



Corporation
for Public
Broadcasting

Office of the Inspector General

Annual Plan Fiscal Year 2021

Vision

We support public media by promoting accountability for and recommending improvement in the initiatives and operations of CPB.

Mission

To promote the efficiency, effectiveness, and integrity of CPB grants, operations, and other initiatives, we conduct independent and objective audits, evaluations, investigations, and other reviews.

Core Values

Integrity – Our work is fair, balanced, and credible.

Excellence – We produce quality work and follow professional standards.

Collaboration – We seek and value input from each other and stakeholders.

Independence – We exercise our professional judgment without undue influence from Congress, CPB, or the public.

We are pleased to present our fiscal year (FY) 2021 Annual Plan for the Office of the Inspector General (OIG) of the Corporation for Public Broadcasting (CPB). It identifies the type of projects we will undertake in FY 2021 and the measures we will apply to assess our performance. We also report on our performance against our FY 2020 Annual Plan measures and the impact the pandemic has had on our planned accomplishments. This plan aligns with our strategic goals of: 1) providing timely and high value products; 2) promoting effective working relationships; and, 3) promoting excellence and innovation in OIG. See the OIG Strategic Plan Fiscal Years 2019 – 2023 <https://www.cpb.org/files/oig/reports/Strategic-Plan-2019-2023.pdf>.

Our annual planning includes requesting input from the CPB Board of Directors (Board), senior CPB officials, members of the pertinent committees of the U.S. Congress, and other stakeholders. Our selection of specific engagements is based on our risk assessments. As the year progresses, we may change our plan to address emerging issues and special requests. Our aim is to maximize our limited resources to best promote accountability in public media by focusing on high priority initiatives, large investments of CPB resources, and other identified risks.

Our FY 2021 Performance Measures take into consideration the limitations imposed by the pandemic to work remotely to maintain public and personal safety and health. Planned accomplishments for the fiscal year are based on our experience working remotely over the last six months.

Goals and Strategies

Goal 1

Provide timely and high value products that benefit CPB initiatives and operations.

Strategies to achieve goal 1:

- Conduct risk-based audits, evaluations, and other reviews of CPB grantees, contractors, vendors, and operations that provide accountability and recommend improvement.
- Conduct investigations to improve integrity over CPB programs and operations.
- Evaluate allegations submitted to OIG and follow-up as appropriate.

Planned work supporting goal 1:

Audits, Evaluations, and Investigations

Our audit universe consists of about 464 public media licensees that receive Community Service Grants (CSG) plus approximately 320 other active grants and contracts to produce public television (TV) and radio programming, upgrade digital access in public media, implement other CPB initiatives, and internal CPB operations.

We conduct audits under the *Government Auditing Standards* issued by the Government Accountability Office. Typically, we conduct attestation examinations of stations' compliance with the Communications Act of 1934, as amended, and CPB grant agreement terms. We also conduct financial audits of CPB production grants and other contracts. In addition, we provide limited oversight of CPB's independent public accountant conducting CPB's financial statement audit.

We perform evaluations under the Council of the Inspectors General on Integrity and Efficiency (CIGIE) *Quality Standards for Inspection and Evaluation*. Evaluations are generally more limited reviews that can be conducted in a shorter time frame than an audit. This fiscal year we will initiate limited scope evaluations of stations' compliance with grant requirements focusing on known risks at more stations than we can audit under our current audit methodology.

Hotline and Other Complaints/Investigations

OIG's hotline is our primary mechanism to receive complaints raised by the public, CPB employees, and the public media community. We evaluate all complaints to assess the allegations and whether the issues presented are within our purview. Complaints can lead to audits, evaluations, other reviews of significant compliance issues, or investigations of potential criminal activities. We conduct all investigations in accordance with the *Quality Standards for Investigations* issued by CIGIE.

Under Goal 1, we plan to complete audits, evaluations, investigation, and peer reviews of the following:

- six TV and/or radio stations audits;
- one production grant audit;
- five limited scope evaluations of station compliance with grant requirements;
- one investigation; and
- one Council of the Inspectors General on Integrity and Efficiency mandated investigation peer review to be conducted of another Federal OIG office.

Goal 2

Promote effective working relationships with Congress, the CPB Board of Directors, management, and stakeholders and increase the visibility of OIG in the public media community.

Strategies to achieve goal 2:

- Keep CPB's Board and management appropriately informed of OIG activities.
- Promptly respond to Congressional requests for information or assistance.
- Reach out to the public media community.

Planned work supporting goal 2:

We will send regular status reports on our pending work to CPB's Board and management, brief the Board as requested, meet periodically with management to discuss issues of mutual concern, and solicit input to our annual plan from both the Board and management. We will send all draft reports to management officials and auditees, consider their comments as we develop the final reports, and ask for their feedback on the audit process after we complete audits. We also will review and comment on all pertinent legislative proposals and CPB draft policies and guidance.

We will keep Congress informed of our activities through our Semiannual Reports to Congress, by sending our final reports to relevant committees, and by responding to any specific requests for information or briefings. We will evaluate all Congressional requests and initiate responsive research, audits, evaluations, investigations, or other reviews as appropriate. We will also solicit input for our annual plan from members of pertinent Congressional committees.

We will conduct outreach to the public and to the public media community via our website and other tools to educate them on our role and responsibilities. We will post our final reports on our website and CIGIE's oversight.gov website and promote our hotline as a tool to help improve accountability and integrity of CPB-funded activities.

Goal 3

Promote excellence and innovation in OIG.

Strategies to achieve goal 3:

- Maintain a diverse, highly skilled workforce.
- Foster an environment of open communication, respect for ideas, and appreciation for everyone's contribution.
- Provide technology, equipment, training, and other resources necessary to our work.
- Promote innovation to make our processes more efficient and our products more effective, for example by using data analytics to assess risk and to identify emerging accountability issues.

Planned work supporting goal 3:

We will support our audit staff by providing the training required by their professional standards and sponsor appropriate training for all other staff. We will also supply the hardware, software, and other technology that our auditors and staff require to conduct their work, including remotely. For at least the beginning of the fiscal year, we will work remotely and provide support for staff. When we are able to return to the office, we will employ workplace flexibilities, such as telecommuting, as appropriate.

We will conduct our work in accordance with applicable professional standards and update our internal manuals to incorporate revisions to those standards. We will also procure an independent annual analysis of our quality assurance activities.

We will hold monthly staff meetings to report on significant developments, e.g. addressing emerging policy issues, obstacles in completing current projects, or revisions to our audit methodologies. While we are working remotely, we meet at least once a week to check in with all staff.

We will work toward more efficiency and effectiveness in our work and employ tools such as data analytics to assess risk and identify emerging issues in CPB's initiatives and operations.

FY 2021 Performance Measures

We will assess our performance in FY 2021 against the following measures:

| Performance Measure | | FY 2021 Goal |
|---------------------|---|--------------|
| 1. | Initiate fieldwork on audits, evaluations, investigations, or CIGIE peer reviews. (Goal 1) | 13 |
| 2. | Complete new or carryover audits, evaluations, investigations, or CIGIE peer reviews. (Goal 1) | 14 |
| 3. | Evaluate and close complaints or designate them for further action within 30 days after receiving necessary information. (Goal 1) | 90% |
| 4. | Respond to Congressional correspondence within two weeks or by the requested response date. (Goal 2) | 100% |
| 5. | Initiate outreach efforts. (Goal 2) | 4 |
| 6. | Professional audit staff meet CPE requirements and all staff receive at least 6 hours training. (Goal 3) | 100% |

Report on FY 2020 Performance Measures

This chart reports our results on each of our FY 2020 performance measures.

| Performance Measure | | FY 2020 Goal | FY 2020 Results |
|---------------------|---|--------------|-----------------|
| 1. | Initiated fieldwork on audits, evaluations, or investigations. (Goal 1) | 7 | 7 |
| 2. | Completed new or carryover audits, evaluations, or investigations. (Goal 1) | 9 | 6 |
| 3. | Evaluate and close complaints or designate them for further action within 30 days after receiving necessary information. (Goal 1) | 90% | 98% |
| 4. | Respond to Congressional correspondence within two weeks or requested response date. (Goal 2) | 100% | 100% |
| 5. | Initiate outreach efforts. (Goal 2) | 4 | 5 |
| 6. | Professional audit staff meet CPE requirements and all staff receive at least 6 hours of training. (Goal 3) | 100% | 100% |

We met our performance goal to initiate 7 new audits and investigations in *measure 1*. We issued six reports (five audits and one peer review), three less than our goal of nine completed engagements in *measure 2*. Two projects were postponed due to the pandemic, an internal review to be conducted by external IT specialists and an external peer review of another OIG's investigations function. Fieldwork on two other audits has taken longer than anticipated because of the complications of people working remotely due to COVID-19.

We exceeded the *measure 3* goal of 90 percent for closing complaints timely. We received 45 new complaints and closed all as well as 2 carryover complaints within our required timeframe, achieving a 98 percent success rate. We also met our measure for responding timely to Congressional correspondence in *measure 4*.

We exceeded our outreach efforts goal in *measure 5*. The Inspector General visited five stations and met with station management to discuss the goals and processes of the Office of the Inspector General. We also made two presentations for a virtual national conference for public media business officials: one on OIG audit findings with a fraud awareness component and a second on improving compliance with CPB financial reporting and Communications Act requirements.

We also met the professional development (staff training) goal in *measure 6*. Each auditor met the CPE requirement required by the *Government Auditing Standards*, and our other staff members each received more than the minimum six hours of training.

In total, we audited more than \$134 million of reported Non-Federal Financial Support (NFFS) revenue. From that universe, we identified \$12,007,381 in overstated NFFS, resulting in excess CSG payments of \$1,411,824. We also audited \$16,566,696 in CPB grant expenditures and identified \$143,288 in questioned costs related to those grants.

Authority

Under the Inspector General Act of 1978, as amended, the OIG is an independent organization within CPB with authority to:

- conduct and supervise audits and investigations relating to CPB's initiatives and operations;
- provide leadership, coordination, and recommend policies for activities designed to promote economy, effectiveness, and efficiency, and to prevent and detect fraud and abuse in CPB's initiatives and operations; and
- keep CPB's Board and Congress fully and currently informed about problems and deficiencies affecting CPB's initiatives and operations and on the status of corrective actions.

To facilitate our reviews, the Act provides that the OIG will have access to all pertinent information available to CPB. In conducting our activities, we adhere to audit standards set by the Government Accountability Office and professional standards adopted by the CIGIE.