



Jefferson Parish Office of Inspector General



Inspector General Report

October 2022

Kim Raines Chatelain, Inspector General

**INSPECTOR GENERAL REPORT
TO THE ETHICS AND COMPLIANCE COMMISSION
Wednesday, October 26, 2022**

I. JPOIG Operations

A. Budget
None.

B. Compliance

1. Microsoft 365 e-mail migration of active emails. Archived e-mails have been migrated. Issues detected with emails between JPECC and JPOIG. Issues should resolve after legacy service is terminated as to JPOIG.
2. Microsoft 365 data cutover took place 9/12/2022.
3. Engagement Access, to support referencing/indexing and supervisory authority for migration to GAGAS and for future evaluations.
4. Previously reported outstanding IT items will resolve with executed Managed Services Contract:
 - a) Firewall and Security. Discussed status of existing firewall and security with Director of IT.
 - b) Back-up. Secure alternative back-up.
5. Report release protocol. A report release protocol is in draft and expected to be adopted by October. Discuss proposed changes to release process.
6. Revised Standard Operating Procedures for Audit, in draft.
7. Scheduled to participate in Records Retention training in Baton Rouge 11/16/2022.

C. Procurement

1. ATT phones have been cutover effective 10/20/2022. Project has not been closed. Outstanding training. Tentative close date of 11/01/2022. ECC has its own dedicated phone line and VM box which goes to identified emails.
2. Column Case Management (Case Management Tracking System) kick-off meeting for upgrade and migration took place 10/24/2022. Executed Statement of Work (SOW) for upgrade from .4 ver to .8 ver and migration to cloud.
3. Managed services contract executed to provide needed IT support.
4. Engagement Access, contract executed for cloud based solution. Pilot program participant, with pricing guarantee post deployment. Dates scheduled for training.

D. Recruitment and retention

1. Malon Thompson was offered and accepted an advancement opportunity elsewhere as an Audit Compliance Manager.
2. Job opening is posted/will be posted.

E. Professional Development




Staff attended Association of Inspectors General Conference, Washington DC 12-15

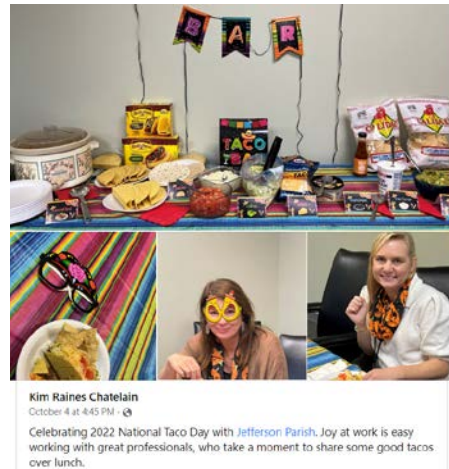
F. Civic outreach

Participated in Association of Inspectors General Board meeting. Kim Chatelain was elected 2nd Vice President of the Board and Erica Smith was elected to the Executive Committee.

G. Social Media

The status for social media is presented below for the period 09/21/2022-10/26/2022.

Social Media Platform	Engagement
Facebook 592 Total Followers 	<ul style="list-style-type: none">• Gained 2 Followers• 2 Posts/Re-Posts• Reached a total of 320 viewers across app posts (last 28 days)• Post Engagement: 148 (last 28 days)
Twitter 116 Total Followers 	<ul style="list-style-type: none">• Gained 0 Followers• 0 Tweets• 42 Tweet Impressions (last 28 days)• 41 Profile Visits (last 28 days)
Linked-In 223 Total Followers 	<ul style="list-style-type: none">• Gained 0 Followers (last 30 days)• 4 Posts/Reposts• 398 Post Impressions (last 30 days)



II. JPOIG Reports to be presented

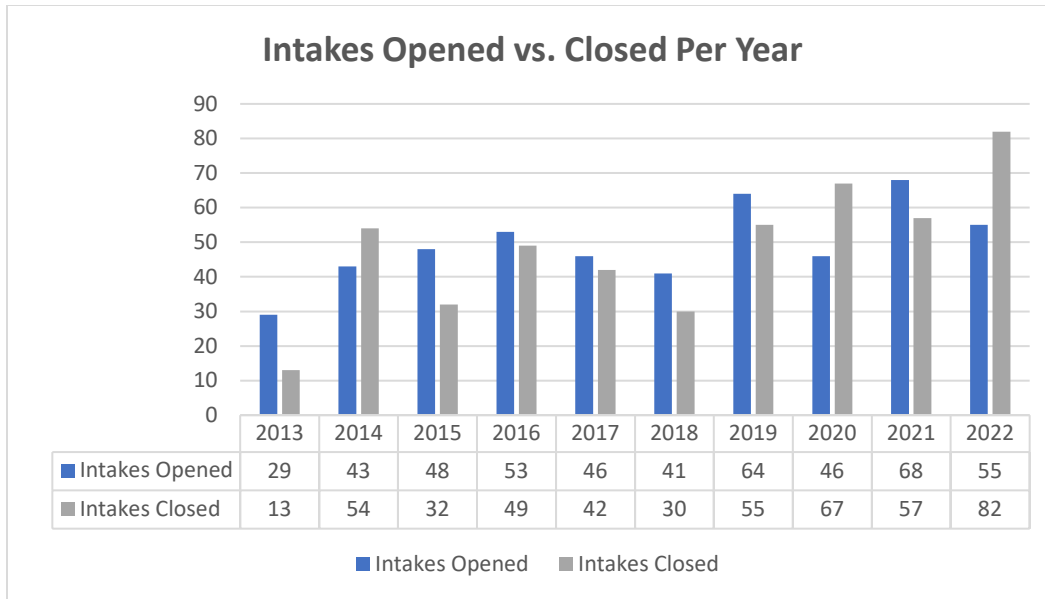
None. NOTE: Production has been impaired while processes are adjusted. These processes need to be adjusted to address and resolve integrity issues both present and future. Issues will continue to present unless and until such time as they are resolved. These resolutions will be reflected in Inspector General Annual Report.

III. Complaints/Intakes

Modifications to complaint/intake process eliminating redundancy of processes, redundancy of digital and paper files and reducing risk of human error. Assessment of Case Management capabilities for improvement and in anticipation of update and migration continues. Improvements will support reporting of complaints and intakes on a monthly basis and will support Annual Report.

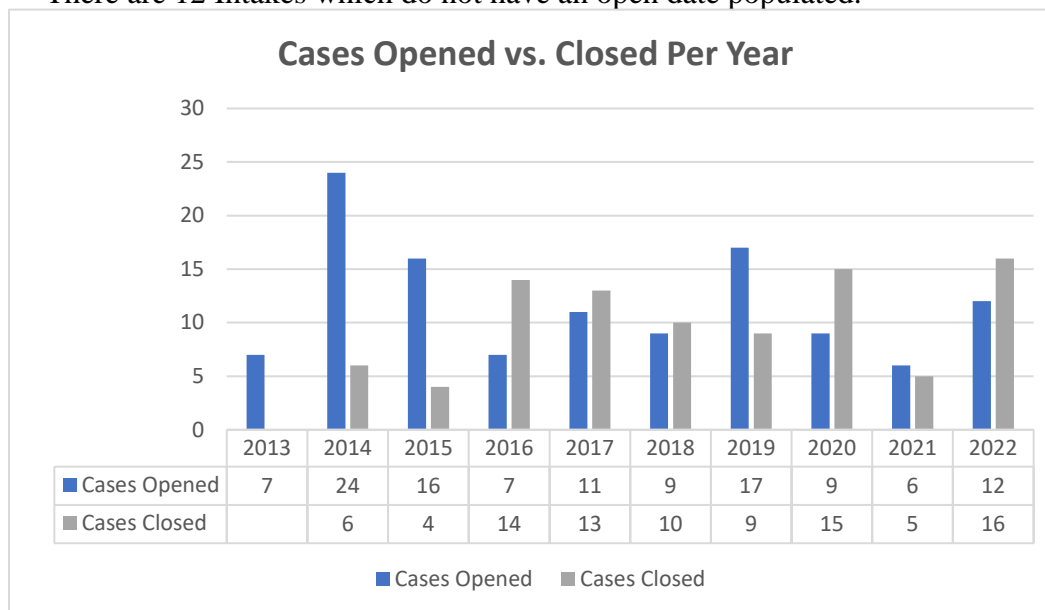
<u>Intakes Opened</u>	<u>Intakes Closed</u>
<ul style="list-style-type: none"> ➤ 2022-0052 (09/22/2022) ➤ 2022-0053 (09/22/2022) ➤ 2022-0054 (09/30/2022) ➤ 2022-0055 (10/18/2022) 	<ul style="list-style-type: none"> ➤ 2022-0049 (09/30/2022) ➤ 2022-0050 (09/30/2022) ➤ 2022-0051 (09/30/2022) ➤ 2022-0052 (09/30/2022)
<u>Cases Opened</u>	<u>Cases Closed</u>
None	➤ None.

*Intake 2022-0052 was referred to 2 entities and action has been taken.



*One number was erroneously generated in 2021 and was not used.

** There are 12 Intakes which do not have an open date populated.



*Two cases were incorrectly reported as being opened in 2016 and one as incorrectly opened in 2013.

IV. Audits

JPOIG #	Description	Planning	Field Work	Report/ Review	Draft Report	Non-Parish Draft	Public
<i>Follow-up Audits</i>							
2017-0027	Security Services Contract						
2017-0041	Overtime Pay	CLOSED					
2017-0045	Water Physical Security						
2019-0003	Office of Fire Service						
<i>Audits</i>							
2021-0009	Water Accounts Receivable	CLOSED					
2022-0026	BP Funds						
2022-0024	Live Oak VFC						
2022-0025	Nine Mile Point VFC						
2022-0028	Bridge City VFC						
2022-2029	Marrero Harvey VFC						

Risk Assessment: Risk Assessment to be undertaken in a timely fashion to deliver report by deadline.

V. Evaluations

JPOIG #	Description	Planning	Field Work	Report/ Review	Draft Report	Non-Parish Draft	Public
2021-0019	VFC and EBCFC Drug Policies and Testing						
2021-0045	Ida Debris Removal						
2022-0020	Personnel: Classified Service						

VI. Investigations (as of 10/23/2022)

Open Intakes: 23 (fka “Active Intakes”)

Open Cases: 16 (fka “Active Cases”)

Currently working on 2 open matters with outside law enforcement agencies.

VII. Implementation of Recommendations

Recommendation Tracker has been removed from website due to discrepancies, inability to reconcile and need to assess. Recommendation Tracker can be re-deployed with reliable data generated from Case Management system once cases have been assessed and system updated.

VIII. Public outreach and engagement

No new reports at this time.

REPORT FRAUD, WASTE, OR ABUSE

BY INTERNET:

Visit our website at www.jpoig.net, click
"Report Waste, Fraud or Abuse"

BY PHONE:

Call our tip line at (504) 736-8962

BY MAIL:

990 N. Corporate Drive, Suite 300
Jefferson, LA 70123

IN PERSON:

Contact us at (504) 736-8962 to schedule an appointment

JPOIG SOCIAL MEDIA

JPOIG Social Media



[Twitter.com/JPOIG](https://twitter.com/JPOIG)



Channel: Jefferson
Parish Office of
Inspector General



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