



Association of Inspectors General
524 West 59th Street, 3532N
New York, New York 10018

July 25, 2022

Melissa R. Santistevan
Inspector General
Office of Inspector General, City of Albuquerque
P.O. Box 1293, Suite 5025
Albuquerque, New Mexico 87103

Dear Inspector General Santistevan:

The Association of Inspectors General (AIG) performed a Peer Review of the City of Albuquerque, Office of Inspector General (COA-OIG) Investigations Section at your request. The Peer Review Team (PRT) evaluated the work of this section covering the last three years (January 1, 2019, through December 31, 2021). The PRT performed the review during the week of July 18, 2022 through July 20, 2022, at your office located at City Hall, Fifth Floor, P.O. Box 1293, Albuquerque, New Mexico 87103. The PRT assessed the work of the Investigations Section for compliance with the AIG Principles and Standards for Offices of Inspector General (Green Book). These standards are consistent with the qualitative standards under which your office's Investigations Section operated throughout the review period.

The PRT consisted of:

- Joanne M. Kraynak, CIGI, Senior Internal Investigator, Office of Inspector General, Florida Department of Revenue (Retired).

On behalf of the PRT, I am pleased to advise that we found no reportable instances of failure to meet these standards. There are no limitations or qualifications on our opinion. It is the unanimous conclusion of the PRT that the reviewed areas of the COA-OIG met all relevant AIG standards for the period under review.

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

Purpose:

The PRT conducted an independent, qualitative review of the COA-OIG's Investigations

Section focusing on their compliance with agreed-upon AIG standards.

Scope:

The Peer Review covered the Investigations Section operations, resulting work products, and related file materials chosen from closed investigative activities between January 1, 2019 through December 31, 2021. The Peer Review's scope also covered compliance with their relevant policy and process manuals and procedural guides; staff qualifications; and professional training requirements. Lastly, the PRT assessed supervisory review and quality control over the work product, reporting of results, and the COA-OIG's relationship and communications with outside agencies. For this last step, the PRT met with external stakeholders with whom the COA-OIG frequently work, or who are the recipients of the COA-OIG work products. The PRT notes that the overall consensus of these stakeholders was that the COA-OIG "provided value."

Method:

The PRT generally followed the Peer Review/Qualitative Assessment Review Checklists developed by the AIG for the Investigations Section. This Checklist is based on the AIG Quality Standards for Investigations. The PRT also called upon their own professional experience with various Offices of Inspectors General and through their knowledge of and familiarity with best practices within the Inspector General community.

Prior to the actual on-site review, the PRT requested information from the Investigations Section, including but not limited to policy and procedures manuals, complaint intake documents, closed investigative case logs, a list of issued investigative reports, and a list of external stakeholders. The PRT used this information to randomly select the work products and related case materials that were ultimately reviewed.

On July 18, 2022, the PRT held an entrance conference with you and your executive leadership, during which time we explained the Peer Review scope, methodology, limitations, and proposed schedule. During the week, the PRT conducted fieldwork through examination of the selected case files. The PRT also interviewed staff from the Investigations Section. Interviewees for the Section included the Inspector General, Investigators, and Support Staff.

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

The PRT interviewed external stakeholders external to the COA-OIG. These interviews were arranged in advance by you between the PRT and the external stakeholders for the purpose of evaluating agency cooperation, effectiveness, and responsiveness.

The external stakeholders were members of the Accountability in Government Oversight (AGO) Committee.

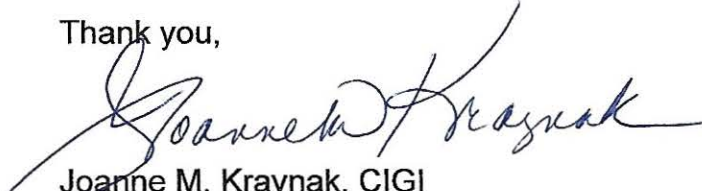
Finally, the PRT held an exit conference with you, your staff, and several members of the AGO Committee on July 20, 2022, during which time the PRT shared its conclusion that the COA-OIG met the relevant AIG standards. The PRT provided observations and opinions gathered during the review. These observations did not limit or qualify the opinion of the PRT, but were shared with you as possible areas of consideration going forward. These observations, which will also include areas of distinction, will be detailed later in a separate management letter.

As noted above, it is the unanimous conclusion of the PRT that the COA-OIG Investigations Section met all relevant major AIG standards for the period under review.

On behalf of the AIG, please accept my thank you for the confidence placed in the Association by requesting that we conduct this review. The PRT would like to acknowledge and thank you for providing the necessary records and tools for a thorough and smooth review. The hospitality and professionalism was outstanding and commendable. Finally, on behalf of the PRT, please know that in all of our interactions with you and 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 PRT, for which we wish to convey our sincerest gratitude.

Please feel free to contact me should you have any questions.

Thank you,



Joanne M. Kraynak, CIGI
PRT Leader, AIG Peer Review for COA-OIG, July 2022

cc: - Flora Miller, AIG Chair, Peer Review Committee