



**OFFICE OF INSPECTOR GENERAL**  
*City of Albuquerque*

Nicole Kelley  
Acting Inspector General

P.O. Box 1293, Suite 5025  
Albuquerque, New Mexico 87103  
Telephone: (505) 768-3150  
Fax: (505) 768-3158

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**Corrective Actions Follow-Up Report**

**DATE:** March 11, 2021

**STATUS:** Final

**INVESTIGATOR:** Peter Pacheco

DocuSigned by:

*Nicole Kelley*

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NICOLE KELLEY, ACTING INSPECTOR GENERAL  
OFFICE OF THE INSPECTOR GENERAL

DocuSigned by:

*Edmund E. Perea, Esq.*

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EDMUND E. PEREA, ESQ.  
ACCOUNTABILITY IN GOVERNMENT OVERSIGHT COMMITTEE CHAIR

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Pertinent Department Directors  
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File

## INTRODUCTION

In 2020, the Office of Inspector General (OIG) began requesting responses from City of Albuquerque (COA) Departments when findings and recommendations are made in OIG reports. The written responses include the department's planned corrective actions and where appropriate, dates for achieving the planned actions. This process was implemented to further strengthen the procedures for resolutions of investigation findings and corrective actions on recommendations made. Department responses are included in the OIG reports that are approved by the Accountability in Government Oversight Committee (AGO) which are then made public.

Along with the request for responses, the OIG has begun conducting follow-ups on the recommendations made in the OIG reports and the status of the corrective action(s) taken by the departments to address the findings noted. The purpose of this follow-up is to report on the progress made by departments in addressing the report findings and recommendations. Our follow-ups rely on the departments providing the status of the recommendations.

Due to department responses being integrated into OIG reports mid-year, not all reports in this follow-up contain department responses.

The OIG followed up on 36 recommendations from 10 issued reports. Of the 36 recommendations, departments reported implementing 33 (92 percent). The remaining two recommendations remain in progress. OIG will follow-up on the status of these two open recommendations as part of its next Corrective Action Follow-Up Report. The following shows the report and the number of recommendations the OIG followed up on and their resulting status.

### 19-0001-S Planning Department Human Resources Process

- One recommendation open

### 19-0001-R Emprende Latino Review

- Three recommendations closed

### 19-0002-I Beehive

- Five recommendations closed
- One recommendation open

### 19-0003-C Public Access TV

- Five recommendations closed

### 19-0009-I Environmental Health Time Reporting Fraud

- Four recommendations closed

### 19-0010-I Planning Department: Possible Fraud

- Three recommendations closed

### 20-0003-I Disputed Contract Pricing

- Three recommendations closed

20-0004-I Review of Travel of City Councilor Pena

- One recommendation open
- One recommendation closed

20-0008-I Theft of City Property

- Five recommendations closed

20-0009-I Animal Welfare Department Volunteer

- Four recommendations closed

**CORRECTIVE ACTIONS UPDATE**

Below is detailed information on the follow-ups to include the recommendation, department response and any corrective action taken to date.

**19-0001-S Planning Department Human Resources (HR) Process**

The OIG received a request from the Office of City Council for an inspection of the hiring processes at the City's Planning Department. During this inspection, the OIG sought to review the hiring processes for the City of Albuquerque (COA) as a whole and the Planning Department; ensure that that the processes identified were followed in all cases and to seek clarification of any inconsistencies or unfair hiring practices.

**Recommendation #1:**

HR should develop new policy which clearly defines the NEOGOV job posting requirements and the length of time it must be posted; interview process; filing of justifications for selection process; compensation determinations; central HR hiring process to guide the department HR representatives; and development of interview questions.

**Department Response:**

Meetings were held with the Chief Financial Officer and former HR Director in regards to the new processes and training for all HR representatives in each department; COVID and the retirement of the HR Director may have delayed this plan. The OIG decided to wait until the completion of the OIA audit before any further corrective action.

The OIG forwarded all documentation to the OIA as they are completing a thorough audit.

**OIG STATUS DETERMINATION: OPEN**

Link to report: <https://www.cabq.gov/inspectorgeneral/documents/19-0001-s-planning-department-hr-process-final.pdf/view>

### **19-0001-R Emprende Latino Review**

The OIG received a request to conduct a review of a contract the Economic Development Department (EDD) had established with Emprende Latino, LLC to support entrepreneurs in the Hispanic community. The organization had undergone a significant change in staffing and the requestor wanted to ensure that there were no performance problems as a result. The review focused on reviewing information to determine if the Scope of Services detailed in the contract were met by EmprendeLatino. The methodology consisted of reviewing relevant documents and communication with EDD and EmprendeLatino staff.

#### **Recommendation #1:**

The COA should not contract with EmprendeLatino for this service until the program has been carefully evaluated and appropriate changes initiated to ensure a higher success rate.

#### **Recommendation #2:**

The Economic Development Department Director, or designee, should monitor classes to ensure deliverables were met and the program was successful.

#### **Recommendation #3:**

Participants in this program must currently operate or intend to operate a business within the City of Albuquerque.

#### **Department Response:**

EDD does not plan to contract with EmprendeLatino but wishes the program future success.

**OIG STATUS DETERMINATION: CLOSED**

Link to report: <https://www.cabq.gov/inspectorgeneral/documents/19-0001-r-emprende-latino-review-final.pdf/view>

### **19-0002-I Beehive**

The OIG conducted an investigation of the contracts between the COA and Beehive Technology, LLC (hereinafter referred to as Beehive). The OIG reviewed the process by which the COA procures contracts from vendors, and the allegation of a potential relationship between a former COA Director and the owner and subcontractor of Beehive.

According to the initial complaint from a COA employee, Beehive was being used to pay a subcontractor (SC1), who previously had a contract with the COA under a different name, Organizational Change Management, LLC (OCM). The allegation stated that OCM had reached the contract limit with the COA and this is why the company name of Beehive was being utilized. The complainant alleges that the owner of Beehive did not conduct any actual work for

the COA nor was she present to complete work. The subcontractor was the only person who was seen completing work on this project. Additionally, the OIG was advised that SC1 resides in Florida and travels to Albuquerque to consult on behalf of Beehive.

**Recommendation #1:**

Written policies and procedures are created listing specifically what is required to support any invoice submitted for payment whether it be electronically or by other means.

**Department Response:**

AWD will develop policies and procedures, specifically outlining supporting documentation required to be included (electronically or by other means) with invoices prior to payment. AWD will work with Purchasing to ensure P & P developed aligns with current City Procurement Policies.

**Corrective Action Update:**

*Purchasing Standard Operating Procedure have been Developed. Completed 12/17/2020.*

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #2:**

City department approvers are properly trained on specifically what is required to support an invoice and to ensure it is included before payment approval.

**Department Response:**

AWD will reach out to Purchasing to inquire about training as it pertains to the Procurement Process and require that all signers attend training. Specifically, what to look for and expect as supporting documents and data (that aligns with deliverables) that support invoice

**Corrective Action Update:**

*Staff attended Professional Technical (PT) Contract Overview, PT Processes, Policies and Procedures training (delivered by COA Purchasing Department at 3:00pm) 9/17/2020.*

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #3**

Future professional technical contracts are required to give specifics of the scope of work to be performed.

**Department Response:**

AWD will work with Purchasing, Legal and Transcepta to ensure appropriate cells are available to capture detailed scope of services. AWD Director, Fiscal Manager and Program Manager will review all contracts to ensure levels of detail are appropriate and accurate. This will ensure multiple set of eyes and transparency.

**Corrective Action Update:**

*Staff attended Professional Technical (PT) Contract Overview, PT Processes, Policies and Procedures training (delivered by COA Purchasing Department) 9/17/2020. Purchasing SOP developed. Completed 12/17/2020*

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #4:**

City professional technical contracts contain specific information regarding scope of services and hourly rates are stated in the contract.

**Department Response:**

AWD will work with Purchasing, Legal and Transcepta to ensure appropriate cells are available to capture detailed scope of services and hourly rates (if applicable), rates for completion of phase or overall contract value if one time cost. AWD Director, Fiscal Manager and Program Manager will review all contracts to ensure levels of detail are appropriate and accurate.

**Corrective Action update:**

*Staff attended Professional Technical (PT) Contract Overview, PT Processes, Policies and Procedures training (delivered by COA Purchasing Department) 9/17/2020. Purchasing SOP developed. Completed 12/17/2020*

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #5:**

Purchasing should create a system to identify vendors that have a history of substandard performance or questionable bid submission that may have indicators of potential fraud.

**Department Response:**

AWD will follow-up with Purchasing regarding the system to identify vendors that have a history of substandard performance or questionable bid submission that may have indicators of

potential fraud. AWD will work with Purchasing to develop a communication process between departments to ensure constant update of vendor list.

**Corrective Action Update:**

*In accordance with Purchasing Ordinance 5-5-24. CABQ Purchasing Department will be sending a Notice of Debarment to Beehive Technology. Beehive will then have a right to a hearing. If hearing results in debarment, Beehive will be listed under Debarment notices on the City website. Completed 01/05/2021*

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #6:**

Contractor and subcontractor and any companies owned/operated by them be debarred from further business with the City.

**Department Response:**

AWD will retain a list of vendors that were part of this investigation and bar them from further business with the City. AWD further advised that appropriate disciplinary action would be taken where warranted.

**Corrective Action Update:**

*The current process was followed in that the situation was investigated and a recommendation was made to the Chief Procurement Officer to debar. The choice not to debar those vendors was made based on additional review with counsel. The City is currently considering various changes to the debarment ordinances to be enacted this calendar year that will establish procedures for future debarments.*

**OIG STATUS DETERMINATION: OPEN**

Link to report: <https://www.cabq.gov/inspectorgeneral/documents/19-0002-i-beehive-final.pdf/view>

**19-0003-C Public Access TV**

The OIG was provided with information regarding allegations of the COA and possible contract fraud as it relates to the public access TV. This information was provided to us from a COA resident who expressed concerns over the use of COA funds and the importance of the public access television access.

The OIG investigation focused on the allegations asserted by the citizen against the COA and contract fraud as it related to the fulfillment of the contract for public access television. The allegations involved the eligibility of the contractor to obtain the initial contract, property

obtained and purchased with COA funds, as well as property being retained by the contractor, and the office/location used by the contractor.

**Recommendation #1:**

The COA follow up with the demand letter when COA Engineers visited the property on June 1 and June 6, 2019 and confirmed that *Adtec encoders and a Maxcom Box* were missing and the COA sent a demand for the return of these items was made. The demand letter was sent on June 7, 2019 but no follow-up documentation could be located by legal nor the Department.

**Department Response:**

The *Adtec encoders* and a *Maxcom Box* were returned to CSD in June 2019. The City of Albuquerque Legal Department will send a follow up demand letter detailing items that were not delivered back to the City according to our 2019 inventory analysis.

**Corrective Action Update:**

*City Legal did issue a follow up demand letter in September 2020.*

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #2:**

The outdated codified version of the Cable Franchise and Hearing Board Ordinance be reviewed and updated. In April 2020, the OIG was advised that the Cable Board was in the process of discussing amendments.

**Department Response:**

Over the past year the Cable Franchise and Hearing Board has been researching appropriate amendments to its ordinance and will be proposing these amendments once recommendations are finalized.

**Corrective Action Update:**

*Cultural Services and the Legal Department have worked with this Board to review and update the ordinance. The work began with the Board in September 2020, and the ordinance changes and modifications to the Board will be introduced to City Council in February 2021 for consideration.*

*Review began January 22, 2021 and Ordinance updates submitted to CAO and COO for input on February, 2021 introduction to City Council*

**OIG STATUS DETERMINATION: CLOSED**



**Recommendation #3:**

A plan for the IPEG Support Committee was forwarded to the OIG to review. It is recommended that this be reviewed and be finalized. This plan should include procedures for all purchases made with COA and IPEG funds to ensure that all purchases are necessary and are in the best interest of the citizens of the COA, and all property is maintained.

**Department Response:**

CSD worked with the COA Operating Officer to reestablish the IPEG Support Committee, clarify procedures, and resume meetings. The IPEG Support Committee provides recommendations and oversight of IPEG Purchases. The new make-up of the IPEG Support Committee includes representation from Mayor's Communications Office, Department of Technology & Innovation, Council Services, Department of Municipal Development and Cultural Services.

**Corrective Action Update:**

*This plan was complete at the time of the investigation and was immediately implemented.*

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation # 4:**

The property inventory list be maintained and reviewed on a semi-annual basis to ensure COA funds are utilized properly and all property purchased with COA funds is maintained.

**Department Response:**

Now that all equipment is managed by the COA staff at a City facility, CSD has inventory control and a staff person dedicated to tracking equipment and verifying an annual inventory at the end of each fiscal year which is part of annual operations for all COA Departments.

**Corrective Action Update:**

*This plan was complete and already in action at the time of the investigation.*

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #5:**

A review of all construction be conducted at the personal property of uPublic located and all City owned and purchased materials be returned.

**Department Response:**

Cultural Services leadership will consult with the City Attorney to determine what appropriate action is available to the City.

**Corrective Action Update:**

*Cultural Services does not have the authority to conduct an onsite review of private property.*

**OIG STATUS DETERMINATION: CLOSED**

Link to report: <https://www.cabq.gov/inspectorgeneral/documents/19-0003c-report-of-investigation-public-access-tv-final.pdf/view>

**19-0009-I Environmental Health Time Reporting Fraud**

A complaint was received by the OIG stating an employee was suspected of time reporting fraud and abuse of position in the Environmental Health Department (EHD). The OIG conducted a review of the different forms of data available to determine the time the EHD employee was present at work and the time being reported on the employee's timecard.

**Recommendation #1**

Written policies and procedures are created governing when an employee can use VPN access to log into the Kronos system to clock in and out. There should also be specific consequences for violations of policy.

**Recommendation #2**

Written policy requiring all applicable employees to clock in and out daily.

**Recommendation #3**

Recommend that COA Kronos approvers and supervisors are properly trained in Kronos policy to include adding or adjusting time and ensuring employees are complying with policy.

**Corrective Action Update:**

*The Environmental Health Department has directed its support services division to review and ensure that departmental employees are properly trained on Kronos policy and monitor for any compliance irregularities. Any issues are to be reported immediately to the department Director for corrective action.*

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #4:**

Recommend that S1 and E1 be placed on a do not hire list with the Human Resources Department.

**Corrective Action Update:**

*It is permissible to include negative recommendations regarding suitability for employment in a personnel file. The recommendation should not be a complete bar to rehire, but like positive letters of recommendation or other opinion material, should be considered along with all other information to determine whether the employee seeking rehire is the best qualified applicant for the position. In addition, if the employee seeks rehire and the IG recommendation is to be considered, the employee should be allowed to respond to the IG's recommendation.*

*Copies of the OIG report will be placed in S1's and E1's personnel file.*

**OIG STATUS DETERMINATION: CLOSED**

Link to report: <https://www.cabq.gov/inspectorgeneral/documents/19-0009-i-environmental-health-time-reporting-fraud-final-executed.pdf/view>

**19-0010-I Planning Department: Possible Fraud**

The OIG conducted an investigation based on information received regarding concerns with the contractor the City's Planning Department, Code Enforcement Division uses for emergency board up services. Concerns were brought to the OIG that the emergency board up contractor was being over-utilized by one particular Code Enforcement employee and that there might be possible collusion.

The scope of this investigation focused on the allegations asserted by the complainant and review into the process of utilizing both emergency and non-emergency board up/clean up contractors.

**Recommendation #1:**

The OIG concludes that the on-call Emergency Board Up contractor, NSRES, and a Code Enforcement Supervisor were not fully complying with the Code Enforcement procedures nor with the terms of the contract.

**Corrective Action Update:**

*The Purchasing Division officially terminated the NSRES contract on January 14, 2020. The Solid Waste Department (Clean City crews) currently provides both non-emergency (Mon. – Sun., 7:00 am – 4:00 pm) and emergency boarding and cleaning services.*

*The Code Enforcement Supervisor was issued a 15-workday unpaid suspension for his mistakes. During his suspension period, other personnel violations came to light and ultimately his employment with the City was terminated in April 2020.*

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #2:**

The Planning Department’s Code Enforcement Division should implement official Standard Operating Procedures for the use of board up and cleanup services, to include clearly defining what constitutes an emergency and what does not.

**Corrective Action Update:**

*Procedures have been finalized by a new leadership team with Code Enforcement and field personnel have been trained on these standards and expectations.*

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #3:**

The Planning Department’s Code Enforcement Division should consider making it a requirement that when applicable, photos are taken of properties on a monthly basis; especially in those circumstances where a temporary fence has been put up at a property or where the City is paying for any other ongoing service that was requested by the Code Enforcement Division.

**Corrective Action Update:**

*These requirements have been incorporated into everyday operations. The new Code Enforcement manager now requires field staff to take photos for every inspection (not just board-ups/fencing calls) and upload them into the electronic case tracking system. Additional standards for the periodic monitoring of fenced properties has also been implemented.*

**OIG STATUS DETERMINATION: CLOSED**

Link to report: <https://www.cabq.gov/inspectorgeneral/documents/final-no-19-0010-i-planning-department.pdf/view>

**20-0003-I Disputed Contract Pricing**

OIG received information that a vendor was allegedly overcharging the COA based on the price list the complainant had. Aviation employee, AV1 contacted the OIG stating that there was a situation regarding a vendor to which Aviation “piggybacked” off of for services. AV1 stated the

State of New Mexico Purchasing Division awarded a Price Agreement to Industrial Water Engineering (IWE) off of a Federal, General Services Administration (GSA) schedule. According to AV1, this vendor for years has charged “other” local agencies a different (slightly) higher cost than what was awarded on their GSA schedule.

**Recommendation #1:**

The COA should require IWE itemize all COA invoices to ensure proper billing.

**Corrective Action Update:**

*The Purchasing Division reached out to all Departments using IWE to advise on the requirement that invoices be itemized, and has reached out to IWE as well. A spot audit on several invoices demonstrates that the vendor is providing invoicing in line with the contract pricing. In addition, for the monthly service, there is an initial itemized quote that is amortized through the year. The Status is going.*

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #2**

The Procurement Division should ensure contracts, amendments and new price list changes are updated in a timely manner and departments utilizing the contracts are notified of the changes.

**Corrective Action Update:**

*When Purchasing updates a City-Wide contract, an email blast goes out to the City with the updated contract attached. We are updating the language in the body of the email to include a reminder to review the contract changes, the option to use the City’s Transcepta payment function, and other information on invoicing and not commencing work without a PO.*

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #3:**

The COA should inform departments that contracts should not deviate from contract price lists. If the department needs to change or add an item to the contract, they should contact the Chief Procurement Officer (CPO).

**Recommendation #4:**

The Procurement Division require departmental invoice approvers notify the CPO when State contract or price lists utilized by the COA are out of date.

**Corrective Action Update:**

*The Purchasing Division's response to the problem of disputed contract pricing requires a number of communications and actions involving the interrelated activities of quoting, purchasing, invoicing, and paying. To address, the Purchasing Division has embarked on a number of activities to work towards development of communications on the properly reviewing the processes involving contracts, obtaining quotes, set up PO's and approving invoices.*

- *The Purchasing Division, Accounting Division, and ERP have established a Joint Collaborative Team to discuss quality purchase orders, match exceptions, blanket purchase orders, invoice review, receiving and other critical items that affect the City's purchase and payment functions. We meet every two weeks on Wednesday to discuss development of coordinated training and guidance for end users.*
- *The Purchasing Division, Accounting Division and Budget Office have been invited to the City's Supervisor Development Training on February 24, 2021. We will present to supervisors on the budget, the purchase, and the payment which will include the importance of review of invoices and contract provisions before approval and also the needed communication to Purchasing when there are problems through the vendor noncompliance form (ERP has set this form up as a Peoplesoft form, so it routes through with an approval workflow).*
- *The Purchasing Division will be turning soon to ramping up its vendor noncompliance activity.*
- *It is also important to reach out to the vendor community to ensure the contracting and invoicing questions are resolved. The Purchasing Division, Accounting Division and ERP Joint Collaborative Team are working on a vendor workshop, hopefully to be held virtually in March, Procurement Month.*
- *The Purchasing Division holds monthly Purchasing Liaison User Group meetings and will continue to communicate the importance of proper quote/PO setup/invoicing and vendor noncompliance reporting.*
- *The Purchasing Division has generated a series of weekly communications entitled, "Creating a Quality Purchase Order".*
- *The Purchasing Division prepared a presentation at the request of a City Department as an overview of the contracting process. The document covers a number of items including the importance of reviewing invoices. We plan on recording this presentation for general City use.*
- *The Purchasing Division and ERP are working on a new and approved Requisitioner Training that will include 5 different modules (which include invoicing issues). The first is almost complete and ready to roll out.*

**OIG STATUS DETERMINATION: CLOSED**

Link to report: <https://www.cabq.gov/inspectorgeneral/documents/disputed-contract-pricing-20-0003-i-final-executed.pdf/view>

**20-0004-I Review of Travel of City Councilor Pena**

The OIG reviewed information regarding allegations that a City Councilor may have been reimbursed for travel expenses that were not in compliance with City travel regulations. The OIG worked with the Office of the State Auditor (OSA) on the review of the described travel expenses. The OIG concurs with the findings and recommendations of the OSA in the matter.

**Recommendation #1:**

COA and City Council review existing travel policies/regulations.

**Corrective Action Update:**

*Director of City Council Services stated that the travel policy was updated by DFAS. She also stated that Council convened to its own internal committee to review its own travel policy, but the Council Internal Operation Committee has not reviewed or approved the recommended changes. The Director stated that she would follow up with their Legal advisor and provide an update.*

**OIG STATUS DETERMINATION: OPEN**

**Recommendation #2:**

COA seek reimbursement for the funds from City Councilor Pena.

**Department Response:**

Councilor Pena paid back \$4,435.51 on August 8, 2020, prior to completion of the report from the State and the City.

**OIG STATUS DETERMINATION: CLOSED**

Link to report: [https://www.cabq.gov/inspectorgeneral/documents/20-0004-i\\_review\\_of\\_travel\\_of\\_city\\_councilor\\_pena-final.pdf/view](https://www.cabq.gov/inspectorgeneral/documents/20-0004-i_review_of_travel_of_city_councilor_pena-final.pdf/view)

**20-0008-I Theft of City Property**

The OIG conducted an investigation based on information received regarding concerns that a twenty-foot (20') trailer was removed from the BioPark grounds and was given to a local subcontractor. It is alleged that this trailer belonged to the City. According to the complaint, there are cameras at the location that should have captured the trailer being removed by the subcontractor sometime during the weekend of April 25, 2020. The complaint further stated that the security officer who was on duty observed the trailer being removed after the subcontractor measured the gate to ensure there was enough clearance for the trailer to fit through the opening.

**Recommendation #1:**

That the BioPark improves their process of keeping records of their inventory and whether items are City-owned or were acquired by other means.

**Recommendation #2:**

That the BioPark ensure that all items are logged on the Fixed Asset list.

**Department Response:**

The BioPark GRT Fiscal Manager is reviewing the current fixed asset inventory list, and identifying any items that need to be removed or added. This is an ongoing process.

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #3:**

That the BioPark improves their process of keeping records of their inventory and whether items are City-owned or were acquired by other means.

**Department Response:**

There is (and has been) a designated Fixed Assets Liaison for the Cultural Services Department, which includes the BioPark.

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #4:**

As specified in AI No: 6-2, the BioPark should designate a Property Disposal Officer if they do not have one already.

**Department Response:**

There is (and has been) a designated Property Disposal Officer for the Cultural Services Department, which includes the BioPark.

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #5:**

When the Department of Municipal Development (DMD), or any other department, is going to be involved in BioPark projects, that department needs to verify whether items are City owned property and follow City policies and procedures before having items removed.



**Department Response:**

Cultural Services Department staff will review relevant City policies, procedures and Administrative Instructions with all City staff working at the BioPark who are involved (or may be involved) with the removal, demolition or disposal of equipment and fixed assets.

**OIG STATUS DETERMINATION: CLOSED**

Link to report: <https://www.cabq.gov/inspectorgeneral/documents/theft-of-city-property-final-executed.pdf/view>

**20-0009-I Animal Welfare Department Volunteer**

A complaint was forwarded to the OIG in reference to a volunteer with the Animal Welfare Department (AWD) for the City of Albuquerque (COA). This volunteer is alleged to have been reported multiple times to the various managers and Directors within the AWD yet has been able to continue volunteering and negatively representing both AWD and COA.

During the course of the investigation, numerous staff and other volunteers detailed negative and threatening experiences with the subject and expressed their frustration with management for not addressing. Based on these reviews, it was clearly demonstrated that the subject volunteer has violated the volunteer training and manual.

In addition, it was clear that AWD needs to ensure that all volunteers are documented as understanding these rules and regulations of the program and that written documentation is maintained. This includes a liability waiver that serves as a protection for the COA.

**Recommendation #1:**

Volunteer-1 be removed from volunteer program immediately.

**Department Response:**

Volunteer-1 services were terminated effective June 15, 2020.

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #2:**

An audit be conducted and files created to ensure that all volunteers have signed the Liability Waiver for the COA and received the required training.

**Department Response:**

AWD is currently auditing the Galaxy Volunteer system and working with the Civic Engagement Coordinator to ensure all volunteer documents are uploaded into the volunteer digital file in the system. All AWD will be retrained on the Galaxy system and the importance of retaining volunteer documents.

**Corrective Action Update:**

*AWD has reworked with the assistance of the Civic Engagement Coordinator the entire shelter list and we have a new process that will ensure that all volunteers have appropriate documentation. Training was performed on 1/6/2021.*

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #3:**

Any volunteer identified to not have access be required to re-sign all documentation prior to volunteering with the COA AWD.

**Department Response:**

All volunteers with incomplete files will be required to re-sign and upload signed forms into the system.

**Corrective Action Update:**

*All active volunteers have re-signed all forms through the Galaxy system. As new and returning volunteers come back to AWD, they will sign into the Galaxy system and the system will prompt them to complete any/all outstanding, required forms before they clock in. This is a great way to keep on top of the documents as any new required documents will go into effect the moment they are attached to the opportunity. This is ongoing.*

**OIG STATUS DETERMINATION: CLOSED**

**Recommendation #4**

All AWD be reminded of COA computer access and COA employee only documentation.

**Department Response:**

All AWD staff were reminded that COA employee only documentation can only be accessed through the IPRA process through the City Clerk's office and may not be provided to the public directly from staff.

**OIG STATUS DETERMINATION: CLOSED**

Link to report: [https://www.cabq.gov/inspectorgeneral/documents/awd-volunteer-20-0009-i-final\\_.pdf/view](https://www.cabq.gov/inspectorgeneral/documents/awd-volunteer-20-0009-i-final_.pdf/view)