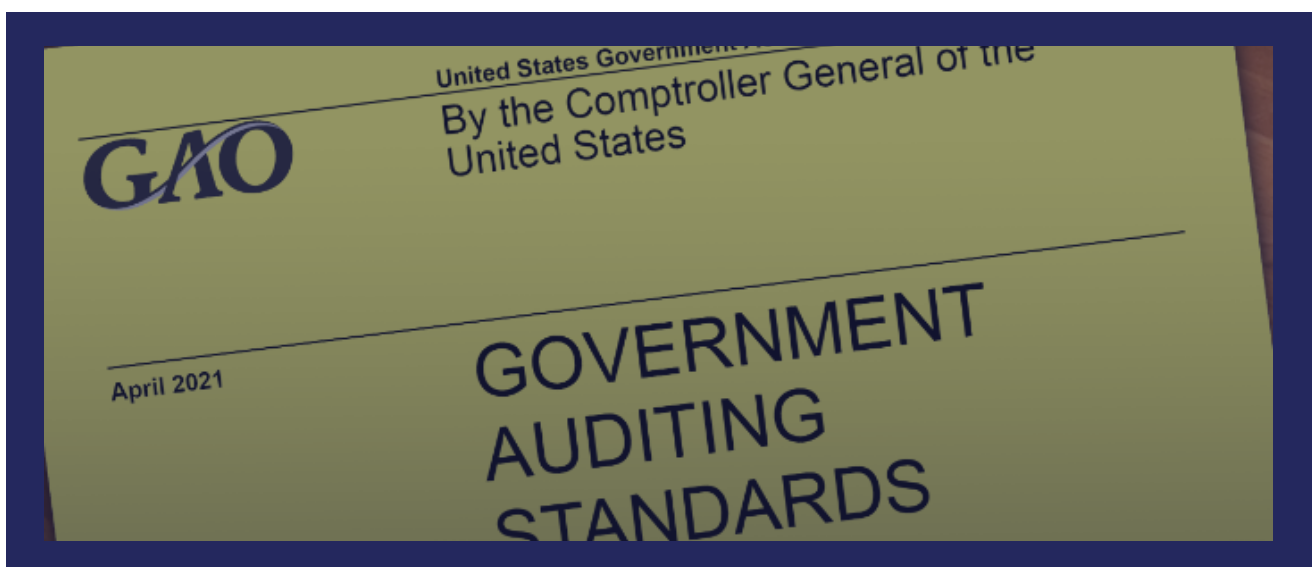
The update of CMTS involved managing, troubleshooting, and understanding the impact on stored data. It also involved system design decisions to ensure optimization. Procured through state contract, the JPOIG migrated CMTS data from the on-site server to a secure cloud environment with a government license. All staff worked to prepare and support the update. The Inspector General and other senior staff participated in weekly project meetings. Updating and migrating CMTS began in concept in September. It is expected to be complete in April 2023.

### **Updated Policies and Procedures**

The JPOIG is required to establish policies and procedures to guide the functions and processes. We conducted a review of current JPOIG policies and procedures in 2022 to determine whether policies were current, practices were consistent, and compliance with applicable standards was achieved. This review resulted in updates where necessary.

### **Adopting Generally Accepted Government Auditing Standards (GAGAS)**

In the fourth quarter of 2022, the Audit Division began the process of adopting Generally Accepted Government Auditing Standards promulgated by the United States Government Accountability Office (GAO), commonly referred to as the “Yellow Book” for audits. The JPOIG procured a cloud-based audit workpaper management system to support compliance with these standards. We also developed policies and procedures to comply with the Yellow Book. These policies establish a robust system of quality control during all audit phases. The new procedures allow the Parish to: (1) review the findings prior to a report; (2) offer opinions as to why findings occurred; and (3) participate in developing recommendations. The increased transparency will allow the JPOIG to provide the Parish with meaningful recommendations that can be implemented. All audits initiated in 2023 will be conducted in accordance with the Yellow Book.





# Milestones

The JPOIG's value to Parish government can be measured in dollars. Each year, the office reports what it identified as questioned costs, but the impact of the office cannot be measured solely in dollars. Since 2013, the office pursued matters that bear on core principles of transparency, accountability, ethics, and integrity in government. Building a better government is realized by deterring fraud, waste, abuse, and illegal acts as much as identifying it. Below are important milestones marking significant achievements and valuable partnerships.

8

Number of Arrest Warrants/Arrests  
2013-2022

Former Lafreniere Park director arrested and charged with theft



Entities Referred To	
External - Federal Agency - DOL	1
External - Federal Agency - FBI	7
External - Federal Agency - HHS OIG	1
External - Federal Agency - Homeland Security	1
External - Federal Agency - HUD OIG	1
External - Federal Agency - National Park Service	1
External - Federal Agency - U.S. Coast Guard	1
External - Local Agency - District Attorney	4
External - Local Agency - Harahan PD	1
External - Local Agency - JPSO	9
External - Local Agency - NOLA OIG	1
External - State Agency - Board of Ethics	3
External - State Agency - Contractor Board	2
External - State Agency - LA Attorney Disciplinary Board	1
External - State Agency - LA OIG	2
External - State Agency - LA State Police	1
External - State Agency - LLA	3
External - State Agency - Office of Motor Vehicles	1
Internal - Administration - Development - Inspection and Code Enforcement	8
Internal - Administration - Parish Attorney	2
Internal - Local - JP Clerk of Court	1
Internal - Administration - Office of the President	8
Other - JP Entity - see description	11
Other - JPECC	2
Other - Non-JP Entity - see description	8

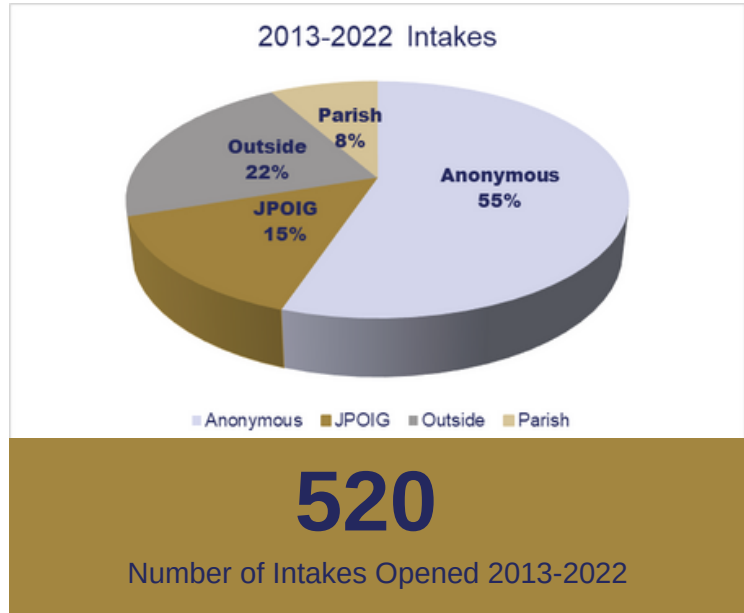
81

Number of Referrals  
2013-2022

Referrals Made Per Year	
2013	1
2014	8
2015	1
2016	12
2017	9
2018	4
2019	11
2020	21
2021	11
2022	3

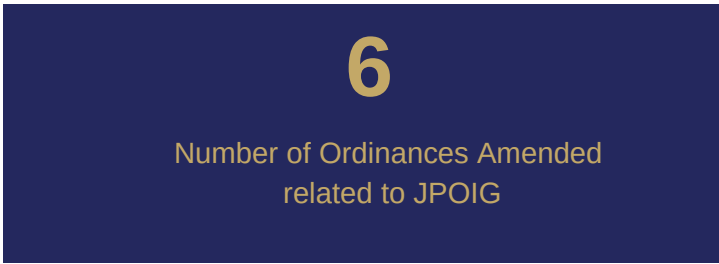
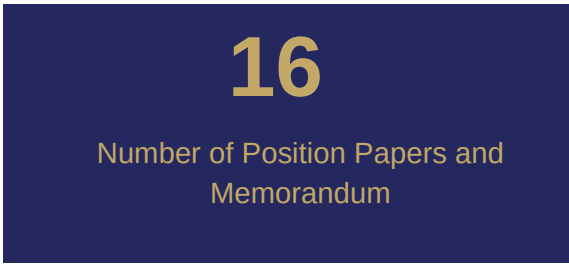
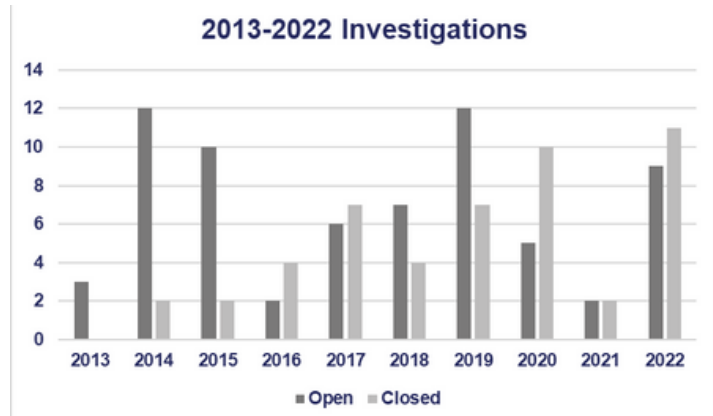
**Intakes**

Throughout the years, the JPOIG has relied greatly upon information received from internal and external sources about fraud, waste, abuse, illegal acts, unethical conduct, and questionable behavior within government. More than seventy-five percent (75%) of the information received by the JPOIG was provided by an anonymous source or individual outside of Parish government. The JPOIG receives information in several ways: (1) a complaint link on the JPOIG website; (2) telephone; (3) in person; (4) post or national carrier.



**Investigations and Audits**

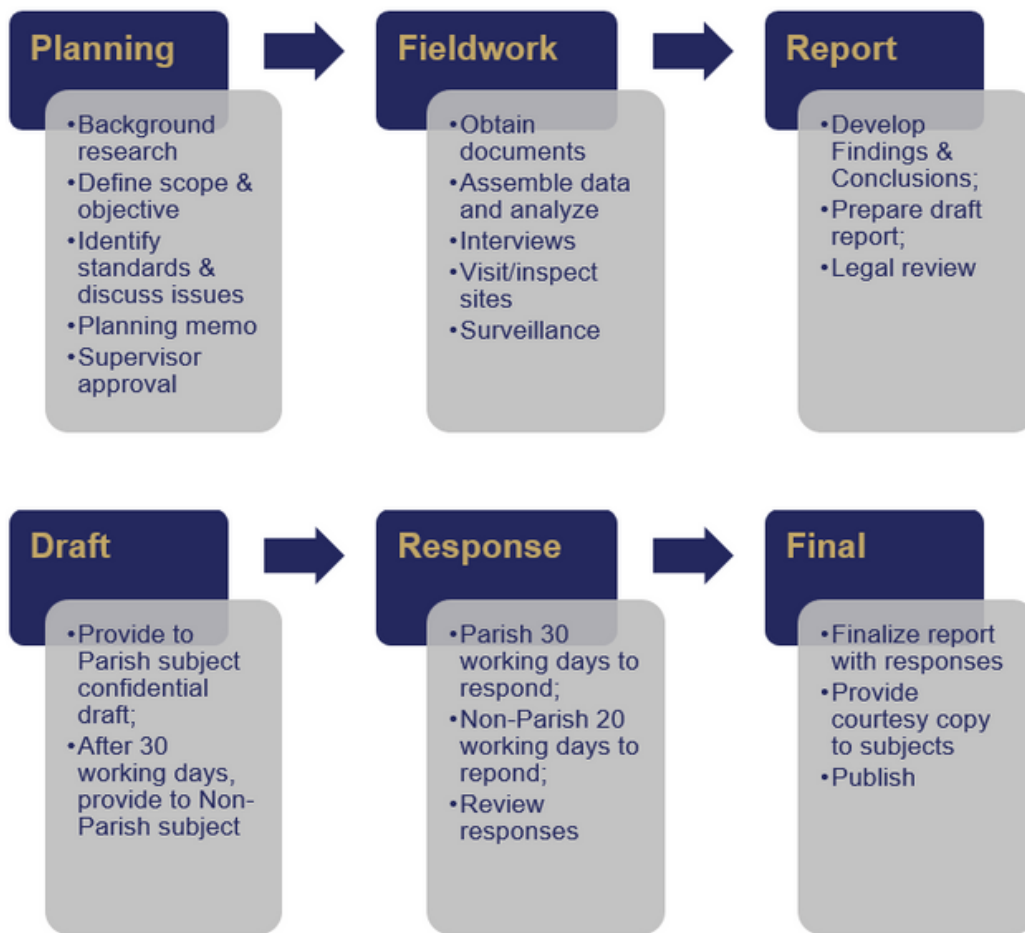
Intakes lead to investigations. They also lead to audits when the information provided shows a high risk of fraud, waste, or abuse or a failure of internal control. The number of investigations and audits opened and closed varied from year to year. Audits and investigations are not opened and closed in the same year. The time between opening and closing can vary depending upon a number of factors including: (1) resource availability; (2) complexity; and (3) cooperation from individuals or entities with a relationship to the investigation or audit. Investigations may remain open for a longer period of time if the matter has been referred to another law enforcement agency.



# Reports

During 2022, the JPOIG reported on oversight activity which included investigative activity, even if it did not conclude with a public report, and audit activity. Investigative reports were developed based upon information provided to or learned by the JPOIG. Audit reports were the product of planned audit activity.

Audits and investigations that resulted in a public report follow a similar process. This process reflects compliance with both professional standards and the Jefferson Parish code of ordinances:



Prior to concluding a report or recommendation, which contains findings as to the person or entity being reported or who is the subject of the recommendation, the Inspector General shall provide the affected person or entity an opportunity to respond by providing a copy of the report or recommendation. A Parish entity or official shall have 30 working days to respond. A Non-Parish entity or individual shall receive the report after 30 working days and have 20 working days to respond. Jefferson Parish Code of Ordinances, Section 2-155.10 (13), Office of Inspector General.

## Investigative Activity

The JPOIG initiates and conducts investigative activity in compliance with the *Principles and Standards for Offices of Inspectors General* (Green Book) promulgated by the Association of Inspectors General. Investigative activity took place under the supervision of Deputy Inspector General Jeffrey Adolph.

JPOIG investigative activity includes:

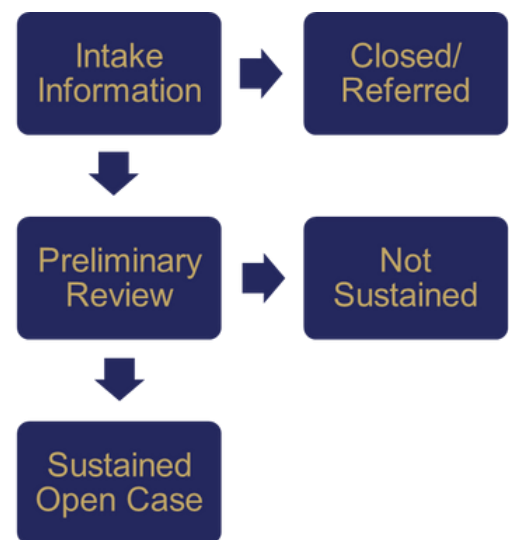
- Receiving and processing information about fraud, waste, abuse, and illegal acts;
- Referring information about fraud, waste, abuse, and illegal acts to local, state, and federal regulatory and law enforcement agencies;
- Investigating fraud, waste, abuse, and illegal acts;
- Working jointly with other local, state, and federal regulatory and law enforcement agencies;
- Providing investigative support to audit; and
- Serving subpoenas, where necessary.

## Intakes

Information is key to preventing and detecting fraud, waste, abuse, and illegal acts within government. The JPOIG systematically captured, tracked, maintained, and assessed information received.

The JPOIG deployed a three-step process:

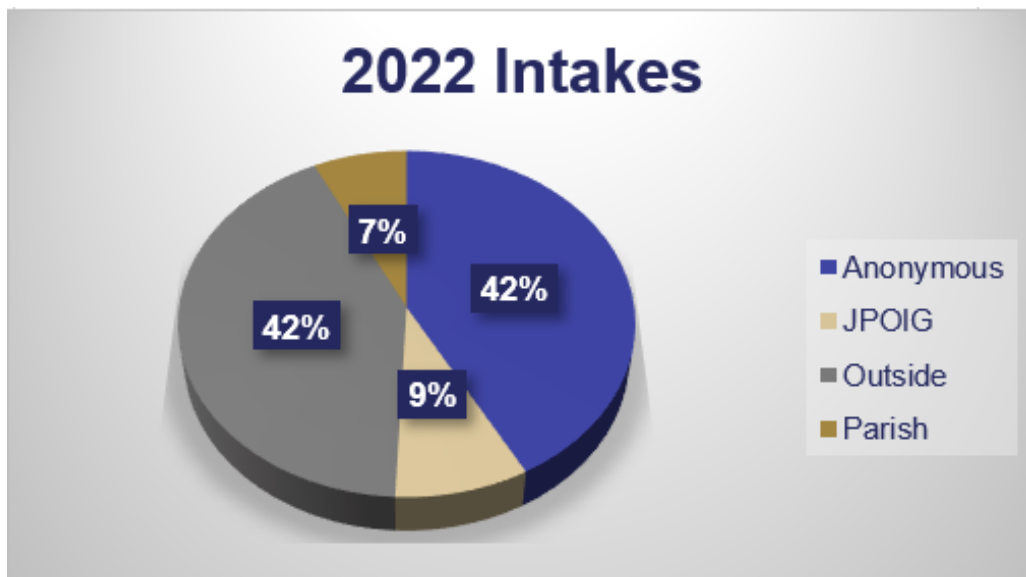
1. "Intake" Information: Information is initially received as an "Intake." An Intake may be closed if the JPOIG lacks jurisdiction to act. If another enforcement agency has jurisdiction, then the information is referred. Assuming the JPOIG has jurisdiction, the intake proceeds to a preliminary review.
2. Preliminary Review: During preliminary review, the JPOIG works to validate information provided through independent research, inquiry, examination, and analysis. If the information cannot be validated, the "Intake" is closed as not sustained or declined.
3. If information can be validated, the "Intake" will proceed to a case, resources permitting.





The JPOIG opened 69 Intakes in 2022. The sources for Intakes were equally balanced between anonymous individuals and known individuals outside of Parish government:

- 29 Intakes were generated from information provided by known individuals outside of Parish government, and includes referrals from other enforcement, integrity, or oversight entities;
- 29 Intakes were generated by persons wishing to remain "Anonymous." These individuals may be Parish employees or individuals who are otherwise connected to the Parish, but who wish to provide information to the JPOIG anonymously;
- 5 Intakes were generated from information provided by Parish employees, officials, board members, or the like; and
- 6 Intakes were generated from information developed or learned by the JPOIG staff.



The JPOIG staff also closed 96 Intakes. Intakes are closed when information is validated, and a case is opened. Intakes may also be closed due to a lack of resources to work information which can be validated. Finally, Intakes are closed when information cannot be validated.

### Cases

From 2022 Intakes, the JPOIG opened nine (9) new investigative cases. The JPOIG also closed ten (10) cases in 2022 which did not result in a public report. Cases may be closed due to inadequate resources to develop sufficient information to satisfy professional standards and develop a public report.

### Referrals

The JPOIG made three (3) referrals to outside enforcement entities. Records of referrals may be confidential depending upon the nature of the information, agency, or legal restrictions.

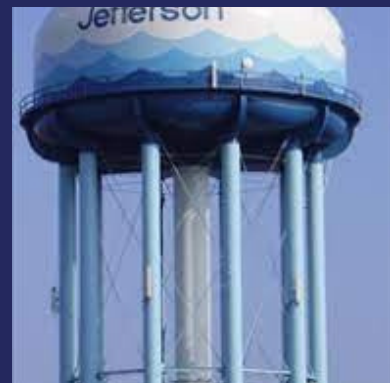
## Audit Activity

The JPOIG initiates and conducts audit activity in compliance with the Principles and Standards for Offices of Inspectors General (Green Book) promulgated by the Association of Inspectors General. These standards call upon the office to adopt one of two national standards: (1) Standards for the Professional Practice of Internal Auditing, commonly referred to as the "Red Book"; or (2) Generally Accepted Government Auditing Standards (GAGAS), commonly referred to as the "Yellow Book". Audit activity took place under the supervision of Deputy Inspector General Erica Smith as of July 2022.

The JPOIG started six (6) new audits in 2022 and closed five (5) audits. Audits can start in one year and end in another depending the time of year. There are eight (8) audits planned for 2023, which includes two (2) follow-up audits. Follow-up audits provide information on the status of corrective measures to address issues identified in previous audit reports.

## Audit Report

The JPOIG published four (4) audit reports and three (3) follow-up audit reports in 2022. A summary of those reports follows.



**JPOIG #2021-0006: Terrytown Volunteer Fire Company****Published February 11**

**Objectives:** To determine the adequacy of internal controls to ensure that public funds received are spent in accordance with governing laws and regulations and the fire district millage restrictions; and to assess the Terrytown Volunteer Fire Company's (TVFC) compliance with its fire services contract with Jefferson Parish.

**Audit Highlights:** The TVFC Fire Chief did not comply with its Fire Protection Agreement with the Parish because he did not:

- obtain Fire District approval prior to implementing a length of service award. The awards totaled \$11,950 from January 1, 2019 - December 31, 2020.
- submit a current inventory report to the Office of Fire Services (OFS).
- title all vehicles to the Fire District. One of the nineteen vehicles tested was titled to the TVFC.

The TVFC Fire Chief did not:

- develop or implement internal controls over preparing/issuing financial statements, expenditures, and fuel purchases.
- identify allowable and unallowable expenditures in its policies and procedures.

**Questioned Costs of \$11,500****JPOIG #2019-0004: Council District Improvement Assistance Funds****Published February 15**

**Objectives:** To assess risks and controls over governance, financial operations, and expenditures.

**Audit Highlights:** The Jefferson Parish Council did not:

- administer the contracts it initiated using Council District Improvement/Assistance Funds (CDIA);
- have an ordinance regarding the structure for creating and processing intergovernmental agreements;
- update JPCO Section 2-295.1 to mirror current modern business practices regarding advance payments for services;
- specify in JPCO Section 2-295.1 what type of supporting documentation is required for a vendor to receive reimbursement;
- specify in Parish resolutions and contracts utilizing CDIA funds their funding restrictions and authorized purpose.

**Questioned Costs of \$612,923**

**JPOIG #2021-0026: Grand Isle Volunteer Fire Company (GIVFC)** **Published February 17**

**Objectives:** To determine if the GIVFC: (1) was a valid corporation and non-profit corporation; (2) implemented adequate internal controls to ensure public funds were spent in accordance with laws, regulations, and restrictions; and (3) complied with the Fire Protection Agreement with the Parish.

**Audit Highlights:** The GIVFC Board of Directors:

- failed to govern and maintain by-laws;
- did not have access to cash accounts because they were not signatories.

The GIVFC Fire Chief:

- improperly calculated overtime;
- paid firemen more in annual leave than what was lawfully allowed;
- did not implement internal controls over payroll, expenditures, fuel purchases;
- did not properly safeguard vehicles, eight (8) vehicles could not be located;
- did not comply with the Fire Protection Agreement because he did not submit fire reports and annual budgets to the Office of Fire Services or maintain current insurances, inventory listings, and complete Property Insurance Association of Louisiana (PIAL) Fire Rating reports.



**Questioned Costs of \$2,782,295**  
**Disallowed Costs of \$201,293**

**JPOIG #2021-0027: Grand Isle Volunteer Emergency Services** **Published February 22**

**Objectives:** To determine if Grand Isle Volunteer Emergency Services (GIVES): (1) incorporated under state law; (2) implemented adequate internal controls to ensure public funds were spent in accordance with laws, regulations, and restrictions; and (3) complied with its service contract with the Parish.

**Audit Highlights:** Jefferson Parish remitted public funds to a non-existent entity.  
 GIVES paid restricted public funds toward entity providing fire prevention.



**Questioned Costs of \$5,603,802**



**JPOIG #2014-0043: Grand Isle Volunteer Fire Company (GIVFC)** **Published February 16**  
**Follow-up Audit**

**Objectives:** To determine the status of the JPOIG’s findings and/or recommendations made to the Parish in its initial audit that was issued on 03/23/2016.

**Audit Highlights:** The GIVFC failed to resolve any of the eleven (11) findings to the entity's management in the original JPOIG audit report.

The Parish Administration resolved recommendation #12.

<b>Follow-up Summary</b>				
<b>Finding</b>	<b>Description</b>	<b>Resolved</b>	<b>Unresolved</b>	<b>Partially Resolved</b>
1	Paying Expenses for a Separate Non-Profit Entity		✓	
2	Undocumented Fuel and Fuel Purchased for GIVES		✓	
3	Inadequate Documentation of Expenses		✓	
4	Lack of Controls Over Payroll		✓	
5	Gratuitous Alienation of Public Funds		✓	
6	Issuance of Checks to Cash		✓	
7	Payment of Travel Per Diems for Personal Travel		✓	
8	Purchases Were Made by Individuals Not Employed by GIVFC		✓	
9	Lack of Policies and Procedures for Hurricane Protocols		✓	
10	Lack of Adequate Documentation of the Disposals of Vehicles		✓	
11	Expenditure of Millage Funds for Cell Phones		✓	
12	Parish failed to Monitor the Operations of VFC	✓		

**JPOIG #2013-0013: Jefferson Parish Leased Property  
Follow-up Audit**

**Published March 16**

**Objectives:** To determine the status of the JPOIG’s findings and/or recommendations made to the Parish in its initial audit that was issued on 11/30/2017.

**Audit Highlights:** The Parish failed to resolve eight (8) of the ten (10) findings made in the original audit report.

The Parish Administration partially resolved finding #2 and #9.

<b>Follow-up Summary</b>				
<b>Finding</b>	<b>Description</b>	<b>Resolved</b>	<b>Unresolved</b>	<b>Partially Resolved</b>
1	Lost Revenue - Zero – Dollar Leases		✓	
2	Lack of Inflationary Adjustments			✓
3	Failure to Verify the Current Use of CPZs		✓	
4	Occupancy Shortfall, Bucktown Marina		✓	
5	Appraisals		✓	
6	Inefficient Rent Collection System		✓	
7	Lack of a Cost/Benefit Analysis on Zero-Dollar Leases		✓	
8	Lack of Policies and Procedures		✓	
9	Lease Tracking System			✓
10	Lack of Standardized Lease Contracts		✓	

**JPOIG #2013-0045: Water Department Security  
Follow-up Audit**

**Published December 6**

**Objectives:** To determine if the Parish resolved the findings noted in the initial audit by implementing corrective actions.

**Audit Highlights:** The Parish resolved three (3) of the four (4) findings made in the original audit report by implementing corrective actions.

<b>Follow-up Summary</b>				
<b>Finding</b>	<b>Description</b>	<b>Resolved</b>	<b>Unresolved</b>	<b>Partially Resolved</b>
1	Security weaknesses noted at EBWC	✓		
2	Active credentials were issued to retired and terminated employees	✓		
3	Annual inspections were not performed on all Parish facilities	✓		
4	No baseline security requirements in effect			✓

# Risk Assessment

Each year the Inspector General prepares a Work Plan which includes risk assessment criteria. Risk assessment begins with an understanding of Parish government, and thereafter, considers relevant risk. We implemented a six-step process to conduct the risk assessment and develop a work plan.

## Step 1: Understand Audit Universe

The audit universe consist of 162 Parish departments and functions. It was developed using the Parish Proposed Budget and the Annual Comprehensive Financial Report (ACFR).

## Step 2: Identify Risks

To identify high-risk areas, the JPOIG: (1) inquired of the Internal Auditor and 13 Parish officials; (2) reviewed the ACFR, media articles and other public information; and (3) interviewed external stakeholders.

## Step 3: Identify Risk Assessment Criteria

The JPOIG identified three risk categories and nine specific risk areas. Each specific risk area is scored using a scale of 1-10, with 1 representing low risk, 5 representing medium risk, and 10 representing high risk.

## Step 4: Assess Risk and Risk Information

The JPOIG used professional judgment and assigned a likelihood and an impact score to each of the risk areas based on our interviews and research.

## Step 5: Prioritize Risk

The JPOIG ranked each entity from the highest risk to the lowest risk.

## Step 6: Develop and Execute the Risk-Based Work Plan

The JPOIG considered the results of the risk assessment and conducted an internal brainstorming meeting to develop the 2023 Work Plan, establish priorities, and initiate engagements as resources permit.



## Risk Assessment Criteria

Our risk assessment considered three overall risk categories: (1) Dollars-At-Risk; (2) Complexity of Operations; and (3) Inherent Risk. As outlined below, each overall risk category contains specific risk areas that the JPOIG assessed.

<b>Risk Category: Dollars-At-Risk</b>	
Financial Risk	The risk of fraud, waste, or abuse involving financial transactions occurring within a department, agency or function.
Corruption Risk	The risk of corruption by public officials with influence or management authority over the activities of the department, agency, or function.
Theft Susceptibility	The risk that inventory or equipment could be diverted from government coffers due to the nature of the activities occurring within the department, agency or function.
<b>Risk Category: Complexity of Operations</b>	
Regulation Risk	The risk that the department, agency, or function does not comply with federal, state or local regulations.
Operational Risk	The risk that operational failures will occur and may result in fines, penalties, or fees.
Process Instability	The risk that processes may be immatures or are not well-documented due to recent changes in the operating environment.
<b>Risk Category: Inherent Risk</b>	
Political Pressure	The risk that political pressure could impact or influenced the department, agency, or function.
Technological Inadequacy	The risk of technology being inadequate, outdated, or ill-used, which produces insufficient or unreliable information to management.
Management Ineffectiveness	The risk that management is ineffective or mismanages operations, personnel, or assets.

## Risk Assessment Results

The risk assessment process resulted in the following top five highest-risk areas. These areas are high-risk because of the financial and/or quality of life impact on Parish residents.



### American Rescue Plan Act Funds

The Parish received \$84 million to mitigate the financial impacts of COVID-19. These funds are high-risk due to the significant amount received and the stringent regulations surrounding the use of funds.



### Fire Protection and Suppression Services

Fire protection and suppression are critical services for residents. Approximately \$68 million in public funds is expended across the Parish fire department and various volunteer fire companies. These funds are required to be spent pursuant to various laws and regulations.



### Personnel Department

This department is responsible for the personnel functions within the Parish, such as, recruitment, salary and rules administration, employment testing, and employee appeals. Recruiting and retaining qualified employees is essential to efficient/effective operations.



### Purchasing Department

This department provides central procurement services to the Parish, including overseeing competitive bid processes. Bid invitations and request for proposal processes are critical to ensure the Parish conducts business with qualified vendors in a cost-effective and efficient manner.



### Inspection & Code Enforcement

This department ensures compliance with laws pertaining to structural development within the Parish and abates abandoned and blighted structures for the overall safety of Parish residents and visitors. It also enforces short-term rental unit ordinances.

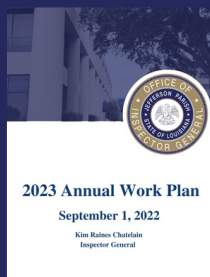
The JPOIG undertook a risk assessment in compliance with the International Standards for the Professional Practice of Internal Audit (IIA Standards). A risk assessment is a systematic process of identifying, analyzing, and evaluating risk. Risk is defined by the IIA as the possibility of an event occurring that will have an impact on the achievement of objectives. Risk is measured in terms of impact and likelihood.

# Annual Work Plan

Below is a schedule of planned projects for 2023:

JPOIG #	Product Type	Description
2022-0024	Audit	Live Oak Manor Volunteer Fire Company
2022-0029	Audit	Marrero-Harvey Volunteer Fire Company
2022-0026	Audit	British Petroleum (BP) Funds
2021-0045	Evaluation	Hurricane Ida Debris Removal
2019-0003	Follow-up	Office of Fire Services
TBD	Audit	Unpermitted Short-Term Rental Units
TBD	Audit	EBCFD Scheduling and Leave
TBD	Audit	Procurement Department – Bid Awards
TBD	Evaluation	Volunteer Fire Company Surplus Funds
TBD	Follow-up	Bus Bench Advertising Contract
TBD	Evaluation	Jefferson Parish Booster Clubs
TBD	Evaluation	Jefferson Parish Hiring Practices
TBD	Monitoring	American Rescue Plan Act Funds

Our planned projects for 2023 focused on the top 5 highest-risk areas identified by the risk assessment. Evaluations also appeared in the 2023 Annual Work Plan. This is a new function for the office. The primary purpose of Evaluations is to increase efficiency and effectiveness within government where Audits focus on ensuring that public dollars are spent in compliance with policies, laws, and regulations. Efficiency and effectiveness and ensuring that public dollars are well spent is some of the most rewarding work an inspector general can do. Still, our mission is to detect and deter fraud, waste, and abuse. We continue to allocate necessary resources to support our Investigations. Investigations are not part of our annual work plan because of their confidential nature.



To see more details about the 2023 Annual Work plan, visit us at: <https://www.jpoig.net/reports-news-info/reports-memorandums-correspondence>.

# Commitment to Excellence

## Quality Assurance

All JPOIG projects are completed in accordance with applicable standards. Work is subject to both external and internal quality assurance measures.

### Monthly Reports

#### Ethics and Compliance Commission

The Ethics and Compliance Commission (ECC) is an independent oversight authority, separate from the JPOIG. Like the JPOIG, it is established by the Parish Charter. The ECC meets regularly. At each meeting, the ECC hears a report from the Inspector General which includes status updates, a presentation of recent public reports, and a report on short-term and long-term challenges to the office. The meetings are open to the public.

### Annual Review

#### Quality Assurance Review Committee

Each year, our final published reports from the preceding year are reviewed by the Quality Assurance Review Committee (QAR). Finalized public audits, investigations, inspections, and performance reviews which have been published by the Office of Inspector General shall be subject to annual quality assurance reviews by an advisory committee to include one (1) representative named by the Parish Council, one (1) representative named by the Parish President, and one (1) representative named by the Ethics and Compliance Commission. Jefferson Parish Code of Ordinances, Section 2-155.10 (16), Office of Inspector General. In recent years, the QAR has been composed of the following members:

- John Benz (Chairman) - Council Appointee
- Duke McConnell - Administration Appointee
- Jim Letten - Ethics and Compliance Commission Appointee.

The QAR annually reports on conclusions reached and any response made by the Inspector General. The report is presented at a public meeting scheduled after publication of the Inspector General's annual report but not later than May 31st. In the most recent report, the QAR noted:

QAR 2021, the OIG continues to build on a history and tradition of eager and effective responsiveness to the recommendations of the Committee in the pursuit of excellence and increased accountability of government.



## Triennial Review

### Peer Review Committee

Every three years, the JPOIG undergoes a peer review by the Association of Inspectors General (AIG). The AIG is a national organization whose members include inspectors general from federal, state, and local government. JPOIG audits, investigations, inspections, and performance reviews must be initiated and conducted in accordance with AIG Principles and Standards for Offices of Inspectors General (Green Book). These standards include:

- Planning;
- Organizing;
- Staff qualifications;
- Direction and control;
- Reporting;
- Confidentiality;
- Quality assurance.

Our professional standards require an external peer review to assess if our internal quality control system is suitably designed and operating effectively. The AIG Peer Review provides assurance that the JPOIG is following established policies and procedures and applicable standards.

### Internal Review

As part of the internal quality assurance and improvement efforts, the JPOIG reviews professional standards and implements internal policies and procedures. The JPOIG developed a manual that conforms to the Principles and Standards for Offices of Inspectors General (Green Book) promulgated by the Association of Inspectors General. The JPOIG staff also participates in various training activities to consistently grow and diversify knowledge, skills, and experience.

The office of inspector general shall be subject to peer review by the Association of Inspectors General every three (3) years. Such peer review shall be paid for by the office of the inspector general. Copies of the written report resulting from this peer review shall be furnished to the ethics review board, parish council, and the parish president. This report shall also be made available to the public, when such process is completed. Jefferson Parish Code of Ordinances, Section 2-155.10 (16), Office of Inspector General.



# Stories That Connect

## Community Engagement

Open, transparent, and informative. We work to be informed about our community, and to inform the community about the work we do. We do this through regular posts to our web-site, press releases, social media posts, and out-reach activities. In 2022, we posted an informative video about our 2023 Annual Plan. We hope to post additional informative videos about the work we do. Reports published by the JPOIG can be read in full by visiting our web-site at: <https://www.jpoig.net/reports-news-info/reports-memorandums-correspondence>. To understand more about the work we do, view our FAQs posted on our web-site: <https://www.jpoig.net/reports-news-info/faqs>.

We value the opportunity to engage with the public and to educate the public about the work of oversight professionals. We can be contacted to speak at: <https://www.jpoig.net/contact-us/request-a-speaker>.

## Professional Engagement

We are also active participants within our professional communities. Developing and maintaining relationships with others working as oversight and government integrity professionals ensures that we are always learning and always leading.

Inspector General Kim Raines Chatelain and Deputy Inspector General Erica Smith serve on the Board of Directors for the Association of Inspectors General (AIG), a national non-profit organization committed to standards of excellence among inspectors general and educating those doing the work. Kim Raines Chatelain serves as 2nd Vice-Chair and Deputy Inspector General Erica Smith serves on the Executive Committee. Both have instructed at the AIG training courses.

Deputy Inspector General Erica Smith also serves as Treasurer for the New Orleans Chapter of the Board of Governors of the Institute of Internal Auditors (IIA). She is a frequent instructor for local courses in forensic auditing and fraud detection.



# Connect with us



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