



FEDERAL LABOR RELATIONS AUTHORITY
OFFICE OF INSPECTOR GENERAL

SEMIANNUAL REPORT
TO THE CONGRESS

April 1, 1998
to
September 30, 1998

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EXECUTIVE SUMMARY

This is the eighteenth semiannual report issued by the Office of Inspector General (OIG) at the Federal Labor Relations Authority (FLRA). This report, submitted pursuant to section 5 of the Inspector General Act, summarizes the major activities and accomplishments of the Office during the period April 1, 1998 through September 30, 1998.

During this reporting period, the FLRA Inspector General revised OIG investigation and audit policy, prepared new policy for Inspector General Assistance and Hotline Requests, and prepared policy for and implemented a Fraud Prevention Program. The FLRA Inspector General continued efforts to integrate a viable oversight program which included management and employee training. The FLRA Inspector General provided briefings on the Inspector General function and violence in the workplace to Headquarters, and personnel of the Washington, Boston, and Dallas Regional Offices. The FLRA Inspector General also prepared Inspector General brochures and briefings for the FLRA Personnel Orientation Program.

During this reporting period, the FLRA Inspector General conducted two preliminary investigations, eight investigations, completed a major Telecommunications Audit, and completed a Management Review of the Federal Services Impasses Panel. The FLRA Inspector General responded to twenty-four Hotline assistance requests, fifteen of which were referred to other more appropriate Federal sources. Also during this period, the FLRA Inspector General created an automated corrective action tracking and follow-up system, and requested follow-up on all open FLRA audit and investigative corrective actions. Also during this reporting period, the FLRA Office of the Inspector General underwent a peer review of its audit function by the Federal Trade Commission Inspector General. This peer review is still in progress.

During this reporting period there were no significant findings or significant outstanding corrective actions from previous oversight initiatives. Some potential cost savings were noted in the audit of the FLRA telecommunications system and were estimated at \$46,440.00 if all recommendations are implemented. Approximately \$300.00 in billing for a two month period during which the Integrated Services Digital Service was malfunctioning could have been averted closer attention to AT&T telephone bills.

THE FEDERAL LABOR RELATIONS AUTHORITY

The Federal Labor Relations Authority (FLRA) was created in 1978 as an independent agency to administer the labor-management relations program for over 1.9 million non-postal Federal employees world-wide. More than 1.1 million of these employees are now exclusively represented in approximately 2,200 bargaining units. Before the FLRA's creation, labor-management relations in the Federal sector were governed by Executive Order and program administration was fragmented among various parts of the government. Today's FLRA represents the Federal government's consolidated and unified approach to labor-management relations.

The FLRA is, in effect, three agencies consolidated in one, with a unified mission to promote stable and constructive labor-management relations that contribute to an efficient and effective government. The three independent operating components are the Authority, the Office of the General Counsel, and the Federal Service Impasses Panel.

The Authority is a quasi-judicial body with three full-time Members who are appointed by the President with the advice and consent of the Senate. The Chair of the Authority also serves as Chief Executive and Administrative Officer of the consolidated components that comprise the FLRA. The Authority component resolves cases in four primary areas. (1) *Negotiability*: The Authority decides cases filed by unions (but not agencies or individuals) concerning the negotiability of proposed collective bargaining agreement terms. (2) *Unfair Labor Practices (ULP)*: The Authority decides ULP cases based on complaints prosecuted by the FLRA's General Counsel, on charges filed by agencies and unions (and sometimes, but less frequently, individuals). (3) *Arbitration Exceptions*: The Authority decides "exceptions" (the equivalent of limited appeals) filed by agencies and unions (but not individuals) to certain grievance arbitration awards. (4) *Representation Matters*: The Authority decides cases filed by agencies and unions (and sometimes, but rarely, individuals) involving a variety of representation matters, including cases concerning the appropriateness of units for union representation.

Wherever possible, the Authority, in collaboration with the other FLRA components, looks for ways to assist the disputing parties to discuss and bilaterally resolve the problems presented in these cases. The FLRA's goal is to avoid, where possible, unnecessary and contentious litigation.

The Office of the General Counsel (OGC) is the independent investigative and prosecutorial component of the FLRA. It is directed by the General Counsel, who is appointed by the President with the advice and consent of the Senate. In addition to investigations, making decisions about prosecuting, and litigating ULP claims, the General Counsel has statutory authority to settle ULP charges. The General Counsel also supervises the FLRA's seven Regional Directors in carrying out the responsibilities delegated to them by the Authority to process representation petitions and supervise elections. The OGC has developed a highly effective approach to helping parties resolve more of their disputes on their own, without litigation.

The Federal Service Impasses Panel (Panel) consists of seven Presidential appointees (one of whom is Chair) who serve on a part-time basis, and are supported by a small full-time staff. The Panel resolves impasses between Federal agencies and unions arising from negotiations over conditions of employment. Consistent with the FLRA's overall emphasis on the voluntary resolution of disputes, the Panel has a long history of successfully promoting dispute resolution, using a variety of formal and informal means to resolve bargaining impasses. Thus, in addition to written decisions and orders, the Panel also uses telephone mediation, mediation-arbitration, and fact finding hearings to resolve negotiation impasses.

The FLRA requested \$22,586,000.00 for 216 full-time equivalents (FTE's) for FY 1999. For FY 1998, the FLRA was appropriated \$22,039,000.00 to fully fund its programs for the same number of FTE's as in FY-1997 (216) as well as provide for the increased cost of statutory pay raises.

The FLRA's headquarters is located in Washington, D.C. The FLRA maintains regional offices in Boston, Washington, D.C., Atlanta, Dallas, Denver, Chicago, and San Francisco.

FLRA MISSION STATEMENT

The Federal Labor Relations Authority exercises leadership under the Federal Service Labor-Management Relations Statute to promote stable, constructive labor-management relations that contribute to a more effective Government.

The Federal Labor Relations Authority fulfills its mission by:

- Enforcing and clarifying the law through sound, timely decisions and policies;
- Using fast, simple processes to conduct its business;
- Providing quality training and education programs, and furnishing effective intervention services; and
- Administering its resources to ensure that services are responsive to the unique needs of its customers.

In order to accomplish this mission, the FLRA has established the following four goals:

1. To consistently provide quality services that timely resolve disputes in the Federal labor-management relations community.
2. To effectively use and promote alternative methods of dispute resolution and avoidance to reduce the costs of conflict in the Federal Labor-Management Relations community.
3. To maintain FLRA's internal systems and processes to support a continually improving, highly effective and efficient organization with the flexibility to meet program needs.
4. To develop FLRA's human resources to ensure a continually improving, highly effective and efficient organization with the flexibility to meet program needs.

OFFICE OF INSPECTOR GENERAL

The FLRA's Office of Inspector General was established pursuant to Pub. L. 100-504, the Inspector General Act Amendments of 1988, which amended Pub. L. 95-452, the Inspector General Act of 1978. The Inspector General reports directly to the Chair. As set forth in the authorizing legislation, the Inspector General:

- Conducts and supervises internal reviews, audits and evaluations of the programs and operations of the FLRA;
- Provides leadership and coordination, and recommends actions to management which (1) promote economy, efficiency, and effectiveness in agency programs and operations; and (2) prevent and detect fraud, waste, abuse, and mismanagement of government resources; and
- Keeps the Chair, FLRA management and the Congress fully informed regarding problems and deficiencies, as well as the necessity for and the progress of corrective action.

The Inspector General's Office is currently staffed with one full time equivalent position - that of the Inspector General. The Director of Audit Position was eliminated by the Agency as of October 1, 1998, \$70,000 in contract funds set aside for this function. Budget constraints and prior Agency strategic planning have resulted in one person having oversight responsibility for all of the Agency's programs, operations and resources. The current FLRA Inspector General has informed management that the resources allocated to the Inspector General function are insufficient for maintaining adequate oversight of the organization's programs, operations, and resources. The Inspector General will seek assistance from contractors to assist with appropriate and responsive oversight. Currently the Inspector General has "shared" administrative support from the Director of Human Resources for approximately 12 hours/week and legal advice on an "as needed basis" from the Office of the Solicitor. The Office of Inspector General's budget is part of the Authority's budget. A total of \$6,000 was allocated for FY 98 operations (plus salaries and benefits for two FTEs.) The total allocation for FY 99 operations is \$79,000.00 which includes funding for the use of contractors for audits (and investigations, if required.)

OFFICE OF INSPECTOR GENERAL MISSION STATEMENT

The mission of the FLRA Inspector General is to provide FLRA leadership an independent, objective assessment of the organization's efficiency and effectiveness. This is accomplished through proactive evaluations of FLRA operational processes. The Inspector General provides necessary oversight and serves as a catalyst for improving and maximizing the efficiency and integrity of FLRA programs and operations. The goal of the Inspector General is to maximize the effectiveness of FLRA programs by evaluating performance and identifying ways to make these programs more efficient and effective. In addition, the FLRA Inspector General strives to prevent and detect fraud, waste, abuse and mismanagement of the FLRA resources and operations which could adversely effect the organization's integrity and ability to perform its mission in a timely, customer responsive manner.

The primary objectives of the Office of Inspector General are:

- To evaluate the efficiency and effectiveness of FLRA program and resource management and identify best practices as well as causative factors impeding the accomplishment of the FLRA mission.
- To assist the Chair and FLRA management in carrying out their responsibilities by providing them with objective and timely information on the conduct of FLRA operations, together with the Inspector General's independent analysis, conclusions, and recommendations.
- To use evaluations, internal reviews and the more traditional assessment tools of audits, inspections and investigations, when necessary, to maximize oversight and strengthen system and process controls to maximize Government integrity and minimize occurrences of fraud, waste, abuse and mismanagement.

AUDIT ACTIVITY

During this reporting period the following audit was completed by the Office of the Inspector General:

Telecommunications Audit - Completed 8/98

During this reporting period, a comprehensive audit on the FLRA telecommunications system was completed. As a result of this audit, five major findings and sixteen recommendations were made to management to improve and modernize the existing telecommunications systems. An estimated \$46,440.00 in potential monetary savings was also indicated. Management had engaged in the correction of some of the findings during the audit conference and agreed to address the rest.

INTERNAL MANAGEMENT AND PROGRAM REVIEWS

Management Review of Federal Services Impasses Panel - Completed 7/98

The Inspector General completed a Management Review of the FLRA Federal Services Impasses Panel and validated that overall, the Impasses Panel was operating efficiently and effectively, was appropriately oriented toward customer service, and had instituted adequate internal controls for effective management oversight.

Case Control Office Process - Open

The Inspector General began the preliminary, historical research phase for a Management Review of the Case Control Office Process to evaluate its efficiency and effectiveness as a vital part of the FLRA mission. This comprehensive program review has just commenced.

INVESTIGATIVE ACTIVITY

During this period, the Inspector General received and processed twenty four Hotline/assistance complaints or allegations, eight of which resulted in investigations. Two Inspector General assistance requests involving abusive or abberant communications and are being followed by the appropriate management in conjunction with the Inspector General. Ten complaints involved labor-management charges or wage issues and were referred to the appropriate FLRA Regional Office or to the Department of Labor. Four complaints, two dealing with unethical behavior, one with military base closure inequity, and one with U.S. mail delivery were referred to the appropriate federal agency Office of Inspector General. One telephone security issue was referred to the FLRA Security Office.

During this reporting period the Inspector General also performed several investigations resulting from Hotline and employee complaints and FLRA management requests. These included:

1. Veiled Threat - Completed 7/98

The FLRA Inspector General, working in conjunction with the Federal Protective Service, located an individual who had manifested threatening and hostile language in a FLRA customer survey. The individual was an angry federal employee who had filed an unfair labor charge with the FLRA Denver Regional Office. The charge was subsequently dismissed. The individual was evaluated by the Federal Protective Service investigator as being hostile but not dangerous. This investigation also surfaced weaknesses in the FLRA survey process and resulted in internal "lessons learned" exercises and the revision and documentation of the customer survey process. It also facilitated management attention toward assessing controls on internal security and ethics. As a result of this investigation, the FLRA Inspector General provided instruction to management and employees on the prevention of workplace violence and the recognition of non-suitability characteristics.

2. Misuse of Government Property - Completed 5/98

The FLRA Inspector General, responding to a Hotline allegation, verified that several FLRA employees were accessing pornography on the Internet, and using government equipment and government time to do so. The FLRA Inspector General worked directly with FLRA Information Resource Management (IRM) principals to strengthen controls, educate the workforce, and tighten policy on automated hardware and software. As a result of this collaborative effort, IRM installed a firewall in FLRA hardware to both prevent external hacking into FLRA sensitive information and prevent user access to pornography by denying entry into applicable websites. Guidance was reissued emphasizing that all software must be processed through and approved for use by the IRM before being placed on FLRA systems. This initiative was an example of how Inspector Generals can work in a process improvement, preventative mode with management.

3. Y2K Implementation - Completed 8/98

The FLRA Inspector General conducted an investigation into FLRA Y2K implementation as a result of an allegation that funding was being wasted. There was insufficient evidence to substantiate the allegation at the current stage of conversion. However, the Inspector General did verify that while the Information Resource Management staff was dedicated to Y2K readiness, insufficient and delayed planning precluded the appropriate funding for 1998 Y2K efforts. The Inspector General expressed concern to management that inadequate planning for Y2K implementation has resulted in insufficient program funds for Y2K. This has resulted in the use of Agency Central funding which does not necessarily foster accountability and cost efficiency.

4. Alleged Non-Compliance of FLRA with 5 C.F.R. 2324.10(e) - Completed 9/98

The FLRA Inspector General conducted an investigation into a complaint received from a private sector attorney, representing an appellant in an unfair labor practice charge dismissal appeal. The complainant alleged that the FLRA was in non-compliance with 5 C.F.R. 2324.10(e) which requires that grounds of affirmance be provided when an appeal is denied. The investigation verified that the Office of General Counsel did, indeed, provide the complainant with the grounds of affirmance both for the dismissal of the unfair labor practice charge, the denial of the appeal, and a subsequent request for reconsideration of the denial of the appeal. The allegation was unsubstantiated.

INSPECTOR GENERAL ASSISTANCE REQUESTS

1. Disappearance of Computer Chip - Completed 7/98

At the request of Information Resource management, the FLRA Inspector General conducted an inquiry into the disappearance of a computer chip, SDRAM (64 M1 bytes), worth approximately \$200.00 from the Information Resource Management Division office space. The investigation revealed that access to the facilities was very limited to specific employees and access to the facility traceable by castle key documentation, but there was insufficient evidence to ascertain if the chip was borrowed, misplaced or stolen.

2. Missing Personal Property from Common Area - Completed 8/98

An FLRA employee requested assistance from the FLRA Inspector General and alleged the theft of personal property from the common kitchen area. There was insufficient evidence to determine if the articles were misplaced, borrowed or stolen. The Inspector General issued a notice to all employees reminding them of their obligation to engage in ethical behavior and cautioning them about leaving valuables in an open and accesible area.

MANAGEMENT CONSULTATION/ANALYSIS:

1. Procedures for Filtering Official Telephone Calls - Completed 8/98

The FLRA Office of Inspector General developed procedures for filtering official telephone calls as an "interim" measure to assist management in establishing internal controls for ensuring that government telephones are not misused. These procedures were also developed to ensure that the FLRA is not billed for telephone numbers not belonging to them nor for any credit card numbers not assigned to FLRA employees.

2. Year 2000 (Y2K) Implementation - Continuing

The Office of Inspector General has continued to work closely with Information Resource Management (IRM) providing management consultation in the continuing implementation of Agency Y2K corrective measures. The Inspector General issued a Management Letter during this reporting period providing recommendations to enhance Y2K implementation, readiness and compliance. The Inspector General will continue to work closely with IRM during its implementation and testing phase.

3. Irate Intruder - Closed 8/98

As a result of calming and removing a frustrated and distressed person (who was erroneously admitted to FLRA facilities), the Inspector General consulted with the FLRA Executive Director and Security Officer concerning the security of FLRA Headquarters and the methods being used to provide a safe and secure environment. At the recommendation of the FLRA Inspector General, the Security Division engaged the services of the Federal Protective Service to evaluate the security of the building, and FLRA working areas.

4. Integrated Services Digital Number (ISDN) Corporate Lan - Open Access Module (CLAM)

As a result of the review of monthly AT&T bills, the Inspector General discovered over 2,000 connections of short duration to the Dallas Regional Office via the ISDN. These connections totaled approximately \$300.00 in costs to the FLRA. The Information Resources Management Division had inserted a CLAM in June 1998 which apparently was not working properly. Management was advised to notify AT&T and correct the problem.

5. Volatile Language - Open

The FLRA Inspector General is monitoring the correspondence from several individuals who are communicating with the FLRA Office of General Counsel. While there has been no threatening language or indications of violence, the extraordinary tones and/or aberrance of the language warrants close attention.

OTHER INSPECTOR GENERAL ACTIVITIES

Workplace Violence Training

During this reporting period, as a result of several customer threats and hostile telephone calls and correspondence, and as a result of an Inspector General recommendation, FLRA management placed an emphasis on the security of FLRA facilities, the safety of its personnel and focused on policies dealing with customer interface. The Inspector General briefed Agency management and employees on workplace violence

indicators and the non suitability characteristics of individuals which should evoke management attention. The Federal Protective Service Security Office was also asked to evaluate the safety and security of the Washington, D.C., FLRA's Headquarter facility as a result of an Inspector General recommendation.

Inspector General Strategic Plan, Oversight Plan, Policies and Procedures

During this reporting period, the FLRA Inspector General revised and updated the Office of Inspector General Strategic Plan, policies on investigations, audits, drafted policy for Hotline and Assistance Requests, and implemented a policy for a Fraud Prevention Program. The Inspector General also revised and updated Agency brochures relating to the Inspector General function and developed an Oversight Plan based on Congressional areas of interest and FLRA programs requiring Inspector General review. Also, during this reporting period, the FLRA Inspector General participated in the General Accounting Office's Inspector General Survey, reviewed proposed Inspector General Act legislation, and provided incorporated input into the Executive Council for Integrity and Efficiency's testimony to Congress.

OTHER INSPECTOR GENERAL ACTIVITIES

Inspector General Peer Review

During this reporting period, at the request of the FLRA Inspector General, the Inspector General of the Federal Trade Commission resumed a Peer Review of the FLRA audit process which was scheduled for 1997 but put on hold until a permanent Inspector General was in place. This Review is in progress.

57th International Audit Conference

The FLRA Inspector General participated in the 57th International Audit Conference sponsored by the Institute of Internal Auditors. This conference focused on contemporary auditing practices, forensic auditing techniques and studies in aberrant human behavior. Auditors from the international auditing community participated in this focused three day training session.

Seminars

During this reporting period, the FLRA Inspector General attended a National Employment Law Seminar depicting new developments and the applications of the American Disabilities Act.

Executive Council for Integrity and Efficiency

The FLRA Inspector General attended ECIE meetings during this reporting period which provided current information and CPE credit certifications. These seminars included discussions on issues dealing with the Merit Systems Protection Board, Congressional communications, whistle blowing, Y2K auditing, network attack and penetration, and proposed Inspector General Act legislation. The FLRA Inspector General contributed to the ECIE response to Congress on the General Auditing Office's Inspector General Survey Results, and served on the Evaluation Panel for the selection of an Inspector General by the Corporation for Public Broadcasting.

Memorandum of Understanding with the General Services Administration Office of the Inspector General

During this reporting period, the FLRA Inspector General entered into a Memorandum of Understanding with the General Services Administration Office of the Inspector General agreeing that the General Services Administration Office of Inspector General will provide the management of funds to support FLRA training objectives in connection with the Inspector General Criminal Investigator Academy and for the Office of Inspector General detailed trainer support to Federal Law Enforcement Training Center, both located in Glynco, Georgia. This Memorandum of Understanding states that annual FLRA Office of Inspector assessments to the Fund will be based on actual FLRA use of this training.

SPECIFIC REPORTING REQUIREMENTS OF THE INSPECTOR GENERAL ACT OF 1978, AS AMENDED

The following provides the report page references containing the Inspector General responses, if any, to specific reporting requirements set forth in certain sections of the Inspector General Act of 1978, as amended.

Section 4(a)(2) Review of legislation and regulations	Page 12
Section 5(a)(1) Significant problems, abuses, and deficiencies	None
Section 5(a)(2) Recommendations with respect to significant problems, abuses, or deficiencies	None
Section 5(a)(3) Prior significant recommendations on which corrective action has not been completed	None
Section 5(a)(4) Matters referred to prosecutive authorities	None
Section 5(a)(5) Summary of instances where information was refused	None
Section 5(a)(6) List of audit reports	Page 7
Section 5(a)(7) Summary of significant reports	None
Section 5(a)(8) Statistical table of reports with questioned costs	None
Section 5(a)(9) Statistical table of reports with recommendations that funds be put to better use	Page 18
Section 5(a)(10) Summary of previous audit reports without management decisions	None
Section 5(a)(11) Significant management decision revised during this period	None
Section 5(a)(12) Significant management decision with which the Inspector General disagrees	None

TABLE I: INSPECTOR GENERAL AUDIT REPORTS WITH QUESTIONED COSTS

INSPECTOR GENERAL REPORTS WITH QUESTIONED COSTS	NUMBER OF REPORTS	DOLLAR VALUE	
		Questioned Costs	Unsupported Costs
A. For which no management decision has been made by the commencement of the reporting period.	0	0	0
B. Which were issued during the reporting period.	0	0	0
C. For which a management decision was made during the reporting period.	0	0	0
(I) dollar value of disallowed costs.	0	0	0
(ii) dollar value of costs not disallowed.	0	0	0
D. For which no management decision has been made by the end of the reporting period.	0	0	0

TABLE II: INSPECTOR General AUDIT REPORTS WITH RECOMMENDATIONS THAT FUNDS BE PUT TO BETTER USE .

INSPECTOR GENERAL REPORTS WITH RECOMMENDATIONS THAT FUNDS BE PUT TO BETTER USE	NUMBER OF REPORTS	DOLLAR VALUE
Audit Report #98-01 - Telecommunications	1	\$46,440.00
A. For which no management decision has been made by the commencement of the reporting period.	0	0
B. Which were issued during the period.	0	0
C. For which a management decision was made during the reporting period.		
(i) dollar value of recommendations that were agreed to by management.	1	
(ii) dollar value of recommendations that were not agreed to by management.	0	0
D. For which no management decision was made by the end of the reporting period.	0	\$46,440.00

GLOSSARY

Management Decision

A final decision made by management in response to audit report recommendations that may include actions concluded to be necessary or a determination that no action is necessary.

Questioned Costs

Expenditures questioned by the Inspector General due to:

- UNSUPPORTED COSTS, which involve inadequate documentation.
- DISALLOWED COSTS, which involve an alleged violation concurred with by Management Decision) of a law, regulation, grant, contract, or other agreement.
- UNNECESSARY OR UNREASONABLE COSTS.

During this reported period, as a result of reviewing AT&T billings, the Inspector General noted two months of billing approximating \$300.00 from over 2000 connections to one FLRA regional office on one number of the Integrated Services Digital Service System

Funds Be Put To Better Use

The amount of savings estimated by the Inspector General that could be obtained by implementing report recommendations relating to more efficient management operations.

Final Action

Completion by management of either all actions necessary to implement report recommendations or a management decision that determines no action is necessary.

Significant Recommendations

According to Section 5(a)3 of the Inspector General Act, the Inspector General is required to follow up and report on the implementation status of all open "significant recommendations" from prior Semiannual reports. The Inspector General has defined "significant recommendations" as those that pertain to deficiencies that could result in FLRA failure to accomplish mission functions or could result in additional costs or lost funds exceeding \$5,000. During this reporting period, there were no opened significant recommendations.

Management Letter

This document brings to the attention of management any of a broad range of issues and subjects which should be addressed by management but do not require formal audit or investigation. Management letters are generally unplanned and are issued to report on situations found in conjunction with an on-going or completed audit or investigation. They may also be used to expand on previously issued audit report recommendations.

**FLRA INSPECTOR GENERAL
HOTLINE/ASSISTANCE CASE REPORT
April 1, 1998 - September 30, 1998**

During this reporting period, the following Hotline/Inspector General Assistance cases were processed through the FLRA Office of the Inspector General.

Case Number	Subject Matter	Status
98-088	Firing of U.S. Army civilian Union member	Labor Management Issue Referred to FLRA Atlanta Regional Office
98-089	Layoff of civilian military Union member employee	Labor Management Issue Referred to FLRA San Francisco Regional Office
98-090	Ethics Violation by National Park Service employee	Referred to Department of Interior Inspector General
98-091	Non-payment of medical bills of spouse of Navy civilian by government medical plan	Referred to Department of Labor
98-092	Referral from DOL Inspector General complaint against Union	Referred to FLRA Chicago Regional Office
98-093	Public school teacher overtime issue	Referred to DOL
98-094	Veterans Administration employee whistle blower complaint	Referred to Veterans Administration Inspector General
98-095*	Pornography access on Internet	Closed
98-096*	Stolen Federal telephone card	Closed
98-097	Federal employee complaint on Wage Standards	Referred to Department of Labor
98-098	Violation of Fair Labor Standards	Referred to FLRA Washington D.C. Regional Office
98-099*	Advanced notice of FLRA decision	Closed
98-100*	Disappearance of computer chip	Closed
98-101*	Threatening phone call and letters	Open

98-102	Non-payment of Wages	Referred to Department of Labor
98-103*	FLRA non-compliance with policy	Closed
98-104	Unfair Labor Practice Complaint from Contractor	Referred to FLRA Boston Regional Office
98-105	National Park Service ethics issue	Referred to Department of Interior Inspector General
98-106*	Racist, hostile letter	Open
98-107	Refusal of Union to help member	Referred to FLRA Atlanta Regional Office
98-108	Workman's Compensation Claim	Referred to Department of Labor
98-109*	Possible tap into FLRA San Francisco telephone line	Referred to FLRA Security Office
98-110*	Irate Intruder	Closed
98-111*	Mail Stalking	Referred to Postal Service Inspector General

* Handled by the FLRA Inspector General

**FLRA OFFICE OF INSPECTOR GENERAL
SEMI-ANNUAL HOTLINE/ASSISTANCE
CASE SUMMARY
April 1, 1998 - September 30, 1998**

Open Cases from Prior Period	0
Cases Processed this Period	24
Cases Opened this Period	8
Administrative	7
Criminal	1
Cases Closed this Period	7
Cases Referred this Period	6
Other Federal Agency Inspector General	4*
FLRA	7**
Department of Labor	5***

- *1. Cases dealing with fraud, waste, abuse, mismanagement not involving FLRA employees or contract personal referred to appropriate agency Inspector General.
- **2. Cases dealing with federal labor-management issues referred to appropriate FLRA Office. Security issue referred to FLRA Security Office.
- ***3. Cases dealing with private sector labor-management issues referred to Department of Labor.

**FLRA Inspector General
MANAGEMENT CONSULTATION PROJECTS
April 1, 1998 - September 30, 1998**

<u>Subject</u>	<u>Status</u>
Y2K Implementation: Review of FLRA Activities to Address Potential Year 2000 Problems	Continuing
Management Review of the FLRA Federal Service Impasse Panel	Closed
Management Review of the FLRA Case Case Control Process	Open
ISDN Clam	Open
Security of Facilities	Open

REPORT: FRAUD, WASTE, ABUSE, AND MISMANAGEMENT

TO:

**FLRA's
Office of Inspector General**

**HOTLINE
800-331-FLRA
(800-331-3572)**

Toll Free 24 Hour Answering Service

or write

**FLRA
Office of Inspector General
607 14th Street, NW
Suite 240
Washington, D.C. 20424-0001**

**INFORMATION IS CONFIDENTIAL
CALLER CAN BE ANONYMOUS**

However, each caller is encouraged to assist the Inspector General by supplying information as to how he or she may be contacted for additional information.

