

# Chapter 9 – Grant Monitoring

## **9-1 Overview**

Grant monitoring tracks a project's progress throughout the fiscal year. Grant monitoring oversees the accomplishment of project objectives and performance measures and compliance with applicable procedures, laws and regulations. Grant monitoring is ongoing throughout the duration of the project and is formal and informal, financial and operational. It serves as a management tool for project control and presents an opportunity for sharing information and providing assistance. Grant monitoring is a set of procedures and forms for project review and documentation. Documentation is critical for the Safety

Grant Administrator as it provides evidence that the grantee has been performing their responsibilities laid forth in the executed grant agreement. This monitoring is performed mainly by Safety Grant Administrators. In certain instances the LELs, Program Coordinators, and the Safety Project Manager, as well as other BSPE staff who have reason may be involved.

Monitoring and reporting program performance are required to:

- Ensure compliance with state and federal requirements.
- Ensure that objectives and performance measures are being achieved.

Grant monitoring serves as a management tool for:

- Identifying changes needed.
- Identifying training or assistance needed.
- Providing data necessary for daily operations, planning, and evaluation.
- Identifying exemplary projects and best practices.
- Budgetary expenses.

### **Types of Monitoring:**

- On-going monitoring (Section 9-4)
- On-site or Desk project monitoring (Section 9-5)
- GATA BoBS 2832 Reporting (Section 9-6)
- Review of Project Performance Reports (Section 9-7)
- Review and approval of Claims for Reimbursement (Section 8-6)
- Grantee Orientation (Section 9-2)
- End of year report

In addition to the formal monitoring done above, the following items should also be performed on a regular basis by Safety Grant Administrators, LELs, Program Coordinators, and Safety Project Manager (Section 9-5):

- Desk review of other documents in the project files for timely submission and completeness.
- Review of reports from the Evaluation Unit to make sure goals and objectives are being met.
- Monitoring of project activities, grant management, and oversight practices.

### **9-2 Grantee Orientation Meeting**

Meetings may be held at various locations throughout the state, usually in September, to review monitoring, goals and procedures for BSPE local highway safety projects. New grantees are expected to attend these events as a condition of receiving their grant. BSPE staff will use these meetings to cover topics such as:

1. General guidance, monitoring, and compliance components of grant
2. New and revised specifications and grant requirements
3. Accomplishments from the past year and goals for the next year
4. Changes in forms and reports and other areas of interest.
5. Where to find necessary information

### **9-3 Grantee Checklist**

During the grant year, each grantee should maintain a working project file.

- As documents related to the grant are submitted by the grantee to BSPE they should be checked off on the checklist.
- When the grant is completed the checklist, if used, should be completed, signed, dated, and mailed to BSPE attached to the final claim for reimbursement.

### **9-4 On-going Monitoring**

#### **Overview**

A basic definition of on-going monitoring is every time a Safety Grant Administrator, LEL, Program Coordinator, or BSPE staff member communicate with a grantee about the project and its performance. On-going monitoring occurs in the regular operations in performing duties to assess the quality of internal controls and project performance.

#### **A. Frequency of Monitoring**

The day-to-day operation and communications of the grant. This is also how Safety Grant Administrator and grantees can share information and what is going on with the grant.. This is how information is also shared from IDOT or NHTSA to the grantee.

#### **B. Items to Cover**

Any item related to the progress and management of the grant might be covered in ongoing monitoring. Although usually limited to the progress of activities, ongoing monitoring should cover the timely submission of complete and correct reports and required documentation; budget issues; overruns or under spending; problems encountered; procurement procedures; projected changes; the need for any amendments; and the application of best practices.

#### **C. Procedures to Follow**

The Safety Grant Administrator, LEL, Program Coordinator, and Safety Project Manager should routinely set aside time to call or meet with grantee personnel to discuss a list of issues or questions prepared prior to the contact. A critical part of these routine contacts is to ensure that all issues are covered and that a deadline has been agreed upon to resolve any issues. Documentation of these contacts, such as notes or e-mails, should be kept in the electronic correspondence files and made available for monitoring. Each grant agreement includes a provision that the grantee will attend meetings with the Safety Grant Administrator, LEL, Program Coordinator, or Safety Projects Manager, to present the status of activities and discuss problems and expectations of the project.

#### **D. Participants**

On-going monitoring should involve grant personnel with management and oversight responsibility for the project. In addition to the project director, this would include a financial officer, possibly an agency grants manager, and any other key personnel.

## **E. Documentation**

Originals of all checklists, reports, and correspondence are to be kept in the project paper or electronic file. A note to the file should be completed to document meetings and discussions or completing a BSPE 10 Project Monitoring/Contact Report form. Copies of complete e-mail contact chains should be added to the file. This documentation becomes extremely important during the course of the project in case of changes in project activities, budget, or grant personnel. The documentation is important at the end of the project, since it is used to evaluate project and grantee performance, as well as provide information for potential grant agreement audits.

## **F. Evidence of Present or Potential Problems**

Documentation should be prepared on any issues discovered and contain at a minimum:

- detailed explanation of any problems or procedural non-compliance noted and recommendations for corrective actions.
- proposed date for next monitoring review.

## **G. Training and Assistance Provided**

Documentation should be prepared listing any special services provided or recommended for the future.

## ***9-5 On-site or Desk Project Monitoring***

### **Overview:**

Safety Grant Administrator, LEL, Program Coordinator, or Safety Projects Manager will do on-site/desk monitoring to review project status, documents, grant management, and financial records systems. In-depth review is often called "on-site project monitoring" because BSPE staff usually go to the physical location of the project/offices to conduct this monitoring. In certain situations desk monitoring is also allowable but will be allowed on a per case basis with approval from BSPE management. With the modernization of communications most information can be shared electronically and therefore removes the need for an in person monitoring visit. Monitoring of a project should involve all project personnel with management or oversight responsibility for the project, including a financial representative. BSPE Program Coordinators should be included when appropriate.

Regular on-site/desk monitoring helps to ensure compliance with the grant agreement and state and federal regulations. Monitoring also informs IDOT if grantee performance is unsatisfactory or other problems are identified. It is recommended to complete on-site/desk monitoring for new projects earlier in the year to ensure compliance and to answer any questions to the new grantee may have with the execution of the grant.

### **A. Frequency of On-Site Monitoring**

**Law Enforcement Projects.** For state law enforcement agencies, local municipal police departments, university police, park district police, and Sheriff's departments, the Safety Grant Administrators will conduct **one on-site/desk campaign review** for **1/3** of all of their

enforcement grantees no matter the dollar amount. Every year the Safety Grant Administrator will rotate the grantees that receive a campaign review so that all enforcement grantees will have a campaign review at a minimum of one per three years. In the event there is suspicious activity or teaching required, the Safety Grant Administrator will conduct a campaign review.

A written schedule for monitoring each grant should be developed and documented by the Safety Grant Administrator or Program Coordinator and submitted to the Safety Projects Manager for review and approval. Typical documentation can be presented in an excel file with all of the Safety Grant Administrators Grantees for ease of use.

BSPE staff will also conduct the following;

- a. Within the first two months of a new grant year the Safety Grant Administrators and LELs will discuss the coordination of completing a BSPE 26 for local agency project agreements or a BSPE 26-A for state agencies. Orientation meetings should be documented on the BSPE 26, BSPE 26-A, or BSPE 26-B form. The orientation meeting does not count as a monitor visit.

The completion of the BSPE 26 and/or BSPE 26-A can be conducted either on-site or by phone. The Orientation Checklist forms must be signed by either the Safety Grant Administrator or LEL conducting the meeting and either the Project Director or Authorizing Representative. At this meeting BSPE staff will define responsibilities, explain paperwork and forms, explain the oversight process and answer any questions.

- b. Law Enforcement Liaisons will monitor four times each fiscal year, each time completing a BSPE 09.
- c. The Safety Grant Administrator's are required to conduct campaign reviews either on-site or at their desk during the fiscal year. The Safety Grant Administrator are required to conduct campaign reviews on **1/3 of the total STEP agencies. Each year campaign reviews are required to be done on different agencies from the previous year unless there was the need for ongoing monitoring. A three year schedule is required to ensure agencies receive a review at least every three years.**

Example: if a Safety Grants Administrator has 30 STEP projects then the Safety Grant Administrator must conduct ten (10) campaign reviews of their assigned STEP projects. The Safety Grant Administrator must discuss with the LEL assigned to the STEP project regarding the campaign review. The LEL may have knowledge or information regarding the agency that will assist the Safety Grant Administration with their campaign review.

Documents needed to conduct a campaign review are:

- BSPE 205 Data Collection Form
- BSPE 500 Claim for Reimbursement form
- CAD Data records
- Finance/Payroll Records
- Complete BSPE 09 Monitor Form and submit to Safety Projects Manager

- d. Safety Grant Administrator's, LELs, Program Coordinators, and the Safety Projects Manager are also expected to have other regular contact with their grantees through

an exchange of e-mails, letters, or phone calls. These additional contacts should be documented in the file and in the agency's electronic correspondence file on the S Drive.

**Non-law enforcement projects**, Safety Grant Administrators will conduct on-site/desk monitoring visits based on the schedule below, unless otherwise required. On-site visits will be held at the grantees business site.

**one on-site or desk monitor** visit per grant term when agreement amount = **\$0 - \$50,000.00** (The Orientation Checklist meeting does not count toward an on-site/desk monitor):

**two on-site or two desk monitor or one on-site and one desk monitor** visits per grant term when agreement amount = **\$50,001 – and above** (The Orientation Checklist meeting does not count toward an on-site/desk monitor):

BSPE staff will also conduct the following;

- a. Prior to start of a new fiscal year Grant Contacts or their designee have the option to attend an orientation meeting hosted by BSPE at select location/s. If the grantee did not have a grant in the previous year they are required to attend this meeting. This meeting is used to inform grantees of grant procedures and operation. Orientation meetings should be documented on the BSPE 26, BSPE 26-A, or BSPE 26-B form.
- b. Grant Administrator's, LELs, Program Coordinators, and the Safety Projects Manager are also expected to have other regular contact with their grantees through an exchange of e-mails, letters, or phone calls. These additional contacts should be documented in the file.
- c. A written schedule for monitoring each grant should be developed and documented by the Safety Grant Administrator or Program Coordinator and submitted to the Safety Projects Manager for review and approval. Typical documentation can be presented in an excel file with all of the Safety Grant Administrators Grantees for ease of use.
- d. The Safety Grant Administrator handle all administrative aspects of the agreement, claims for reimbursements, completed forms, filing, and general oversight of the agreement. BSPE makes the final ruling on all issues in the grant.
- e. Complete all associated forms for the administration of the grant.

## **B. Items to Cover**

On-site monitoring includes all issues related to the effective and efficient operation of the project. The following, though not all-inclusive, are the most important items to review:

- Progress toward achievement of objectives and performance measures.
- Adherence to the Grant Agreement.
- Timely submission of complete and correct reports, including required documentation.

- Status of expenditures as they relate to the budget, including any overruns or under spending.
- Personnel records and time sheets.
- Any necessary pre-approvals.
- Review of CAD files for Enforcement Agencies
- Review of bills for accuracy of expenditures
- Review BoBS 2832
- Review BSPE 07 for Non-Enforcement Reporting
- Review BSPE 205 for Law Enforcement Reporting

## **C. Procedures to Follow**

### **Advance Preparation**

Prior to an on-site/desk monitoring, the Safety Grant Administrator, LEL, Program Coordinator, or Safety Projects Manager should:

- Plan each on-site/desk monitoring visit well in advance (i.e., preferably at least two to three weeks).
- Carefully review the grant agreement to determine which activities in the Project Agreement should have been accomplished by the on-site monitoring date.
- Note any special terms, conditions, or problems that need monitoring.
- Review all correspondence, Performance Reports, and Claims for Reimbursement submitted prior to the visit.
- Set up appointments/calls with key project staff (i.e., management and fiscal).
- Provide a list of the documents to be reviewed, if any are required.
- Note any items requiring follow-up from previous monitoring visits.

### **Review of Project Status**

The Safety Grant Administrator, LEL, Program Coordinator, or Safety Project Manager will review the status of project activities. Examples of evidence of progress toward task completion including but not limited to:

- Attendance rosters for training projects or events.
- The number of citations issued for enforcement projects.
- Newspaper clippings of events and public information activities.
- Written analyses and reports for data or problem identification projects.
- Survey or questionnaire results.
- Personnel training records.

### **Review of Budget Requirements**

The Safety Grant Administrator, LEL, Program Coordinator, or Safety Projects Manager will review appropriate program and financial documents for adherence to budget requirements, including, but not limited to:

- Expenditures are on schedule.
- Costs are in the approved budget category or any subsequent amendment.
- Any necessary prior approvals for equipment purchases or changes have been obtained.
- Appropriate procedures have been followed for all expenditures.
- Appropriate supporting documentation is available and filed.
- Expenditures are allowable and necessary to the project objectives.

### **Direct Observations**

Although not required, on-site monitoring could also include direct observation of activities performed. These might include attendance or participation in:

- Meeting, workshop or training course
- Press conference or other media event
- Presentation to a school, organization, or civic club
- Task force or committee meeting
- Target Detail, Roadside Safety Check (RSC) or Seat Belt Enforcement Zone (SBEZ), Saturation Patrol

### **D. Participants**

On-site/Desk monitoring should involve grant personnel with management or oversight responsibility for the project. In addition to the project director, this would include a financial officer and any other key project personnel.

### **E. Documentation to Complete**

- BSPE 09 (Enforcement Grantee)

The Safety Grant Administrator, LEL, Program Coordinator, or Safety Project Manager will complete the On-Site Project Monitoring Checklist and Report (i.e., IDOT Form BSPE 09), sign it according to the instructions provided, and attach copies of all appropriate records and other documents reviewed during the visit. For Law Enforcement projects the grantee Project Director should sign the form at the completion of the monitoring visit and be provided a copy. If desk monitoring is used the agencies will still be responsible for signing the BSPE 09 and it should be noted on the document that it was completed by desk monitoring. BSPE staff will each retain a copy of the report. The original with any appropriate attachments will be placed in the Project File maintained at BSPE's office.

- BSPE 07 (Non-Enforcement Grantee) each non-enforceemtn grantee must submit the BSPE 07 Non-Enforcement Grantee Performance Report to their assigned Safety Grant Administrator. This form captures information on grant activity during the quarter. Ultimately information on this form is used for evaluating the grantee and used in the Annual Report to NHTSA.

- BSPE 10 Project Monitoring/Contact Report this form serves to provide documentation on on-going monitoring, which may deal with only one issue rather than the entire grant.
- BSPE 04 On-Site Monitoring this form serves to provide documentation which deal with a contact
- BSPE 27 Project File Review form to use to review a grantee project file that are located in the BSPE Project File room (008). Guidelines to follow when reviewing what should be in the project file in the proper location.
- BSPE 35 Major Equipment Inventory form serves to provide documentation for major equipment purchases by grantee.
- BSPE 36 form Major Equipment Inventory Inspection form serves to provide documentation for major equipment purchases by grantee.
- BSPE 26 or BSPE 26-A Orientation Meeting Checklist form serves to provide documentation of the Safety Grant Administrator and LEL first visit with a grantee to discuss important information regarding the grant.

The initial orientation meeting should be documented on either form.

As mentioned before will be filled out monthly or quarterly and stored in the project file.

All forms may be obtained on the IDOT forms master list or by contacting any IDOT staff member.

#### **F. Evidence of Present or Potential Problems**

Documentation should be prepared on any problematic issues discovered. Once prepared, it must be shared with the Safety Grant Administrator's direct supervisor. Once discussed, an action plan will be created to address the present or potential

problems. If the issue is potentially intentionally fraudulent, it will be handled by the IDOT Office of Investigations and Compliance (OIC), see Fraud, Waste, and Abuse.

Findings must contain at a minimum:

- Detailed explanation of any problems or procedural non-compliance
- Recommendations for corrective action
- Proposal for continued monitoring to ensure compliance

\*if the situation is deemed fraudulent the information will be brought to OIC immediately by the Safety Grant Administrator's direct supervisor.

### **G. Training and Assistance to Complete Corrective Action**

To ensure potential and present problems do not continue, IDOT will provide training or assistance to grantees to help correct issues. Documentation should be prepared listing any special services provided or recommended for the future. All documentation will be kept in the file and Safety Grant Administrator will monitor progress of corrective action.

### **H. Fraud, Waste, and Abuse**

If an IDOT employee is aware of or suspects the commission of fraud on transportation-related projects funded by IDOT's BSPE including fraud pertaining to the highway safety program, the employee must notify their immediate supervisor. The supervisor will take it up the chain of command to the Bureau Chief and then contact IDOT's Bureau of Investigations and Compliance (BIC). Allegations may be reported by anyone. BIC's Hotline is open 24 hours a day. All information will be kept strictly confidential and not shared with anyone outside of the chain of command unless the suspect is in the chain of command.

Please see Fraud, Waste, and Abuse at the end of this section for specific information on reporting fraud, waste, and abuse.



## **9-6 GATA BoBS 2832 Reporting**

The BoBS 2832 is required for all grantees by the Grants Accountability and Transparency Act. This replaces Senate Bill 51 reporting. Agencies required amount of reporting is dependent upon the Internal Control Questionnaire and Programmatic Risk Assessment that was submitted by the grantee agency. Low and Medium risk agencies are required to submit quarterly. High risk agencies are required to submit once a month. If unaware of the reporting level, please review the agreement, ICQ, and PRA.

**Monthly:** Oct, Nov, Dec, Jan, Feb, Mar, Apr, May. ect.

**Quarterly:** Oct-Dec, Jan- Mar, Apr-June, July-Sept.

Once the BOBS 2832 has been submitted correctly, the BOBS 2832 and any supporting documents will be placed in the agencies physical and electronic file.

The BOBS 2832 has the potential to change, so please review the current version issued by GATA to ensure the correct form is being filled out and correctly.

#### Internal Procedures and Guidance for BoBS 2832:

- Safety Grant Administrators are responsible for the collection and review of the BoBS 2832.
- Safety Grant Administrators and Grantees need to be aware of the grantees reporting schedule as documented in the executed grant agreement.
- IDOT will use the BoBS 2832 Tracking Sheet on the IDOT internal S drive. Safety Grant Administrators will be updating this sheet when they receive a correct and completed 2832.
  - Example: Tracking Sheet 19 FFY Highway Safety Grants\2019 2832 Tracking
- Reminder emails should be sent out one week before the due date to Grantees. It is the Safety Grant Administrators/Grantees responsibility to ensure the BOBS 2832 is submitted correctly.
- Section 14-22 of BoBS 2832 will be replaced by the BSPE 07 or BSPE 205  
Grantees do not have to resubmit the 205s or 07s for the BOBS 2832. As long as the agency has submitted them with their claims and they are in the electronic file.  
If they have not been received electronically (BSPE 07), BSPE staff will scan and place with the BoBS 2832.
  - Non-Enforcement: If the grantee is reporting quarterly, place all BSPE 07s that happen within that three months.
  - Enforcement: If a grantee is required to submit the 2832 and no enforcement has completed, no 205 are required. Please note on the 2832 that no work has been completed during this time frame.
- If the 2832 has not been submitted, the agency should be contacted weekly by the assigned Safety Grant Administrator until completed.
- Ensure 2832 is submitted with the correct information.
- Once the 2832 has been submitted, the 2832 and any supporting documents will be placed in the Reports folder in that agencies file. If there is no Reports folder one will be created. This folder will be with the agreement, application, and correspondence folders.  
Within the reports folder make additional folders to house all of the information for each 2832.

**Monthly:** make a folder for each month Jan, Feb, Mar, Apr, May ect.

**Quarterly:** make a folder for each quarter- Q1, Q2, Q3, Q4

- Once the 2832 and supporting documentation has been submitted, reviewed, and placed in the appropriate folder, the Grant Administrator will now update the excel tracking sheet showing it was submitted.
  - Tracking Sheet: 19 FFY Highway Safety Grants\2019 2832 Tracking

## **9-7 Project Performance Reports**

### **Introduction**

Monitoring is dependent upon the timely submission and careful review of each Project Performance Report submitted by the grantee and performance reviews conducted by the BSPE Evaluation Unit.

Performance Reports will contain brief information on the following:

1. A comparison of actual accomplishments to the objectives established for the period
2. The reason for lack of accomplishment if established objectives were not met
3. Additional pertinent information (e.g., newspaper articles, pictures)
4. Required data tables

### **Frequency**

The frequency of reporting is established in the project agreement and is normally on a monthly basis. Reports for enforcement grants with campaigns are due on the dates listed in the project agreement schedule, usually following the completion of the enforcement campaign. Short-term projects (e.g., Click It or Ticket and/or Labor Day mini enforcement mobilization) may only require one report from the grantee. For all other grants, the monthly report is due by the 10<sup>th</sup> of the following month.

However, under certain circumstances BSPE must be informed as soon as the following types of conditions become known:

- Problems, delays, or adverse conditions, including a change of project director or other changes in grantee personnel that materially affect the ability to meet the project objectives of the grant. This disclosure must include a statement of the action taken, or contemplated, and any assistance needed to resolve the situation.
- Favorable developments or events that enable meeting time schedules and objectives sooner at less cost than anticipated or producing more beneficial results than originally planned.
- Unfavorable developments or events that will prevent the meeting of time schedules and objectives.

Such circumstances should be detailed in a letter to BSPE or clearly explained in the monthly or quarterly report.

### **Documentation Requirements**

For non-law enforcement grants all parts of the Performance Report Form (i.e., IDOT Form BSPE 07) must be completed. Supplemental information and documentation may be submitted with the Performance Report. Instructions are included with the form. Some projects with sporadic activity may require only quarterly reports and should have that documented on the first report form filed.

Other required forms include:

## CPS Report Forms BSPE 1003 CPS Program Seat Distribution.

For law enforcement grants the appropriate form for each type of grant shall be utilized, these forms include:

STEP Report Form BSPE 205

### ***9-8 Equipment and Supply Inspection***

The Grant Administrator, LEL, Program Manager, or Safety Projects Manager will normally inspect annually any equipment with a purchase value of \$5,000.00 or more purchased as part of a project. When inspecting the major equipment item a BSPE 36 Major Equipment Inventory Inspection form must be completed and put in the project file. In addition other items purchased for grant use, with a value of more than \$300.00 and less than \$5,000.00, should also be inspected.

Inspection includes items such as computers, printers, cameras, in-car video cameras, radars/lasers, fax machines, and trailers. This is to ensure that the equipment and supplies are being used for the purpose for which it was purchased under the grant agreement.

### ***9-9 Project File Reviews***

BSPE staff will perform bi-annual reviews of project files to ensure that adequate project management activities are being documented. This review shall be documented by completion of a form BSPE 27 Project File Review or BSPE 27-B State Agency Project File Review. A copy of the form shall be maintained in each file and a summary of any findings should be prepared and discussed with appropriate management staff to deal with any issues discovered.

### ***9-10 Resolution of Findings***

During the course of a project, circumstances may arise that accelerate project activities, delay the project, or are otherwise outside of the scope of the project and may result in the administration of any one of the following Sections from the grant agreement: Article XVI, Section 16.1 Termination; Section 16.2 Suspension; Section 16.3 Non-compliance; Section 16.4 Objection; Section 16.5 Effects of Suspension and Termination and Section 16.6 Close-out of Terminated Agreements.

### ***9-11 Project Audit***

If irregularities within grant operations are identified, BSPE may request IDOT's Investigations and Compliance Section perform an audit.

### ***9-12 Fraud, Waste, and Abuse***

If an IDOT employee is aware of or suspects the commission of fraud on transportation-related projects funded by IDOT's BSPE including fraud pertaining to the highway safety program, the employee must notify their immediate supervisor. The supervisor will take it up the chain of command to the Bureau Chief and then contact IDOT's Bureau of Investigations and Compliance (BIC). Allegations may be reported by anyone. BIC's Hotline is open 24 hours a day. All information will be kept strictly confidential and not shared with anyone outside of the chain of command unless the suspect is in the chain of command.

## **Report to IDOT**

IDOT Fraud Hotline

Call: 1-800-455-5008 (toll free)

Email to: [DOT.FraudAwareness@illinois.gov](mailto:DOT.FraudAwareness@illinois.gov)

Mail to: IDOT Bureau of Investigations and Compliance

2300 South Dirksen Parkway

Springfield, IL 62764

## **Report to the Office of the Executive Inspector General**

Complaints regarding allegations of misconduct, fraud and waste related to entities under the jurisdiction of the Office of Executive Inspector General (OEIG) for the Agencies of the Illinois Governor may be submitted by anyone. Examples of allegations of violations by public employees that may be investigated by the OEIG include, but are not limited to: fraud, abuse of authority, corruption, theft of state property, improper use of state time, property, or other resources for prohibited political purposes, bid rigging, improper time reporting and other forms of misuse of public property, equipment or other assets.

Complaints may be filed orally or preferably in writing. Forms for this purpose are available at the OEIG website (see <https://www.illinois.gov/oeig/Pages/default.aspx>), under Complaints. To report a violation:

- Call the OEIG's toll-free hotline at 866-814-1113
- Complete an online complaint form
- Contact the Office via telecommunications device for the disabled (TTY) at 888-261-2734

Mail a completed complaint form to:

Office of Executive Inspector General for the Agencies of the Illinois Governor

Attention: Complaint Division

69 West Washington, Suite 3400

Chicago, IL 60602

- Fax a completed complaint form to 312-814-5479
- Visit the OEIG's Springfield or Chicago offices to obtain, complete and submit a complaint form

## **Report to Federal Government**

The U.S. Department of Transportation (DOT) Office of Inspector General (OIG) also maintains a Hotline to facilitate the reporting of allegations of fraud, waste, abuse or mismanagement in U.S. DOT programs or operations. Such allegations shall be reported through the contact information listed below. Allegations may be reported by IDOT employees, contractors or the general public. OIG's Hotline is open 24 hours a day, seven days a week and is operated by a third-party contractor.

Online OIG Complaint Form - <https://www.oig.dot.gov/>

Hotline: 1-800-424-9071 (toll free)

E-mail to: [hotline@oig.dot.gov](mailto:hotline@oig.dot.gov)

Mail to: DOT Inspector General

1200 New Jersey Avenue SE, West Building 7<sup>th</sup> Floor Washington DC, 20590