

It is the unanimous conclusion of the Team that AU, HCU, CIU, and HU met all relevant AIG and/or GAO standards for the period under review.

The remainder of this letter sets forth the purpose, scope, and methodology of the Peer Review.

Purpose

The Team conducted an independent, qualitative review of the operations of the VA OSIG AU, HCU, CIU, and HU, focusing on compliance with agreed-upon standards.

Scope

The Peer Review covered AU, HCU, CIU, and HU operations, resulting work products, and related file materials chosen from closed investigations and completed inspections between covering July 1, 2019 through June 30, 2022 for all four units. The Peer Review's scope also covered unit compliance with their relevant policy and process manuals and procedural guides; staff qualifications; and professional training requirements. Lastly, the Peer Review assessed supervisory review and quality control over the work product, reporting of results, and the VA OSIG relationship and communications with outside agencies. For this last step, the Peer Review Team met with external stakeholders with whom the VA OSIG frequently work, or who are the recipients of VA OSIG work products.

Method

The Peer Review Team generally followed the Peer Review/Qualitative Assessment Review Checklists developed by the AIG. These Checklists are based on relevant AIG and/or GAO Quality Standards. The Team also called upon their own professional experience as senior managers of various Offices of Inspector General and through their knowledge of and familiarity with best practices within the Inspector General community.

Prior to the actual onsite review, the Team requested information from the four units, including but not limited to policy and procedures manuals, closed case logs, a list of issued reports, and a list of external stakeholders. The Team used this information to select the work products and related case materials that were ultimately reviewed.

On September 19, 2022, the Team held an entrance conference with you and your Deputy Inspectors General (DIG), during which time we explained the Peer Review scope, methodology, limitations, and proposed schedule. During the week, the Peer Reviewers conducted their fieldwork through examination of the selected case files. Peer Reviewers also interviewed staff from all four units. Interviewees included the Deputy Inspectors General, Auditors, Investigators, Analysts, and Administrative staff.

The Team also reviewed the personnel files of current unit employees and their Training and Continuing Education files, as well as all relevant policy and process manuals and procedural guides. All file requests were met fully and timely.

Team members also met with you and your executive team to gauge their involvement and interaction with AU, HCU, CIU and HU.

The Team conducted all interviews in confidence and without any limitation on scope or time. Reviewers requested follow-up interviews and explanations, as well as any supplemental documentation, and VA OSIG staff graciously accommodated the Team.

The Peer Reviewers also independently chose several external stakeholders to interview. Meetings were arranged between the Peer Reviewers and the external stakeholders for the purpose of evaluating agency cooperation, effectiveness, and responsiveness. Stakeholders included representatives from the:

- Virginia State Police
- Secretary of Education
- Behavioral Health and Developmental Services
- Secretary of Finance
- Secretary of Administration
- Auditor of Public Accounts

Finally, the Team held an exit conference with you and your executive team on September 22, 2022, during which time the Team shared its conclusion that the four units (AU, HCU, CIU, and HU) fully met applicable AIG and/or GAO standards. Team members provided you with our observations and opinions gathered during the review. We held a separate exit conference with you and your executive leadership to elaborate on the observations made during the week of review. We provided several observations that did not limit or qualify the opinion of the Peer Review but were shared with you and your executive leadership as possible areas of consideration going forward. Throughout the week, we had productive discussions with VA OSIG members (from the leadership to professional staff) regarding their positive experiences from past Peer Reviews and their affirming opinions about the Peer Review process.

As noted above, it is the unanimous conclusion of the Peer Review Team that the Audit Unit, Healthcare Compliance Unit, Criminal Investigations Unit, and Hotline Unit met all current and relevant AIG and/or GAO standards for the review period.

On behalf of the AIG, I want to thank you for the confidence placed in the Association by requesting that we conduct this review. On behalf of the Peer Review Team, we would like to acknowledge and thank State Inspector General Michael C. Westfall, and your designees, Quality Assurance Manager Eris Jones, Business Manager Tesha Hill, and Information Technology Services Manager Gregory Williams, for all their efforts in the

State Inspector General Michael C. Westfall
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coordination and planning of this event and for ensuring that we were provided with the necessary records and tools for a thorough and smooth review. Lastly, on behalf of the Team, we would like to recognize that in all our interactions with your staff, we were shown the respect and cooperation that is the hallmark of a professional staff truly interested in a full and open review of their work. At the same time, this has been a learning experience for each member of the Peer Review Team, for which we wish to convey our sincerest thanks.

Please feel free to contact me or any member of the Peer Review Team if you have any questions.

Yours truly,



09/22/22

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AIG Peer Review for Virginia Office of the State Inspector General, September 2022
AIG Board Member and Peer Review Committee Chair

cc:

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AIG Peer Review for Virginia Office of the State Inspector General, September 2022

Edyth Porter-Stanley, Team Member
AIG Peer Review for Virginia Office of the State Inspector General, September 2022