

Office of the Inspector General

The Office of the Inspector General (OIG) is an independent body within the Chicago Housing Authority. Its purpose is to investigate and inspect matters concerning fraud, theft, waste, abuse and misconduct within or affecting LHA. The OIG promotes economy, efficiency and integrity in the administration of programs and operations of LHA. The OIG ensures that violations are reported and investigated, as they relate to LHA residents and employees, contractors, subcontractors or any entity receiving funds from LHA. Additionally, the OIG ensures that suspected violations are addressed and investigated in an effective and efficient manner and that corrective measures are taken where appropriate.

OIG Hotline

The purpose of the OIG Hotline is to take reports of fraud, theft, waste, abuse, and misconduct in LHA-funded programs and operations and refer those allegations of wrongdoing for investigation where sufficient information exists.

WHAT IS --

FRAUD? Deceptive practices including, but not limited to, embezzlement, false billing or false representation.

THEFT? Intentionally depriving LHA of goods or services or the unauthorized removal of property, money, or funds from LHA, its entities, locations or premises.

WASTE? Individuals, groups, employees, contractors, vendors, or businesses that are spending taxpayers' monies in a manner that does not further LHA's mission and goals.

ABUSE? LHA officials or LHA funded local officials whose actions exceed the authority granted to them by LHA policies and regulations.

SERIOUS MISMANAGEMENT? A significant failure by a LHA program office or program office entity that is due to managerial incompetence or inattention.

HOW DO I CONTACT THE OIG HOTLINE?

<http://oig.hhs.gov/>

You can mail your complaint to:

LaGrange Housing Authority

P.O. Box 626

LaGrange, GA 30240

Or complete the online form [here](#).

WHY REPORT?

All employees are required to report violations of the law and violations of the LHA Code of Conduct.

Furthermore, ALL citizens have a moral responsibility to report violations to assure that taxpayer money is well spent.

WILL YOU DISCLOSE MY IDENTITY?

The identities of confidential complainants are not disclosed unless required by the court. However, it is advantageous for OIG to know the identity of the complainant for follow-up inquiries when an investigation is warranted.

WHAT DO I NEED TO KNOW WHEN CONTACTING THE OIG?

There are several things to keep in mind when reporting fraud, waste, abuse, and serious mismanagement. Immediate reporting is necessary, while facts are still fresh in the mind of the complainant. All reports must answer the questions who, what, when, where, why, and how.

- Who was involved? (Names, addresses, phone numbers, if available)
- What happened? (Summary of events, additional sources of evidence)
- When did it happen? (Date, time, frequency)
- Where did it happen? (Location, city, state)
- Why was it done? (Any known motive of committing such act)

- How did it happen? (What scheme was used)

The most successful OIG cases are those that include supporting documentation. Reports that are too vague or cannot be corroborated can result in a case being closed without any action taken.

Be advised that the OIG has exclusive discretion in determining which Hotline cases will be investigated. A representative from OIG will contact you only if additional information is needed for your complaint. OIG cannot provide you with case status updates or other information while the case is in review. Furthermore, OIG's decision to close a case is final with or without a right to appeal.

WHAT HAPPENS IF YOU DO NOT OPEN A CASE BASED ON MY REPORT TO THE OIG HOTLINE?

A majority of the reports that the OIG Hotline receives are program-related or administrative matters and do not result in a case being opened. In these situations, we refer the complaint to the appropriate LHA program office or, when appropriate, to another government agency.

WHAT KINDS OF MATTERS ARE CONSIDERED APPROPRIATE FOR OIG INVESTIGATIONS?

The LHA OIG Hotline is a report intake process. OIG is not a customer service center for LHA and LHA program offices. OIG does not open cases on allegations that can be addressed through existing complaint resolution LHA that provide appeal rights and access to the federal and state court systems. At the discretion of OIG, cases on disputes that have been or can be addressed through civil proceedings are not opened. OIG also does not open cases on allegations involving maintenance issues, landlord-tenant disagreements, income calculations, for voucher purposes, or personnel issues in LHA or LHA funded programs that can be addressed under labor-management agreements.