



America the Beautiful

**FEDERAL LABOR RELATIONS AUTHORITY
OFFICE OF INSPECTOR GENERAL**

**41st SEMIANNUAL REPORT
TO THE CONGRESS**

**October 1, 2008
through
March 30, 2009**

Date Issued: May 5, 2009

EXECUTIVE SUMMARY

This is the 41st Semi-Annual report issued by the Office of the Inspector General (OIG) at the Federal Labor Relations Authority (FLRA). This report, submitted pursuant to the Inspector General Act of 1978, as amended and the Inspector General Reform Act of 2008, summarizes the major activities and accomplishments of the FLRA Inspector General for the period of October 1, 2008 to March 31, 2009.

During this reporting period, the FLRA Inspector General began conducting internal reviews of FLRA programs to help the new Chair update the programs and administrative issues. The FLRA Inspector conducted and issued internal reviews of FLRA's Administrative Law Judges. A second internal review regarding the FLRA Federal Impasses Panel was also started. The FLRA Inspector General also updated several Inspector General Instructions and the Inspector General Audit Manual. The FLRA Inspector General also created a Strategic Plan. The FLRA Inspector General created task proposals, evaluations and contracted auditors to conduct the 2009 Financial Statement Audit and Information Technology and FISMA.

The FLRA Inspector General also conducted 5 investigations and responded to 4 hotline complaints received during this reporting period. The FLRA Inspector General submitted information for the 2008 Annual Report to the President and Inspector General participated in two surveys.

During this reporting period, a Republican and then a Democratic appointee became the new Chair of the FLRA. Both significantly focused on updating and improving the Agency. They both focused on addressing issues which were not addressed by management from 2000 to 2008. This included addressing a significant amount of Inspector General findings and recommendations, securing the FLRA Inspector General's internet, and adding Inspector General information to the FLRA intranet. The FLRA has definitely improved and management is focusing on re-establishing an excellent Federal Agency.

LABOR RELATIONS AUTHORITY

The FLRA is an independent agency responsible for directing the labor-management relations for 1.9 million non-postal Federal employees worldwide, nearly 1.1 million of who are exclusively represented in approximately 2,200 bargaining units. The FLRA is charged by the Federal Service Labor-Management Relations (The Statute), section 7105, with providing leadership in establishing policies and guidance relating to Federal sector labor-management relations, resolving disputes arising among Federal agencies and unions representing Federal employees, and ensuring compliance with the Statute.

The FLRA represents the Federal government's consolidated approach to labor-management relations. The FLRA is "three components in one," fulfilling legal statutory responsibilities through the Authority, the Office of General Counsel and the Federal Service Impasses Panel. The FLRA has 7 regional offices and one satellite office. The FLRA also provides staff support to two other organizations – the Foreign Service Impasses Disputes Panel and the Foreign Service Labor Relations Board.

The Authority is a quasi-judicial body with three full-time Members who are appointed for 5-year terms by the President with the advice and consent of the Senate. One Member is appointed by the President to serve as Chair of the Authority and as Chief Executive and Administrative Officer of the FLRA.

The Authority adjudicates disputes arising under the Statute, deciding cases concerning the negotiability of collective bargaining agreement proposals, unfair labor practice (ULP) allegations, representation petitions, and exceptions to grievance arbitration awards. In addition, consistent with its statutory responsibility to provide leadership in establishing policies and guidance, the Authority assists Federal agencies and unions in understanding their rights and responsibilities under the Statute and resolving their disputes through interest-based problem-solving rather than adjudication.

In addition to the three Member Offices, the Authority component of the FLRA also houses the Office of the Administrative Law Judges, the Office of Policy, Project and Performance Management, the Office of the Solicitor, the Office of the Executive Director, the Office of the Inspector General and the Office of the General Counsel.

Office of the Administrative Law Judges: The FLRA's Administrative Law Judges (ALJ's) are appointed by the Authority to conduct due process hearings in accordance with the Administrative Procedures Act and issue recommended decisions in cases involving alleged unfair labor practices. ALJ's also conduct hearings and issue recommended decisions involving applications for attorney fees and files pursuant to the Back Pay Act or the Equal Access to Justice Act. In the course of their duties, ALJ's conduct pre-hearing conferences, issue subpoenas, rule on motions and evidentiary issues, and engage in settlement efforts. An ALJ decision may be affirmed, modified, or reversed, in whole or in part, by the Authority. If no exceptions are filed to an ALJ decision, the decision is adopted by the Authority and becomes final and binding upon the parties.

Office of Policy, Project & Performance Management: The Office of Policy, Project & Performance Management is responsible for agency-wide strategic policy and planning, including the role of Chief Human Capital Officer. The office also provides oversight with respect to FLRA performance management initiatives. The office drafts, reviews, and approves all agency-wide instructions and policies; oversees the Chairman's and the Administration's initiatives; and develops agency-wide initiatives, which upon the Chairman's final approval, are implemented through the Office of the Executive Director. The office also houses the agency's congressional affairs function and serves as the Chair's primary point of contact with the Solicitor, Executive Director, EEO Director, and Inspector General.

Office of the Solicitor: The Office of the Solicitor represents the Authority in court proceedings before all United States Courts, including the U.S. Supreme Court, U.S. Courts of Appeals, and Federal District Courts. The office serves as the agency's in-house counsel, providing legal advice to all FLRA components. The Solicitor is also the Designated Agency Ethics Officers under the Ethics in Government Act of 1978, as amended.

Office of the Executive Director: The Office of the Executive Director provides operational support to all components of the FLRA, including budget and finance, human resources, procurement, administrative services, and information resources management and is responsible for developing and implementing agency-wide initiatives, such as strategic planning.

Office of the Inspector General: The Office of the Inspector General (OIG) is responsible for directing and carrying out audits, investigations, evaluations, inspections, surveys and other oversight activities related to the FLRA programs and operations. In addition, the Inspector General is authorized to create Inspector General policies and review new FLRA instructions to promote economic, efficient, and effective agency programs, which prevent fraud, waste, abuse and mismanagement. The Inspector General is responsible for keeping the Chair, FLRA and the Congress fully informed of problems and deficiencies, as well as the necessity for corrective actions. Public Law 100-504 and the Inspector General Act, as amended, mandate the requirements, objectivity and independence of Federal Agency Inspectors General. The Office of Inspector General's 2008 budget is \$333,680.20 which includes salaries for the Inspector General and Administrative Assistant but is not sufficient for the Inspector General to perform the requirements and undergo senior level training related to and required for the Inspector General's job.

Office of the General Counsel: The Office of the General Counsel (OGC) is a component of the FLRA. The General Counsel, who is appointed by the President with the advice and consent of the Senate for a 5-year term, manages all OGC employees. The OGC includes seven regional offices located in Atlanta, Boston, Chicago, Dallas, Denver, San Francisco, and Washington, DC and one remote duty location in Santa Ana, California. The OGC investigates all unfair labor practice charges filed either by an employee, a labor union or a federal agency and prosecutes all unfair labor practice

complaints before the Authority. The OGC is also responsible for receiving and processing representation petitions and providing education services to the parties. The General Counsel reviews all appeals and establishes case-handling policies and procedures for the OGC.

The Federal Service Impasses Panel: The Federal Service Impasses Panel (FSIP or the Panel) is composed of seven part-time Members who are appointed by the President to serve for a 5-year term. One Member is appointed by the President to serve as the Panel Chair. The Panel resolves bargaining impasses between Federal agencies and unions representing Federal employees arising from negotiations over conditions of employment under the Statute and the Federal Employees Flexible and Compressed Work Schedules Act. If bargaining between the parties, followed by mediation assistance, proves unsuccessful, the Panel has the authority to recommend procedures and to take whatever action it deems necessary to resolve the impasse.

The Foreign Service Labor Relations Board: The Foreign Service Labor Relations Board, (the Board) was created by the Foreign Service Act of 1980 to administer the Labor-Management Relations Program for Foreign Service employees in the U.S. Information Agency, the Agency for International Development, and the Departments of State, Agriculture and Commerce. The Board is composed of three Members, including the Chairman of the Authority who appoints the other two Members, who serve on a part-time basis. The Chairman of the Authority also serves as Chairman of the Board. The FLRA General Counsel acts as General Counsel for the Board, and the Authority staff provides necessary support to the Board.

The Foreign Service Impasse Disputes Panel: The Foreign Service Impasse Disputes Panel (the Disputes Panel) was also created by the Foreign Service Act of 1980. The Disputes Panel is composed of five part-time Members who are appointed by the Chairman of the Foreign Service Labor Relations Board (the FLRA Chair). The Disputes Panel resolves bargaining impasses between Federal agencies and Foreign Service personnel in the U.S. Information Agency, the Agency for International Development, and the Departments of State, Agriculture, and Commerce, over conditions of employment under the Foreign Service Act of 1980. The FSIP staff supports the Disputes Panel.

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

FLRA MISSION STATEMENT

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

The mission of the FLRA is to carry out five primary statutory responsibilities as efficiently as possible and in a manner that gives full effect to the rights afforded employees and agencies under the Statute.

Under the Statute, the primary responsibilities of the FLRA include:

- Determining the appropriateness of units for labor organization representation;
- Adjudicating exceptions to arbitrator's awards;
- Resolving complaints of unfair labor practices; and
- Resolving impasses and issues relating to the duty to bargain.

OFFICE OF INSPECTOR GENERAL

The FLRA Inspector General will be conducting a Memorandum of Understanding with the National Labor Relations Authority (NLRB) Inspector General which permits the use of the NLRB General Counsel.

Conducts and supervises investigations, inspections, internal reviews, audits, surveys 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;
2. Prevent and detect fraud, waste, abuse, and mismanagement of Government resources, and
3. Inform the Chair and Congress regarding problems and deficiencies, and the progress of corrective actions.

The Inspector General's Office is currently staffed with one full time Inspector General and one full time Administrative Assistant. When required and improved by the Chair, FLRA, the FLRA Inspector General uses contracted auditors to perform FLRA audits. The FLRA, Inspector General had submitted.

OFFICE OF INSPECTOR GENERAL MISSION STATEMENT

The mission of the FLRA Office of Inspector General is to provide FLRA leadership, with an independent and objective assessment of the organization's efficiency and effectiveness. This is accomplished through proactive oversight activities 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's work 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's resources and operations, which could adversely impact 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 as follows:

- To evaluate the efficiency and effectiveness of FLRA programs and resource management and identify best practices, as well as causative factors, impeding the accomplishment of the FLRA mission;
- To assist the Chairman and FLRA management in carrying out their responsibilities by providing them with objectives 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 more traditional assessment tools of audits, inspections, and investigations, to maximize oversight and strengthen system and process controls; and
- To support the Administration and Congress in maximizing Government integrity and efficiency and minimizing the occurrence of fraud, waste, abuse, and mismanagement.

AUDIT/INTERNAL REVIEW/ INVESTIGATION ACTIVITY

During this reporting period the FLRA Office of the Inspector General performed the following audits and reviews in compliance with Government auditing standards:

2008 FLRA Financial Statements Audit

The FLRA, Inspector General Internal Review of Information Technology Contractors, Closed January 26, 2009.

During this reporting period, at the request of management, the FLRA Inspector General conducted an internal review of the necessity of Information Technology Contractors, as well as the capability of the current FLRA Information Technology staff to bring the diminished Information Technology system back to current requirements and future aspects. This review affirmed the current necessity of the contractors because there was no Chief Information Officer (CIO) and three information technology employees who had not had training and necessary experience in information technology or security. The contractors were focusing on the inventory of Information Resource Management equipment, working on creating information technology and security policy, network administration and security and updating 2003 servers.

This review revealed that this 3 year contract (2 options) was quite expensive (\$1.2 million), and that the contractors had difficulty working with the FLRA because there were no prior information technology information files or instructions or FLRA FISMA reports. In order to help the contractors, the FLRA Inspector General provided the contractors with the Inspector General FISMA and Information Technology Reports which helped them focus on improving problems.

This internal review affirmed that if the FLRA hired an experienced CIO and provided necessary training to the Information Technology employees, they would not require the contractors' options. However, until this happens, it was definitely necessary to have information technology contractors to provide proper information technology requirements to FLRA management and create information technology and security instructions.

FLRA Inspector General Internal Review of FLRA Administrative Law Judges Closed March 3, 2009

This internal review affirmed that the Administrative Law Judges of the FLRA were professional, independent and conducted their hearings properly. The Administrative Law Judges handle appeals for the FLRA Office of General case decisions for Unfair Labor Practice Charges filed by Federal Agencies and Unions. Since the FLRA's General Counsel left the FLRA in February 2008 and a new General Counsel was not appointed during this reporting period, other than a few cases which carried over from January 2008, the FLRA Administrative Law Judges have not had any hearings to conduct for the FLRA during this reporting period. Since the FLRA Administrative Law Judges are independent employees and should not conduct any other FLRA programs, the Judges were contracted out to other Federal Agencies to conduct other hearings.

Prior to the previous FLRA administration, there was a Chief Judge and 4 Administrative Law Judges. Currently there is one Chief Judge and 3 Administrative Law Judges, One Assistant Attorney/Settlement Case Officer and one Legal Technician who serves as an Office Manager. The Administrative Law Judges conduct their hearings with the parties in the areas of the FLRA Regional Office that filed the appeal. Obviously, during this review, no hearings occurred.

The Administrative Law Judges information technology program is sufficient for their requirements. However, this internal review revealed significant administrative problems. The Administrative Law Judge office does not have locked doors on 3 sides and their office is accessible by other FLRA employees. There is no listing on the main door that the office is the Administrative Law Judges Office. The Administrative Judges Office file room also has no lock, has a microwave, refrigerator and water release spray which is accessible to other FLRA employees, and several file cabinets which have no locks.

The Administrative Law Judges do not have a private Hearing Conference Room. They can use FLRA's large conference room if it is available but if it is not, they must use a

small conference room which is not large enough for parties and witnesses. Also, the FLRA has not updated the FLRA Library since 2003 and currently there is no Librarian. Often the Administrative Law Judges have to obtain necessary information regarding their appeal cases from printed out document books formerly carried by the Library. They also do not have a private scanner to copy their hearing materials in their office. Management needs to address the improper aspects of the Administrative Law Judges Office.

Internal Review of Federal Services Impasse Panel Closed March 17, 2009

During this reporting period, the FLRA Inspector General conducted an internal review of the FLRA Federal Services Panel. This oversight activity focused on the issues that occurred over the last administration. The FSIP political appointees, who were the Chair's, Assistant Specialist, and Panel Members were eliminated from the FLRA on March 6, 2009 and did not respond to the Inspector General regarding this matter. Therefore, the Inspector General focused on the FLRA FSIP employee's jobs and will have to reassess the FSIP management and Panel approximately a year after they are appointed by the President and confirmed by Congress.

This oversight activity affirmed that FSIP was conducting their mission requirements properly even though the authority of the FSIP staff was reduced and interactions with the parties by the staff investigator had to be done on the telephone rather than face-to-face except for those parties in the Washington D.C. area. The prior FSIP Chair focused extensively on reducing the budget and reducing the FSIP staff since FSIP impasse cases filed with the FLRA were also diminishing during the last administration. Nevertheless, this review affirmed that FSIP handled their impasse cases properly and did not have any administrative problems.

Management Challenges

During this reporting period, the FLRA Inspector General issued a memorandum on 2009 Management Challenges to the Chairman, FLRA. These management challenges are:

1. Focus on Human Resource requirements to improve the authority and present jobs of FLRA employees and create Human Resource Policy, as well as check into the 25 Human Resource instructions that were diminished during the last administration to address current requirements.
2. Focus on OMB, FISMA and NIST Security Information Federal requirements and create proper FLRA security information policy for management and employees.
3. Create a list of 2009 Mission and Administrative actions which will be focused on by FLRA Management for improvement and estimate the amount of budget if needed for each action.

Increase the FLRA staff training for all FLRA employees to bring them up-to-date and address the FLRA mission properly.

FLRA Inspector General Investigations and Hotlines

During this reporting period, the FLRA Inspector General conducted 5 Administrative Investigation and handled 11 Hotline calls. The details of both the Investigations and hotlines charts are at end of this report.

FLRA Inspector General Surveys

During this reporting period the FLRA Inspector General was involved in a Government Accountability Office survey, the Council of Inspector General Integrity and Efficiency Single Audit/A-133 Proposal and Assessment of Need for IG Digital Forensic Lab and a Survey on Federal Agency Financial Statement Audits.

FLRA Inspector General Instructions and Oversight Reports

During this reporting period the FLRA Inspector General updated the FLRA OIG investigation manual.

ADDITIONAL ACTIVITIES

Documents sent to the new Chair, FLRA

During this reporting period, the Inspector General created the Inspector General 2009-2011 Strategic Plan, 2009 Inspector General Budget, and updated findings and recommendations from 2001 to the present. These were all sent to the Chair, FLRA. The response to the prior findings and recommendations were provided to the Inspector General on March 30, 2009 by the FLRA Chair. The Inspector General also provided the new Chairs (first a Republican and now a Democratic appointee) with Inspector General Regulation and instructions.

Executive Counsel of Integrity and Efficiency (ECIE)

The FLRA Inspector General attends the Inspector General Counsel of Integrity and Efficiency monthly meetings on a regular basis to ensure that the FLRA Inspector General is current and aware of requirements, operations and issues related to ECIE Inspectors General. The FLRA Inspector General represents the ECIE on the PCIE/ECIE Human Resource Committee.

Training

During this Reporting Period, the FLRA Inspector General attended Government Executive conferences which did not require financial expenditures for the FLRA Inspector General. Ethics training was provided on-line by the FLRA Ethics Officer, as well as Security Training at the end of the 2008 fiscal year. The FLRA Inspector General also attended the CIGIE OMB 2009 Financial Statement Audit Training during this period.

Security Issues

During this reporting period, the FLRA did not have any security issues.

Federal Office Information Access

During this reporting period, the FLRA Inspector General handled two Federal Office Information Access cases and responded immediately to the requesters.

Training

During this reporting period, the FLRA Inspector General attended Government Executive meetings and had Financial Statement Audit training. The FLRA Inspector General also attended FLRA training for the Federal Service Impasse Panel and Merit Systems Protection Board.

Inspector General Corrective Actions

During this reporting period the Former and Current FLRA Chair and management have focused extensively on addressing the Inspector General's findings and recommendations from 1998 to the present. All Inspectors' General Corrective Actions were addressed and 74 were closed during this reporting period. Management also provided estimated completion dates for those findings and recommendations that are still open. This was the proper thing to do. A list of these actions is provided on the next page.

**October 1, 2008 through March 30, 2009
Status of Inspector General
Findings and Recommendations**

Report No. Issued Date	Recommendation	Target Completion	Response
Section II	II/1: Ensure that the maintenance of records documenting agency actions, policies and procedures are current and distributed to staff. II/2 Review working case files retention (b) Meet with office Directors to develop retention schedules for all records not in current schedule and get for changes to current schedule. (c) Develop retention schedules for new records and make changes to current schedules. (d) Submit new schedule for Archivist's approval (e) Include approved schedule in updated instruction 1323.1. II/3: Require offices to separate temporary and permanent case files. II/4: Ensure that photographs that are a part of a permanent case file conform to 36 CFR Section 1232. II/5: Establish a Vital Records Program. II/6: Identify vital FLRA records and enact measures to protect and update them, and ensure their availability during emergencies. II/7: Consider the offsite maintenance/storage of copies of vital records.	The IG received Mgt. response to IG findings and recommendations 3/30/09	Open -Section II and III Estimate completion 2010.
Section III	III/1. Identify which FLRA records are not covered by records schedule or the General Record Schedules. III/2: Develop and submit to NARA proposed records schedules for unscheduled records. III/3: Formalize the creation maintenance/disposition of administrative records to the same extent as program records. III/4: Offer records mgt. Guidance to staff on electronic Records Mgt. And FOIA procedures (including E-FOIA amendments).	The IG received Mgt. response to IG findings and recommendations 3/30/09	
Mgt. Letter 4/19/98 Instructions/MOU Update	1. Update all FLRA delegation of authority, memoranda of understanding, and instructions to reflect current mission.	The IG received Mgt. response to IG findings and recommendations 3/30/09	

	2. Distribute updated policy to all managers and make them available to all employees in one central folder on the FLRA website along with updated index.	The IG received Mgt. response to IG findings and recommendations 3/30/09	
9/28/99 OPM Review of FLRA Human Resources Program	1. Establish an accountability system to assess mgt. utilization of human resources. 2. Study quality of performance feedback and provide strategies for ensuring sufficient quality performance feedback is provided to employees	The IG received Mgt. response to IG findings and recommendations 3/30/09 The IG received Mgt. response to IG findings and recommendations by e-mail Jan.2, 08	1. and 2. Estimated completion 2010.
Audit of the FLRA FY 98 Financial Statements and Central Services Fund (Report No. 99-01) - September 1999).	2. Review, update and revise as necessary, FLRA Regulations 2301.1 Financial Mgt. System to reflect contemporary policy, including a requirement for a documented yearly review of financial mgt. statements by the Executive Director and audits of financial statements by independent source on a yearly basis	The IG received Mgt. response to IG findings and recommendations 3/30/09	2. Estimated completion 2010.
Internal Review of FLRA External Affairs May 2000	1. Create centralized Administrative Tracking System. 2. Develop/implement FLRA External Affairs Policy. 3. Create Agency Policy Compliance with the Paperwork Reduction Act.	The IG received Mgt. response to IG findings and recommendations 3/30/09	1. - 3. Estimated completion 2010.
Internal Review of FLRA's Travel Program 9/18/01	15. The FLRA should enhance the Accounting Manual with the detail of specific procedures for the department staff	The IG received Mgt. response to IG findings and recommendations 3/30/09	15.thru - 19. Estimated completion end 2009.

Follow-up on FY/2000 FLRA IG Review of FLRA Human Capital	16. FLRA should develop written budget information and execution policy that outlines the process; states procedures utilized and clarify FLRA approaches and methodology. 17. Significant changes or direction from the initial budget submission should be communicated to cost center managers in a timely manner. 18. FLRA components and subcomponents should develop data to support effective and justifiable resource allocations. 19. The FLRA should consider separating the information Technology budget from the Agency Central Services Fund and place it under the responsibility of the Chief information Officer. 10. Add an additional FTE to the Collaborative Alternative Dispute Resolution Office to enable the Authority process of resolution to expand. 2. Establish an integrated senior leadership/mgt. team to address human capital issues and provide justified recommendations to the Chairman. 3. Reinstate monthly mgt. meetings during which current mgt. issues are discussed and each manager is required to brief all managers on major activities. 4. FLRA components should be briefed on behavior and engage in personality testing. (Myers Briggs Type indicator and/or Strong Interest Inventory). This could be done in – house or at an offsite meeting. 5. The Agency needs to compile more human capital statistics to make proper human capital decisions. The following data should be considered to be collected by HRD: - Workforce data, - Skills inventory, - Dates and dispersal of performance appraisal,	. The IG received Mgt. response to IG findings and recommendations 3/30/09.	10. Estimated completion 2009. 2., 3., 4., 5., 6., and 8. Estimated completion 2010.
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Internal Review of FLRA's Occupational Safety and Health August 2003	- Yearly vacancies and time period required to fill them. - Yearly data on number and cost of bonuses, awards and other incentives, - Yearly statistics on grievances, - EEO complaints and costs in dollars, - Costs of promotions and within grade increases, and amount per employee spent for training and its percentage of the operating budget. 6. Update the FLRA Strategic Plan and have management revise component action plans and employee work and performance plans with focus on agency-wide results. 8. FLRA/HRD should perform an Agency-wide employee skills inventory. It definitely would provide a baseline for skill needs, employee training and future hiring. 1. Add contemporary safety, health, and security information including the Emergency Plan and a current list of FLRA policy to the website as well as the Orientation Package given to new employees. 2. Increase Agency-wide training for FLRA safety and health programs. Ensure that all supervisors are knowledgeable, aware of OSHA requirements and provide contemporary information to their staffs. Include volunteer training to CPR and increase safety evacuation information to include maps of areas to ensure employee safety. 4. FLRA/HRD should expand its definition of sensitive positions to, at least, include Security Officers, Computer information Officers and both senior and line managers and comply within its Drug Free Work place Plan by randomly testing at least one person per year 5. The FLRA Exe. Dir and Admin Ser. Div. Should review the interagency Agreement with the Dept of HHS and ensure that all stated provisions are current and addressed.	The IG received Mgt. response to IG findings and recommendations 3/30/09	1. and 2. Estimated completion 2009. 4-8. More information is required from ASD to provide a complete answer. Estimated completion 2009.
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FY 2004 Audit of FLRA Security Programs	6. The FLRA Safety Program Manager should ensure that all FLRA subcomponents maintain standardized sufficient and accessible safety/protective equipment. 7. FLRA management should prioritize the development of an FLRA Continuity of operations (Contingency) Plan. 8. Annual FLRA Facility (Headquarters and Regional Offices) safety checks should be performed by the building Security Officer or FLRA Security Officer, and maintained/documented and followed up by ASD's Security Officer. 3. Director of Administrative Service Division should: (a) Work with building owners and maintenance personnel to ensure that parking garage exterior doors remained locked and secured. (b) .Install door locks on all interior doors. 1(2) FLRA CIO should: (a) Fully develop disaster recovery, IT contingency or operations plan: (b) Provide training to enable personnel to effectively implement all plans and require periodic training; and, (c) After each plan is implemented, conduct and document testing to ensure that each plan is responsive, and periodically reevaluate plans and keep plans current. 3(5). FLRA should ensure that a management official authorizes in writing the use of each general support system based on an acceptance of risks identified with the system certification process as described by NIST. 4(6) FLRA should ensure that staff members adhere to documented policies and procedures for performing backups of network file and mail servers. (6)8. FLRA CIO should develop a complete Security Program Plan,	The IG received Mgt. response to IG findings and recommendations 3/30/09 The IG received Mgt. response to IG findings and recommendations 3/30/09	3. Estimated completion 2009. 1.-8. Estimated completion 2009.
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	arrange for appropriate personnel to review it, revise the plan accordingly and obtain approval cognizant executive management. (7)9. FLRA CIO should develop, document and implement an incident response plan consistent with NIST and OMB criteria. 8(10). FLRA should: (a) Take immediate action to ensure timely development and implementation of policies and procedures necessary to establish and support FLRA's information security program, and; (b) Develop and implement policies and procedures to track evaluate, and monitor FLRA's information and information systems security program in accordance with OMB Circular A-130, Appendix III; and (c) Ensure proper and timely reporting to OMB and Congress. 10(12). FLRA CIO should: (a) Develop and implement a formal SDLC methodology based on NIST guidance and ensure the policy addresses the following elements: - Sensitivity of data to be processed in the system, - Resources required for adequately securing the system, - Input from the equivalent of an Investment Review Board, - Authorization for software modification documentation and maintenance, - Budget request to include security resources for the system, - Security controls consistent with and integral to senior management's standards, and - Security requirements to be included in solicitation documentation.	The IG received Mgt. response to IG findings and recommendations 3/30/09	10(12) Estimated completion 2009.
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2006 Financial Statement Audit April 14, 06	ensure that is a sufficient “backup knowledge base” in other employees in the event of a loss of a single critical employee. 13. The FLRA should ensure that the PAR is delivered by the regulatory due date.	The IG received Mgt. response to IG findings and recommendations 3/30/09	13. Estimated completion 2009.
	4. Management ensure that FISMA is complied with and that each year an independent evaluation of information security program and practices of FLRA is done to determine the effectiveness of such programs and practices with the deficiencies report with the deficiencies reported under those evaluations being properly addressed and resolved.	The IG received Mgt. response to IG findings and recommendations on 3/30/09	4. Estimated closure 2009.
	6. Mgt. has failed to respond to weaknesses in control environments of previous financial statement audits and extensive amount of FLRA Inspector General findings and recommendations stated to independent and objective oversight activities. Mgt. needs to evaluate and audit, investigation and oversight report findings and recommendations and provide responses and resolution to all issues addressed in these reports.	The IG received Mgt. response to IG findings and recommendations on 3/30/09	6. Estimated closure 2009.
	3. Mgt. must issue PAR reports to Financial Statement auditors and must be completed in order to render an audit opinion.	The IG received Mgt. response to IG findings and recommendations on 3/30/09	3. Estimated completion 2009.
Internal Review of FLRA Administrative Policy February 2007	1(a) The FLRA Executive Director should immediately create a new instruction for creating FLRA administrative instructions. (b) The FLRA Executive Director should immediately review the cancelled policies and have necessary replacement policies issued as quickly as possible. (c) The FLRA Executive Director should address the review, update, and/or revision of all FLRA administrative instructions issued over 5-7 years ago, especially those related to Human Resources,	The IG received Mgt. response to IG findings and recommendations on 3/30/09	1-3 Estimated closure 2010.

Internal Review of FLRA Administrative Programs 2008	Security Contracting, Procurement and Financial Statement/Budgeting and Accounting. 2. The FLRA Executive Director should immediately review all current instructions without Executive Directors signature and sign or attach a signature to all instructions implemented during the last 7 years that have not been removed. 3. The FLRA Executive Director should review the 6 listed instructions that are on the FLRA website and cancellations list. If they are acceptable as current policy, remove them from cancellations list. If they should be cancelled, remove them from the FLRA instruction website. 1. FLRA Strategic Plan focuses on mission requirements. Mgt should include in FLRA's Strategic Plan, administrative programs such as Budget and Performance Integration, Competitive Sourcing, Electronic Government, Human Capital and Financial Performance, Contracting, Emergency Relief, Medical Insurance and Labor Management. 2. Management should address the following issues relating to Administrative Programs to support improvement, create proper internal controls and eliminate: - What is the purpose of the Administrative Programs; - How are we set-up to achieve this purposes; - What we plan to do with the Administrative Program in the future; - What is the quality and results expected in our plan; - What is defined as success of improvement, and; - How accountable do we consider our achievements. 3. Management should create an IRM strategic plan to include what needs to be and will be addressed over the next few years and it should contain E-Government and FISMA requirements. As a result of this	The IG received Mgt. response to IG findings and recommendations 3/30/09	1. Estimated completion 2009. 2. Estimated completion 2009. 3.-5. Estimated completion 2009.
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	2007 FISMA evaluation and Management Survey, the FLRA Inspector General recommends that the following issues be addressed. They have not yet been responded to. 4. A Feedback mechanism needs to be established so that FLRA employees can provide their computer information technology and security concerns directly to information Resource Management and receive timely responses to their concerns personally. 5. FLRA should address compliance with the Government Paperwork Elimination Act so that FLRA's document management infrastructure would support electronic filing of charges and secure recommendation. 10. FLRA management needs to provide more clarity about what constitutes performance management and involve employees in defining successful performance. 11. Performance plans need to be created and implemented for all FLRA employees. 14. The FLRA Strategic Plan needs to be updated to include administrative programs, as well as, mission related program. 15. FLRA instructions and policies that are more than 7 years old should be updated and implemented as soon as possible.	The IG received Mgt. response to IG findings and recommendations on 3/30/09 The IG received Mgt. response to IG findings and recommendations on 3/30/09 The IG received Mgt. response to IG findings and recommendations on 3/30/09	10. and 11. Estimated completion 2010. 14. Estimated completion 2009. IG will be notified as soon as strategic plan is finalized. 15. Estimated completion 2010.
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Federal Labor Relations Authority
Office of the Inspector General
FY 2009 Investigation Log

Case No.	Subject	Date Received	Status
2009-I-01	Two Federal Labor Relations Authority Employees alleged improper issuance of performance awards to a third Information Technology employee.	October 6, 2008	Investigation conducted by the Federal Labor Relations Authority and closed on October 27, 2008
2009-I-02	A Department of Veteran Affairs in North Hills California Biological Laboratory Technician was terminated from her position without notification to her or her boss, did not get proper pay or interaction with the VA Administration, Director/Chief of Payroll or Chief of Employee and Labor.	October 29, 2008	Referred to Department of Veteran Affairs Inspector General October 29, 2008
2009-I-03	Investigation of FLRA's Global Tech Inc. Information Technology contract requested by Chairman, FLRA	December 6, 2008	Completed January 23 2009
2009-I-04	Allegations against the Pension Benefit Guaranty Corporation not following a Federal Labor Relations Authority unfair labor practice charge, was forwarded by PBGC IG. The allegations were related to PBGC management and were not related to fraud, waste, abuse or mismanagement. There was no indication that the Washington Regional Office did not handle the case properly.	February 6, 2009	Preliminary Investigation Closed. Investigation not addressed. February 27, 2009
2009-I-05	A Veterans Administration Fiscal Department in Anchorage Alaska stated he was continually paid for 80 hrs after he went to a 48 hr status. He brought this issue to management, by phone and writing but no one seemed to respond. He resigned in March 2008 and his matter was not addressed by the VA.	March 10, 2009	Referred to the Department of Defense Inspector General March 10, 2009

Federal Labor Relations Authority
Office of Inspector General
Hotline Log FY 2009

Case No.	Subject	Date Received	Status
2009-H-01	Former military employee sent information relating to complaints issued to EEO, U.S. Attorney Offices, and FLRA Atlanta Regional Office from 1992 through 2002 relating to allegations of violations of federal law, harassment and improper handling of a senior employee who was also a member of the Naval Air Station, Jacksonville, Florida's EEO Committee and Union.	11-10-08	Not addressed because the filing of unfair labor practice charges did not take place since 1997 Closed 11/10/08
2009-H-02	VA Medical Center employee complained that his management improperly handled his ability to drive his federal car. He previously filed a complaint with EEO and felt they did not investigate the issue properly.	3-6-09	Referred complainant to the Department of Defense Inspector General. Closed 3-6-09
2009-H-03	Contractor from U.S. Postal Service concerned that payments to drivers in Denver Colorado and North Dakota have been taken away and the contractors are not receiving the payments.	3-23-09	Referred complainant to the Department of Labor Inspector General Closed 3-23-09
2009-H-04	President of AFGE stated he was trying to get the status of several unfair labor practice charges filed with the FLRA Washington Regional Office and left several calls and e-mails with the Director and Deputy Director and received no response.	3-25-09	The Inspector General discussed this issue with the Director of the FLRA Washington Office who stated he talks with the President, AFGE every week and called him back immediately today. Closed 3-25-09

<u>TABLE I</u>		
INSPECTOR GENERAL AUDIT REPORTS WITH QUESTIONED COSTS		
	NUMBER OF REPORTS	DOLLAR VALUE
A. For which no management decision has been made by the commencement of the reporting period.	No Questioned Costs submitted during this reporting period	
B. Which were issued during the reporting period?	2008 Financial Statement Audit	
	Not completed as of September 30, 2008	
C. For which a management decision was made during the reporting period.	The Agency PAR report and The Financial Statement Audit has not yet been issued.	
(i) Dollar value of disallowed costs.		
(ii) Dollar value of costs not disallowed.	.	
D. For which no management decision has been made by the end of the reporting period.	No Questioned Costs	
<u>TABLE II</u>		
INSPECTOR GENERAL AUDIT REPORTS WITH RECOMMENDATIONS THAT FUNDS BE PUT TO BETTER USE		
	NUMBER OF REPORTS	DOLLAR VALUE
A. For which no management decision has been made by the commencement of the reporting period.	The Current Chair has approved the Inspector General's 2010 Financial Statement Audit and Information Technology and FISMA Audit	\$85,000.00
B. Which were completed during the reporting period?	2008 Financial Statement Audit not yet completed.	
C. For which a management decision was made during the reporting period.	Same as Above	
(i) Dollar value of recommendations that were agreed to by management.	None issued yet	
(ii) Dollar value of costs that were not agreed to by management.	Current Chair agreed for 2 audits for the Inspector General.	
D. For which no management decision has been made by the end of the reporting period.	2005-2007 Financial Statement Audit Findings/Recommendations are being addressed by current management	

FEDERAL LABOR RELATIONS AUTHORITY
Office of the Inspector General
Oversight Activities Summary
October 1, 2008 – March 31, 2009

SUBJECT	STATUS
<i>Administrative Investigations</i>	5 <i>Closed</i>
<i>Inspector General Hotline Calls:</i>	4 <i>Closed</i>
<i>FOIA Requests</i>	2

FEDERAL LABOR RELATIONS AUTHORITY
Office of the Inspector General
CORRECTIVE ACTION SUMMARY
October 1, 2008 – March 31, 2009

<i>Total Corrective Actions</i>	127
<i>New Corrective Actions</i>	13
<i>Open Corrective Actions</i>	53
<i>Total Actions Closed This Period</i>	74
<i>Total to be Carried Over</i>	66

Definitions

Actions

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

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 efficiency and effectiveness of programs and operations.

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.

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. These letters may also be used to expand on previously issued audit report recommendations.

Questioned Costs

Expenditures questioned by the Inspector General are usually due to the following:

Unsupported costs, which involve inadequate documentation; Disallowed costs, which involve an alleged violation concurred with by Managements Decision of a law, regulation, grant, contract, or another agreement; or unnecessary costs which involve unnecessary or wasteful spending.

REPORT FRAUD, WASTE, ABUSE, AND MISMANAGEMENT

TO

THE FEDERAL LABOR RELATIONS AUTHORITY

OFFICE OF THE INSPECTOR GENERAL

HOTLINE

1-800-331-3572 (24 hr. service)

202-218-7744

or write to

FLRA

Office of Inspector General

1400 K Street, NW

Suite 250

Washington, D.C. 20424