



U.S. Consumer Product Safety Commission
Office of Inspector General
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The CPSC Human Capital Program Lacks Accountability

BETHESDA – Today, the U.S. Consumer Product Safety Commission (CPSC) Office of Inspector General (OIG) issued their Human Capital Program Assessment report. The OIG retained the services of AE Strategies, a human capital program evaluation consultant with substantial experience in performing reviews of human capital programs at all levels of the federal government, to assess the human capital program at the CPSC. The OIG undertook the review after identifying the human capital program at the CPSC as a high risk program during their annual risk assessment. The program was considered high risk due to, among other issues, sustained office-wide high turnover as well as the large number of unimplemented recommendations from the Office of Personnel Management (OPM) and the OIG.

AE Strategies found that the CPSC’s human capital program does not align with federal regulations and lacks overall accountability. If not corrected, these shortcomings may prevent the CPSC from achieving its mission. While the CPSC identifies attracting, cultivating, and retaining a high performing, diverse, inclusive, and engaged workforce as a Strategic Objective in their Strategic Plan for 2023-2026, they have not addressed recommendations made by OPM as far back as 1998. For example, the 2008 OPM report notes specifically the CPSC has not established a formal accountability system over their human capital program. The OIG sees management’s disregard for these and other repeated recommendations as a reason that the CPSC was in the bottom 28% of peer agencies in the annual FEVS surveys. Other findings identified in the report include turnover rates substantially higher than the federal government average and ineffective communications that are further symptoms of the problems in the human capital program at the CPSC.

AE Strategies made 41 recommendations to improve the human capital program at the CPSC. Agency management has decided to non-concur with eight of the recommendations. Many of the findings and recommendations in this report were first identified in the OPM evaluations in 1998 and 2008 but never addressed by agency management.

The OIG is an independent office within the CPSC that performs audits and investigations of the CPSC to prevent and detect fraud, waste, and abuse. For more information, visit [OIG.CPSC.GOV](https://www.oig.cpsc.gov).

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