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Subject: Open for Business-Office of the State Inspector General (IG)

The purpose of this email is to solicit your help in guiding the resources of the new, independent Office of the State Inspector General (IG) to target waste, cost savings opportunities, or ineffective operations. This email is being sent to every legislator, key staff, and executive branch agency head. This group is the IG's primary customer base. You are on the "front line" dealing with budgets, agency(s) performance, state-wide processes, and just plain getting things done. You have the best view of what works; what is OK; and what needs examination for potential significant improvement or cost savings.

The IG was established on July 1, 2012. Over the past two months, I have sought input on implementing the IG's "fraud, waste, and abuse" mission from many of the recipients of this email via in-person contacts, phone, or email. If I have missed contacting you directly, I apologize and feel free to contact me direct (803-896-4721) with any questions, concerns, or input for this new agency.

Even with dedicated, hardworking South Carolina state employees, we are going to have pockets of fraud, waste, and abuse given an executive branch operation consisting of 20 billion dollars with 58,000 employees. Fraud and abuse are both integrity type investigations, and will have high accountability for individuals involved. However, the real cost savings and a significant aspect of the IG's work will be in just plain "waste" cases caused by illnesses found in every organization, such as duplication, obsolete processes, mission drift, lack of coordination, complacency, and organizational inertia.

Busy state government leaders get glimpses of potential cost saving ideas or improvements, but given the press of business and the complexity of many issues, it is often difficult to look further into these issues. The IG was established to do just that—have the time and skill set to "look under the hood." The IG will quickly assess, make recommendations, and report out the results to stimulate change where needed. Organizations, like humans, have an amazing ability to maintain the status quo until it is clear there is a problem. However, once a problem is accepted, organizations are equally amazing in their adaptability to address.

I promise each recipient of this email the IG will carry out its function in a positive manner to stimulate positive change for the greater good, rather than a "gotcha" approach. An agency head may be hesitant to self-identify a component of their operation to review, but oftentimes feedback from an objective external oversight agency can better help an agency head drive change more so than an internal initiative.

Any information you provide to the IG will be held in absolute confidence. Please contact me with your cost saving ideas via any of the below methods, whichever is best for you.

- Email patrickmaley@oig.sc.gov;

- Call my office phone (803) 896-4721;
- Call my cell (803) 429-4946;
- Call & I will come to your office;
- Call IG hotline at 1-855-SC FRAUD;
- Email IG hotline via our web page oig@oig.sc.gov;
- Send letter, true name or anonymous, to me at 110 Centerview Drive, Suite 201, Columbia, SC 29210.

The IG has limited staff as it ramps up, but we will find a way to get working on the ideas we can absorb now, and get on the rest as we increase staff. Thanks in advance for adding input to help South Carolina Government better serve our citizens.