



City of Albuquerque
Accountability in Government Oversight Committee
P.O. Box 1293 Albuquerque, New Mexico 87103

August 25, 2017

Honorable Mayor Richard J. Berry, Members of the City Council, and Citizens of Albuquerque:

The Accountability in Government Oversight (AGO) Committee would like to recognize the Office of Inspector General's (OIG) Inspector General and his staff for their continued service to the Administration, City Council and the Citizens of the City of Albuquerque.

As this annual report demonstrates, OIG produces investigations that include recommendations intended to improve City processes which result in potential cost savings.

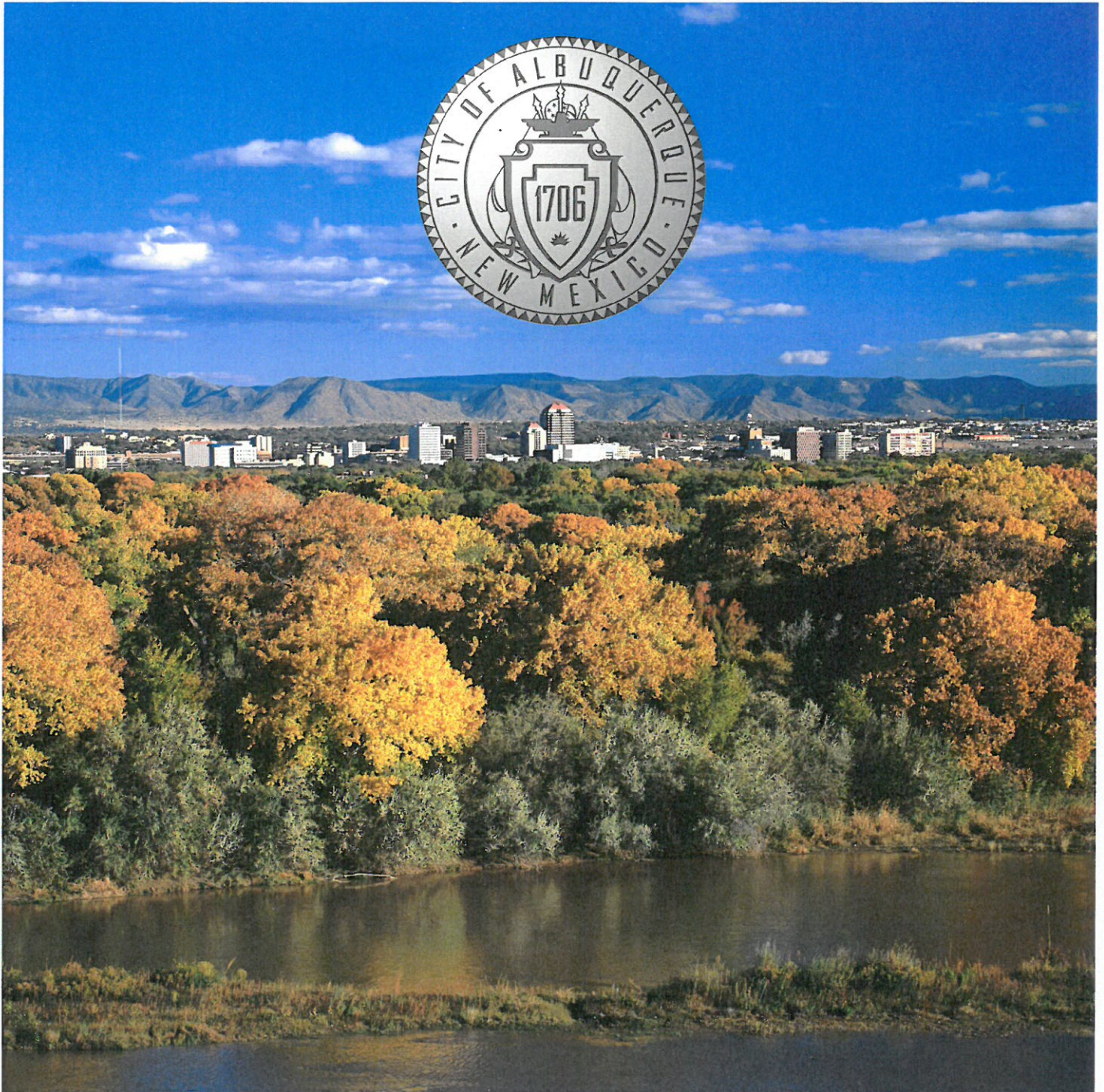
The AGO Committee has found the OIG staff to be a professional and respected resource for the City of Albuquerque. As an independent, objective set of eyes that can help the organization accomplish its objectives, OIG is certainly an integral part of the City of Albuquerque government.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Mark D. Jarmie', with a long horizontal flourish extending to the right.

Mark D. Jarmie, Chairperson for
Accountability in Government Oversight Committee

Raul J. Anaya
Elizabeth Metzger
Edmund E. Perea
Robert M. Doughty III



**FY 2017 Annual Report
Office of Inspector General
City of Albuquerque**

David T. Harper
Inspector General

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Office of Inspector General
Fiscal Year 2017 Annual Report
July 1, 2016 — June 30, 2017

Message from the Inspector General

Honorable Mayor, Members of City Council, Accountability in Government Oversight Committee and Citizens of Albuquerque:

It is my privilege and honor to issue this Annual Report on the Office of Inspector General (OIG) for the period July 1, 2016 to June 30, 2017. This is the second report issued under my leadership and represents my first full year as the Inspector General. This report provides a summary of our efforts for the past 12 months to promote a culture of integrity, accountability, and transparency throughout the City of Albuquerque, as we seek to safeguard and preserve the public trust.



This first year as Inspector General has been important for me and served as an opportunity to get to know the City Government Elected Leaders, Appointed Officials, Employees, Strategic Partners and Citizens of this great City. It has also been a year of establishing priorities for this office, so that we can better focus on the greater good for the community. Additionally, this first year allowed me to assess the needs of this office in terms of policies, processes, resources, staffing, experience levels, training and equipment to better serve the Citizens.

I was able to attend the Association of Inspectors General (AIG) Institute to become a Certified Inspector General. This also gave me an opportunity to build important strategic partners and benchmark great ideas from other Inspectors General at the state and municipal levels.

Based upon my assessment, this office is understaffed and insufficiently resourced when compared to other OIGs across the nation at all levels of government. This office represents the smallest department in the City, but perhaps has one of the most important functions—safeguarding the Public Trust and Taxpayer’s money. The initial proposed FY2018 budget included sufficient funds to hire an additional investigator, but the language was removed in the final budget. Hopefully FY2019 will be a better year in terms of staffing and resources of this office. Thankfully, the Department of Technology and Innovation provided great assistance to this office with funding an automated Case Management and Tracking System (CMTS)—a first for OIG. There is much more needed though and so the advocacy must continue. The OIG is thankful to those in the Administration and City Council who tried to address these challenges—we are hopeful for better results in the next year.

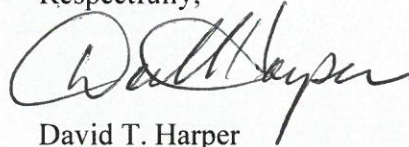
I would like to express my appreciation to the OIG staff who did an amazing job in stepping up to challenges and new expectations—change is never easy, but it is important in delivering the best service to the public, while increasing our focus on priorities and accomplishments, especially with limited resources.

This year we saw two veteran members of the Accountability in Government Oversight Committee (AGO) reach the end of their terms—we appreciate their many years of volunteer service to the City. We welcomed two new members to the AGO and look forward to working with them in the years to come.

I would like to thank all City Officials—the Mayor, Chief Administration Officer, Department Directors, City Councilors, City Council Services, Members of Boards and Committees, and City Employees, who have supported the work of the OIG during FY2017. We couldn't have done our job without your support.

Finally, I would especially like to express my gratitude to the Citizens of Albuquerque for their confidence in the OIG, which has been exemplified in contacting our office and sharing their concerns, observations and ideas for improving the function of Government and how to improve the City's service to the community. It is the hard earned dollars of every Taxpayer that funds this Government, which funds our salaries and enables us to do the job of serving the great Community of Albuquerque. The OIG is committed to leading the way in providing each of you the very best service possible. I look forward to serving all Citizens in FY2018 and will do this by continuing to advocate for greater transparency, increased efficiencies, more accountability and ensuring integrity is always first. I hope to meet more of you at various venues, to include City Council meetings, Neighborhood Association meetings, etc. We are here to serve the Citizens, so please visit the OIG web page at: www.cabq.gov/inspectorgeneral.

Respectfully,

A handwritten signature in black ink, appearing to read "David T. Harper". The signature is fluid and cursive, with the first name "David" being the most prominent.

David T. Harper
Inspector General

Mission

The mission of the OIG has not changed this past year, but I am including additional language from the Inspector General Ordinance to provide more elaboration and details of our responsibilities. It is:

To promote a culture of integrity, accountability, and transparency throughout the City of Albuquerque, to promote the efficiency and effectiveness in the programs and operations of the City of Albuquerque, in order to safeguard and preserve the public trust. Additionally, the OIG will accomplish this by preventing, detecting, deterring and investigating fraud, waste and abuse in City activities including all City contracts and partnerships. Also, to deter criminal activity through independence in fact & appearance, investigation and interdiction. The mission also includes the requirement to investigate all allegations of violations of the Code of Ethics and the Elections Code when requested by the Board of Ethics and Campaign Practices. This mission is accomplished by conducting investigations that are criminal, civil and administrative in nature. It also involved conducting inspections of departments and programs, to ensure compliance with local, state and federal law and regulations, as well as conducting oversight reviews of processes, actions, decisions, etc. Finally, the OIG has responsibility for ensuring employees are protected by conducting investigations involving violations of the City Whistleblower Ordinance when retaliation is suspected or alleged.

Vision

The Office of Inspector General serves to “Protect the Public Trust” and does so by, encouraging positive change and ethical behavior in City government, exemplifying Efficiency, Stewardship and Accountability, and strengthening community confidence and public trust.

History

The concept of an “Inspector General” began with the French Army in 1668, under King Louis XIV and was introduced to the Continental Army in 1775, during the Revolutionary War. The Continental Congress wanted to ensure accountability of public investments and assurances that the military would not exceed its authority, and finally, General George Washington wanted to ensure troop readiness.

In 1978, the US Congress established the Inspector General Act of 1978, which has been amended several times through the years. This Act resulted in the establishment of Offices of Inspectors General in most Federal Government agencies. The mission at the Federal Government differed from the military, in that the focus of readiness (largely the “inspection” mission), expanded in scope to include audit and investigations. Federal Inspectors General have law enforcement authority to conduct criminal investigations, conduct searches and seizures, as well as arrests.

The State and Municipal Office of Inspectors General initiated with the State of Massachusetts in 1981. Since then many States have adopted the OIG at the State level or a State agency level and many municipalities have also followed suit.

The Albuquerque OIG was established in 2004, but the position was not filled until 2007. Unlike many municipalities, where the OIG is part of the City Charter, the Albuquerque OIG was established by the City Council in City Ordinance Chapter 2, Article 17, and has been revised several times since, with the last revision in October 2015.

Timeline of office and assigned IGs:

Evolution of Office:

2004: OIG Ordinance introduced and passed by City Council

2010: OIG Became an independent office

2015: Revised Ordinance – selection criteria for the Inspector General

2017: Revision ongoing – Increase scope, possible limited law enforcement status to enhance capabilities, clarification of authority and strengthening independence

2017 - ?: IG Vision to increase staff and capabilities to position office for more focused and engaged proactive efforts and results

IGs:

2004 – 2007: Vacant (27 months)

Richard Maag (2007-2007; 7 months)

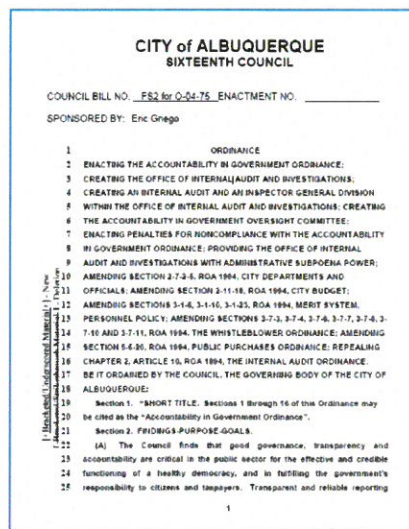
Silvia Padilla (2008 – 2009; 20 months)

Janet McHard (2010 – 2010; 8 months)

Neftali Carrasquillo (2011 – 2012; 17 months)

Peter Pacheco (Acting) (2013 – 2016; 3.5 years)

David T. Harper (Jun 2016 – present)



Authority and Responsibility

The ABQ OIG's authority is established in City Ordinance Chapter 2, Article 17, which specifically creates the Office, the position of Inspector General, associated responsibilities and duties. The Ordinance established the purpose of the Office and goals for the IG. The Ordinance also provides for the selection and retention of the IG, the authority, professional standards and requirements to provide reports. The Ordinance also requires OIG language in City contracts and states that all City officials, employees and contractors must notify the IG of every instance of theft, misfeasance, improper actions and non-compliance with laws at all government levels, as well as the requirement to cooperate with the OIG during an investigation. The Ordinance established the OIG as an independent office of the City, which does not report to the Mayor or City Council, but instead to a five member, all volunteer, civilian oversight committee—the Accountability in Government Oversight Committee. The Ordinance also empowers the IG to administer oaths and serve subpoenas.

The IG also has authority and responsibility to conduct investigations pertaining to violations of the Code of Ethics and Elections Code when requested by the Board of Ethics and Campaign Practices.

Finally, the IG also has the authority to investigate violations of the Whistleblower Ordinance.

Whistleblower Ordinance

The Whistleblower Ordinance was established in January 2004, and provides protection to City employees who have had retaliative actions taken against them, such as a demotion or employment termination, for reporting activities such as violations of policies, laws, etc. Certain requirements of the Ordinance must be met before the Ordinance is applicable. The person making the complaint can report the situation to the supervisor, director or to the Inspector General. The Inspector General can encourage the employee to report the matter to the Department Director or can decide to investigate the matter if appropriate. It is important to understand that the Whistleblower Ordinance does not apply in situations where no reporting and no suspected retaliative actions have taken place—a mere fear of retaliative action if something is reported, is not a violation of the policy. However, employees are encouraged to report any suspected violation of policy or law, and the OIG can take steps to help protect the employee's identity.

CITY of ALBUQUERQUE SIXTEENTH COUNCIL

COUNCIL BILL NO. 0-23-1 ENACTMENT NO. _____
SPONSORED BY: Brad Winter

1 ORDINANCE
2 ESTABLISHING AND ADOPTING A WHISTLEBLOWER PROCEDURE;
3 AMENDING THE INTERNAL AUDIT ORDINANCE SECTIONS 2-10-3, 2-10-11
4 AND 2-10-17 ROA 1994 TO PROVIDE FOR FILING WHISTLEBLOWER
5 COMPLAINTS AND TO INCLUDE COMPLAINTS FILED BY WHISTLEBLOWERS
6 WITHIN THE DEFINITION OF SPECIAL AUDITS; AND AMENDING THE MERIT
7 SYSTEM ORDINANCE, SECTION 3-1-23 (A) (1) ROA 1994, TO PROVIDE FOR
8 DISCIPLINARY ACTION BASED ON THE WHISTLEBLOWER ORDINANCE AND
9 SECTION 3-1-24(D) ROA 1994, TO PROVIDE FOR A GRIEVANCE PROCEDURE.
10 BE IT ORDAINED BY THE COUNCIL, THE GOVERNING BODY OF THE CITY OF
11 ALBUQUERQUE:
12 Section 1. SHORT TITLE. This article may be known and cited as the
13 "Whistleblower Ordinance."
14 Section 2. FINDINGS AND INTENT. The public health, safety and welfare
15 are better protected by instituting a procedure for reporting improper
16 governmental action, encouraging such reporting and protecting those who
17 properly report such action from retaliation. Proper reporting will provide the
18 opportunity to minimize any adverse impacts of improper governmental
19 actions.
20 Section 3. DEFINITIONS.
21 ALLOWABLE COMPLAINT. A complaint that may be filed pursuant to
22 this Ordinance alleging an improper governmental action and meets all other
23 requirements of this Ordinance. An allowable complaint does not include a
24 complaint that is frivolous or that discloses information (1) that the
25 complainant knows to be false, (2) with disregard for the truth or falsity thereof
26 or (3) that is a confidential record.

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Goals

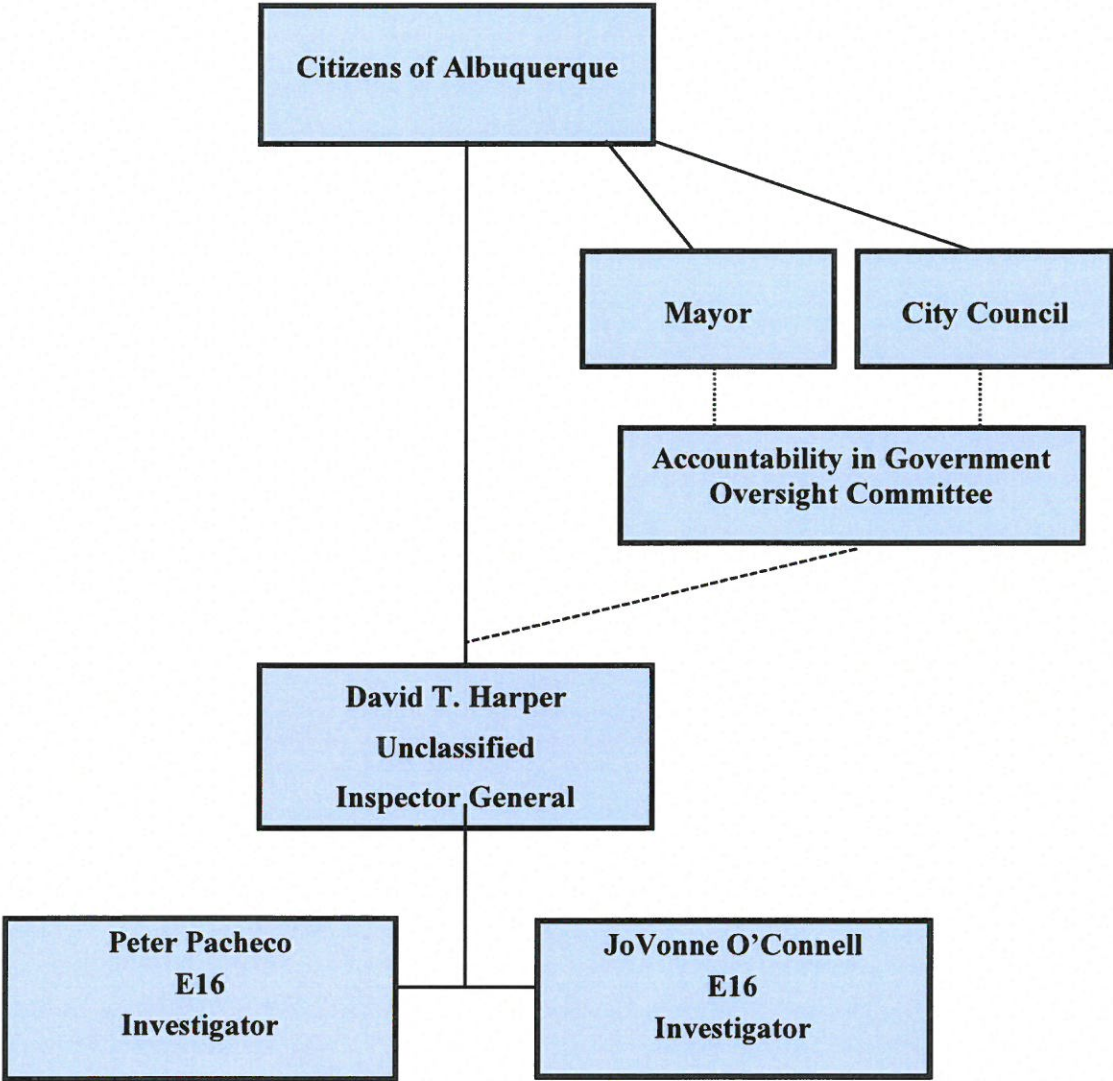
OIG Goals are established in the Inspector General Ordinance:

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.

Additionally, the City also has eight "goals" identified in the FY17 Budget. The goal that is applicable to the OIG is: "Government Excellence and Effectiveness." The Goal Statement is: "Government is ethical, transparent, and responsive to its citizens. Every element of government contributes effectively to meeting public needs. The Desired Community or Customer Conditions for this Goal are:

- All city employees and officials behave ethically
- City of Albuquerque participates in mutually beneficial cooperative relationships with other governments
- City government and its leaders are responsive to Albuquerque's citizens
- Government protects the civil and constitutional rights of citizens
- Customers conveniently access city services, officials, public records, and information
- Financial and capital assets are maximized and protected and reported accurately and timely
- City employees are competent and well-trained to deliver city services efficiently and effectively
- The work environment for employees is healthy, safe, and productive

Organizational Chart



Staff Biographies

David T. Harper – Inspector General

Mr. Harper, was appointed as the Inspector General, by the City Council on April 18th, 2016, and started working on June 27th, 2016. Prior to his current position, Mr. Harper served as a Special Agent for 35 years with the Air Force Office of Special Investigations (AFOSI), where he specialized in white collar criminal investigations. His most recent position was Chief, Economic Crime Desk for AFOSI, Quantico Marine Corps Base, VA, where he provided oversight and support to fraud and public corruption investigations throughout the Air Force. Mr. Harper previously served as the Special Agent-in-Charge of the New England office and prior to that he had assignments in Los Angeles, New York City, Sacramento, Munich and West Berlin. He is also a military Veteran, having served nine years of active duty with the United States Air Force and eight years in the Air Force Reserves. Mr. Harper is a Certified Inspector General, Certified Fraud Examiner and Certified Financial Crimes Investigator. He is also a member of the Association of Certified Fraud Examiners (ACFE) New Mexico Chapter Board and a Member of the ACFE Advisory Council. He is the recipient of the Air Force Outstanding Civilian Career Service Award. He has a Masters of Public Administration degree from California State University, Dominguez Hills, a Bachelors of Science degree in Criminal Justice from California State University, Sacramento, an Associate's degree from the University of Maryland, University College and an Associate in Applied Science degree from the Community College of the Air Force.

Peter Pacheco – Investigator

Mr. Peter Pacheco is an investigator for the Office of Inspector General and has served as the Acting Inspector General from January 2013 through June 2016. He is a graduate of the University of New Mexico – Robert O. Anderson School of Business with a Bachelors of Business Administration and a concentration in Finance. He previously worked for the Office of the State Auditor as a Senior Auditor. Mr. Pacheco is a Certified Inspector General Investigator, Certified Fraud Examiner, and a Certified Internal Controls Auditor.

JoVonne O'Connell – Investigator

Ms. JoVonne O'Connell is an investigator for the Office of Inspector General. She is a graduate of the University of New Mexico with a Bachelor of Arts degree in Criminology. Ms. O'Connell has over ten years' experience in investigations. Before joining the City, Ms. O'Connell worked as a Special Agent for the State of New Mexico Human Services Department, Office of Inspector General, conducting investigations in public assistance fraud and employee misconduct. She is a Certified Fraud Examiner and a Certified Inspector General Investigator.

Staff Professional Certifications

Professional certifications held by OIG staff members include:

- Certified Fraud Examiner (CFE)
- Certified Inspector General Investigator (CIGI)
- Certified Internal Controls Auditor (CICA)
- Certified Financial Crimes Investigator (CFCI)



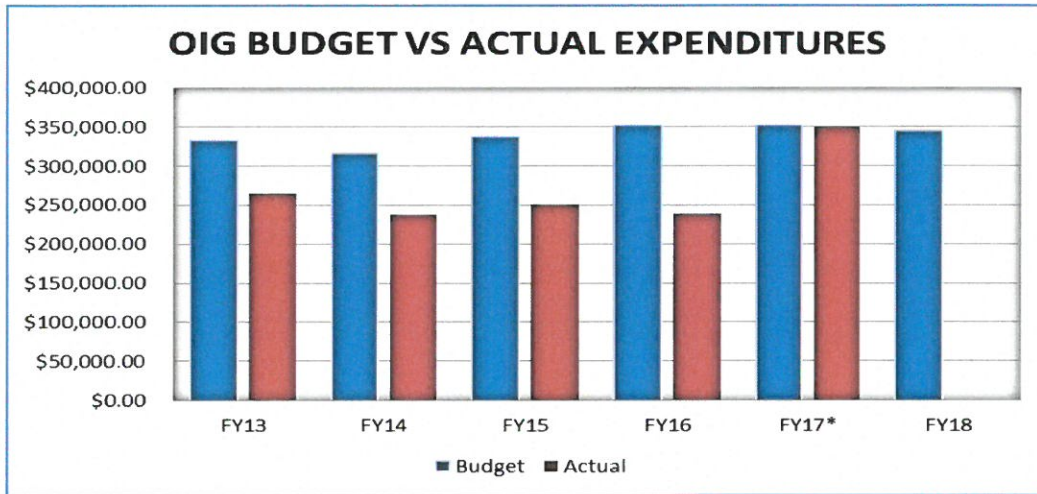
The OIG Staff is active in numerous professional organizations to include:

- Association of Certified Inspectors General (AIG)
- Association of Certified Fraud Examiners (ACFE)
- Institute of Internal Auditors (IIA)
- Association of Government Accountants (AGA)
- The Institute for Internal Controls (IIC)



Budget FY2017

The FY17 budget for the OIG was \$352,000. Expenditures for the year were approximately \$349,000 for personnel and operating expenses. With the hiring of the Inspector General, all three positions were filled for FY17. The chart below contains budget and actual expenditure comparison for FY17, as well as for previous years.



Note: Actual expenditures for FY2017 are approximate, as they are unadjusted and unaudited.

Strategic Partners and Liaison

During FY2017, OIG conducted liaison with several agencies and organizations, to include law enforcement agencies, government agencies, and professional associations. The OIG embraces establishing partnerships and has conducted such activities with the following organizations in an effort to strengthen insight, understanding, and awareness of emerging and current fraud and financial crime threats to City resources and public funds:

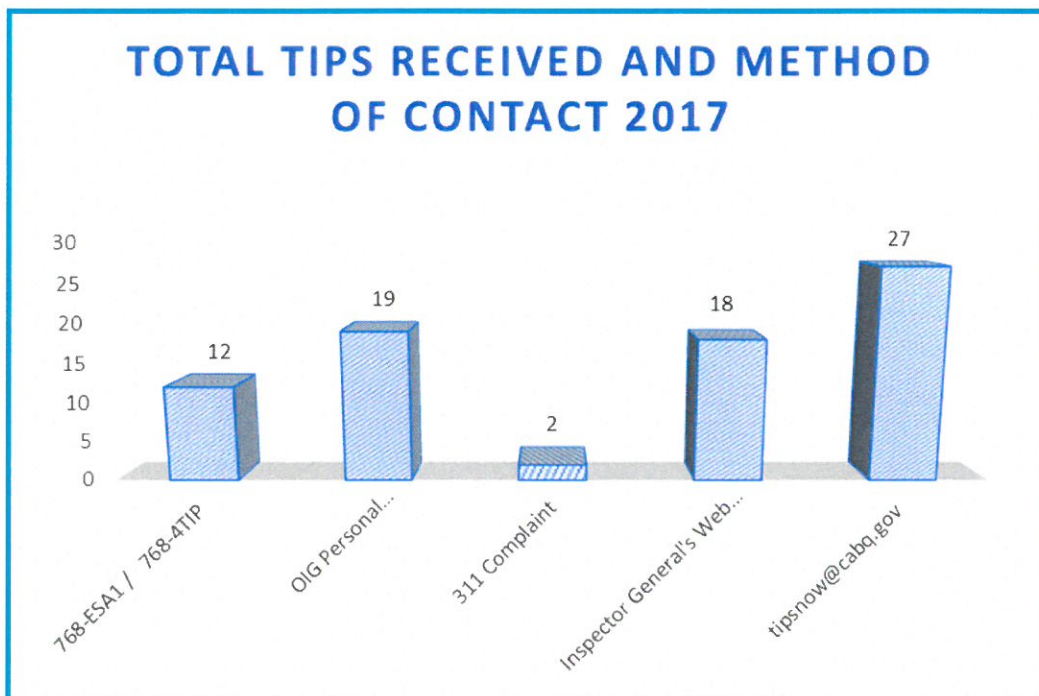
- United States Department of Justice
- Federal Bureau of Investigation
- Internal Revenue Service
- US Department of Housing and Urban Development, Office of Inspector General
- New Mexico Office of the Attorney General
- New Mexico Office of the State Auditor
- New Mexico Human Services Department, Office of the Inspector General
- New Mexico Department of Transportation, Office of the Inspector General
- New Mexico Department of Taxation and Revenue
- District Attorney, Second Judicial District
- Bernalillo County Sheriff 's Department
- Association of Certified Fraud Examiners New Mexico Chapter (Presentation on the OIG)
- City of Albuquerque Mayor's Office, Chief Administration Officer and all City Departments
- City Council
- City New Employees Orientation (biweekly presentations on the OIG)
- Kirtland Air Force Base, Office of Special Investigations and Base Inspector General

Additionally, the IG has attended various City board and committee organizations, to include:

- Americans with Disabilities Act Advisory Council
- Aviation Advisory Board
- Albuquerque Development Commission
- Environmental Planning Commission

Tips Received

In addition to self-initiated investigations, inspections and reviews, the OIG depends of several sources for referrals of allegations of fraud and wrong doing. The OIG has changed the “Tip Line” phone number to: 505-768-4TIP (4847) and the email address to: TipsNow@cabq.gov. Additionally, the City set up an “Efficiency, Stewardship and Accountability” email address several years ago and some tips continue to be submitted through this method. The OIG’s website, www.cabq.gov/inspectorgeneral, also has a tip reporting form. Finally, the last frequent method is the City “311” number where tips incoming tips are referred to the OIG. Of course, the more traditional methods of direct phone calls, US Mail service and “walk-ins” continues to be a source of referrals.



The graph above reflects the different methods of contact and the number of tips received via each method with a total of 78 “complaints.” Nine matters, which included both preliminary and full investigations or reviews, were initiated from these tips or direct requests from other City officials.

Investigations and Reviews

The OIG completed five investigations and reviews this year that resulted in a completed report. Many complaints that are received go through the initial assessment process, but are not converted to preliminary or full investigations due to several possible factors—they may not fall within the OIG purview (based on the IG Ordinance), or there may be insufficient evidence to initiate a preliminary investigation, and finally, they may not warrant the limited resources of the office. On this page and the next page, are brief summaries of the investigations and reviews that were conducted this year based upon the intake process or at the direct request of a City Official.

Review #17-101: Review of RFP Selection Process for APD Body Camera Vender (Taser/Axon)

The Office of Inspector General for the City of Albuquerque, NM, conducted a thorough review of processes involving the procurement of an On-Body Camera System (OBCS) for the Albuquerque Police Department, at the request of the Chief Administrative Officer, CABQ. Specifically, the review included the period before the development and advertisement of the Request for Proposals (RFP), to understand the criteria used to establish a requirement to procure a new OBCS, as well as the writing of the RFP, and the subsequent selection of members for the Ad Hoc Selection Committee and finally, the selection process of the vendors.

METRO & NM
ALBUQUERQUE JOURNAL, TUESDAY FEBRUARY 28, 2017 SECTION C



IG report: New Taser deal 'fair and unbiased'

APD officers to get on-body cameras

By OLIVER LYTTENBERG
A Albuquerque official said "fair and unbiased" process to procure a new body camera deal last year with Taser International to provide on-body cameras for police officers, the city's Office

of Inspector General found in a new report.
The multi-million-dollar deal announced by city officials in December is considered to be a \$2 million deal with Taser for 2017. That contract led to a criminal investigation because a former chief of police began installing work for Taser while he remained on the city's payroll.
Under the new contract, Taser would provide 2,000 cameras and about 500,000 hours of storage under a deal worth

an estimated total of \$1.7 million through 2020, according to the report. The purchase would be funded with a combination of city general funds and federal grants.
Chief Administrative Officer Bob Perry called the city's Office of Inspector General to develop a process to review the deal's selection process in light of the controversial history of the city's past dealings with Taser to improve

it is important that the major governmental - \$1.7 million - the responsibility of the highest order of integrity and ethicality," Perry said. "We require for an OIG investigation."
The contract will provide 2,000 police officers with new body cameras, in addition to "body-worn" or "dash" cameras that will allow APD to see the video as an effective law enforcement tool, he said.
"We think this is a cutting-

edge program that will not just provide us a camera and an image, but the ability to effectively use it with in the entire criminal justice system," Perry said in a telephone interview on Monday.
Perry said he will ask the City Council approval for the contract. The report also said appropriate \$1.7 million for the program for fiscal year 2018.

Report of Investigation #I17-102: Animal Welfare Department

The Office of Inspector General for the City of Albuquerque, NM, conducted an investigation involving allegations made by several employees of the Animal Welfare Department, concerning policy, processes and leadership related issues. The Report of Investigation includes the allegations, as well as results of reviews from previous investigative reports, policies, and other AWD documents, as well as State law and City ordinances. The report also includes input and perspective from the AWD Director and Associate Director.



own businesses say OUT OF CONTROL

Concerns raised on Animal Welfare

Investigators fear 'fox cribs' are still chosen over public safety

By MARTIN SALAZAR AND COLLEEN HEALD
The dog's name was Ozzie, and he rose to national prominence in 2012 after causing a homicide child to die on the way to his first birthday.
Ozzie, a 120-pound mastiff and Albuquerquer resident, was slated to be put down, but an animal rights group threatened and secured the dog's freedom after nearly two years of legal wrangling with the city of Henderson, Nev. Tom Brinkley, who was hired last year as associate director of the Albuquerque Animal Welfare Department, told his employees that she helped save Ozzie by taking him to a sanctuary she used to run in Colorado.
Albuquerque Animal Welfare employees told investigators with the city's Office of Inspector General that it was too another example of the intrusion of



Investigations and Reviews

Review #16-204: Review of I-9 “Employee Eligibility Verification” Form Handling Processes

The Office of Inspector General for the City of Albuquerque, NM, conducted a review of processes involving City handling of I-9 “Employee Eligibility Verification” Forms. An I-9 form was reported missing, so this review examined the policies, processes and federal guidance on handling the forms. Specifically, the review was conducted to determine the circumstances that led to the disappearance of the form, and how to improve the process to prevent future occurrences. The Department of Human Resources was able to identify vulnerabilities in the process and confusion in federal guidelines that enabled process improvements and policy clarification, thereby reducing future risk of this occurring again.

Memorandum of Investigation: ACH Payment Fraud

The Office of Inspector General (OIG) for the City of Albuquerque, NM, coordinated with the Administration and City Attorney regarding a fraudulent scheme perpetrated against the City and resulting in a loss of \$420,117, to the taxpayers. The administrative investigation was conducted by a private investigative firm under contract to the City and a joint criminal investigation was initiated by the Albuquerque Police Department and Federal Bureau of Investigation. This memorandum documents the efforts and activities of the OIG.

Report of Oversight: APD Video Tampering Allegation and Selection of Investigator

The Office of Inspector General (OIG) for the City of Albuquerque, NM, conducted oversight of the outside investigation of allegations made by a former Albuquerque Police Department Evidence Technician, that certain videos were altered and deleted. The Oversight was conducted per City Council Resolution 16-138. The Report of Oversight not only includes the results of the oversight of the investigation, but also the proactive efforts of the OIG to oversee the selection process of the outside investigator by the City of Albuquerque.

Albuquerque loses \$420K in electronic wire fraud

Funds meant for vendors diverted; APD and FBI investigating scam

BY MARTIN SALAZAR
JOURNAL STAFF WRITER

The city of Albuquerque was bilked out of about \$420,000 in March after falling for a scam in which payments meant for a vendor were sent to the scammer via wire transfers.

“We have vendors that we make electronic payments to, and basically, those payments were compromised through electronic wire transfers,” said Bob Perry, the city’s chief administrative officer. “We’re working with the Albuquerque Police Department and FBI cybercrime unit to conduct a preliminary investigation into this matter.”

The fraudulent transfers were made in mid-March, and the city discovered that it had fallen victim to the scam about a week and a half ago, Perry said. He said the APD, the FBI and the city’s inspector general were notified promptly, and the Office of the State Auditor was notified Thursday.

Perry said he is looking into whether the \$420,000 loss will be covered by insurance. Although the city is self-insured, he said, it does have third-party cybercrime coverage that may cover the loss.

No other vendor payments appear to have been compromised.

“We’ve conducted an extensive search of other potential vulnerabilities in payments, and we haven’t discovered anything that indicates it goes

See ALBUQUERQUE >> A5

METRO & NM

ALBUQUERQUE JOURNAL | WEDNESDAY, FEBRUARY 8, 2017 | SECTION C

Firm hired to assess police videos replaced

Concerns raised about previous issues with company in N.M.

BY RYAN BETTEL
JOURNAL STAFF WRITER

The firm hired to investigate allegations Albuquerque police officers deleted portions of police shooting videos has withdrawn from the contract amid concerns about the firm’s prior work in New Mexico and been replaced.

City Attorney Jessica Hernandez said the city is finalizing a new contract with Elijah, a Chicago-based computer forensic firm, that is expected to com-

plete the investigation by the end of the month. The investigation will probably cost about \$50,000, she said.

The change in firms came after the state auditor raised questions about Eide Bally, the first company hired by the city. Eide Bally, headquartered in Fargo, N.D., was questioned from doing government audits in this state because some significant problems were discovered when the firm audited Miners Colfax Hospital in the

2014 fiscal year. The company was able to get its ban lifted but still is facing restrictions when working in New Mexico, according to the Office of the State Auditor.

Hernandez said during a City Council meeting on Monday that she chose a new company so that the public would trust the outcome of the investigation.

“This is too important of an issue, too important of an investigation to have those types of questions or concerns,” Hernan-

dez said.

The city wants an outside firm to do an investigation into allegations by Reynaldo Chavez, who said in a sworn affidavit that police deleted portions of police videos that captured the fatal shootings of 19-year-old Mary Hawkes and Jeremy Robertson, 21. Both shootings were in 2014 and led to lawsuits.

Police officials have denied Chavez’s allegations.

“They’ve said the department edits videos to clarify them but does not tamper with or try to hide evidence. They also said the department maintains

original versions of all video evidence.”

The Department of Justice has confirmed that it also is investigating Chavez’s allegations against the police department.

Joanne Fine, a member of the Police Oversight Board, said members of the police oversight groups in Albuquerque are more concerned with the outcome of the federal investigation into the matter.

“When it comes to tampering with evidence allegations, we want the highest power to tell us ‘yes’ or ‘no,’” she said. “The FBI is all we need.”

Media Engagement

The OIG embraces transparency, and unless there is an exception to the New Mexico Inspection of Public Records Act, the policy is to share information with the media and the public. Additionally, the OIG values the opportunity the media provides to raise awareness of the existence and mission of the OIG with the citizens in the community. Here are some screenshots of media engagement during this year.

Inspector general needs your input

Department wants citizens to be confident in city government honesty and effectiveness

BY DAVID T. HARPER
ALBUQUERQUE INSPECTOR GENERAL

Have you ever experienced problems with the delivery of services by the city of Albuquerque? What services does the city provide? To name a few: Inspections, animal welfare, BioPark, museums, parks, solid-waste collection, Support, transportation and many more.

What is the Office of Inspector General? The OIG is the city "watchdog," and our responsibility is to ensure that all city officials and employees, as well as city contractors and fund recipients, abide by ethics, laws and city policies when delivering your services.

The OIG has a responsibility to investigate allegations of fraud, abuse, misconduct and corruption when it involves city employees and resources. Ultimately, the OIG's mission is to "protect the public

trust." Our office works for the citizens, and our priority is to safeguard public funds — we want to ensure that your hard-earned money is protected from fraud and wrongdoing.

We work in collaboration and coordination with the city auditor and other oversight, audit and investigative agencies at the local, state and federal levels to ensure your hard-earned tax dollars are protected to the best of our ability. We want to ensure you have a good reason to be confident in your city government.

If you suspect that a city official, employee or contractor is engaged in wrongdoing as part of their official position or is engaged in a fraudulent or criminal scheme involving public funds, please let the OIG know. Our tip line is: 505-768-4TIP (4847) or TipsNow@cabq.gov.

Your report can be anonymous. Thank you!

A few guidelines to keep in mind when reporting tips: Please ensure the information includes specifics — generalities

cannot be investigated.

For example, an assertion that there is "corruption" in city government is insufficient. Alternately, if you have reason to believe that a specific official, employee, contractor or fund recipient has defrauded the city, is engaged in a bribery or kickback scheme, or has committed a crime involving their official position, then please provide those details.

The OIG does not investigate assertions of "bad" policy or legislation. For instance, if you don't like the "ART" project or the expansion of the BioPark, then the right person to express those concerns to is your city councilor or the mayor, but if you believe there is wrongdoing in those programs, then please visit, email or call the OIG.

The Office of the Inspector General embraces community outreach and appreciates the opportunity to visit your organization or association to speak about the mission and vision of the OIG² and how this office serves all citizens and how working together makes sense for everyone.

The most recent and best example came in June 2017, when the Albuquerque Journal published an article written to specifically raise awareness within the community—this effort also resulted in a Coalition of Neighborhood Associations President in reaching out and requesting a presentation at their meeting.

Albuquerque's new Inspector General looks to strengthen fraud, corruption investigations



By Chris McKee
Published September 15, 2016, 10:00 pm | Updated September 26, 2016, 8:51 pm

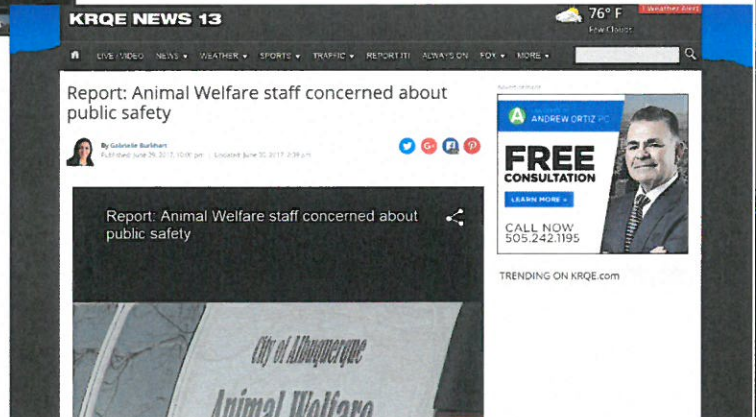
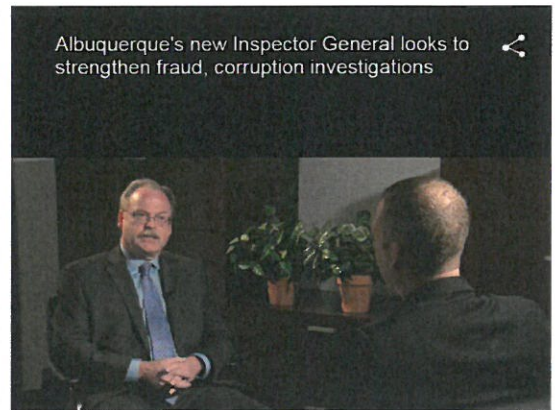
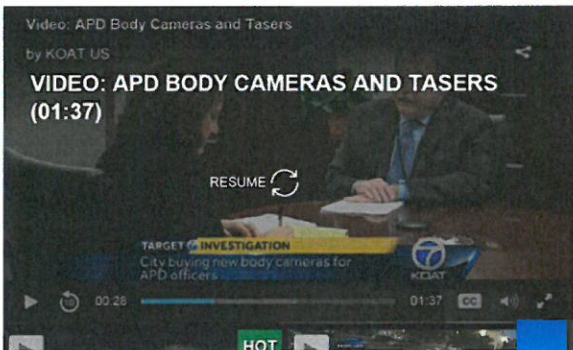


Video: APD Body Cameras and Tasers

23 Shares



Nancy Laffin
Target Reporter

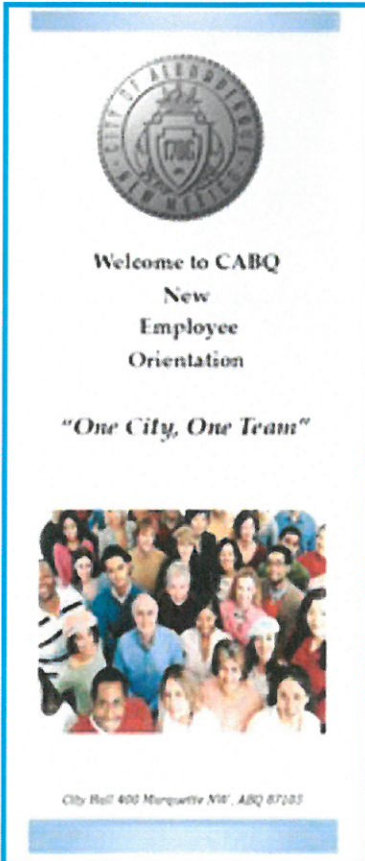


Outreach

The OIG has made public outreach a priority of the office — we serve the People of Albuquerque, so it is critical that they know of our office, what we do, how we serve them, and when and how to contact us. We do this through several methods—use of the local print and broadcast media, our web page, social media (will be establishing OIG social media accounts in FY2018), and attending various neighborhood association meetings and other venues to speak about our office and how we can better serve the community. The OIG has engaged with the City Council Services Office of Neighborhood Coordination to get information on community events that provide outreach opportunities.

There are almost 100 neighborhood associations, so the effort to speak at all of them consumes significant time and effort, but it is important to do as many presentations as possible and to make it a recurring practice.

Additionally, outreach within the City Government is very important because our office not only serves City Government employees, such as when they may be a victim of retaliation, which is covered by the Whistleblower Ordinance, but also because we depend on City employees to report matters that fall within our purview and responsibility.



In FY2017, we began providing briefings at the New Employees Orientation sessions every two weeks. The purpose of these presentations is to raise awareness of the office and mission to new employees. The briefings include topics pertaining to the history of the office, the mission and function of the office, as well as the methods for contacting and reporting matters to the office.

Finally, the OIG has also made efforts to reach out to various non-profit organizations that also have partnerships with the City to ensure that the OIG is familiar with the mission of the organization and what the City, and therefore, the citizens, provide in terms of funding, as well as ensuring the organizations are familiar with the OIG and its mission, as well as when to contact the office. Efforts have also included reaching out to other organizations of interest, such as the Albuquerque Chamber of Commerce and the Hispano Chamber of Commerce. These efforts will continue throughout FY2018 and beyond.

Accountability in Government Oversight Committee

Section 2-10-5 of the Accountability in Government Ordinance creates the “Accountability in Government Oversight Committee”. The Mayor and one Councilor appointed annually by the Council President shall be non-voting ex officio members. The Mayor and the appointed Councilor may send designees to the Committee Meetings. At least one Committee member shall be a Certified Public Accountant (CPA), at least one Committee member shall have a law enforcement background and at least one Committee member shall be a professional management consultant.

As vacancies on the Committee occur, the Council and Mayor shall alternatively appoint new members with the Council making the first appointment. All appointments shall be subject to Council approval. The existing Committee members may make recommendations to the Mayor and Council for candidates to fill vacancies on the Committee.

The AGO Committee is a management committee and not a public board or commission, and is not subject to the Open Meetings Act. The Committee does not formulate public policy nor has such authority been delegated to the Committee.

As of June 30, 2017, the AGO Committee was comprised of the following members:

NAME	TERM EXPIRES	REPRESENTATIVE
Mark D. Jarmie, JD, Chair	8/31/2018	At Large
Raul Anaya	8/31/2018	At Large
Edmund E. Perea, Esq	8/31/2019	Law/Law Enforcement
Elizabeth Metzger	8/31/2019	CPA
Robert M. Doughty III	8/31/2017	Management

The Association of Inspectors General

The “Association of Inspectors General” was organized on October 26, 1996. As stated in the Association's Articles of Organization, Constitution and Bylaws, the purpose of the Association is to:

Foster and promote public accountability and integrity in the general areas of the prevention, examination, investigation, audit, detection, elimination and prosecution of fraud, waste and abuse through policy research and analysis; standardization of practices, policies, and ethics, encouragement of professional development by providing and sponsoring educational programs, and the establishment of professional qualifications, certification, and licensing.



The AIG provides standards for the operations and work performed by OIGs to maintain compliance with the highest requirements for competence, accuracy, and quality.

- Statement of Principles for Offices of Inspector General
- Quality Standards for Offices of Inspector General
- Quality Standards for Investigations by Offices of Inspector General
- Quality Standards for Inspections, Evaluations and Reviews by
- Offices of Inspector General
- Quality Standards for Audits by Offices of Inspector General

A Vision for FY2018

There is much to accomplish in FY2018, which runs from July 1, 2017 to June 30, 2018. As I commented in my opening message in this report, I was hopeful that in FY2017, we would see the OIG grow in resources, experience and capabilities. Unfortunately, while the Mayor's proposed FY2018 budget included sufficient funds for one new investigator, the funds were removed in subsequent versions and didn't survive into the final signed budget. Therefore, this will continue to be a priority going forward in the new fiscal year.

Additionally, as I previously commented, the OIG was very fortunate to obtain an the automated CMTS, courtesy of the Department of Technology and Innovation. Therefore, there will be a significant learning curve to become proficient with the system and there will be significant time devoted to digitizing and migrating all previous years of reports into the new system. Once finished, the CMTS will be beneficial in allowing the OIG to become more efficient and to be positioned for using historical data in new investigations. The accumulating data can be used not only in conducting investigations, but also in establishing a justification and foundation for obtaining additional resources.

I have been working on formal OIG policies, processes and training opportunities—much of this has been pending while working on obtaining the CMTS. In FY2018, the policies and processes will be finalized and should help standardize methods and procedures for all OIG tasks, such as intake, triage and conducting investigations and completing final reports.

I will continue to increase our outreach—both within City Government, the Community and strategic partners at all levels of government.

We will incorporate into our priorities matters that impact “public safety and health,” such as issues pertaining to the Albuquerque Fire Department, Animal Welfare Department, BioPark, etc., as well as federal programs that could impact the community, such as the Americans with Disabilities Act, Healthcare, etc.

We will continue to trim down our engagement in matters that have minimal impact on public funds and the community programs, so that we can increase our focus on both proactive and reactive matters that have the widest and deepest impact on the greatest numbers of citizens, such as procurement fraud, public integrity and occupational fraud.

The OIG will explore new opportunities through benchmarking other OIGs, working with strategic partners and collaborating with City Council and the Administration for opportunities to deter, detect, prevent, mitigate and investigate fraud, waste, abuse and corruption. The office will continue to evolve and refocus to remain relevant and responsive to the Citizens. New ways to bring more outreach and awareness will be incorporated, such as social media and public engagement.

We continue to invite your ideas and suggestions to be more efficient and focused so that we can serve you better. Please reach out! TipsNow@cabq.gov or 505-768-4TIP (4847).

Thank you!