



**INSPECTOR GENERAL  
CRIMINAL INVESTIGATOR ACADEMY**  
384 Marana Circle  
Glynco, Georgia 31524

**VISION**

To improve integrity, accountability and excellence in Government.

**MISSION**

We train those who protect our nation's taxpayers from fraud, waste and abuse.

**GOALS**

- 1) Develop and deliver quality, timely and cost-effective training that enables our partners to accomplish their missions.
- 2) Provide on-site representation and liaison to the Federal Law Enforcement Training Center (FLETC) on behalf of the federal Inspector General community.

**FISCAL YEAR (FY) 2013 SIGNIFICANT ACCOMPLISHMENTS**

**Goal 1**

- 1) Delivered 26 iterations of ten Inspector General Criminal Investigator Academy (IGCIA) training programs, at nine different venues in seven states; Sacramento, CA; Lakewood, CO; Washington, DC; Glynco and Newnan, GA; Cheltenham and Largo, MD; Charleston, SC; and Shepherdstown, WV.
- 2) Trained 584 students in IGCIA training programs. This total represents 162% of the FY13 projected training need (360). Trained an additional 65 students by invitation for a total of 649. By comparison, FLETC trained 525 IG students in FY13.
- 3) Sixty-four (64) organizations participated in IGCIA training programs in FY13, including 55 Council of the Inspectors General on Integrity and Efficiency (CIGIE) member Offices of Inspectors General (OIG), and nine non-CIGIE organizations.
- 4) Garnered the support of 24 CIGIE-member OIGs that voluntarily provided instructional support in IGCIA training programs, in addition to twenty other federal, state and local law enforcement entities (see attached).
- 5) Developed and coordinated or delivered specialized agency-specific training to 65 members of the OIG community by invitation from CIGIE-member agencies, including:
  - a) US Agency for International Development OIG All-hands Conference – customized interview training.

- b) US House of Representatives OIG – delivered a dedicated *IG Interviewing for Fraud; Auditors, Inspectors and Evaluators*.
  - c) Securities and Exchange Commission OIG – customized investigative training.
- 6) Achieved and was awarded program accreditation for the [IG Investigator Training Program](#) (IG-ITP) from the [Federal Law Enforcement Training Accreditation Board](#) (FLETA). This effort included:
- a) Final review of all IG CIA Standard Operating Procedures (SOP), compilation of evidence of compliance, and preparation of accreditation folders for each standard.
  - b) January 2013 self-assessment (conducted by assessors from IRS, FLETC and CBP).
  - c) March 2013 FLETA assessment (assessors from IRS, TSA, and USAF OSI).
- 7) Prepared and administered the \$1.34 million IG CIA budget, using a tuition-based business model at an average tuition of \$138/day (reduced from \$146/day in FY12). The IG CIA generated \$428,475 in tuition revenue in FY13, which funded all costs associated with delivering IG CIA training programs.
- 8) In June 2013, the CIGIE adopted the [Common Competencies of OIG Criminal Investigators](#). These competencies were derived from the job task analysis conducted by the IG CIA in 2012, furthering one of the major goals of the [CIGIE Strategic Plan for 2012 – 2017](#) to “*Champion the formation of IG workforce competency models*”. The report is currently being utilized to update the CIGIE [Quality Standards for Investigations](#).
- 9) Developed and delivered a new seminar, “[Undercover Operations for OIG Managers](#),” (UCOM) in partnership with Health and Human Services (HHS) OIG. The UCOM was modeled after a program being delivered by HHS OIG that numerous OIG personnel had requested to attend. The seminar was successfully delivered twice in FY13, to 49 participants.
- 10) Collected level 1 (student reaction) feedback from all but six IG CIA graduates. Of the 578 student responses, 98.79% agreed that the material learned would improve job performance, 99.65% rated the overall quality of instruction positively (Outstanding, Excellent or Good), and 98.96% rated the overall quality of the training program positively.
- 11) Submitted electronic level 3 (results-oriented) job performance feedback surveys (and multiple reminders) to graduates and their supervisors for each IG CIA training program. These surveys are transmitted 30-90 days subsequent to graduation, according to industry standards, to assess whether learning transferred to the work setting. Response rates averaged 55% for graduates and 35% for supervisors. The only reportable data at this time, due to pending survey responses and insufficient sample size, is for the Basic Non-Criminal Investigator Training Program (renamed [Essentials of Investigations](#)). Fifty-three of 71 participants responded, for a 75% response rate; 96% of graduates agreed that they are using the material learned to improve job performance, and all 21 responding supervisors (100%) agreed that their employee is using the material learned to improve job performance.

- 12) Continually updated curricula in all IGCIA training programs, based on feedback from program managers, students, instructors and facilitators:
  - a) Conducted a Curriculum Review conference for the [Public Corruption Investigations Training Program](#) (PCITP), Washington, DC, November 2012.
  - b) Conducted a Curriculum Review conference for the [Periodic Refresher Training Program](#) (PRTP), Washington, DC, August 2013.
  - c) Developed new lesson plan on “Personal Safety for IG Professionals,” and piloted it in June 2013 in the Basic Non-criminal Investigator Training Program (now titled [Essentials of IG Investigations](#) or EIGI).
  - d) Redesigned laboratory exercises in the IG-ITP and incorporated the use of the new “Danis City” training venues, for greater realism and improved facilities. Incorporated minor revisions to the firearms curriculum in IG-ITP, as well.
  - e) Partnered with HHS OIG to add a block of instruction on “Online Undercover Operations”, and to incorporate the use of technical equipment at no cost into the [Undercover Investigations Training Program](#) (UCITP).
  - f) Partnered with Department of the Interior (DOI) OIG to incorporate a new case study on Deepwater Horizon into the [Transitional Training Program](#) (TTP).
  - g) Revised/updated written examinations in IG-ITP and TTP.
  - h) Procured and incorporated the use of *TurningPoint*, an interactive training technology designed to electronically capture and report student exam results and feedback, as well as increase student engagement. Its use was piloted in several IGCIA programs.
  
- 13) Improved training and professional development of adjunct instructors and facilitators:
  - a) Facilitated and funded the attendance of four adjunct instructors from three OIGs at the FLETC’s Law Enforcement Adjunct Instructor Training Program in November 2012.
  - b) Drafted and began development of the CIGIE Training Institute’s (TI) Adjunct Instructor Program, in furtherance of the CIGIE TI’s Annual Performance Plan, specifically, “design, implement, and publish an instructor professional development program.”
  - c) Developed an [Adjunct Instructor Handbook](#) for all IGCIA adjunct faculty, which is designed as a reference containing IGCIA policies and procedures.
  - d) Developed new Facilitator Guides for the IG-ITP and the EIGI, which include class schedules, program syllabi, staff and student rosters, student profile information and evaluation forms, guidance for providing student feedback, as well as course outlines and briefing instructions.
  
- 14) Coordinated travel for IGCIA staff and adjunct faculty, including scheduling, confirming and funding 99 airline tickets and processing 339 travel vouchers.
  
- 15) Represented the CIGIE and the IGCIA as an officer (1<sup>st</sup> Vice-Chair) of the FLETA Board, a member of the Federal Law Enforcement Accreditation Coalition, and as a member of the Board of Directors for the [Association of Inspectors General](#).
  
- 16) IGCIA staff participated in, facilitated or provided presentations to the:
  - a) AIGI Quarterly meetings in October 2012, January and July 2013, Washington, DC
  - b) CIGIE Investigations Committee, October 2012 and January 2013, Washington, DC
  - c) Association of Inspectors General Board of Directors meeting and conference, October 2012, Clearwater, FL
  - d) CIGIE Training Institute All-hands meeting, December 2012, Glynco, GA

- e) Federal Law Enforcement Training Accreditation (FLETA) Assessment of the FLETC Physical Fitness Coordinator Training Program, February 2013, Glynco, GA
  - f) FLETA Board meetings in April and July 2013, Glynco, GA
  - g) AIGI Training Conference, April 2013, Washington, DC
  - h) Federal Law Enforcement Accreditation Coalition presentation, July 2013, Glynco, GA
  - i) AIGI Training Subcommittee meetings in Washington, DC and via tel/con, October 2012, December 2012, January, February, March
  - j) Suspension and Debarment Workshop, Alexandria, VA, November 2012
- 17) Elicited feedback via electronic survey from IGCIAs' customers on quality of service and the IGCIAs' ability to serve training needs. All respondents rated the professionalism, responsiveness and helpfulness of service received to be *Excellent*. In addition, all reported they were *Extremely Confident* (81%) or *Confident* (19%) in the ability of the IGCIAs to serve their law enforcement and investigative training needs.
- 18) Recruited and selected two new Program Managers (PM) to replace two retiring PMs, ensuring efficient continuity of training operations.

## **Goal 2**

- 1) Provided FLETC registration and scheduling services to 39 CIGIE-member agencies, managed FLETC allocations, and enrolled 525 OIG students in FLETC training programs during FY13.
- 2) Managed FLETC FY14 training projections and allocations for CIGIE member agencies, including the Criminal Investigator Training Program (CITP) and 48 FLETC advanced training programs. This ongoing effort requires eliciting, collecting and compiling projection data from 26 OIGs who projected a need for 504 FLETC training seats in FY14, as well as assigning, managing and scheduling the resulting allocations.
- 3) Managed FLETC instructor support funds on behalf of FLETC and 27 CIGIE-member agencies. The IGCIAs analyzed allocations to determine each OIG's pro-rata share of the CIGIE's FY13 and FY14 instructor support obligation to the FLETC, billed each OIG accordingly, and is responsible to collect and distribute funds.
- 4) Delivered two presentations on the diversity of OIGs and their investigations, and the *Michael Vick Dogfighting Investigation* in October 2012, to more than 100 instructors/staff and students from the following organizations: FLETC, ATF, State Department Diplomatic Security, IRS CID, TIGTA, CBP, DCIS, US Marshals, Fish and Wildlife Service, US Capitol Police, Glynn County Humane Society, and 14 OIGs attending or facilitating the IGCIAs Basic Non-Criminal Investigator Training Program, among others.
- 5) Negotiated agreement from FLETC to hire an administrative assistant on a reimbursable term basis behalf of the IGCIAs, executed a Memorandum of Agreement (MOA),

interviewed and selected the individual who began employment at the IG CIA in February 2013.

- 6) Ensured continuity of operations by negotiating agreement from FLETC to provide registrar assistance to the IG CIA due to an employee's anticipated lengthy absence for personal reasons. An MOA was executed, and FLETC conducted significant registration duties on behalf of the IG community, on a reimbursable basis, for the majority of FY13.
- 7) Facilitated liaison, communication, and in many cases compromise and solutions between the IG community and FLETC on issues such as:
  - a) Student failures, hospitalizations, and after-hours research participation
  - b) FLETC's export training policies/procedures
  - c) Detailed instructor support to the FLETC
  - d) Streamlined and clarified curriculum review conference invitations
  - e) Billing questions and conflicts
  - f) Reports of slip hazards on the Glynco outdoor firearms ranges
  - g) Lack of hot water in Dorms 185-187 – problem rectified
  - h) Partner Organization status
  - i) FLETC's initiative to certify digital forensics examiners
  - j) Firearms Instructor Training Program prerequisite assessment policy
- 8) Conducted Training Officer meeting in Washington, DC, October 2012, which was attended by 16 training officers from 14 CIGIE-member agencies.
- 9) Provided instructional support to the FLETC in four iterations of their Advanced Interviewing for Law Enforcement Training Programs, and three iterations of Internal Affairs Investigation Training Program, Glynco, GA
- 10) Facilitated meetings between FLETC executives and IG personnel, and arranged tours and visitor access for IG visitors to the FLETC.
- 11) Communicated FLETC policy and curriculum issues to the AIGIs and OIG training officers.
- 12) Represented the IG community at multiple FLETC graduations, executive management meetings, Partner Organization meetings, Curriculum Advisory Committee meetings, as well as other curriculum conferences and working groups.