



OFFICE *of the*  
INSPECTOR GENERAL  
U.S. GOVERNMENT PUBLISHING OFFICE

FALL 2024



# SEMIANNUAL REPORT TO CONGRESS

April 1, 2024 - September 30, 2024



U.S. GOVERNMENT PUBLISHING OFFICE



This report is available on our web site:

<https://www.gpo.gov/who-we-are/our-agency/inspector-general/semiannual-reports-to-congress>

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## ABOUT THE GOVERNMENT PUBLISHING OFFICE

The U.S. Government Publishing Office (GPO) was established in 1861 and is the Federal Government's primary resource for producing, procuring, cataloging, indexing, authenticating, disseminating, and preserving the official information products of the U.S. Government in digital and tangible formats. GPO is responsible for producing and distributing informational products and services for all three branches of the Federal Government, including U.S. passports for the Department of State and official publications of Congress, the White House, and other Federal agencies. In addition to publication sales, GPO provides permanent public access to Federal Government information at no charge through GovInfo.gov and via partnerships with libraries nationwide participating in the Federal Depository Library Program.<sup>1</sup>

## ABOUT THE OFFICE OF THE INSPECTOR GENERAL

The GPO Office of the Inspector General (OIG) promotes economy, efficiency, and effectiveness in GPO operations. Our efforts are designed to prevent and detect fraud, waste, and abuse.

The GPO Inspector General Act of 1988, 44 U.S.C. §§ 3901-3903, along with the Inspector General Act of 1978, as amended (IG Act), establishes the OIG's responsibilities and duties. The Legislative Branch Inspectors General Independence Act of 2019 enhanced the OIG's independence. It expanded our office's duties by, among other things, granting us independent law enforcement authority, human capital, and budget independence.

The OIG, located in Washington, D.C., is allocated 25 employees and is organized into a Front office and three operational divisions: Audits, Inspections, and Investigations. We conduct independent and objective reviews of GPO programs and operations to help keep the Director, Congress, and the public informed of potential issues or deficiencies.

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<sup>1</sup> <https://www.gpo.gov/who-we-are/our-agency/mission-vision-and-values>



# GPO OIG MISSION/VISION/VALUES

## OUR MISSION

To conduct independent, objective, and trusted oversight that promotes positive change for GPO, Congress, and the Public.

## OUR VISION

To champion integrity and excellence.

## OUR VALUES

### ► PROFESSIONALISM

Exhibit characteristics and qualities that contribute to a positive work environment.

### ► ETHICAL

Commitment to be morally sound, fair, and accountable.

### ► EFFECTIVENESS

Innovate, collaborate, produce, and deliver.

### ► HONESTY

Communicate transparently with our colleagues and our customers.

### ► INCLUSIVENESS

Foster a diverse, supportive, welcoming environment for our employees and customers.

### ► KINDNESS

Treat one another with respect.





## A MESSAGE FROM THE INSPECTOR GENERAL



It is a pleasure to submit this *Fall 2024 Semiannual Report to Congress*. The U.S. Government Publishing Office (GPO), Office of the Inspector General (OIG), continues to provide impactful, independent, and objective oversight of GPO programs and operations. We thank the many GPO personnel and leaders who cooperated and supported our oversight work, even as they focused on the daily demands of producing passports, issuing print procurements, and creating the Congressional record (to name a few). GPO Management and personnel remain responsive to our recommendations and supportive of our oversight efforts.

During this reporting period, my team assessed how GPO's Secure Intelligent Documents Business Unit manages excess and obsolete paper and secure documents. We evaluated the Plant Operations Business Unit's processes and procedures to measure performance. Specifically, we identified what metrics Plant Operations uses and measure success. At the request of Senator Grassley, we also completed a special review of GPO's compliance with the Whistleblower Protection Enhancement Act anti-gag provisions. Through investigative activities internal and external to GPO, we reduced the risk of fraud, waste, and abuse. We also identified vulnerabilities and asked GPO to consider programmatic changes to strengthen internal controls and mitigate risk.

Our office conducted several outreach activities with GPO. We visited Stennis, Mississippi, on multiple occasions for outreach and OIG project work. We also instituted individual outreach events with GPO's business units. As a result, just as in the Spring, we received more intakes this reporting period than in all of 2023. In addition, we closed seven investigations and started seven new ones; we also initiated over 29 new complaints requiring more research before being converted into an investigation, referred elsewhere, or closed. During this reporting period, our Audit team conducted a peer review of the Government Accountability Office OIG's auditing function and issued our report with a "pass" rating. Federal audit organizations can receive a rating of Pass, Pass with Deficiencies, or Fail. I wish to thank Inspector General Nancy Birnbaum and her staff for their exceptional professionalism and support.

Also, during this reporting period, we completed our strategic plan. This plan is the result of months of thoughtful deliberation, analysis, and collaboration by every member of the OIG. It is a roadmap designed to guide our organization toward its future goals while staying true to our updated core mission and values. The strategic planning process started with intentional conversations, continued with a two-day all-hands offsite, and ultimately led to breakout planning sessions where OIG team members crafted the plan. We have carefully considered the needs of our office, the aspirations of our team, and the trends that will shape GPO and the Inspector General community in the coming years. This plan outlines the key priorities or imperatives that we aim to achieve. Finally, I would like to again thank the Members and Staff of our oversight and appropriations committees for their continued support of our office.

**Nathan J. Deahl**  
**Inspector General**



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## SELECTED STATISTICS AND HIGHLIGHTS

### Audits

Reports Issued or Issued Under Audits' Oversight ..... 1

### Inspections

Reports Issued or Issued Under Inspections' Oversight ..... 2

### Investigations

Complaints Opened ..... 29

Complaints Closed ..... 33

Investigative Cases Opened ..... 7

Investigative Cases Closed ..... 7

Subpoenas Issued ..... 0

Investigative Referrals to GPO Management ..... 4

### Recommendations

Recommendations Opened ..... 12

Recommendations Closed ..... 12

## RETURN ON INVESTMENT

Return on Investment (ROI) is a commonly used profitability ratio that measures the return or profit an investment generates relative to cost.<sup>2</sup> The ROI for an OIG is the most quantifiable performance metric, considering the cost of doing business and the revenues it collects.<sup>3</sup> As amended, the reporting requirements of the Inspector General Act of 1978 prioritize quantitative results rather than qualitative work. Therefore, Inspectors General may focus on metrics that may not accurately reflect the most pressing matters at the agency they oversee.<sup>4</sup> This can lead to misplaced emphasis in OIG's work because it focuses on money lost, whereas much of its value comes from money saved or, in other words, the value gained, *i.e.*, proactive savings as opposed to reactive losses.

For OIG work, ROI is usually defined in terms of monetary impact and savings associated with audits, investigations, and other actions that allow the government to recoup funds owed, correct practices to ensure more efficient spending and prevent misappropriation of funds.<sup>5</sup> The appendices to this report include examples of these types of monetary benefits; some cases are required by law to be reported.

While dollar value is the traditional baseline for ROI, there are other quantitative and qualitative ways to show a positive impact, such as expanding the definition of "value." Examples of ways to measure value can be savings over time, better decision-making and reporting, increased level of service, and timely regulatory compliance.<sup>6</sup>

Including this expanded concept of ROI in reporting to GPO, Congress, and the public is important. The results and impact of OIG work often provide an alternative to the traditional monetary ROI and give the flexibility to develop tailored approaches for determining agency operations' efficiency, effectiveness, or sustainability. Examples of non-monetary or non-traditional benefits are listed below.

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<sup>2</sup> Speights, "Return on Investment: What to Expect," *The Motley Fool* (March 17, 2021), available at: <https://www.fool.com/investing/how-to-invest/stocks/good-return-on-investment/>

<sup>3</sup> Hudak and Wallack, "Sometimes cutting budgets raises deficits: The curious case of inspectors general return on investment," *Center for Effective Public Management at Brookings* (April 2015), available at: <https://www.brookings.edu/wp-content/uploads/2016/06/CEPMHudakWallackOIG.pdf>

<sup>4</sup> Letter to Senator Johnson, Senator Peters, Representative Cummings, and Representative Jordan from ACORN8, Government Accountability Project, National Taxpayers Union, Project on Government Oversight, Public Citizen, R Street Institute, and Taxpayers Protection Alliance (May 16, 2019), available at: <https://www.rstreet.org/wp-content/uploads/2019/05/Bipartisan-Coalition-Support-Letter-for-IG-reform.pdf>

<sup>5</sup> IBID.

<sup>6</sup> "Calculating Non-Traditional Return on Investments," VUEWorks (Feb. 26, 2018), available at: <https://www.vueworks.com/calculating-non-traditional-return-on-investments/>

### **List of Non-Monetary Benefits**

- 01) Improve management controls**
- 02) Improve systems and processes**
- 03) Avoid violations of law or regulations**
- 04) Validate existing processes**
- 05) Initiate best business practices**
- 06) Provide analysis and data to decision-makers**
- 07) Improve safety, morale, health, and security**
- 08) Ensure compliance with a prescribed standard**
- 09) Enhance stakeholder confidence**
- 10) Other**

We provide a narrative of each project's ROI in Appendix A.

## JOINT OIG PROJECTS

*In keeping with our strategic direction, OIG efforts will be “team-based.” Every inspection, audit, or investigation will have two or more assigned members. In addition, we will use team members from each division to work on joint projects and products.*

### Completed

#### **Special Review of GPO's Compliance with the Whistleblower Protection Enhancement Act, Anti-Gag Provision, Report No. 24-07, September 13, 2024**

We conducted a review of GPO's nondisclosure policies, forms, agreements, and related documents to ensure the following "anti-gag" provision is included as required by law:

"These provisions are consistent with and do not supersede, conflict with, or otherwise alter the employee obligations, rights, or liabilities created by existing statute or Executive order relating to (1) classified information, (2) communications to Congress, (3) the reporting to an Inspector General or the Office of Special Counsel of a violation of any law, rule, or regulation, or mismanagement, a gross waste of funds, an abuse of authority, or a substantial and specific danger to public health or safety, or (4) any other whistleblower protection. The definitions, requirements, obligations, rights, sanctions, and liabilities created by controlling Executive orders and statutory provisions are incorporated into this agreement and are controlling."<sup>7</sup>

We focused on the GPO organizations currently using formal nondisclosure agreements (NDAs), other than the Standard Form 312,<sup>8</sup> and those who have authored policy that limits disclosures by Federal employees. We found that GPO predominately complies with the Whistleblower Protection Enhancement Act (WPEA) and its anti-gag provisions; however, we found instances where manuals, directives, and NDAs should either include WPEA anti-gag language or need to be revised with the most recent WPEA language.

**Recommendations:** We issued four recommendations to improve GPO's compliance and oversight in using nondisclosure policies, forms, and agreements. The recommendations focus on amending current policy, revising specific directives to include the required anti-gag language, requiring a WPEA legal review for all future NDAs to ensure anti-gag language is included, and ensuring WPEA compliance is part of the GPO directive review process.

**Return on Investment:** When fully implemented, our recommendations will improve GPO's compliance and oversight in its use of nondisclosure policies, forms, and agreements, ensuring GPO employees fully understand what protections are afforded them under the WPEA.



<sup>7</sup> 5 USC § 2302(b)(13).

<sup>8</sup> Standard Form (SF) 312 (Classified Information Nondisclosure Agreement).

# AUDITS

*The Audits Division helps improve the management of GPO programs and activities by providing timely, balanced, credible, and independent audits that address GPO operations' economy, efficiency, and effectiveness. OIG audits are performed by Generally Accepted Government Auditing Standards issued by the Comptroller General of the United States.*

## Ongoing

### Fleet Management, Project No. A-2024-002

In March 2024, we initiated an audit to assess GPO's management of its motorized vehicle fleet, which includes both vehicles and powered industrial trucks. This fleet is primarily used for product deliveries to Congress and for material handling within GPO. The objective of the audit is to determine the effectiveness of GPO's fleet management and identify opportunities for improvement.

### Fiscal Year 2024 Consolidated Financial Statements

We contracted the independent public accounting firm of KPMG LLP (KPMG) to audit GPO's consolidated financial statements in accordance with U.S. generally accepted auditing standards. In the opinion of KPMG, the consolidated financial statements were fairly presented in all material respects, and the financial position of GPO as of September 30, 2024, was in accordance with U.S. generally accepted accounting principles (GAAP).



## Completed

### Management of Excess and Obsolete Paper and Secure Documents, Report Number 24-08, September 18, 2024

For nearly a century, GPO has been responsible for producing the U.S. passport for the U.S. Department of State (DoS). In May 2023, GPO renewed its Memorandum of Understanding (MOU) with DoS. The MOU sets forth, among other things, provisions for security and product integrity, inventory control system reviews, and security protocol training. Our audit found GPO placed U.S. passport books rejected during production in bins without locks or assigned accountability on the production floor. Also, we found that GPO did not install security cameras in areas where employees perform on-site shredding of defective U.S. passport books. Lastly, we found that management could strengthen its compliance with MOU provisions related to the U.S. passport inventory control system reviews and security protocol training.

**Recommendations:** We made three recommendations to address the secure storage of defective U.S. passport books, inventory control system reviews, and security protocol training. Regarding missing security cameras, based on our audit, management took immediate action to install security cameras in shredder areas.

**Return on Investment:** When fully implemented, our recommendations will improve management controls and processes to reduce the risk of 1) missing or lost U.S. passport books going undetected for potential fraud activities, such as counterfeit production, 2) data breaches in production data used to inform management decisions and financial reporting, and 3) mishandling U.S. passport books that contain personally identifiable information (PII) of American citizens.

# INSPECTIONS

*The Inspections Division reviews GPO programs and operations to identify opportunities to improve efficiency and effectiveness. These inspections are systematic and independent assessments of the design, implementation, and results of GPO's operations, programs, or policies. They provide timely, credible, and helpful information for agency managers, policymakers, and others. The GPO OIG's inspections are performed in accordance with the Quality Standards for Inspection and Evaluation issued by the Council of the Inspectors General on Integrity and Efficiency (CIGIE).*

## Ongoing

### Inspection of GPO's Physical Security Screening Processes, Project No. 24-02-II

We initiated an inspection of GPO's physical security screening process in February 2024. GPO is located a block from a major transit facility and has multiple access points. Given the continuous threat to Federal government buildings, GPO must ensure its employees, contractors, and resources are safe and secure. We will assess if the security screening of personnel, mail, and freight at the GPO Central Complex and Stennis Secure Production Facility follows applicable guidelines.

## Completed

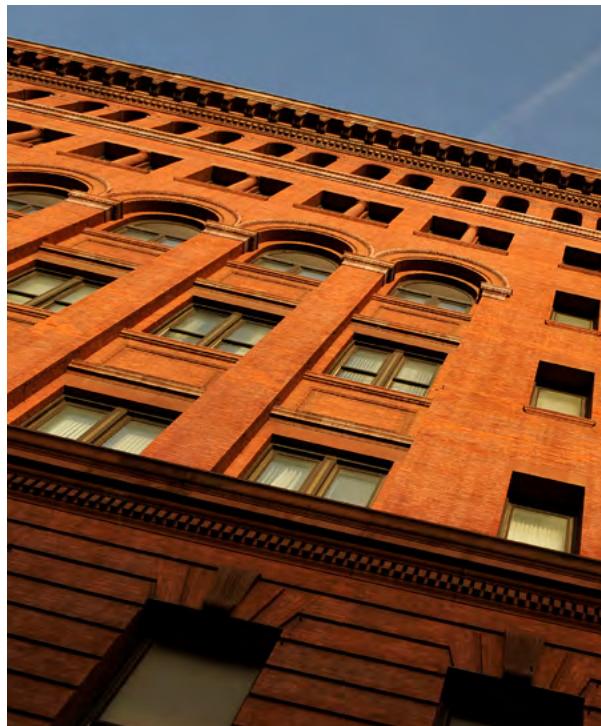
### Inspection of GPO's Plant Operations Metrics, Report No. 24-09, September 27, 2024

Plant Operations is an around-the-clock operation that is well-equipped to deliver valuable products to Congress and the Federal government. Plant Operations uses several metrics for its daily print responsibilities: the Congressional Record, the Federal Register, and calendars. Specifically, Plant Operations uses the number of pages and on-time delivery. We identified Plant Operations' current metrics and assessed the processes and procedures used to measure performance and how identifying and reporting metrics are incorporated. We found that Plant Operations should identify and implement additional metrics throughout the printing and publishing process to baseline, track, and ultimately improve performance. Plant Operations reports only limited metrics because of Title 44's focus on the number of copies issued daily and delivered promptly.<sup>9</sup> We also determined that Plant Operations has not 1) identified other metrics that would help provide a robust picture of

Plant Operations' performance, 2) developed a formalized quality program, or 3) updated its workflows.

**Recommendations:** We made five recommendations designed to improve Plant Operations Metrics. The recommendations focus on formalizing a culture that values the use of metrics for continuous quality improvement; updating technology; and collecting, analyzing, and reporting on data.

**Return on Investment:** When fully implemented, our recommendations will improve systems, processes, and management controls, provide data to decision-makers, and initiate best practices.



<sup>9</sup> United States Code Title 44 – Public Printing and Documents, as amended

# INVESTIGATIONS

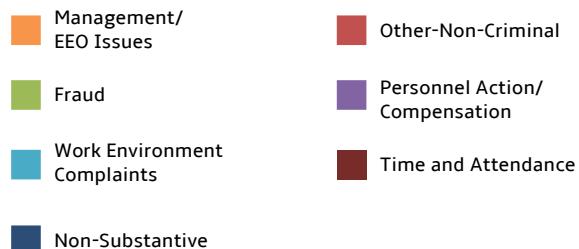
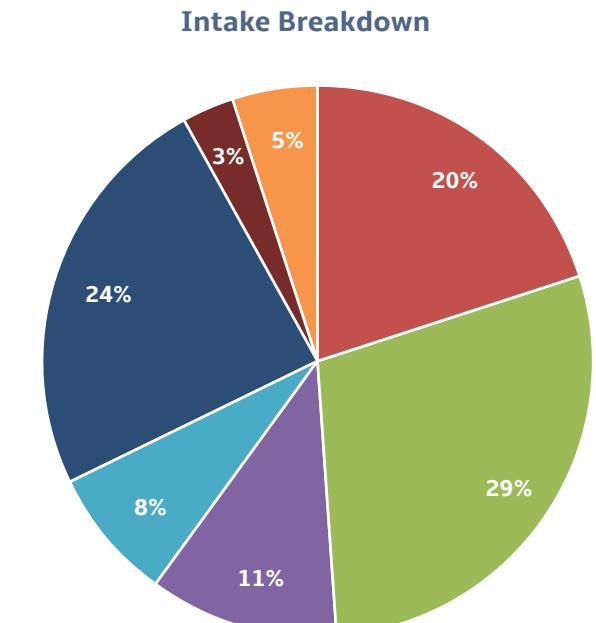
*The Investigations Division conducts and coordinates fraud, waste, and abuse activities in GPO programs and operations. Investigations may include possible wrongdoing by GPO contractors, employees, program participants, and others who commit crimes against the GPO. Through prosecution, administrative action(s), and monetary recoveries, investigations promote integrity, efficiency, and accountability.*

The Investigations Division (INV) conducts proactive and reactive criminal and administrative investigations. Investigations can derive from complaints or information from any person concerning violations of laws, rules, and regulations, mismanagement, gross waste of funds, abuse of authority, or a substantial and specific danger to public health and safety.

INV employs duly appointed criminal investigators with statutory authority to carry firearms, conduct arrests, execute search and seizure warrants, and perform other law enforcement duties. In addition to the investigators, the team comprises an investigative attorney and a forensic auditor. The INV team collaborates with internal and external OIG counterparts and other law enforcement partners.

## OIG Intakes

The OIG receives allegations of wrongdoing by email, telephone, mail, employee drop-box, and walk-ins. These are referred to collectively as "Intakes." INV reviews these allegations to determine whether the complaint should be the subject of an investigation, audit, inspection, or referred to GPO or another agency or organization. During this reporting period, INV received a total of 71 Intakes and a total of 136 for FY 2024. There were 53 total Intakes in FY 2023.



## Investigation Statistics

Investigation Statistics	FY24	FY23 Total
Intakes Received	136	53
Open Investigations (Active or Pending Closure)	7	6
Open Investigations (Pending Admin Action/Legal Outcome)	2	1
Investigations Initiated	11	6
Investigations Closed	11	2
Complaints Initiated	68	10
Management Referrals	19	21
Parties Referred for Suspension and/or Debarment	0	4
Referrals to Other Agencies	9	15

## Status of Open Investigations

Status of Open Investigations	#
Open Investigations	9
Investigations Underway	5
Investigations Pending Prosecutorial Action	2
Investigations Pending Suspension and/or Debarment Actions	0
Investigations Pending Closure	2
Investigations Pending Other Administrative Action (corrective action)	0

## CASE HIGHLIGHTS

### Joint Investigation of a Former GPO Contractor (24-0009-I)

We partnered with the Federal Bureau of Investigation (FBI) and investigated allegations of conspiracy to defraud the United States covered under Title 18 U.S.C. § 371. The matter was referred to the U.S. Department of Justice, U.S. Attorney's Office, Eastern District of Virginia, which pursued prosecution. The investigation found that the former GPO contractor, Kyana C. Washington, shared confidential information about then-available GPO contracts with a consultant (Person A) representing several companies competing for GPO contracts.

In September 2021, Washington provided Person A screenshots of her GPO computer that contained nonpublic information about GPO contracting opportunities. Person A later texted Washington the names of three of the companies he was working with, including a Fairfax County business identified in court documents as "Contractor A." Washington prepared a memorandum for GPO, dated Sept. 29, 2021, indicating that quotes were received from only three companies (those named by Person A) and recommending that Contract-1 be awarded to Contractor A. Contractor A agreed to pay Person A a percentage of the profits from the contract, and Person A agreed to pay Washington a percentage of the money that he received. Person A and Washington set up a sham "marketing agreement" between Person A's company and Washington's daughter's company to funnel the bribe payments.

From the beginning of the conspiracy until the date the government disrupted the scheme, Washington received a total of \$7,098.37 in bribe payments from Person A. GPO has paid a total of \$487,887.50 for work performed on Contract-1. During the conspiracy, Person A received approximately \$2,362 per quarter for bringing Contract-1 to Contractor A, or a total of approximately \$23,362. In September 2024, Washington pled guilty to conspiracy to commit bribery and honest services wire fraud.

**Return on Investment:** This investigation disrupted a scheme to undermine the government contract awarding process through fraudulent contract process manipulation. Federal government contract bids are designed to be fair because of strict rules, regulations, and procedures that aim to promote competition, transparency, and integrity in the procurement process. These safeguards are in place to ensure that all qualified contractors, regardless of size or status, have an equal opportunity to compete for government contracts. Since the conspiracy led to an improper contract award, preventing future instances like this protects GPO from additional fraudulent contracts and bribes. The guilty plea and prosecution serve as a deterrent, likely preventing further conspiracies of this nature, which could have resulted in significant future losses. If additional fraudulent contracts were to continue unchecked, the potential future savings could be much greater than just the single contract in question.

**Status:** Open-pending sentencing scheduled for January 9, 2025.

## CASE HIGHLIGHTS (CONTINUED)

### Proactive Initiatives

The Investigations Division continues to invest in and focus on proactive investigations of significant fraud and allegations of serious employee or contractor misconduct through extensive outreach efforts. Outreach efforts continue in earnest and are highlighted by weekly "walk arounds" that have agents meeting employees in their duty locations. The OIG continues to receive support from the GPO Office of Communications with advertising of OIG bulletins and announcements. The five OIG "drop boxes" have received complaints anonymously and are successful in allowing employees to submit anonymous complaints. Outreach efforts have contributed to the 156% increase in complaints received by the OIG in FY24.

The Investigations Division continues utilizing data analytics to perform proactive investigative initiatives in coordination with the Pandemic Response Accountability Committee (PRAC) and the Small Business Administration (SBA/OIG). During the reporting period, investigative work examined potentially fraudulent activities related to the Coronavirus Aid, Relief, and Economic Security Act, also known as the CARES Act. Our work to date has resulted in the initiation of several complaints and investigations, none of which have been substantiated.

During this reporting period, the OIG launched two new proactive investigative initiatives. The first focuses on investigating the potential misuse of government-provided cell phones within the GPO cellular phone program. This effort has already uncovered promising leads, which are being further developed to support potential spin-off investigations. The second initiative targets the possible misuse of GPO government vehicles. This investigation has substantiated one case of vehicle misuse and identified internal oversight issues related to the management of government vehicles within the GPO.



## OTHER INFORMATION

**Audits, Inspections, and Investigations involving Senior Government Employees that were Not Disclosed to the Public or Where Allegations of Misconduct Were Substantiated.**  
None.

All product titles are listed on <https://www.gpo.gov/who-we-are/our-agency/inspector-general>.

Reports are also posted at [www.oversight.gov](http://www.oversight.gov).

**Whistleblower Retaliation Investigations.**  
None.

**Instances of GPO Refusing to Provide Information or Assistance or Interfering with the OIG's Independence.**

None.

### Statutory Certification.

In accordance with the Legislative Branch Inspectors General Independence Act of 2019, as codified in 44 U.S.C. § 3903(c)(3), the Inspector General certifies that the GPO OIG has adequate safeguards and management procedures in place to ensure that the Investigations Division complies with the standards established by the Council of the Inspectors General on Integrity and Efficiency, which incorporate Department of Justice guidelines, to ensure proper exercise of the statutory law enforcement authority.

### Review of Legislation and Regulations.

The following proposals were provided to our Congressional Committees of Jurisdiction in a letter dated March 1, 2024.

### 18 U.S.C. § 926C—Law Enforcement Officers Safety Act - (retired officers)

The Law Enforcement Officers Safety Act (LEOSA) is codified at 18 U.S.C. §§ 926B - 926C. The act permits "qualified law enforcement officers" (LEOs), both active officers (§ 926B) and retired officers (§ 926C), to carry a concealed firearm across state lines if they are carrying the proper identification and meet the statutory requirements, subject to certain limitations. In 2015, Congress amended coverage under § 926B (active officers) to expand the definition of "agency" to the legislative branch; however, there was no similar amendment to section 926C for retired officers. This amendment

will alleviate ambiguity in allowing Legislative Branch retired officers to receive the same LEOSA benefits as Executive Branch retired officers.

### 5 U.S.C. § 5545a—Law Enforcement Availability Pay

Law Enforcement Availability Pay (LEAP) is premium pay for Federal law enforcement officers who are criminal investigators as authorized by 5 U.S.C. § 5545a. The Office of Personnel Management states that due to the nature of their work, criminal investigators are required to work or be available to work "substantial amounts of unscheduled duty." This may involve surveillance and the execution of search warrants and arrests. The GPO Director, not the Inspector General, currently authorizes LEAP for the GPO OIG criminal investigators through a GPO policy based on the Director's general employee pay authority found at 44 U.S.C. § 305. However, an express statutory authorization providing LEAP for our criminal investigators would allow for greater independence. This amendment will promote GPO OIG parity with Executive Branch agencies and other Legislative Branch agencies with which this committee has oversight.

### 44 U.S.C. § 3903—Contracting Experts or Consultants

The IG Act, 5 U.S.C. § 406(a)(8), authorizes IGs to procure by contract temporary or intermittent services of experts or consultants as authorized by 5 U.S.C. § 3109. The GPO IG Act (44 U.S.C. § 3903(a)) explicitly excludes this provision authorizing contracts for experts and consultants. Although § 3109 defines "agency" through § 5721 to include the Government Publishing Office, the explicit exclusion of the IG Act section creates uncertainty. To promote independence and to gain parity with Executive Branch agencies and the Library of Congress OIG, this amendment removing the exclusion will make clear that GPO OIG can hire its experts or consultants as outlined in 5 U.S.C. § 406(a)(8).

## PEER REVIEW RESULTS

The following meets the requirement under 5 U.S.C. § 405 of the IG Act that Inspectors General include external peer review results in each Semiannual Report to Congress. Federal audit and inspection functions can receive a rating of "pass," "pass with deficiencies," or "fail." Federal investigation functions can receive a rating of "compliant" or "noncompliant."

Peer review reports are posted on our website at: <https://www.gpo.gov/who-we-are/our-agency/inspector-general/plans-and-reports>.

### Peer Review of GPO-OIG Audit Function

The GPO OIG had no peer reviews of its audit function during this reporting period. The previous audit peer review was completed in March 2024, and the GPO OIG received a pass rating. This peer review report is posted on our website.

### Peer Review of GPO OIG Inspections Function

The GPO OIG had no peer reviews of its inspection function during this reporting period. The first inspection peer review is scheduled for 3rd Quarter of FY 2025.

### Peer Review of GPO OIG Investigative Function

The GPO OIG had no peer reviews of its investigative function during this reporting period. The Pension Benefit Guaranty Corporation conducted the last CIGIE review on May 31, 2016. The next investigative function peer review is scheduled between October and December 2024.

### Peer Reviews Conducted by GPO OIG

The GPO OIG completed an external peer review of the Government Accountability Office (GAO) Office of the Inspector General (OIG) from April 1, 2021, through March 31, 2024. Audit organizations can receive a rating of pass, pass with deficiencies, or fail. The GAO OIG received an External Peer Review rating of pass.

## APPENDIX A. NON-MONETARY RETURN ON INVESTMENT

Audits and Inspections	
<b>Management of Excess and Obsolete Paper and Secure Documents (Report No. 24-08)</b>	
Benefit	Value
<b>Improve management controls and processes</b>	Developing procedures to securely store all defective U.S. passport books until they are destroyed, GPO could reduce the risk of missing or lost books going undetected for potential fraud activities, such as counterfeit production.
<b>Ensure compliance with a prescribed standard.</b>	Working with the DoS to reassess MOU provisions could ensure GPO actions achieve the intended results. Also, implementing a DoS-approved training can raise confidence that employees have the appropriate understanding and knowledge of DoS security protocols.
<b>GPO's Plant Operations Metrics (Report No. 24-09)</b>	
Benefit	Value
<b>Improve management controls</b>	Identifying beneficial Plant Operations metrics, and centralized collection, analysis, and reporting of Plant Operations data would help management identify areas needing increased oversight.
<b>Improve systems and processes</b>	Centralized collection, analysis, and reporting of Plant Operations data would help management identify necessary process changes. Automated processes, instead of manual, can decrease inaccurate information and support consistency of information. It can also allow staff to focus more on analyzing information instead of data entry.
<b>Provide analysis/data to decision-makers</b>	Centralized collection, analysis, and reporting of Plant Operations metrics and automation would provide leadership with accurate, consistent, and meaningful information helping them identify where adjustments may be needed.
<b>Improve safety, morale, health, and security</b>	Implementing a proactive air sampling program will help the Industrial Hygienist detect potentially harmful design compounds and implement control measures.
<b>Initiate best business practices</b>	Identifying beneficial Plant Operations metrics would encourage potential comparison across GPO Business Units and help identify best practices that Plant Operations could adopt. Embracing a culture of measurement and continuous improvement would provide valuable insights into Plant Operations' performance.
<b>Validate existing processes</b>	Documenting workflows would validate regular activities that Plant Operations already engages in and provide, identify, and remove redundancies, as appropriate. Documenting measurement and continuous improvement activities would validate current activities and provide opportunities for improvement.

## Appendix A (continued)

Investigations	
Joint Investigation of a Former GPO Contractor (24-0009-I)	
Benefit	Value
<b>Improve safety, morale, health, and security and enhance stakeholder confidence</b>	The OIG's investigation and subsequent report underscore the vital role that investigative efforts play in uncovering fraud schemes and identifying vulnerabilities within policies and guidelines that may inadvertently create conditions for employee misconduct. These investigations serve as a crucial mechanism for revealing not only individual wrongdoing but also systemic weaknesses that could enable improper behavior. By exposing such deficiencies, the OIG not only holds wrongdoers accountable but also provides actionable insights that can strengthen governance, enhance internal controls, and promote a culture of ethical compliance across the organization. This comprehensive approach helps to mitigate future risks and ensures that government resources are better protected.
<b>Improve Systems and Processes</b>	This particular case uncovered vulnerabilities in existing policy and the need for enhanced management controls to prevent similar issues in the future. The investigation shed light on the importance of proactive measures to strengthen management oversight and ensure adherence to established protocols, thus consequently bolstering organizational integrity and effectiveness.
<b>Ensure Compliance and Oversight</b>	The results not only safeguard the integrity of GPO's government contract awarding process but also ensure compliance and oversight at every stage. These stringent rules, regulations, and procedures are in place to promote fairness, foster competition, and maintain transparency and integrity in procurement, thereby reinforcing accountability throughout the process.

## APPENDIX B. INVESTIGATIONS STATISTICS

### Investigations Statistics for Reporting Period<sup>10</sup>

Item	#	
Investigations Open at the Beginning of the Period	9	
Investigations Opened during the Reporting Period	7	
Investigations Closed during the Reporting Period	7	
Investigations Open at the End of the Reporting Period <sup>11</sup>	9	
Complaints Open at the beginning of the Reporting Period	20	
Complaints Opened during the Reporting Period	29	
Complaints Closed during the Reporting Period	33	
Complaints Open at the End of the Reporting Period	16	
Referrals to Other Agencies	5	
Referrals to Audits and Inspections Divisions	2	
Proactive Initiatives Open at the Beginning of the Period	1	
Proactive Initiatives Opened during the Reporting Period	2	
Proactive Initiatives Open at the End of the Reporting Period	3	
Current Types of Open Investigations	Number	Percentage
Procurement/Contract Fraud	2	22
Employee Misconduct	1	11
Workers' Compensation Fraud	0	0
IT/Computer Crimes	0	0
Other Investigations	3	33
Pending Actions (administrative, prosecution, closure, etc.)	3	33
<b>Total</b>	<b>9</b>	<b>100</b>

<sup>10</sup> Metrics were obtained from OIG's Case Management Tracking System.

<sup>11</sup> One of these investigations is under a formal closure process pending sentencing of the Subject.

## Appendix B (continued)

### Investigations Productivity Statistics for Reporting Period<sup>12</sup>

Item	No. or Amount
Arrests, including Summons in Lieu of Arrest	0
Persons Referred to DOJ for Criminal Prosecution.	1
Persons Accepted for Criminal Prosecution	0
Persons Declined for Criminal Prosecution	1
Persons Referred to State/Local Prosecuting Authorities for Criminal Prosecution	1
Indictments/Information/Complaints	0
Initial Appearance	0
Convictions	0
Guilty Pleas/Deferred Prosecution Agreements	1
Criminal Fines, Fees, Recovery, and/or Restitution	0
Civil Settlements	0
Civil Fines, Fees, Recovery, and/or Restitution	0
Subpoenas Issued	0
Total Number of Investigative Reports Issued	0
Referrals to GPO Management for Possible Corrective Action and/or information Purposes	4
Parties Referred to GPO Management for Suspension and Debarment Action	0
Total Referrals to the Audits and Inspections Divisions	0
<b>Discovered Material Loss to the Government</b>	<b>\$0</b>

<sup>12</sup> Metrics were obtained from OIG's Case Management Tracking System.

## APPENDIX C.

### PRIOR AUDIT AND INSPECTION RECOMMENDATIONS

#### Management Decisions This Reporting Period No Corrective Action

Date Issued	Name of Audit/Inspection	Report Number	Open Number of Recommendations	Monetary Impact
09/17/2021	GPO Employees Detailed to Congress	21-11	2	\$0
<p><i>Recommendation 21-11-03:</i> Establish policies and procedures for the congressional detailee program, including roles and responsibilities and communications with internal and external parties.</p> <p><i>Recommendation 21-11-04:</i> Assess and leverage available automated technologies to manage the congressional detailees' work hours, including, but not limited to, tracking, reconciling, validating, approving, and transmitting hours worked for billing purposes.</p>				
05/19/2022	GPO Organizational Transformation Evaluation	22-06	1	\$0
<p><i>Recommendation 22-06-12:</i> Incorporate business unit-level progress toward executing strategic plans in an Executive-level monitoring tool, such as the GPO Executive Dashboard.</p>				
07/29/2022	GPO Privacy Program Inspection	22-07	1	\$0
<p><i>Recommendation 22-07-02:</i> Develop PIAs for the five untracked PII systems identified: HC Dashboard, APEC ABTC, DC One Card ID, Pentagon Contractors ID Card, and TWIC®.</p>				
06/05/2023	Payments to Employees Covered by the Federal Employee Compensation Act	23-06	2	\$0
<p><i>Recommendation 23-06-02:</i> Develop and implement written standard operating procedures to include but not limited to establishing clear roles and responsibilities for employees who are accountable for the Workers' Compensation Program to:</p> <ol style="list-style-type: none"> <li>1) Ensure only eligible claimants receive continuation of pay benefits and any previously provisioned continuation of pay is rescinded when the Federal Employees' Compensation Act claim is formally denied by the Department of Labor.</li> <li>2) Monitor and track all workers' compensation-related activities recorded in the Government Publishing Office time and attendance system and take timely actions to remedy ineligible activities under the Federal Employees' Compensation Act.</li> <li>3) Standardize processes to provide a consistent approach for conducting and documenting case reviews.</li> </ol> <p><i>Recommendation 23-06-03:</i> Review and update Government Publishing Office Directive 665.5B in compliance with Government Publishing Office Directive 001.D.</p>				

## Appendix C (continued)

Date Issued	Name of Audit/Inspection	Report Number	Open Number of Recommendations	Monetary Impact
06/21/2023	Environmental Program Inspection	23-07	3	\$0
<p><i>Recommendation: 23-07-01: Develop and implement a hazardous waste training schedule, as well as internal policies and SOPs for supervisors and staff that handle hazardous waste.</i></p> <p><i>Recommendation 23-07-02: Develop and implement end-of-day cleaning procedures that are in alignment with manufacturer specifications and verify that end-of-day cleaning is performed on all pollution prevention equipment.</i></p> <p><i>Recommendation 23-07-03: Develop and implement written procedures for handling hazardous materials for day-to-day operations that could release hazardous substances.</i></p>				
09/28/2023	Top 10 Safety Hazards Program Inspection	23-08	2	\$0
<p><i>Recommendation: 23-08-02: Develop documented guidance to prioritize and address the Top 10 Safety Hazards. This could be a short checklist, or it could be a more extensive standard operating procedure.</i></p> <p><i>Recommendation: 23-08-03: Complete a Master Plan to address all of the buildings' needs for the next 10-20 years or more beyond the current project-specific "Facilities Management Master Plan," and use the Master Plan to prioritize projects.</i></p>				
02/14/2024	GPO Indoor Air Quality Inspection	24-02	6	\$0
<p><i>Recommendation: 24-02-01: Perform identified needed repairs to chiller #1.</i></p> <p><i>Recommendation: 24-02-02: Fully assess the operational condition of the chiller plant and establish a replacement plan as warranted.</i></p> <p><i>Recommendation: 24-02-03: Develop a plan to address and possibly replace the old and dirty air ducts. If duct replacement is not an option, develop a comprehensive cleaning schedule to address this concern.</i></p> <p><i>Recommendation: 24-02-04: Update or prepare schematics to reflect the current locations of all ventilation and air cleaning components.</i></p> <p><i>Recommendation: 24-02-05: Develop and implement a comprehensive renovation plan for the ventilation and air cleaning system at the GPO Central Complex in accordance with the pending building utilization plan.</i></p> <p><i>Recommendation: 24-02-06: Implement a proactive air sampling program in accordance with ASHRAE design limits and a lead testing program in accordance with GPO Directive 670-52A and communicate results as appropriate with Facilities Management.</i></p>				

## Appendix C (continued)

Date Issued	Name of Audit/Inspection	Report Number	Open Number of Recommendations	Monetary Impact
03/15/2024	GPO Telework Program	24-03	9	\$0
<p><i>Recommendation 24-03-01:</i> Take appropriate actions to remedy the salary overpayments to the remaining four identified remote workers.</p> <p><i>Recommendation 24-03-02:</i> Update the transit benefits agreement form to include the employee's work schedule, including the number of days the employee plans to be in the office and the commuting cost breakdown.</p> <p><i>Recommendation 24-03-03:</i> Direct Agency's program offices that have operational interests in telework activities to coordinate, develop, and implement detailed standard operating procedures to expand on GPO Directive 645.19C.</p> <p><i>Recommendation 24-03-04:</i> Assess the Human Capital Dashboard's capabilities to streamline and automate new (or changes to) telework agreements based on personnel changes such as a change in supervisor, official or alternate duty station, position, and employee eligibility.</p> <p><i>Recommendation 24-03-05:</i> Develop processes to ensure employees and supervisors complete mandatory annual training for the telework program as required.</p> <p><i>Recommendation 24-03-06:</i> Establish telework policies and procedures for employees who did not receive positive annual performance evaluations to include roles and responsibilities and communication plans to GPO employees.</p> <p><i>Recommendation 24-03-07:</i> Develop and implement policies and detailed standard operating procedures to establish clear roles and responsibilities for employees and supervisors in the Transit Benefits Office. The procedures should also identify how and when tasks are to be accomplished.</p> <p><i>Recommendation 24-03-08:</i> Develop procedures to maintain a complete and accurate database of employee transit benefits. Assess and leverage opportunities to incorporate automation to improve efficiencies in processes.</p> <p><i>Recommendation 24-03-09:</i> Develop processes to ensure that employees recertify their transit benefits amount annually as required.</p>				

## APPENDIX D. STATUS OF OIG RECOMMENDATIONS

### OIG Recommendations Opened and Closed During this Reporting Period

Date Issued	Name	Report Number	Number of Recommendations Opened	Number of Recommendations Closed
05/19/2022	GPO Organizational Transformation Evaluation	22-06	0	1
07/29/2022	GPO Privacy Program Inspection	22-07	0	8
02/15/2024	OIG Report of Investigation	24-0001-I	0	2
09/12/2024	Special Review Anti-Gag Provision	24-07	4	1
09/17/2024	Management of Excess and Obsolete Paper and Secure Documents	24-08	3	0
09/27/2024	Plant Operations Metrics Inspection	24-09	5	0
		Total	12	12

## APPENDIX E. REPORTING REQUIREMENTS

### Reporting Requirements under the IG Act of 1978

Reporting <sup>13</sup>	Requirement	Page(s)
Section 4(a)(2)	Review of Legislation and Regulations	11
Section 5(a)(1)	Significant Problems, Abuses, and Deficiencies	5-10
Section 5(a)(1)	Recommendations for Corrective Actions to Address Problems, Abuses, and Deficiencies Identified	5-10
Section 5(a)(2)	Outstanding Recommendations on Which Corrective Action Has Not Been Completed	17-19
Section 5(a)(3)	Significant Investigations Closed	8-10
Section 5(a)(4)	Convictions Resulting from Investigations	16
Section 5(a)(5)	List of Completed Audit, Inspection, or Evaluation Reports	5-7, 13-14
Section 5(a)(6)	Management Decisions with Respect to Prior Audits, Inspections, or Evaluations	17-19
Section 5(a)(7)	Information described under section 804(b) of the Federal Financial Management Improvement Act of 1996 – Not applicable to GPO	N/A
Section 5(a)(8)-(10)	Peer Review Results	12
Section 5(a)(11)	Statistical Tables Related to Investigations	15-16
Section 5(a)(12)	Description of Metrics Used for Developing the Data for the Statistical Tables	15-16
Section 5(a)(13)	Substantiated Investigations Involving Senior Government Employees	11
Section 5(a)(14)	Description of Any Instance(s) of Whistleblower Retaliation	11
Section 5(a)(15)	Information Related to Any Attempt(s) by the Agency to Interfere with the Independence of the OIG	11
Section 5(a)(16)	Inspections, Evaluations, Audits, and Investigations Involving Senior Government Employees That Were Closed and Not Disclosed to the Public	11
44 U.S.C. § 3903(c)(3)	Certification of law enforcement standards	11

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<sup>13</sup> Public Law 117-263, James M. Inhofe National Defense Authorization Act for Fiscal Year 2023, section 5273, Semiannual Reports. The National Defense Authorization Act (NDAA) amendments to section 5 modifying the reporting requirements in the IG Act are not yet codified in 5 U.S.C. § 405. Therefore, all references cite to the requirements as amended by the NDAA.

## APPENDIX F. ABBREVIATIONS AND ACRONYMS

### Abbreviations and Acronyms

ABTC	APEC Business Travel Card
APEC	U.S. Asia-Pacific Economic Cooperation
ASHRAE	American Society of Heating, Refrigerating and Air-Conditioning Engineers
BU	Business Unit
CARES	Coronavirus Aid, Relief, and Economic Security Act
CIGIE	Council of the Inspectors General on Integrity and Efficiency
DOJ	Department of Justice
DoS	Department of State
EEO	Equal Employment Opportunity
FBI	Federal Bureau of Investigation
FY	Fiscal Year
GAAP	Generally Accepted Accounting Principles
GAGAS	Generally Accepted Government Auditing Standards
GAO	Government Accountability Office
GPO	U.S. Government Publishing Office
HC	Human Capital
ID	Identification Card
IG	Inspector General
IG Act	Inspector General Act of 1978, as amended.
INV	Investigations Division
IT	Information Technology
KPMG	KPMG, LLC
LOC	Library of Congress
LEAP	Law Enforcement Availability Pay
LEO	Law Enforcement Officer
LEOSA	Law Enforcement Officers Safety Act
MOU	Memorandum of Understanding
NDAs	Nondisclosure Agreements
OIG	Office of the Inspector General
PIA	Privacy Impact Assessment
PII	Personally Identifiable Information
PRAC	Pandemic Response Accountability Committee
QAR	Quality Assessment Review
ROI	Return on Investment

## **Appendix F (continued)**

SBA	Small Business Administration
SID	Security and Intelligent Documents
SOP	Standard Operating Procedures
TWIC®	Transportation Worker Identification Credential
UPB	Uniform Police Branch
U.S.C.	United States Code
US-CERT	United States Computer Emergency Readiness Team
WPEA	Whistleblower Protection Enhancement Act

## APPENDIX G. GLOSSARY OF TERMS

### **Complaint**

The initial receipt of an allegation is documented immediately upon receipt; an allegation is then converted to a complaint within ten calendar days if the OIG can reasonably articulate a nexus to a violation of law, policy, practice, or a specific threat to human life, national security, or property. Complaints are then converted to full investigations within 30 days, provided there is reason to believe that a crime, tort, or policy violation within the OIG's jurisdiction has been developed; if not, the matter shall be closed.

### **Consideration**

Suggest a corrective action to address potential deficiencies or problems. Considerations do not rise to the level of formal recommendations and are not tracked by the OIG.

### **Criminal Complaint**

A formal charging document that sets out the facts and cause of action (establishing probable cause) that the government alleges are sufficient to support a claim against the charged party (the defendant).

### **Disallowed Cost**

A questioned cost that management, in a management decision, has sustained or agreed should not be charged to the government.

### **Final Action**

(A) the completion of all actions that GPO management has concluded in its management decision are necessary concerning the findings and recommendations included in an audit report and  
(B) if GPO management concludes that no action is necessary, final action occurs when a management decision has been made.

### **Finding**

The problem statement identified during an audit or inspection typically has criteria, conditions, causes, and effects.

### **Follow-Up**

The process ensures prompt and responsive action once the resolution is reached on an OIG recommendation.

### **Indictment**

The written formal charge of a crime by the grand jury is returned when 12 or more grand jurors vote in favor of it.

### **Intake**

The OIG receives allegations of wrongdoing via email, telephone, mail, employee drop-box, and walk-ins.

### **Investigation**

OIG conducts criminal, civil, and administrative investigations relating to violations of Federal laws, rules, or regulations pertaining to GPO programs, contracts, and operations. It also investigates allegations of criminal activity and serious misconduct by GPO employees. Fraud investigations typically result from allegations or suspicions of wrongdoing involving GPO programs, operations, or personnel. Investigations may also result from broad initiatives arising from previous OIG activities and interagency initiatives.

### **Management Decision**

GPO management's evaluation of the findings and recommendations included in an audit report. Management issues a final decision concerning its response to such findings and recommendations, including actions concluded to be necessary.

### **Management Implication Report**

A management report is issued during or after an investigation identifying systemic problems or advising management of significant issues that require immediate attention.

### **Management Letter**

A management letter describes the deficiencies in internal controls identified during the audit that do not rise to the level of seriousness to be stated in the final auditor's report.

### **Material Weakness**

A significant deficiency or combination of significant deficiencies results in more than a remote likelihood that a material misstatement of the financial statements will not be prevented or detected.

### **Questioned Cost**

A cost that the OIG questions because of (A) an alleged violation of a provision of a law, regulation, contract, grant, cooperative agreement, or other agreement or document governing the expenditure of funds; (B) a finding that, at the time of the audit, such cost is not supported by adequate documentation; or (C) a finding that the expenditure of funds for the intended purpose is unnecessary or unreasonable.

### **Recommendation**

Action is needed to correct or eliminate the recurrence of the cause of an identified finding.

### **Recommendation that Funds be Put to Better Use**

A recommendation by the OIG that funds could be used more efficiently if GPO management took actions to implement and complete the recommendation, including—

- (A) reductions in outlays;
- (B) de-obligation of funds from programs or operations;
- (C) withdrawal of interest subsidy costs on loans or loan guarantees, insurance, or bonds;
- (D) costs not incurred by implementing recommended improvements related to the operations of the establishment, a contractor, or grantee;
- (E) avoidance of unnecessary expenditures noted in pre-award reviews of contract or grant agreements or
- (F) any other savings that are specifically identified.

### **Resolved Audit/Inspection**

It is a report containing recommendations that have all been resolved without exception but have yet to be implemented.

### **Return on Investment**

Return on Investment (ROI) is a commonly used profitability ratio that measures the amount of return, or profit, an investment generates relative to cost. The ROI for an OIG is the most quantifiable performance metric and considers the cost of doing business and the revenues they collect.

### **Senior Government Employee**

(A) an officer or employee in the executive branch (including a special Government employee as defined in section 202 of title 18, United States Code) who occupies a position classified at or above GS-15 of the General Schedule or, in the case of positions not under the General Schedule, for which the rate of basic pay is equal to or greater than 120 percent of the minimum rate of basic pay payable for GS-15 of the General Schedule; and  
(B) any commissioned officer in the Armed Forces in pay grades O-6 and above.

### **Unsupported Cost**

A cost that the OIG questions because such cost is not supported by adequate documentation.

### **Waste**

Waste is using or expending resources carelessly, extravagantly, or for no purpose. Importantly, waste can include activities that do not include abuse and do not necessarily involve a violation of the law. Instead, waste relates primarily to mismanagement, inappropriate actions, and inadequate oversight.

## **REPORT FRAUD, WASTE, OR ABUSE**

Report violations of law, rules, or agency regulations, mismanagement, gross waste of funds, abuse of authority, and danger to public health and safety related to GPO contracts, programs, and employees.

**U.S. Government Publishing Office  
Office of the Inspector General  
P.O. Box 1790  
Washington, DC 20013-1790**

**Email:[gpoighotline@gpo.gov](mailto:gpoighotline@gpo.gov)**

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