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Inspector General

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**DATE:** February 2, 2022

**SUBJECT:** Art & Culture Department Lack of Training Provided

**FILE NO:** 21-0098-C

**INVESTIGATOR:** JOC

**STATUS:** Closed

**Informative Case Synopsis**

The Office of Inspector General (OIG) received an anonymous complaint on December 15, 2021 through the OIG online Tip and Reporting Form. The complainant stated they were hired approximately a year and a half prior with the Art & Culture Department, but were never provided training. According to the complaint, training was cancelled due to COVID restrictions and protocols. There was an HR class covering benefits and other classes were sent through video; however, according to the complainant, that was all of the training provided. The complainant stated there was never training provided on Kronos procedures and policies, nor was there training on City rules or Department onboarding. According to the complainant, this is so “they can attack those who they don't like, even though they never trained them ... they will try and yell and write you up.”

Pursuant to City Ordinance 2-17-2, the Inspector General's goals are to: (1) Conduct investigations in an efficient, impartial, equitable and objective manner; (2) Prevent and detect fraud, waste and abuse in city activities including all city contracts and partnerships; (3) Deter criminal activity through independence in fact and appearance, investigation and interdiction; and (4) Propose ways to increase the city's legal, fiscal and ethical accountability to insure that tax payers' dollars are spent in a manner consistent with the highest standards of local governments.

The complaint was anonymous, resulting in the OIG being unable to reach out to the complainant to obtain additional information. However, while conducting our fact-finding investigation, the OIG reached out to the Art & Culture Department and spoke with the Director and the Deputy Director. The Director stated that there are seven distinct divisions within the Department and Kronos training was provided to all the managers and supervisors within the Department. Trainers went out to each of the divisions and provided this training between September 2019 and September 2020. For non-management employees, Kronos training is provided during New Employee Orientation (NEO). The Director also mentioned that they are currently working on scheduling another round of department-side Kronos training/refresher sessions for the supervisors.

The Director stated the larger divisions, such as the libraries and the BioPark have the best practices with regard to onboarding. The other divisions have teams that are small enough where there is time for employees to receive on the job training. With regard to the complainant's allegation that employees are attacked, yelled at and written up, the Director and Deputy Director stated there has not been anybody who has been disciplined during the time period the complainant is citing. Given that the complainant was anonymous and not knowing the job title of the complainant, the Director and Deputy Director stated it was difficult to refer back to a particular division to see what sort of onboarding and other training those particular employees may or may not have received.

While conducting our fact-finding investigation, the OIG also spoke with one of the trainers for the City of Albuquerque's New Employee Orientation (NEO). The trainer explained that since the onset of the COVID pandemic, they have had to adjust how NEO was conducted several different times based on the Governor's and the Mayor's guidelines. The trainer explained that this presented its own challenges, but they have tried the best they could given the limitations they have had. The trainer confirmed that many of the larger trainings, such as that for City Operator Permit (COP), have been put online for employees to view and complete.

The allegation that the complainant never received onboarding or training on other City procedures and policies could not be substantiated. Because the complainant was anonymous and did not leave any contact information, the OIG was unable to follow up and obtain additional details and information, such as the complainant's job position or what division they are with. The allegation that lack of training has resulted in employees being attacked, yelled at and written up could also not be substantiated. The fact-finding investigation is being closed.