



SEMIANNUAL REPORT *to* CONGRESS

SPRING 2023 | OCTOBER 1, 2022 - MARCH 31, 2023

Our recently released [Semiannual Report to Congress](#) features our work between October 1, 2022 and March 31, 2023. Here are some highlights of that report:

Who We Are and What We Do

The U.S. Postal Service Office of Inspector General (OIG) provides essential oversight of the Postal Service and, as of October 3, 2022, the Postal Regulatory Commission (PRC). We play a crucial role in safeguarding the public's trust in the nation's most trusted government agency, the U.S. Postal Service.

The OIG employs nearly 1,000 employees in 96 field offices, 39 states, and 91 congressional districts to oversee a postal workforce of 635,350 employees. Although the OIG has only one employee for every 645 postal employees, we returned nearly \$6 in total financial impact for every dollar invested in our Fiscal Year 2022 budget. Over the years, the scope of our audits and investigations have evolved to meet USPS's changing circumstances, but all OIG projects facilitate the Postal Service's efficiency, accountability, and transparency.



Amount to the Postal Service:
\$12,548,569



Cost Avoidance:
\$53,941,512



Fines, Restitution, and Recovery:
\$38,544,312

Audit Reports, Management Advisories and White Papers: **58** Investigations Completed: **1,634** Arrests: **349**

Focus Areas

As the Postal Service undergoes major changes related to new legislation and its own strategic plans, the OIG remains focused on examining both ongoing and emerging issues that impact the Postal Service. These include:

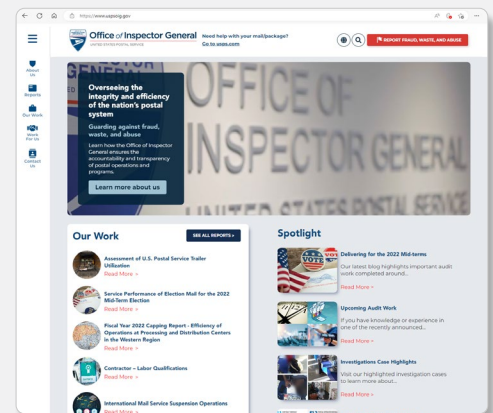
- Mail delays and service performance challenges that may arise with new changes to the postal network.
- Implementation of USPS's 10-year Delivering for America plan, which includes an endeavor to become an employer of choice.
- The shipment of narcotics through the mail as the nation struggles with an opioid epidemic.
- The rollout of a new delivery fleet – which will include electric vehicles – and the infrastructure to support it.
- A rise in mail theft, including theft related to arrow keys used to open mail-receiving receptacles.

New Website

Visit our newly re-designed website! New features include:

- More mobile-friendly format
- Robust search function
- Easier navigation
- Case Highlights page featuring our recent investigations
- Redesigned Open Recommendations page
- ...and more!

Visit our new website at www.uspsoig.gov



Contact us via our [Hotline](#) and [FOIA](#) forms. Follow us on social networks. Stay informed.



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The OIG's Office of Audit, Office of Investigations, and Research and Insights Solution Center (RISC) provide critical oversight through audits, investigations, and white papers. Here are highlights of our work from the past six months:

Office of Audit

■ Our Election Mail Work



In an effort to review and evaluate how timely election mail was delivered during the 2022 mid-term elections, our auditors and investigators observed nearly 850 postal facilities across the nation. Though we identified some compliance issues, we were able to determine any issues found did not impact the Postal Service's ability to process and deliver election mail in a timely manner.

■ Focus on Field Operations

Our Field Operations Review Teams performed localized, facility-specific audits related to mail processing, logistics, and delivery networks. During their visits, they found issues with delayed mail, canceled trips, scanning, and arrow key security at postal facilities in:

- Newark, NJ
- Atlanta, GA
- Philadelphia, PA
- Wilmington, DE

Office of Investigations

■ Compounding Pharmaceutical Investigation in Mississippi

The OIG, with other federal partners, investigated multiple compounding pharmacies in Mississippi marketing to doctors and encouraging them to prescribe expensive compound creams to workers, including USPS employees, who were receiving workers' compensation benefits. Our investigation uncovered a money laundering scheme and that marketers and doctors received kickbacks. Due to our work:

- All defendants in this case were sentenced to prison
- \$447 million in restitution was ordered to be paid
- \$25 million resulted in cost avoidance for USPS

■ Apprehending with Analytics

The OIG put technology to work to apprehend a postal employee and her six external co-conspirators who were trafficking drugs through the postal system. Our agents used advanced analytics to intercept drug parcels during the investigation. Not only was the employee trafficking narcotics through the mail stream, she also gave her co-conspirators access to two unassigned PO Boxes. The seven individuals received a combined prison sentence of more than 75 years.

White Papers

■ A Postal Reform Primer

One of our white papers issued this reporting period looks at the Postal Service Reform Act of 2022 (PSRA), which was signed into law in 2022. The PSRA is the culmination of more than a decade-long effort trying to pass postal reform legislation. While some types of postal reform had been proposed in every Congress since the 112th (2011-2013), none had made it to the President's desk until last year. The legislation has significant implications for the Postal Service's finances and operations. Our white paper also mentions other reform proposals that are not included, which could be revisited in the future.

