



POSITION PROFILE

DIRECTOR, BUREAU OF PROGRAM INTEGRITY

WELCOME

Inspector General Jeffrey Shapiro invites you to consider joining the Office of the Inspector (OIG) team. The OIG has retained the services of the Edward J. Collins Jr. Center for Public Management to assist in the recruitment of a Director, Bureau of Program Integrity. This Position Profile was developed to inform candidates about the OIG agency, the Bureau of Program Integrity (BPI), and the opportunity to serve as the BPI Director.

OIG'S VISION AND MISSION

Vision. The OIG makes government work better tomorrow than it works today through engagement, education, and oversight.

Mission. The Office of the Inspector General (OIG) is an independent, nonpartisan oversight agency mandated to prevent and detect fraud, waste, and abuse of public resources at the state and municipal level across the Commonwealth of Massachusetts. The OIG accomplishes its mission in three broad ways:

- Engages government leaders and employees on best governance and business practices to promote quality, integrity, and efficiency in public spending and programs
- Educates public employees on public procurement, fraud prevention, and program integrity
- Investigates complaints of fraud, waste, and abuse from public employees, vendors, and private individuals

THE ROLE OF THE DIRECTOR, BUREAU OF PROGRAM INTEGRITY POSITION

Working under the vision and direction of the Inspector General, and reporting to the Deputy Inspector General, who has broad oversight of the Specialty and General Government Bureau, the BPI Director has responsibility for the Bureaus of Program Integrity statutory division which monitors the quality, integrity, and efficiency of programs administered by the Executive Office of Health and Human Services (EOHHS) and its agencies. BPI also conducts reviews and investigations of EOHHS programs to prevent, detect, and correct fraud, waste, and abuse and works with EOHHS and its agencies on data sharing related to program eligibility and program integrity.

EOHHS Agencies. The agencies within the Executive Office of Health and Human Services are:

- MassHealth
- Department of Transitional Assistance
- Department of Developmental Services
- Department of Youth Services
- MassAbility
- Office for Refugees and Immigrants
- Massachusetts Department of Public Health
- Massachusetts Department of Mental Health
- Massachusetts Department of Children & Families
- Massachusetts Commission for the Blind
- Massachusetts Commission for the Deaf and Hard of Hearing
- Executive Office of Aging & Independence

THE REALITIES OF THE DIRECTOR, BUREAU OF PROGRAM INTEGRITY POSITION

The OIG seeks a mission-driven individual to lead its Bureau of Program Integrity unit. Serving as a key member of the OIG team, the BPI Director plays a critical role in carrying out the mission of the OIG by providing leadership and management to the BPI division. The following is intended to illustrate the challenges and opportunities, priorities and key responsibilities.

Internally

- **OIG's Vision, Mission and Goals.** Carry-out the OIG's commitment to the quality, efficiency, integrity of government programs, and accountability in addressing fraud, waste, and abuse.
- **Organizational Growth.** Build on existing initiatives, expand the division's capabilities, and enable the Bureau to achieve its long-term goals.
- **Team Capacity.** Supervise, manage, mentor, support and develop a team of analysts and investigators to maximize the Bureau's capabilities and effectiveness.

Externally

- **Complaint Review Activities.** Support the Bureau's response to complaints involving fraud, waste, and abuse, ensuring reviews are handled thoroughly, consistently, and professionally
- **Partnerships & Effective Oversight.** Develop trusting and productive working relationships with EOHHS agencies and stakeholders, balancing collaborative engagement with objective and independent oversight
- **Oversight & Monitoring.** Oversee the Bureau's monitoring activities of EOHHS agencies, identifying high-priority areas for fraud, waste, and abuse reviews. Design and execute projects to monitor the quality, integrity, and operational efficiency.
- **Process Improvement Initiatives.** Work collaboratively with EOHHS agencies to improve intake and eligibility processes, improve data sharing practices, and support the development and delivery of targeted training programs
- **Communicate Findings & Support Implementation.** Prepare clear, accurate reports and recommendations for EOHHS agencies, and help ensure that agreed-upon changes are effectively implemented and sustained across agency operations.

THE PORTRAIT OF A CANDIDATE

The next BPI Director is a strong manager and effective communicator who works collaboratively to achieve objectives and has experience conducting program reviews, investigations, or compliance activities. The next BPI Director will possess:

- **Leadership and Management Experience.**

Brings a proven record with a minimum of 10 years of experience in public administration, policy, or compliance, and management.

- *Prior experience related to government EOHHS programs or conducting official public sector investigations is highly preferred.*

“I often say that I want to make government work better tomorrow than it works today. This really happens at the ground level, where public employees make decisions on how to spend, and safeguard, the public’s funds.”

-Inspector General Shapiro

- **Ability to Empower Staff.** Acts as a dedicated teacher and mentor who provides a strong sense of direction while empowering the team to exercise independence and take ownership of their work.
- **Confident & Diplomatic Communication Skills.** Communicates with confidence and diplomacy. Capable of holding a firm position with EOHHS agencies while maintaining productive, respectful relationships with peers and stakeholders, and is an active listener who seeks and values staff input.
- **Analytical & Evidence-Based Skills.** Exhibits strong analytical skills and has an evidence-based approach to problem-solving.
- **Exceptional Writing Abilities.** Demonstrates outstanding research, writing, and editing abilities. Capable of translating complex, technical information into clear, concise, and highly accurate reports while maintaining meticulous project documentation.
- **Project Management Experience.** Displays time management, logistical and organizational skills, and the ability to confidently move work forward, when balancing multiple projects and deadlines.
- **Subject Matter Knowledge.** Knowledgeable of public benefits programs, including eligibility criteria, intake procedures, case management systems, and controls for fraud prevention and detection.
- **Education & Technical Proficiency.** Relevant advanced undergraduate or graduate coursework (public administration, public policy, social work, law, public health, or compliance/nonprofit management) is preferred. Proficiency in MS Office 365 (Outlook, Word, SharePoint, PowerPoint) is required.

To learn more about the Collins Center for Public Management, please visit www.umb.edu/cpm.

SALARY AND BENEFITS

The salary range is \$129,000 - \$149,000 and starting salary will depend on qualifications. The OIG has comprehensive health benefits, leave benefits and other insurance benefits. The position is within the Commonwealth's retirement plan, and optional pre-tax health savings account plans are available. Additionally, OIG provides the opportunity to participate in deferred compensation savings, tuition remission, and pre-tax commuter account plans. The position may be eligible for the federal Public Service Loan Forgiveness program. The position is salaried position and is eligible to work a limited hybrid schedule in accordance with OIG policy.

APPLICATION PROCEDURES

Review of resumes will be on a rolling basis beginning June 22, 2026, and applicants are encouraged to apply early. The position will remain open until it is filled. Submit a cover letter and resume to the Collins Center for Public Management at: collinscenterrecruit@umb.edu and include in the subject line "[Your last name] – OIG BPI Director." Contact Mary Flanders Aicardi, HR Practice Leader at 508-215-8992 with any questions.

Resources:

Office of the Inspector General

<https://maoig.gov/>

Office of the Inspector General

[OIG FY25 Annual Report](#)

Office of the Inspector General Human Resources (benefits)

[OIG - HR Page](#)

DIVERSITY AND INCLUSION

The OIG is dedicated to creating and maintaining a workplace that welcomes, respects and values people of every race, color, religion or creed, sex, sexual orientation, gender identity, gender expression, ethnicity, ancestry, national origin, age, disability, pregnancy or a pregnancy-related condition, veteran status, military service or genetic information.

The OIG are committed to fostering a workplace committed to diversity, equity and inclusion—principles we view as essential to a strong, high-performing environment and closely aligned with our mission. We welcome all applicants whose diverse backgrounds and experiences reflect and support this ongoing commitment. For questions regarding the OIG's diversity policies, contact the OIG's Diversity Officer Sarah Hoover at sarah.hoover@mass.gov.

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