



GOOD GOVERNMENT

Committed to Honesty and Integrity in City Government

Kamau C. Marable — Editor-In-Chief

Spring 2022

In this issue:

- ◆ From the Desk of the IG...1
- ◆ Employee Spotlight...2
- ◆ A Brief History of IGs...3
- ◆ Did You Know?...3
- ◆ Department Spot Light...4
- ◆ Around the IG World...5



FROM THE DESK OF THE IG

One of my favorite poems is *Invictus*. I used to recite the poem during Forensic competitions in high school. My primary purpose in signing up for the school's

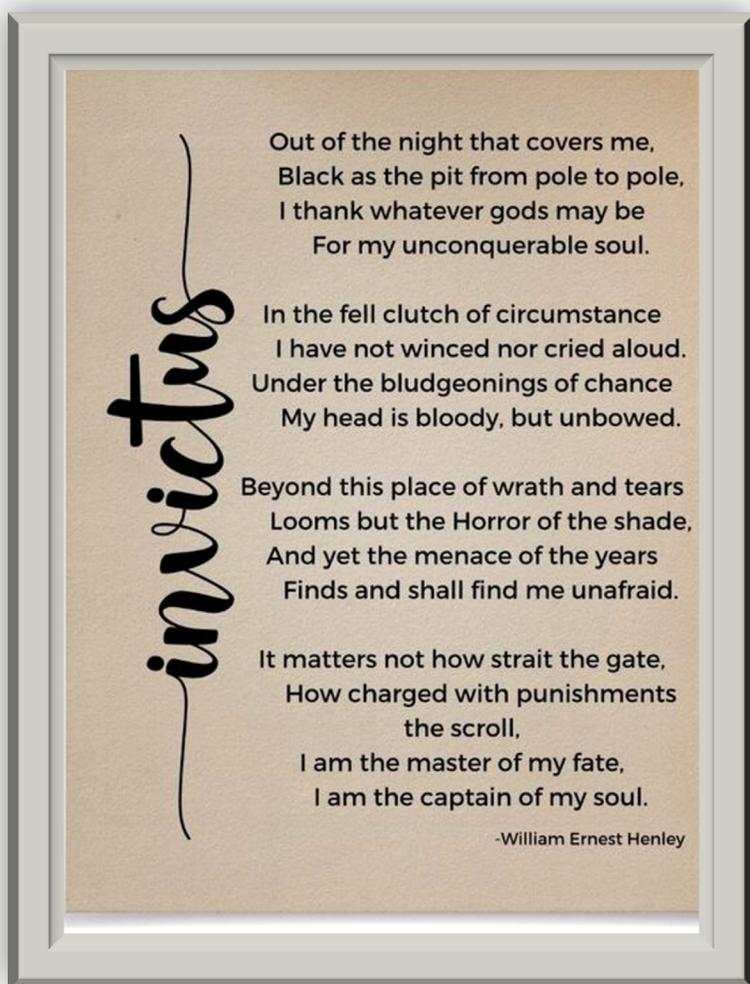
Forensic and Debate team was to improve my verbal communication skills. Having immigrated to this country at age 10 and with both parents working 6 days a week, 8-10 hours a day, coupled with my introvert personality, I did not have any friends with whom I communicated on a regular basis. I knew I lacked communication skills, and I knew I had to do something about it. So, I did. I believed joining the Forensic and Debate team would force me to speak properly and would improve my verbal communication skills. It was a struggle for me, as I knew it would be. However, in the end, despite the growing pain, I achieved my goal.



IG Ellen Ha

I chose to recite *Invictus* during one of the competitions, because I felt and understood every word in the poem. I was living the life described in those words: “Out of the night that covers me, Black as the pit from pole to pole, I thank whatever gods may be for my unconquerable soul. In the fell clutch of circumstance, I have not winced nor cried aloud. Under the bludgeonings of chance, My head is bloody, but unbowed.” I was always looking in from the outside. I was the foreigner who was often told to go home.

Over the years, *Invictus* has inspired me to face whatever challenges and difficulties lay ahead of me. It has given me the courage to hold my head up high, when I was dismissed, humiliated, ignored, or mocked. After 57 years of life, I finally realized that what matters is not how I am perceived, but how I see myself and whether the reflection in the mirror still represent how I want to see myself.





GOOD GOVERNMENT

Committed to Honesty and Integrity in City Government

EMPLOYEE SPOTLIGHT

MEET...JACQUELINE (Don't Call Me Jackie)

By Beverly Murray



Editor's Note: As of February 25, 2022, Jacqueline Hendricks resigned from her Investigator position to become the Inspector General for the Columbus Division of Police. We are proud of IG Hendrick's many accomplishments, and we wish her our best.

Tell me the basics:

I am a mom to one daughter who recently graduated with her Doctorate in Nursing. I am excited and proud of her. One grandson, who calls me GiGi, that I am excited about and enjoy spoiling. I grew up as the middle child of three siblings.

I am a life-long Detroiter. I love to cook. I also like reading a good book.

**Jacqueline
Hendricks**

How would you describe your role with OIG?

I worked as an Investigator. An investigator receives an allegation and reviews information to find out if the allegation is valid. I like to say investigators are fact finders. Facts based on policies, procedures, and documentation to either support or refute the allegation.

What is the best part of working at OIG?

Love the comradery, the people. Everyone is very supportive and comfortable in their position, and offer assistance when you have a question. I believe in this office we work well as a team.

How do you define success?

I define success as this: if a person has a goal/objective they want to achieve, and they do the things they need to do to achieve that goal, that's success. Because everybody has different levels of success they may want to reach.

What is your biggest achievement to date, personal or professional?

Raising a strong, independent, goal-driven daughter. Having a grandson that when he sees me, is so excited it melts my heart. I enjoy having a grandson that is so crazy about his GiGi.

What is on your wish list for the next five years?

Professional: To establish the Columbus OIG to be recognized as one of the premier OIGs in the US when it comes to police oversight.

Personal: Shopping in Paris and Milan.

What motivates you to start your day?

If I have a job to do, I just get up and do the job. If you have a responsibility and commitment to do something it motivates you to get up and do it every morning.



Jacqueline, Daughter, and Mother



Do you have a motto/mantra?

For most things, I just pray. One thing I do when seeking jobs is from a book by Earl Nightingale that says there is no such thing as luck. It is opportunity meeting preparedness. It also reminds me of another saying from former IG James Heath that the more prepared you are the more opportunities you will have.



GOOD GOVERNMENT

Committed to Honesty and Integrity in City Government

A BRIEF HISTORY OF IGs

BY JENNIFER BENTLEY

The Office of Inspector General (OIG) is not unique to the City of Detroit. In fact, the first Inspector General (IG) dates all the way back to 1668 when the King of France created the office to oversee his infantry. The first IG in the United States was created in December 1777 by the Continental Congress at the insistence of George Washington to oversee the Revolutionary Army. The Army IG's duties were to report all abuses, neglect, and deficiencies to the Commander in Chief and is largely credited with making significant contributions leading to the American victory.



The first federal OIG was established in 1962 by the U.S. Department of Agriculture after a series of scandals involving government soybean subsidies. The office was so successful that 12 additional OIGs were created by the Inspector General Act of 1978 under President Jimmy Carter. President Carter described the new IG's as "perhaps the most important new tools in the fight against fraud." There are now more than 72 statutory IG's across the Federal government, all with the common goal of preventing and detecting fraud, waste, and abuse in programs and operations.

Soon after the Inspector General Act of 1978 was enacted, state and local governments began establishing OIGs. Massachusetts created the first state OIG in 1981 and many other states and municipalities soon followed. Today there are approximately 200 state and local IGs including 3 here in Michigan: City of Detroit, Detroit Public Schools Community District, and the Michigan Department of Health and Human Services.

All OIGs share a common goal and mission- to ensure honesty and integrity in government by preventing and detecting waste, abuse, fraud, and corruption. When an IG is given support and allowed to independently conduct investigations and audits, the goal of having an effective, efficient, and honest Government can be achieved.

DID YOU KNOW?

THE OIG IS ABOUT FACT-FINDING...

By Kasha Graves & Tracey Neal

Our process for evaluating complaints and conducting investigations focuses on fact-finding. We thoroughly review the details of allegations. We analyze information collected from meetings, interviews, and supporting documents that may include data and existing records to reach a conclusion. A conclusion is made based upon the totality of the evidence to make a final determination of the OIG investigations.

Fact-Finding

Gathering information **Looking for relevant information** **Confirming that the facts are accurate**

● = FACTS





GOOD GOVERNMENT

Committed to Honesty and Integrity in City Government

DEPARTMENT SPOTLIGHT

Housing and Revitalization Department Implemented Changes to the Single Family Home Repair Program to Mitigate Waste, Fraud, Abuse and Corruption

By Edyth Porter-Stanley

In 2021, the OIG conducted an investigation of two approved contractors from which the Housing and Revitalization Department (HRD) accepted bids for the Single Family Home Repair Program ([SFHRP](#)). The OIG received a complaint alleging the two contractors; were posing as two separate businesses and were charging HRD unreasonable amounts for repair costs. Based on the investigation, the OIG noted the two contractors had a shared interest in the building, which each presented to the HRD as their billing address. In addition, the OIG determined one of the contractors had no construction staff and used employees of the other contractor to complete the repairs for projects HRD awarded to them. Furthermore, the OIG compared the cost of individual repairs that made up the contractors bids, to accepted construction industry standard costs. Based on the OIG's review the amounts exceeded industry standard estimates for the repairs included in the bids. Therefore, the OIG made recommendations that HRD revise their bid process to ensure contractor bids are reasonable in comparison to construction industry standard costs.

As a result of the OIG's investigation, one of the two contractors is no longer approved to bid on SFHRP project. In addition, as of September 1, 2021, HRD revised their SFHRP policies and procedures to include "Fixed Price Procurement" for most SFHRP projects. Furthermore, HRD's policy now informs contractors that, "Any occurrence or suspicion of fraud, waste, abuse and/or corruption by a HRD Contractor will be referred to the City's Office of Inspector General (OIG) for review and follow up."

The OIG would like to applaud the HRD staff for implementing these measures to mitigate waste, fraud, abuse and corruption.



Julie Schneider, Executive Director of the Housing and Revitalization



Nicole Wyse, Associate, Director Community Development



GOOD GOVERNMENT

Committed to Honesty and Integrity in City Government

AROUND THE INSPECTOR GENERAL WORLD



Adding Insult to Injury...

(Abusing Position After Retail Theft Attempt)

By Kelechi Akinbosede

The City of Chicago Office of Inspector General (the Chicago OIG) investigated an allegation of abuse of authority by one of City employees. The investigation examined the actions of a City employee who attempted to commit retail theft. The investigation resulted in the following findings. During work hours, the employee went on a personal shopping trip to a Walgreens store. The employee removed makeup and other products from the store's shelves and concealed them. After a Walgreens staff caught the employee shoplifting, they called the Chicago Police Department.

During police investigation, the employee improperly attempted to gain preferential treatment and avoid arrest by telling the officers that they worked for the City of Chicago and displaying their City ID. The Chicago OIG found the employee also committed telephone harassment by threatening and intimidating Walgreens staff who had detained the employee until the police arrived. Specifically, both on the day of the incident and the following day while on duty, the employee called the store at least 15 times, pretending to be an attorney. The employee threatened the staff with litigation and used profanity and other harassing statements that caused Walgreens staff to fear for their safety.

After the conclusion of the investigation, the Chicago OIG recommended termination of the employee placement of the employee on the City's ineligible for rehire list. The city of Chicago concurred with the OIG's recommendation and discharged the employee and placed the employee on its ineligible for rehire list.

