About the OIG
The Office of the Inspector General is an independent oversight agency, established by legislature with the goal to “promote good government by preventing and detecting the misuse of public funds and public property.”

The vision of the Inspector General is to “enhance public confidence in government, ensuring accountability, and promoting the best interests of the people of the Commonwealth in the use of public funds and property” (OIG website, 2020).

Office Mission & Goals
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Daily Responsibilities
Day to day activities involve assisting investigators within AOI with projects for various cases.

OIG Fraud Hotline
The fraud hotline runs on a monthly rotation, with Co-ops covering the hotline twice a month. Routine coverage involves listening and responding to phone complaints, reading and responding to email complaints, and background research as needed. Often, people call with issues that the office does not handle, so it is the hotline person’s job to determine which agency or department might be able to better assist the complainant.

Examples:
- A civilian calls to report identity theft, they would be referred to the Fair Trade Commission
- An individual calling to report Unemployment fraud would be directed to the Department of Unemployment Assistance.

Data Entry and Analysis
All investigations within the Office focus on the use of government funds, meaning they are all financial in nature. A majority of the work I completed throughout my co-op involved entering and handling data on bank records and statements, through both analysis and entry.

- Schedule bank records – taking details from bank statements and entering them into spreadsheets to enable the data to be analyzed
- Analyze financial documents – reviewing bank statements in order to locate specific deposits related to the case

Assisting with Interviews and Interview Reports
Interviews are a critical part of the investigative process. Investigators conduct interviews with targets of cases, as well as informational witnesses. My responsibilities involved:

- Sitting in on interviews to assist lead investigators
- Taking detailed notes during the interview and using those to draft a formal interview report for the case file

Professional Development
Analytical Skills
- Entering and handling data in spreadsheets as well as analyzing bank statements and documents helped to develop my ability to review and analyze information to locate critical parts

Communication Skills
- Oral – Communicating findings for research projects and on a daily basis with investigators. My written communication skills improved through interview reports, email communications, and written work products from research projects

Attention to Detail and Time Management
- Looking for specific details in documents and bank statements improved my precision when reviewing documents.
- Having multiple projects at once with separate deadlines allowed me to learn to manage time more efficiently.

Course Integration
Specific and General Deterrence Theory
- Specific deterrence: the concept that punishing the individual will deter that person from further crimes
- General deterrence: punishing an individual for a crime will deter the general public from committing that crime
- Investigations conducted by the OIG can result in letters with recommendations on changes to be made – these are a practical example of specific deterrence, inducing shame for the actions that occurred could work to deter the town/agency from committing those acts again

White Collar Crime
- Edwin Sutherland’s theory of white-collar crime posits that ‘crime’ is not limited to acts that result in arrests but could include illegal actions by individuals in power that are not sanctioned by law, because of the power and wealth those individuals hold (Cullen & Agnew, 2014).
- The term ‘white-collar’ refers to individuals in positions of wealth and power who are not the stereotypical ‘street criminals’
- The cases investigated by the OIG are not all criminal, but the ‘targets’ of the investigations, more often fit the ‘white collar criminal’ type. Individuals investigated are not always ‘caught’ in the traditional sense, but the office is able to call attention to their crimes that are not ‘criminal’ in the traditional sense.

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