

# REPORT



# WRITING



Presented By: Flora Miller

# Characteristics of a Well-Written Report

The Basics

Formatting / Organization

Editing

Challenges



**CLUE!**



- **Writing aims to capture a thought or idea, to transfer it to a permanent format, making it tangible.**
- **Great care is required to ensure that your message is accurately interpreted by its audience.**
- **Writing must be much clearer than spoken language because it lacks visual cues.**
- **Green Book Standards require it.**

**Clear & Simple**

**Objective  
&  
Balanced**

**Accurate**

Words have power

**CHARACTERISTICS OF A WELL-WRITTEN REPORT**

**Significant & Useful**

**Timely**

**Persuasive**

**Complete & Concise**

# Characteristics of a Well-Written Report

## ACCURATE

- Error-free
- Non-distorting



## OBJECTIVE

- Fair
- Balanced
- Considers all relevant facts

## CLEAR

- Easily understood
- Logical
- No jargon

## CONCISE

- To the point
- Avoid wordiness, superfluous detail, unnecessary elaboration, redundancy, etc.

# Characteristics of a Well-Written Report

## CONSTRUCTIVE

- Helpful
- Lead to improvements

## TIMELY

- Expedient
- Opportune time for corrective action

## COMPLETE

- Include all information needed to support recommendations and conclusions
- Lack nothing essential for your audience





**DO NOT**  
misrepresent or  
withhold material  
information

**DO NOT** inject  
opinion – stick to  
the facts

**DO NOT** introduce  
new facts in the  
summary or  
conclusion

A smooth,  
narrative tone is  
best – the report  
should not be a  
challenge to read





**Use  
Templates**

**Consider  
the  
Audience**

**Clear &  
Simple**

**Be  
Consistent**





# Report Formatting / Organization

# **SAMPLE REPORT FORMAT**

- **Predicate/Introduction**
- **Background**
- **Details of Investigation**
  - **Allegation(s)**
  - **Governing Directives**
  - **Testimony**
  - **Evidence**
- **Summary of Findings**
- **Conclusion**
- **Recommendations**



# REPORT ORGANIZATION

- **Organizational**
- **Topic**
- **Significance**
- **Cause**
- **Effect/Risk**



# Active vs Passive Voice



## Active Voice

Tells us what a **person or thing** does.

The subject performs the action (Verb) on the object.

**Subject + Verb + Object**

**Example:**

- Anna painted the house.
- The teacher always answers the student's questions.
- Ali posted the video online.



## Passive Voice

Tells us what is **done to someone or something**.

The subject is being acted upon.

**Object + Verb + Subject**

**Example:**

- The house was painted by Anna.
- The student's questions are answered by the teacher.
- The video was posted online by Ali

Ok,  
let's  
try  
this...

During her interview, Witness Susan Jones provided OIG Investigator Flora Miller a receipt as proof that she (Ms. Jones) purchased a Honda portable generator for \$758.94.

**SUBJECT** + **VERB** + **OBJECT**

**SUBJECT:** Ms. Jones

**VERB:** provided

**OBJECT:** a receipt...

# A COMPARISON OF THE THREE **POVs**

## First Person

I, Me, We,  
Us, My

## Second Person

You, Your,  
Yours, Yourself,  
Yourselves

## Third Person

He, Him, His,  
She, Her, Hers,  
They, Them,  
Theirs, It

I observed Ms.  
Smith at the  
pawn shop.

YOU saw Ms.  
Smith at the  
pawn shop.

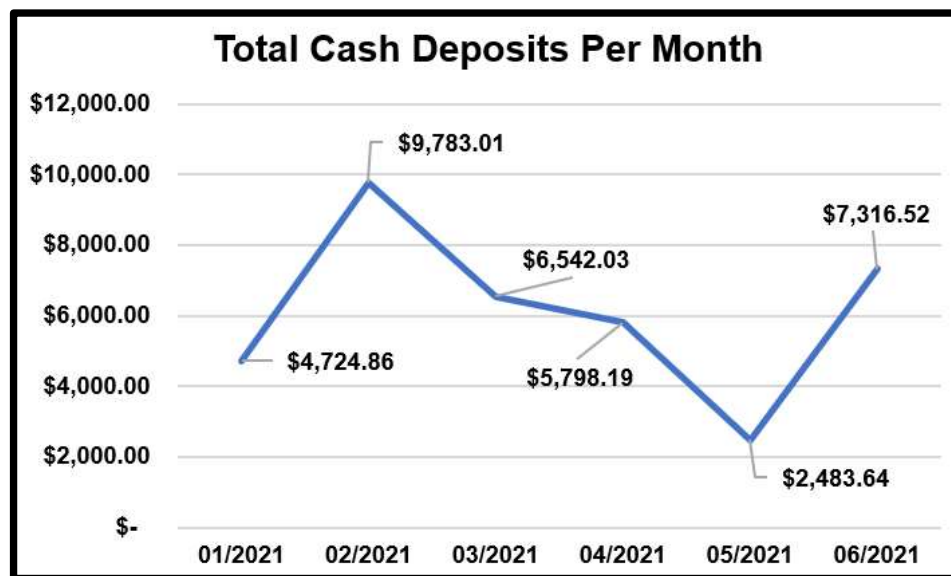
HE observed  
Ms. Smith at  
the pawn shop.

# Use Graphics

The Office of Inspector General (OIG) subpoenaed Janice Smith's Bank of America Personal Checking Account records for transactions conducted between January 1, 2021 through June 30, 2021. Based on the OIG's review of those transactions, Ms. Smith received multiple cash deposits each month from ABC123, Inc. as follows:

- January 2021: \$4,724.86
- February 2021: \$9,783.01
- March 2021: \$6,542.03
- April 2021: \$5,798.19
- May 2021: \$2,483.64
- June 2021: \$7,316.52

The Office of Inspector General (OIG) subpoenaed Janice Smith's Bank of America Personal Checking Account records for transactions conducted between January 1, 2021 through June 30, 2021. Based on the OIG's review of those transactions, Ms. Smith received multiple cash deposits each month from ABC123, Inc. as shown below:



# Use Graphics (Cont'd)

Publix Supermarkets, Inc. (Publix) provided the OIG Investigator with a photograph from their Automatic Teller Machine (ATM) dated January 7, 2022. An OIG review of the photograph depicts what appears to be a female wearing a red winter beanie, black puffer jacket, jeans, and a red purse. The photograph was shown to Mr. Smith who identified the person in this photograph as his wife, Ms. Smith.

**Ms. Smith testified she “would never” wear a red hat or carry a red purse.**

**How important is the red hat and red purse?**

Publix Supermarkets, Inc. (Publix) provided the OIG Investigator with a photograph from their Automatic Teller Machine (ATM) dated January 7, 2022. An OIG review of the photograph depicts what appears to be a female wearing a red winter beanie, black puffer jacket, jeans, and a red purse (Item 1). The photograph was shown to Mr. Smith who identified the person in this photograph as his wife, Ms. Smith.





# ABBREVIATIONS

**A shortened form of  
a word or phrase**

**Sergeant = Sgt.**

**Mister = Mr.**

**Boulevard = Blvd**



**A word formed by  
grouping initial  
letters or groups of  
letters**

**Law Enforcement  
Officer = LEO**

**Office of Inspector  
General = OIG**

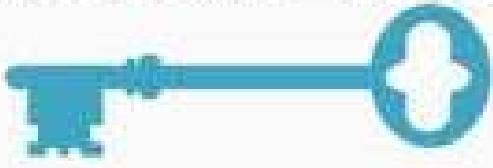
# ABBREVIATIONS



**When abbreviations or acronyms are initially used, they should be defined in the text or a glossary of terms.**

**Sergeant (Sgt.) John Smith** advised **Office of Inspector General (OIG)** Investigator **Flora Miller** that he issued an arrest warrant for Subject **Jennifer Jones** on December 5, 2022. **Sgt. Smith** further advised **Ms. Miller** that **Ms. Jones** admitted to the theft of **OIG** property.

# CONSISTENCY IS



Grammar

Titles

Punctuation

Spacing

Font

Numbering

Headings



**Editing** ~~is a process that~~  
~~removes all these~~  
~~unnecessary words that take~~  
~~up large amounts of space~~  
~~but add nothing of any real~~  
~~significance to the meaning~~  
~~of a message.~~

# EDITING

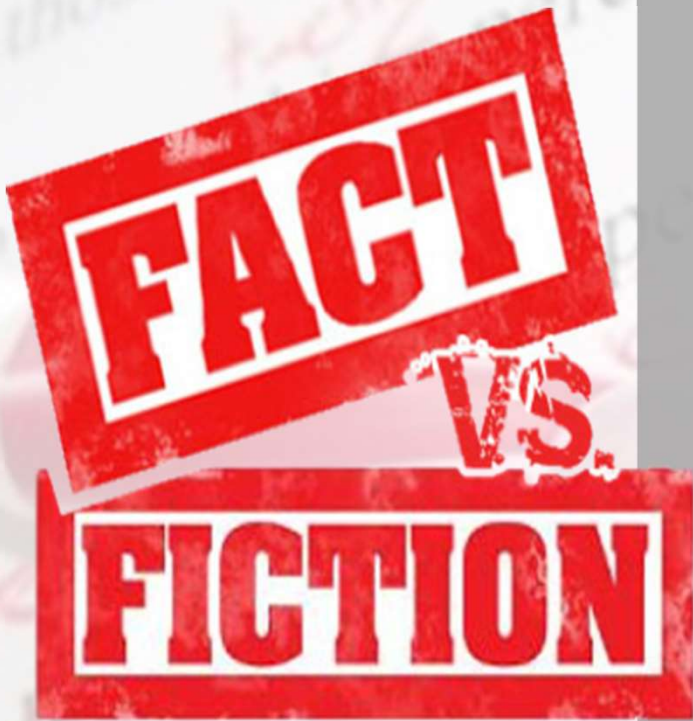
- **Edit for Organization**
- **Edit for Content**
- **Edit for Readability**
- **Edit for Errors**
- **Edit for Formatting**

# Edit for Organization

- Does the document accomplish its objective?
- Is the message of the report clear?
- Is the organization logical?

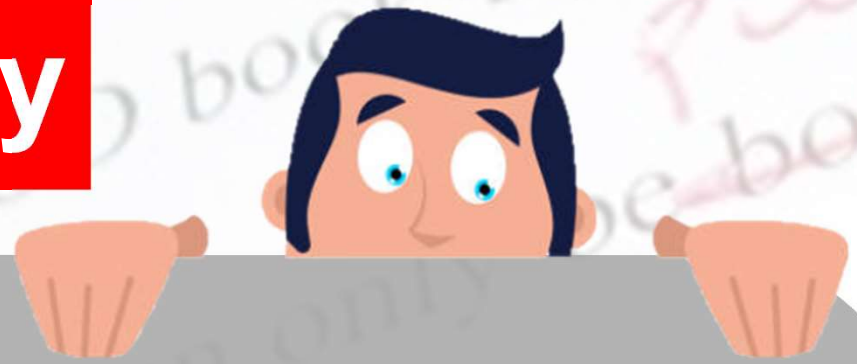


# Edit for Content



- **Opinions presented as evidence**
- **Interview notes presented as findings**
- **Unsubstantiated leaps of logic**
- **Inappropriate tone**
- **Loaded words**

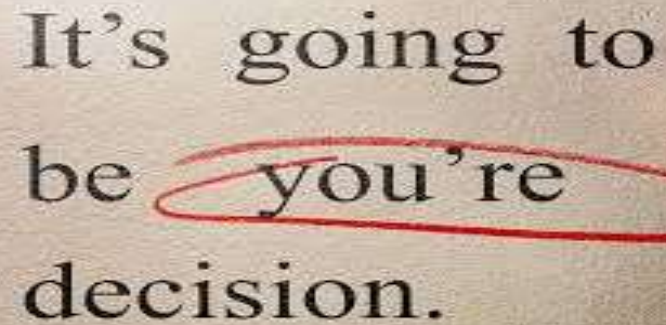
# Edit for Readability



- **Use acronyms or abbreviations if it appears often**
- **Use word modifiers instead of phrases** (“well-trained agent” instead of “agent that was trained well”)
- **Singular nouns take singular verbs**
- **Avoid mixing tenses**
- **Avoid repeated words in a sentence**



# Edit for Errors



It's going to  
be you're  
decision.

- **Spelling and grammatical errors**
- **Ensure definitions are accurate and reliable**
- **Use attributions**  
(“Department staff have not followed policies.” **vs** “Ms. Smith stated that Department staff have not followed policies.”)
- **Double check calculations**
- **Double check consistency**

# Edit for Formatting

Can you spot the mistakes?

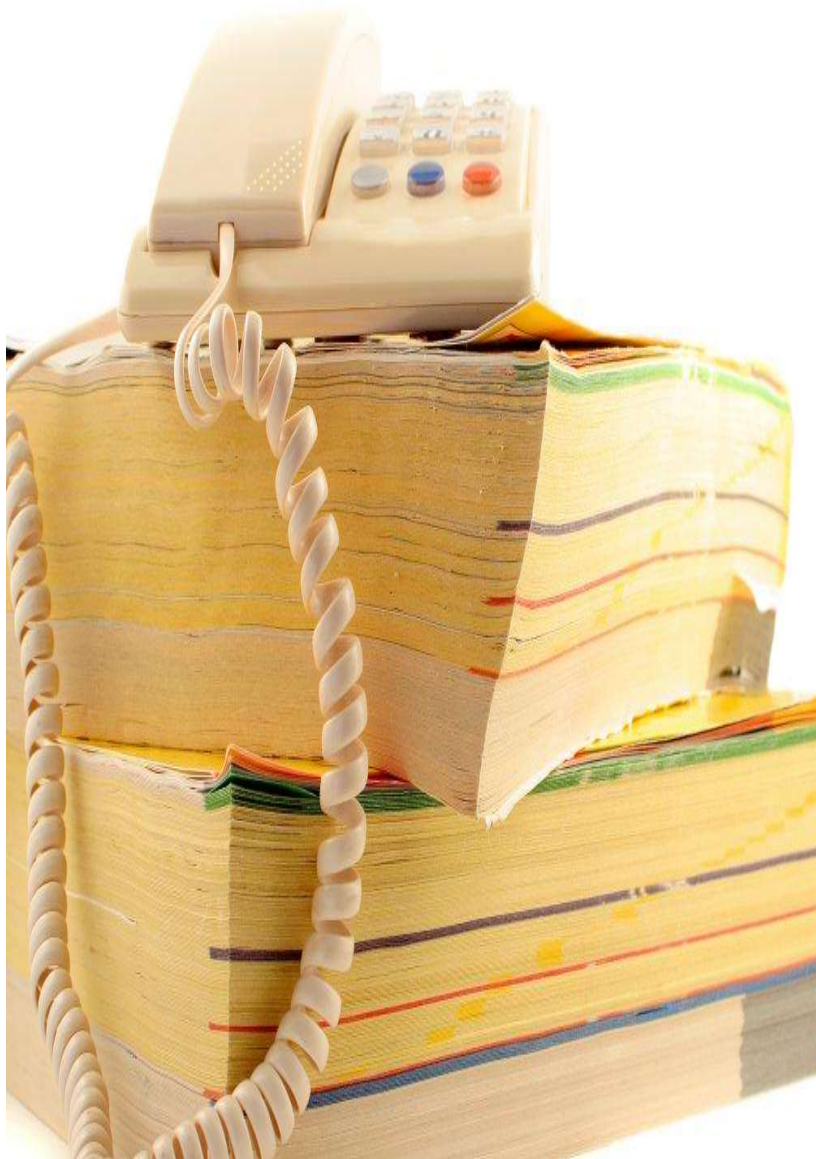
On September 17, 1922, OIG Investigator Flora Miller received access to Osceola County Clerk I Jon Smith's work-issued laptop computer. Investigator Miler completed a review of Mr. Smyth's desktop computer, which disclosed 17 computer files containing social security numbers downloaded from Ocseola county client databases.

Investigator Miller noted that Mr. Smith did not have a legitimate business reason to download social security numbers as he was only responsible for answering customer telephone calls.



**What are some of your challenges and approaches?**

Questions?



# **FLORA MILLER**

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