



Office of The
INSPECTOR GENERAL
Montgomery County, Maryland

MID-YEAR STATUS ON RECOMMENDATIONS ISSUED – JANUARY 1, 2024 TO MARCH 1, 2025

AT A GLANCE

- 12 audits, reviews, and investigations yielded recommendations for improvement.
- Engagements covered numerous publicly funded entities, including the Montgomery County Public Schools, Department of Police, Fire and Rescue Service, Department of Transportation, Public Information Office, Department of Finance, Department of Procurement, Department of General Services, and Department of Environmental Protection.
- 34 unique findings resulted in 48 recommendations for improvement.
- 19 recommendations Closed subsequent to department action.
- 29 recommendations remain Open In Progress pending completion of noted actions.
- 4 engagements where all recommendations have been addressed and closed.

The Montgomery County Office of the Inspector General (OIG) provides independent oversight to Montgomery County government and independent county agencies, including Montgomery County Public Schools, to increase accountability and promote economy, efficiency, and effectiveness in county-funded programs and operations. The OIG's work is guided by professional standards that ensure the trustworthiness and accuracy of its findings and recommendations. The OIG conducts its audits, evaluations, investigations, and reviews under either the Association of Inspectors General [*Principles and Standards for Offices of Inspector General*](#) or the Government Accountability Office's [*Generally Accepted Government Auditing Standards*](#). Both standards require that the OIG verify that management has taken appropriate corrective actions to address identified issues.

After the OIG issues reports and recommendations, we follow up every 90 days with the respective entity to ensure that progress is being made towards implementing the recommended improvements. In FY24, the OIG modified its procedure for tracking and reporting on the status of corrective actions to include a more formal process, add direct engagement with the evaluated entity, and ensure greater transparency for our community and stakeholders. This report is a result of that effort and details the status of corrective actions related to engagements closed between January 1, 2024 and March 1, 2025.

The OIG categorizes progress towards implementation of recommendations into the following 4 statuses:

- **Open Unresolved:** No management response, inadequate response, or no agreement on corrective action plan.
- **Open In Progress:** Agreed on planned action, auditee is in the process of implementing stated actions, but no evidence of implementation has yet been provided to the OIG.
- **Open Resolved:** Auditee provided support to OIG indicating implementation was complete, OIG testing to ensure implementation.
- **Closed:** Recommendation has been implemented.

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Although our goal is to close recommendations within one year, we recognize that implementation of actions to address findings may sometimes take longer. The following tables provide information about the status of OIG recommendations made within the scope of this report and illustrate the progress being made. Table 1 displays information about engagements with open recommendations while Table 2 shows engagements where all recommendations have been closed. Table 3 details all engagements completed from January 1, 2024 to March 1, 2025, and the status of the associated recommendations.

Table 1: Engagements with Open Recommendations

Publication #	Report Title	Auditee	Date Report Issued	# Findings	# of RECS	# RECs Open	# RECs Closed
OIG-24-08	MCPS Complaint Handling	MC Public Schools	1/24/2024	5	5	2	3
OIG-24-09	MCPD Financial Management	MC Police	3/28/2024	6	10	9	1
OIG-24-15	Audit of MCDOT	MC Dept. of Transportation	6/24/2024	6	8	1	7
OIG-25-02	Office of Public Information	PIO	8/15/2024	1	4	4	0
OIG-25-04	Short-Term Residential Rental	Finance & DHCA	10/11/2024	3	7	7	0
OIG-25-05	Rainscapes Program	Environmental Protection	1/21/2025	1	1	1	0
OIG-25-06	Field Orders	Procurement, DGS, DEP	2/6/2025	2	2	2	0
OIG-25-07	ATEU	MC Police	1/13/2025	3	3	3	0
TOTAL				27	40	29	11

Table 2: Engagements with All Recommendations Closed

Publication #	Report Title	Auditee	Date Report Issued	# Findings	# of RECS	# RECs Open	# RECs Closed
OIG-24-07	MCPS - Senior Officials	MC Public Schools	1/10/2024	1	2	0	2
OIG-24-11	Sargent Shriver ES PTA	MC Public Schools	4/4/2024	2	1	0	1
OIG-24-12	Allegations of misuse of PACT grant funds	MC Police	4/17/2024	1	2	0	2
OIG-24-16	Office of Human Rights	Office of Human Rights	6/12/2024	3	3	0	3
TOTAL				7	8	0	8

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Table 3: Detail and Status of All Engagements with Recommendations

Report #	Description	Auditee	Publication Date	# Findings	# Recs	Status	# Recs Open	# Recs Closed
OIG-24-07	Report of Investigation: Investigation of Misconduct by Senior MCPS Officials	MCPS	1/10/2024	1	2		0	2
Finding 1	Policy Improvements							
Recommendation 1	Establish requirements mandating that anyone serving in a leadership position disclose to their supervisor any previous romantic and/or sexual relationships with employees within their supervisory chain.					Open-In Progress		
Recommendation 2	Strengthen policy requirements to mandate employees fully cooperate and provide complete and truthful information when questioned as subjects and witnesses as part of an investigation.					Closed		
OIG-24-08	MCPS Complaint Processing	MCPS	1/24/2024	5	5		2	3
Finding 1	MCPS does not have a comprehensive written policy addressing the receipt, evaluation, tracking and disposition of complaints.							
Recommendation 1	We recommend the BOE draft and implement a comprehensive policy, and MCPS issue aligned regulations and procedures, regarding the receipt and processing of employee misconduct complaints, to include a requirement to maintain a centralized, searchable database of all complaints with enough detail to enable the identification of patterns of misconduct and repeat offenders.					Open-In Progress		
Finding 2	DCI does not follow defined criteria when determining what actions to take with complaints.							
Recommendation 2	We recommend DCI formalize procedures and specific criteria to be used when assessing complaints and making disposition decisions.					Closed		
Finding 3	DCI does not have formal comprehensive policies for conducting and documenting investigations.							
Recommendation 3	We recommend the BOE draft and implement a comprehensive policy, and MCPS issue aligned regulations and procedures, that address how investigations should be conducted, and results documented by DCI.					Open-In Progress		
Finding 4	Electronic case files lacked evidence that DCI consistently followed sound investigative practices.							
Recommendation 4	We recommend MCPS undertake an effort to evaluate DCI’s role in the organization, assess staffing and training needs, and implement stricter oversight of DCI’s investigations.					Closed		
Finding 5	Previously identified deficiencies regarding DCI management and operations have not been addressed.							
Recommendation 5	MCPS should revisit and evaluate the previous findings and recommendations related to DCI and implement solutions to resolve those impacting MCPS’s ability to properly receive, evaluate, and track complaints. They should also implement policy and practices that improve the consistency of investigations, management oversight, and documentation requirements.					Closed		
OIG-24-09	OIG 24-09 Performance Audit of Financial Management Processes	MC Police	3/28/2024	6	10		9	1
Finding 1	MCPD did not always confirm the accuracy of collected citation revenue or contractor provided credits prior to approving and paying related invoices and does not have written procedures documenting processes used for the reconciliation of citation revenue received.							
Recommendation 1a	We recommend MCPD ensure reconciliations are performed and completed at least monthly, to include reconciling associated credits, to ensure invoices are accurate.					Open- Unresolved		
Recommendation 1b	We recommend MCPD develop and institute written procedures for the reconciliation of citation revenue.					Open-In Progress		
Finding 2	MCPD does not provide oversight of the traffic enforcement contractor’s handling of unpaid citations or their attempts to collect unpaid revenue.							
Recommendation 2	We recommend MCPD implement procedures to provide timely oversight of the contractor’s attempts to collect unpaid citations.					Open- Unresolved		
Finding 3	MCPD did not always adhere to county policies and regulations when procuring goods and services.							

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Report #	Description	Auditee	Publication Date	# Findings	# Recs	Status	# Recs Open	# Recs Closed
Recommendation 3a	We recommend the county update the Accounts Payable Policies to include instructions on the treatment of vendors doing business with the county prior to the implementation of CVRS.					Closed		
Recommendation 3b	We recommend MCPD establish and implement procedures to standardize the approval process for invoices.					Open-In Progress		
Recommendation 3c	We recommend MCPD establish and implement procedures to monitor vendor expenses to ensure cumulative payments do not exceed purchasing thresholds.					Open-In Progress		
Finding 4	MCPD's internal written procedures for the acquisition of goods and services are outdated.							
Recommendation 4	We recommend MCPD update Function Code 272 to include references to current county policies and reflect current processes for requesting and approving the purchase of goods and services, including the types of transactions that require a purchase request.					Open-In Progress		
Finding 5	MCPD's internal written procedures for the acquisition of goods and services are outdated.							
Recommendation 5a	We recommend MCPD ensure all non-local travel is recorded in eTravel prior to employees initiating travel.					Open-In Progress		
Recommendation 5b	We recommend MCPD address concerns about entering sensitive travel information in eTravel with county leadership.					Open-In Progress		
Finding 6	P-Card transactions related to Non-Local travel were not documented and approved in eTravel as required by the county's Non-Local Travel policy.							
Recommendation 6	We recommend MCPD ensure that P-Card transactions are supported with itemized receipts that include all required information.					Open-In Progress		
OIG-24-11	Investigation of Alleged Mismanagement of Grant Funds Provided to Sargent Shriver (SSES) ES PTA	MCPS	4/1/2024	2	1		0	1
Finding 1	SSES violated MCPS policy by transferring grand funds to the SSES PTA.							
Recommendation 1	We encourage MCPS to take action to retrieve the grant funds from the PTA and either spend them on a project supported by the grant or return them to the grantor.					Closed		
Finding 2	Grant funds have not been spent and the PTA is preventing them from being returned to MCPS.							
OIG-24-12	Allegation of Misuse of PACT Grant Funds	MC Police	4/15/2024	1	2		0	2
Finding 1	MCPD paid for 30 months of professional services in advance, a violation of County policy and GOCPP expectations.							
Recommendation 1	We recommend MCPD take appropriate action to address employee violations of policy.					Closed		
Recommendation 2	We recommend that MCPD take steps to ensure adherence with all grant and contract requirements, and the County's accounts payable policies.					Closed		
OIG-24-15	OIG 24-15 Performance Audit of Transit Services	MD DOT	6/24/2024	6	8		1	7
Finding 1	Some county bus stops are not compliant with ADA standards.							
Recommendation 1	We recommend MCDOT develop and implement a formal written plan to bring all bus stops into compliance with ADA Design Standards.					Open-In Progress		
Finding 2	MCDOT did not always ensure eligibility of participants prior to disbursing funds from the TSIF.							
Recommendation 2	We recommend MCDOT implement a process to monitor eligibility requirements of drivers/owners to ensure requirements are met prior to receiving disbursements from the TSIF.					Closed		
Finding 3	MCDOT improperly paid \$32,229 in TSIF disbursements.							
Recommendation 3	We recommend MCDOT develop and implement a formal review and approval process for TSIF Disbursement Applications and other requested reimbursements, to include reviewing and recording supporting documentation.					Closed		
Finding 4	TSIF disbursements totaling \$14,202.62 were approved and paid to a driver after confirming the driver had committed fraud.							

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Report #	Description	Auditee	Publication Date	# Findings	# Recs	Status	# Recs Open	# Recs Closed
Recommendation 4a	We recommend MCDOT implement a formal written review process for the monthly verification of WAV trips and mileage and conduct routine verification activities.					Closed		
Recommendation 4b	We recommend MCDOT work with the County Attorney's office to collect the \$14,700 owed by the unscrupulous driver.					Closed		
Finding 5	MCDOT did not ensure the eligibility of fuel relief recipients prior to disbursing funds.							
Recommendation 5a	We recommend MCDOT implement written procedures that require applicants for all programs to complete an application that addresses eligibility criteria.					Closed		
Recommendation 5b	We recommend MCDOT implement written procedures to evaluate application for program participation to ensure compliance and eligibility with established requirements before disbursing public funds.					Closed		
Finding 6	MCDOT made \$40,138 in unauthorized fuel relief payments							
Recommendation 6	We recommend MCDOT develop and implement formal written policy requiring MCDOT staff and managers administering financial incentive and disbursement programs be trained on relevant eligibility requirements and limitations on the use of the funds.					Closed		
OIG-24-16	<u>Office of Human Rights Intake & Complaint Processing</u>	Human Rights	6/12/2024	3	3		0	3
Finding 1	The Office of Human Rights was not properly tracing contacts with the office.							
Recommendation 1	Make improvements to intake log.					Open-In Progress		
Finding 2	The Office of Human Rights does not have written policies or procedures governing their responsibilities.							
Recommendation 2	Draft formal policies and procedures covering the full extent of the work done by the office, to include guidance that addresses the receipt and processing of inquiries and standardization of investigative files.					Open-In Progress		
Finding 3	The Office of Human Rights does not have mandatory training requirements for its staff.							
Recommendation 3	Establish and implement mandatory training requirements for staff investigating complaints.					Open-In Progress		
OIG-25-02	<u>Office of Public Information</u>	PIO	8/15/2024	1	4		4	0
Finding 1	The PIO does not comply with Administrative Procedure 6-8 and the procedure is outdated.							
Recommendation 1a	PIO revise Administrative Procedure (AP) 6-8, Social Media, to reflect updated concerns surrounding social media.					Open-In Progress		
Recommendation 1b	PIO implement procedures to routinely update the social media directory.					Open-In Progress		
Recommendation 1c	PIO centralize and widely disseminate guidance on naming conventions and visual consistency requirements.					Open-In Progress		
Recommendation 1d	PIO establish a method for routinely reviewing County social media sites to ensure compliance with the guidelines.					Open-In Progress		
OIG 25-04	<u>Short-Term Residential Rental Program</u>	Finance & DHCA	10/11/2024	3	7		7	0
Finding 1	DHHS made minimal effort to enforce STRR Code provisions leading to unlicensed and ineligible STRRs and thousands of dollars in missed revenue.							
Recommendation 1a	Enforce compliance with applicable STRR Code provisions and licensure requirements.					Open-In Progress		
Recommendation 1b	Implement procedures to identify and maintain a current list of all STRRs operating in the County, including collaborating with Finance to ensure all properties that have remitted transient tax have a STRR license.					Open-In Progress		
Recommendation 1c	Communicate STRR program requirements to residents, hosts, and prospective hosts.					Open-In Progress		
Finding 2	Insufficient staffing and no formal policies or procedures exist to administer the STRR program.							

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Recommendation 2	We recommend DHCA implement formal policies and procedures to effectively manage the STRR program, to include defining staff roles and responsibilities.					Open-In Progress		
Finding 3	The County does not require online brokers to provide sufficient detail when remitting aggregated tax payments.							
Recommendation 3a	Identify and pursue methods to ensure the County collects all taxes owed by STRR property owners.					Open-In Progress		
Recommendation 3b	Conduct routine audits of aggregate transient tax payments.					Open-In Progress		
Recommendation 3c	Assess interests and penalties as outlined in the County Code when warranted.					Open-In Progress		
OIG-25-05	RainScapes Rewards Rebate Program	DEP	1/21/2025	1	1		1	0
Finding 1	Barriers exist that limit or prevent certain residents from participating in the RRP, creating inequitable opportunities for some residents to receive benefits over others.							
Recommendation 1	We recommend DEP evaluate and modify RRP related administrative practices to address and remedy barriers to access so all residents have opportunities to benefit from the program.					Open-In Progress		
OIG-25-06	County Usage of Field Orders	Procurement, DGS, DEP	2/6/2025	2	2		2	0
Finding 1	The County has no formal written policy pertaining to field orders, leading to inconsistent practices amongst departments.							
Recommendation 1	We recommend the County implement a universal policy governing the use of field orders, and a process that ensures compliance.					Open-In Progress		
Finding 2	Field orders were approved and issued without meeting required conditions outlined in the procurement regulations.							
Recommendation 2	We recommend the County develop a process that ensures field orders are issued in compliance with County regulations and that evidence of such is properly documented.					Open-In Progress		
OIG-25-07	Review of the Automated Traffic Enforcement Unit's Oversight of Speed Camera Functionality	MC Police	1/13/2025	3	3		3	0
Finding 1	MCPD did not consistently confirm they received the number of cameras for which they were billed prior to paying invoices.							
Recommendation 1	We recommend ATEU develop and implement written procedures documenting the process for confirming the number of speed cameras in operation for a given month prior to MCPD paying for related invoices.					Open-In Progress		
Finding 2	MCPD does not have written policies and procedures governing daily required tests of speed cameras.							
Recommendation 2	We recommend MCPD develop and implement written policies and procedures to ensure daily self-tests are completed and documented consistently.					Open-In Progress		
Finding 3	MCPD did not monitor performance metrics outlined in the contract resulting in the County potentially overpaying for speed cameras.							
Recommendation 3	We recommend MCPD monitor and enforce performance metrics outlined in the contract to avoid overpayment of invoices.					Open-In Progress		