



# Performance Results Report for FY 2020



Office of Inspector General  
Sandra D. Bruce  
Acting Inspector General

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### Please Note:

The Performance Results Report for FY 2020 is available on the [ED OIG website](#).

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# Message from the Acting Inspector General

In accordance with the Government Performance and Results Modernization Act of 2010, I am pleased to present the U.S. Department of Education (Department) Office of Inspector General (OIG) Fiscal Year 2020 Performance Results Report. The report presents the results of our work over fiscal year (FY) 2020 in meeting our performance measures goals. Those goals align with our [FY 2018–2022 Strategic Plan](#). Our Strategic Plan provides a roadmap for the OIG to continue providing effective and objective oversight of the Department's programs and operations. It sets forth our vision, mission, and goals for those five years; details the focus and direction of OIG's operations; and outlines the strategies we will employ to reach those goals. Our Strategic Plan also sets forth measures to evaluate our impact, productivity, timeliness, and responsiveness to stakeholders in relation to these goals. We presented our 2020 performance measures in our [FY 2020 Annual Plan](#). For FY 2020, we successfully met 90 percent of our targets under those performance measures.

You will find our FY 2020 results in this report, along with additional information on operational changes and other actions taken that help tell the story of how we were able to reach our goals in FY 2020, which, much like it was for all Americans and indeed the world, was a year like no other. As a result of the coronavirus disease 2019 (COVID-19), to ensure the health and safety of OIG employees and to provide for the seamless continuity of OIG business operations during the worldwide pandemic, the OIG abruptly moved to a 100-percent telework environment on March 16, 2020. We continued in this posture for remainder of the fiscal year, with an exception for our criminal investigators working on mission-essential activities. Working in this environment was a first for the OIG, but thanks to the resilience, creativity, flexibility, and perseverance of the OIG staff, we rose to this unforeseen challenge and effectively carried out our responsibilities on behalf of America's taxpayers and students.

In this report, we also present our performance measures for FY 2021. We intend to make 2021 a very productive year, as we continue overseeing Department programs and operations, including its oversight and administration of pandemic relief funding authorized by the Coronavirus Aid, Relief, and Economic Security Act (CARES Act). The OIG will fulfill its responsibilities set forth in the CARES Act by ensuring that the funding provided to the Department and its grantees is used as intended and by investigating misuse, theft, or other criminal activity involving these funds. As a member of the Pandemic Response Accountability Committee established by the CARES Act, we will work tirelessly with our colleagues to help ensure that all of the funding Congress allotted is protected from fraud, waste, and abuse.

To those reading this report, thank you for your interest in and support of the OIG. We look forward to FY 2021 and continuing to meet our goals and fulfilling our mission. Our nation deserves nothing less.



Sandra D. Bruce  
Acting Inspector General



# Performance Results for FY 2020

In the following pages you will find a summary of our performance highlights and results of our performance measures for fiscal year (FY) 2020. You can read more about these efforts in our [Semiannual Reports to Congress](#).

OIG staff continued to meet ever changing and higher standards when it comes to the work we do. Over the past year we protected and recovered millions of taxpayer dollars, fought fraud and corruption, and issued guidelines to assist external auditors with meeting Federal requirements. We also understand the importance of reaching outside of our agency to collaborate with other agencies on intergovernmental projects that encourage us to perform ever better.

## Performance Highlights

- We issued 19 audit reports and related reviews, identifying nearly \$12.5 million in unsupported and questioned costs. This included reports involving challenges facing the Department in its implementation of the Coronavirus Aid, Relief, and Economic Security Act (CARES Act), several States' administration of education-related disaster recovery funds, institutions of higher education compliance with Free Application for Federal Student Aid (FAFSA) verification requirements, and the Department's compliance with a number of Federal statutes, including the Federal Information Security Modernization Act, and improper payments reporting requirements. In total, we recommended over 100 actions the Department should take to address the weaknesses and issues identified in reports issued in FY 2020.
- We closed 80 investigations involving fraud or corruption and secured more than \$35.5 million in restitution, settlements, fines, recoveries, forfeitures, and estimated savings. As a result of our investigative work, criminal actions were taken against numerous people, including current and former school officials who cheated students and taxpayers. This included guilty pleas by officials of the now-closed Bradley Academy of Excellence in Arizona who were sentenced for their roles in a \$2.5 million fraud scheme, and two people—one of whom was an associate registrar at Delaware State University—who were sentenced to prison for running a scheme that charged students a fee to change their residency from out-of-State to Delaware in order to receive in-State tuition from the school.
- We continued to investigate cases involving unauthorized access and misuse of Department data systems. One case led to sentencing of two former Haverford College students who unlawfully accessed the school's computer system and the Department's FAFSA website to an attempt to obtain President Trump's

tax returns. Another case involved 3 men who were indicted for illegally obtaining the personally identifiable information of about 1,200 people from a Minnesota-based company. The three men allegedly used this information to create fraudulent FAFSAs and obtain tax information which they then used to file fraudulent tax returns in the name of the victims.

- We issued new audit guides for Federal Family Education Loan Program lenders, lender servicers, and guaranty agency servicers, and a new guide for foreign institutions. Any entity that spends \$750,000 or more in Federal awards must obtain an audit to ensure that they are reliably and effectively assuring the Federal government that recipients of Federal funds are complying with laws, regulations, and other requirements that are material to Federal awards. These new audit guides provide guidance and support to the non-Federal, independent auditors to help ensure that their work meets all necessary requirements.
- We participated in more than 30 intergovernmental task forces and work groups, where we shared our perspectives on proposed and draft legislation, regulations, Departmental directives, and guidance and information to grantees. For example, through our work with the Association of Government Accountants Partnership for Management and Accountability, we ensured the communication between Federal, State, and local governmental organizations is open, improving performance and accountability. In Intergovernmental Audit Forums, we exchanged ideas with Federal, State, and local government audit executives to improve audit education and training.

## OIG Operations During the COVID-19 Pandemic

As it became clear that the coronavirus outbreak was going to require swift, decisive action to keep employees safe and ensure seamless continuity of business operations, the OIG took numerous actions.

- **Assessed risks.** We conducted an initial assessment of how a pandemic outbreak could affect OIG operations in early March, and developed a holistic, organization-wide view of the most significant risks facing the OIG as a result of the pandemic.
- **Focused on health and safety of employees.** We shared important health information and ensured all employees had the necessary information to begin working from home.
- **Prepared for a decisive, cohesive, and coordinated response.** We took numerous actions to ensure we were prepared to respond immediately and cohesively to the growing crisis. We formed a COVID-19 Working Group, developed a communications plan, and held meetings with Business Continuity Plan coordinators to ensure that everyone was aware of their roles and responsibilities.



- **Updated policies and procedures to address immediate needs.** We reviewed and revised, as necessary, existing OIG policies and procedures, including emergency communications and telework procedures. We also developed numerous tools and guidance specific to the current emergency situation.

On March 16, 2020, after careful consideration of pandemic-related information circulated by the Centers for Disease Control and Prevention, the World Health Organization, and local government and health officials, we implemented 100-percent telework for all employees. We took this action to protect the health and safety of OIG staff as well to ensure the seamless continuity of OIG business operations.

- **Employee support and resources.** From a town hall meeting and weekly pandemic updates, to tools such as tips for working from home, we ensured employees had the necessary support and resources.
- **Continual update of the OIG's Risk Assessment.** From our initial assessment of potential risks posed by the pandemic, we continued to identify and evaluate risks and incorporated them into the OIG's overall Risk Profile. This helped focus our efforts to ensure continuity of our business operations.
- **Continual review of policies, procedures, guidance, and tools.** We continued to ensure that we had policies and tools in place for uninterrupted operations during the emergency situation.
- **Governmentwide coordination.** OIG staff are in regular communication on COVID-19 with their stakeholders; Federal partners; and as warranted, State and local counterparts.

As of December 2020, we continue to operate at 100-percent telework, with the exception of our criminal investigators working on mission-essential activities. We have also worked closely with those we audit and review, as well as law enforcement partners at the local, State, and Federal levels, to find ways to continue our oversight and efforts to prevent and detect fraud, waste, and abuse involving Federal education programs and operations.

# Coronavirus Aid, Relief, and Economic Security Act

On March 27, 2020, the President signed the CARES Act into law. Among its provisions, the CARES Act provided more than \$30 billion to assist States, K–12 schools, school districts, and institutions of higher education in meeting the needs of students impacted by the pandemic. The law also provided the OIG with \$7 million for oversight activities related to these funds.

In April 2020, we created a [CARES Act webpage](#) and released our [CARES Act oversight plan](#), which includes auditing Department and grantee management and spending of CARES Act funds; examining the effectiveness of the relief programs; and investigating misuse, theft, and other criminal activity involving CARES Act funds. We also produced a summary of the [most significant management challenges](#) facing the Department related to COVID-19 emergency relief and response efforts. In addition, we initiated a CARES Act fraud awareness campaign with free downloadable posters for both [K–12](#) and [higher education](#) audiences, as well as other information to help State and local school officials, educators, and the general public learn more about education-related CARES Act fraud and what they can do to help identify it and report it.

To execute our oversight responsibilities related to CARES Act funding, we established a strategy for staff from across disciplines, including auditors, investigators, data analysts, and information technology professionals, to perform quick-response reviews in high-interest areas. This initiative will start operations with a focus on CARES Act-related activities during FY 2021, as outlined in our [FYs 2021–2022 Annual Plan](#).

In addition, to better respond to our changing operational environment, we established a Quick Response Team. The team will conduct limited scope reviews in high-interest areas that will be completed more quickly than a traditional audits.



Planning for the work that will be conducted by the team in a collaborative and dynamic process involving input from multiple OIG components on a recurring basis, including Investigation Services; Information Technology, Audits, and Computer Crime Investigations (ITACCI); Audit Services; and Counsel. Our goal with establishing this team is to identify value-added, quick response work that furthers our ability to promote the efficiency, effectiveness, and integrity of the Department's programs and operations.

Finally, we established a Special Investigations Unit with a dedicated focus on investigative work surrounding the CARES Act and our disaster recovery work. The unit will be conducting criminal investigations involving CARES Act and disaster recovery funding and will work closely with all OIG components to identify and address systemic vulnerabilities that affect the Department's compliance with requirements of the CARES Act and disaster recovery statutes. The unit will also conduct outreach, develop pipelines for information sharing, and coordinate OIG participation on Federal-State COVID-19 task forces and work groups. These task forces are a collective of Federal and State law enforcement and prosecutive entities combining their investigative power to quickly address fraud complaints. They also identify, investigate, and prosecute fraud related to the pandemic, including unlawful hoarding, price-gouging, and a variety of scams—vaccine, supply, charity, phishing, apps, and investment scams. We provide more information on the CARES Act work we have planned and underway on our [website](#).

## Organizational Changes

In FY 2020, we made some important organizational changes that improved our effectiveness, efficiency, and ability to serve our stakeholders.

First, we made important changes in our Management Services component. In FY 2020, we realigned our Management Services organization to better support OIG components. This included establishing an in-house Human Resources unit, designed to improve efficiencies in managing and executing our hiring strategy and human capital needs of the OIG. These duties were transitioned from the Department's Office of Finance and Operations, Office of Human Resources. In our inaugural year, OIG Human Resources successfully onboarded more than 30 new staff, which was more than triple the amount of staff we brought on board in previous fiscal years. To build better client services, we leveraged technology to streamline processes for hiring, performance management, budget execution, contracting, and other mission support functions. In addition, we improved our Executive Resources Review Board platform to foster more informed strategic decision making in using our resources. This enabled the OIG to execute its budget within 2 percent of our full appropriation.

Second, to consolidate information technology resources, subject matter expertise, and increase efficiencies within our information technology arena, we restructured to move the OIG information technology services team into ITACCI. This change created a new Technology Support Operations division overseen by a chief technology officer. We also restructured and consolidated other units within ITACCI, which streamlined requests for data and financial analysis across the OIG, increased collaboration and cross-training among ITACCI analysts, and improved customer services for all related products. These changes had

immediate benefits for the entire OIG and allowed for better communication and service with our stakeholders.

Third, within the Immediate Office, we established a new Congressional, Public Affairs, and Communications Services unit. This unit serves as the OIG's primary communicators with external audiences, specifically the Congress and the media, and as the organizational center for OIG communication services, such as writing, editing, report design and production, and multimedia services. This unit works with all OIG components to ensure that the OIG is effective, efficient, consistent, and accurate in all communications and will be better positioned to create new materials and provide services as needed. In FY 2020, this team produced numerous products, including [three new recruitment brochures](#) and two [Eye on ED podcast episodes](#).

## OIG Employee-Driven Initiatives

Performance measurement is an ongoing process that enables an organization to continuously learn and improve. Employee-focused initiatives help with that, as they focus on engagement, and an engaged workforce is critical to meeting our goals and achieving our mission. In light of the pandemic and the OIG's move to a 100-percent telework environment, in FY 2020, the OIG enhanced its internal, staff-focused initiatives. Examples of these efforts follow.

### Employee Engagement Initiative

Providing opportunities for employee engagement imbues OIG staff with the understanding that what they contribute truly matters. Creating opportunities for staff to learn, feel empowered, create their own definition of success, and understand the important role they play in the OIG helps the OIG achieve and exceed its goals. In FY 2020, the OIG created opportunities aimed at doing just that. This included the launch of OIG Success Prep—an effort aimed at providing staff with tools and information to succeed in their positions and get the most out of their careers. Under Success Prep, we held events including Executive Talk sessions featuring OIG senior staff offering insight about leadership and success. We also held more casual brown bag lunch sessions featuring OIG subject matter experts discussing OIG functions and issues. We held more than a half a dozen of these sessions on topics ranging from the CARES Act to using information technology products. Staff also participated in crucial conversations training, aimed at helping to make the most difficult and riskiest topics safe for discussions. The training provides tools on using persuasive versus abrasive communication when stakes are high and opinions vary, and helps staff learn how to transform conflict into collaboration.

### Knowledge Management Initiative

To effectively share an organization's information assets (valuable knowledge including policies and procedures, expertise and experience), knowledge needs to be identified, captured, evaluated, and shared. That is the goal of the OIG's Knowledge Management Initiative. In FY 2020, OIG staff from all components created opportunities to pass on best practices, shared their subject matter



experience and expertise across the organization, and took actions to help eliminate expertise silos and increase collaboration.

### Diversity, Equity, and Inclusion Initiative

In 2019, we issued the OIG's first Diversity and Inclusion Strategic Plan. Through this strategic plan, we affirmed and advanced our long-standing commitment to a diverse, equitable, and inclusive workforce and workplace environment to

help ensure that the work we produce is accessible to the diverse public we serve. In the plan, we outlined our commitment to develop, implement, and sustain a workplace culture where we embrace our differences because we know they are our strengths, and one where our shared values are the guiding principle for how we conduct our work. In FY 2020, building on the framework of this commitment, OIG implemented the staff-driven initiative by establishing a Diversity, Equity, and Inclusion Committee composed of staff from all OIG components and identifying a baseline of understanding of what "diversity," "equity," and "inclusion" meant to staff as individuals and the OIG as a whole. We held unconscious bias discussion sessions to raise awareness of automatic patterns of thinking, and offered informative sessions where OIG leaders of

**We embrace our differences because we know they are our strengths.**

various racial, ethnic, and gender identities shared challenges faced or mistakes made in the workplace that were turned into learning experiences, enabling them to take their careers to the next level.

## Working Within the Inspector General Community

Throughout FY 2020, the OIG continued to work within the Inspector General community, most notably through the Pandemic Response Accountability Committee (PRAC) and the Council of Inspectors General on Integrity and Efficiency (CIGIE).

Collaboration within the inspector general community raises the bar for all agencies, effectively enforcing higher standards within our OIG by merit of the collected standards of the community. Working in partnership with other agencies allows us to learn from one another and leverage best practices from around the community to meet our goals and targets for our own performance measures. Collaboration with other inspectors general has allowed us to be instrumental in leading through the unprecedented events of 2020.

### Pandemic Response Accountability Committee

The CARES Act established the PRAC, composed of inspectors general from across the Federal government. The PRAC is tasked with conducting, coordinating, and supporting inspectors general in the oversight of more than \$2 trillion in emergency Federal spending to address the economic impacts of the coronavirus pandemic. The CARES Act names nine specific agency inspectors general to the PRAC, including the Department. Acting Inspector General Sandra D. Bruce represents the OIG on the PRAC. Acting Inspector General Bruce also chairs the PRAC's subcommittee focused on Government Accountability Office and State and local oversight efforts. In June, Acting Inspector General Bruce moderated





the PRAC's first listening forum, "Stakeholder Perspectives on Oversight of the Federal COVID-19 Spending and Response." The forum provided stakeholders an opportunity to provide insights into specific areas where the PRAC should focus its oversight attention to enhance transparency and accountability over emergency pandemic funds. The speakers represented a cross-section of the pandemic response, including State and local government, businesses, financial institutions, the health care sector, nonprofits, and government transparency organizations. A video of the listening forum is available on the [PRAC website](#).

In July, Acting Inspector General Bruce participated in a National Intergovernmental Audit Forum focused on CARES Act oversight. Panelists included representatives from the California State Auditor's Office; Clark County Washington Auditor's Office (also representing the Association of Local Government Auditors); the accounting firm of Moss Adams; and the National Association of State Auditors, Comptrollers, and Treasurers. The panel was another opportunity for those charged with auditing CARES Act funding at the Federal, State, and local levels to share their plans, challenges, and concerns specific to carrying out their oversight roles. Acting Inspector General Bruce shared what the OIG would be doing to meet its statutory CARES Act responsibilities specific to the Department of Education and with the PRAC. For more information on the PRAC, visit its [website](#).

## Council of the Inspectors General on Integrity and Efficiency

Established by the Inspector General Reform Act of 2008, CIGIE works to address integrity, economy, and effectiveness issues that transcend individual Government agencies. In FY 2020, the OIG continued to participate in myriad CIGIE committees and subgroups, including chairing the new CIGIE Diversity, Equity, and Inclusion Work Group formed in FY 2020, and the Information Technology Investigations Subcommittee. A list of all CIGIE committees, subcommittees, and work groups where OIG staff serve can be found in our [Semiannual Report to Congress](#).

# Performance Measures and Results for FY 2020

The following table presents our FY 2020 performance measures, targets, and actual results.

Performance Measure	FY 2020 Target	FY 2020 Actual
1. Audits and investigations were initiated in accordance with policy and focused on areas of high risk or significant importance.	AS 85% IS 75% ITACCI 85%	AS 100% IS 91% ITACCI: <i>Audits 100%</i> <i>Investigations 100%</i>
2. Recommendations in reports resolved during the fiscal year were accepted by the Department and corrective action plans agreed to by OIG management.	AS 90% ITACCI 90%	AS 100% ITACCI 95%
3. Audits and alternative projects met the agreed-on dates for field work completed and draft report submitted for review in accordance with policy.	75%	87%
4. Initial audits and alternative projects were evaluated in accordance with policy and approved by OIG senior management within 90 days of audit field work completion.	70%	92%
5. Draft audit and alternative project reports were issued in accordance with policy, accepted by OIG management, and issued within 1 year from entrance conference.	70%	72%
6. Initial audit reports and alternative projects were issued in accordance with policy, accepted by OIG management, and issued within 6 months after missing the 1-year requirement noted in #5.	65%	100%
7. Agreed-on milestones for information technology audits were issued in accordance with policy and accepted by OIG management by the agreed-on date.	75%	100%
8. Case closing Reports of Investigation were submitted in accordance with policy, including applicable standards, and accepted by OIG management within 150 days of last reportable investigative action.	IS 70% ITACCI 70%	IS 73% ITACCI 100%
9. Preliminary inquiries of fraud, waste, and abuse were processed for case initiation (investigation) or closure in accordance with policy with a final disposition within 120 days.	IS 70% ITACCI 70%	IS 80% ITACCI 100%
10. Preliminary inquiries converted to full investigations by OIG management that resulted in a criminal, civil, or administrative action, or monetary result or an actionable referral to the Department.	IS 70% ITACCI 70%	IS 70% ITACI 75%
11. Hotline complaints were processed in accordance with policy and within the established deadlines.	85%	95%

Performance Measure	FY 2020 Target	FY 2020 Actual
12. Requests for forensic or analytical assistance were completed in accordance with policy, including applicable quality standards, and within established time frames.	75%	85%
13. Proactive analytical projects were developed in accordance with policy and within projected time frames as measured from start to completion.	85%	89%
14. Data analytics products were completed in accordance with policy and delivered to and accepted by the requestor within agreed-on dates.	90%	96%
15. Information technology security documentation, assessments, and plan of action and milestones for OIG information technology systems were completed in accordance with policy and accepted by OIG management and/or the Department within agreed-on dates.	80%	81%
16. Substantive comments provided by OIG resulted in changes in legislation, regulations, or other policies.	70%	71%
17. Counsel work products are completed with minimal corrections by the supervisor and delivered to stakeholders within required or agreed-on deadlines.	85%	92%
18. Freedom of Information Act responses are processed in accordance with statutory requirements and delivered to requestors within required deadlines.	90%	71% <sup>1</sup>
19. Quality assurance and internal control review recommendations accepted by OIG management.	85%	83% <sup>2</sup>
20. Products related to OIG budget developed, executed, and delivered to Congress, the Office of Management and Budget, the Department, OIG leadership, and other applicable stakeholders within agreed-on time frames.	90%	100%
21. Products related to OIG administrative operations (e.g., Human Resources, Information Technology, Facilities) were developed, executed, and delivered to the Office of Personnel Management, the Office of Management and Budget, the Department, OIG leadership, and other applicable stakeholders within agreed-on time frames.	85%	90%

<sup>1</sup> We did not meet this performance measure for FY 2020 due to a vacancy in the Freedom of Information Act specialist position, which was filled by a contractor 5 months into the fiscal year. We did, however, close more requests (98 total) than in any recent year and had a 98 percent timely closure rate for all requests received after the vacancy was filled.

<sup>2</sup> We did not meet this performance measure for FY 2020 because one of the six recommendations issued was not accepted by regional OIG management. To ensure the finding was addressed, we also issued a related recommendation to senior management of the responsible OIG component, who agreed to implement corrective action.

# Performance Measures for FY 2021

The following presents our performance measures for FY 2021.

Performance Measure	FY 2021 Target
1. Audits and investigations were initiated in accordance with policy and focused on areas of high risk or significant importance.	AS 85% IS 75% ITACCI Audits 85% Investigations 75%
2. Recommendations in reports resolved during the fiscal year were accepted by the Department and corrective action plans agreed to by OIG management.	AS 90% ITACCI 80%
3. Audits and alternative projects met the agreed-on dates for field work completed and draft reports were submitted for review in accordance with policy.	75%
4. Draft audits and alternative project reports were evaluated and approved by OIG senior management within 90 days of audit field work completion.	70%
5. Draft audit and alternative project reports were issued in accordance with policy, accepted by OIG management, and issued within 1 year from entrance conference.	70%
6. Agreed-on milestones for information technology audits were issued in accordance with policy and accepted by OIG management by the agreed-on date.	75%
7. Case closing Reports of Investigation were submitted in accordance with policy, including applicable standards, and accepted by OIG management within 120 days of last reportable investigative action.	IS 70% ITACCI 70%
8. Preliminary inquiries of fraud, waste, and abuse were processed for case initiation (investigation) or closure in accordance with policy with a final disposition within 150 days.	IS 70% ITACCI 70%
9. Preliminary inquiries were converted to full investigations by OIG management that resulted in a criminal, civil, or administrative action, or monetary result or an actionable referral to the Department.	IS 70% ITACCI 70%
10. Hotline complaints were processed in accordance with policy and within the established deadlines.	85%
11. Requests for forensic or analytical assistance were completed in accordance with policy, including applicable quality standards, and within established time frames.	75%

Performance Measure	FY 2021 Target
12. Projects involving reporting and other improvements as well as those for newly developed items in the OIG Data Analytics System were completed in accordance with policy and within projected time frames as measured from start to completion.	85%
13. Data analytics products were completed in accordance with policy and delivered to and accepted by the requestor within agreed-on dates.	85%
14. Information technology security documentation, assessments, and plan of action and milestones for OIG information technology systems were completed in accordance with policy and accepted by OIG management and/or the Department within agreed-on dates, as reported by the Cyber Security Framework scorecard.	80%
15. Substantive comments provided by OIG resulted in changes in legislation, regulations, or other policies.	70%
16. Counsel work products were completed with minimal corrections by the supervisor and delivered to stakeholders within required or agreed-on deadlines.	85%
17. Freedom of Information Act responses were processed in accordance with statutory requirements and delivered to requestors within required deadlines.	90%
18. Quality assurance and internal control review recommendations were accepted by OIG management.	80%
19. Products related to OIG budget developed, executed, and delivered to Congress, the Office of Management and Budget, the Department, OIG leadership, and other applicable stakeholders within agreed-on time frames.	95%
20. Products related to OIG administrative operations (e.g., Human Resources and Facilities) were developed, executed, and delivered to the Office of Personnel Management, the Office of Management and Budget, the Department, OIG leadership, and other applicable stakeholders within agreed-on time frames.	95%
21. Beginning of year OIG budgeted (personnel and non-personnel) resources were executed against critical operations and business requirements within agreed-on deadlines. (New)	97%

# Acronyms and Abbreviations

CARES Act	Coronavirus Aid, Relief, and Economic Security Act
CIGIE	Council of Inspectors General on Integrity and Efficiency
COVID-19	coronavirus disease 2019
Department	U.S. Department of Education
FAFSA	Free Application for Federal Student Aid
FY	fiscal year
ITACCI	Information Technology, Audits, and Computer Crime Investigations
OIG	Office of Inspector General
PRAC	Pandemic Response Accountability Committee





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<http://OIGHotline.ed.gov>

We encourage you to use the automated complaint form on our website; however, you may call toll-free or write the Office of Inspector General.

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