

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

213



**SUBMITTAL DATE:**  
July 3, 2014

**FROM:** Auditor-Controller

**SUBJECT:** Fraud Hotline 24/7! Program Activity Report for the Period of July 1, 2013 through June 30, 2014, [District: All]: [\$0]

**RECOMMENDED MOTION:** That the Board of Supervisors:  
1. Receive and file the Fraud Hotline 24/7! Program activity report for the Period of July 1, 2013 through June 30, 2014.

**BACKGROUND:**

**Summary**

On September 1, 2009 (Minute Order 3.19), the Board of Supervisors approved Policy C-35, Standards of Ethical Conduct to address Fraud, Waste and Abuse. Approved along with this policy was the implementation of the County's Fraud, Waste and Abuse Prevention Program.

(Continued on page 2)

*Paul Angulo*  
Paul Angulo, CPA, MA  
County Auditor-Controller

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost:</b>	<b>POLICY/CONSENT (per Exec. Office)</b>
<b>COST</b>	\$ 0.0	\$ 0.0	\$ 0.0	\$ 0.0	Consent <input checked="" type="checkbox"/> Policy <input type="checkbox"/>
<b>NET COUNTY COST</b>	\$ 0.0	\$ 0.0	\$ 0.0	\$ 0.0	
<b>SOURCE OF FUNDS: N/A</b>				<b>Budget Adjustment: No</b>	
				<b>For Fiscal Year: n/a</b>	

**C.E.O. RECOMMENDATION:**

APPROVE

BY: *Karen L. Johnson*  
Karen L. Johnson

**County Executive Office Signature**

**MINUTES OF THE BOARD OF SUPERVISORS**

- Positions Added
- Change Order
- A-30
- 4/5 Vote

**Prev. Agn. Ref.:**

**District: ALL**

**Agenda Number:**

Departmental Concurrence

**SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**  
**FORM 11: County of Riverside Auditor-Controller's Office – Fraud Hotline 24/7! Program Activity Report for the Period of July 1, 2013 through June 30, 2014.**

**DATE:** July 3, 2014  
**PAGE:** Page 2 of 2

**BACKGROUND:**

**Summary (continued)**

On October 16, 2013 (Minute Order 3.12), Policy C-35 was modified to update the website address and clarify which offenses should be reported to the Fraud, Waste and Abuse Hotline. The reporting of such incidents is confidential and anonymous. Confidentiality and anonymity are enhanced through the use of a third-party vendor (Convercent) that provides 24/7 internet (MySafeWorkplace Anonymous Incident Reporting System) and call center services. Convercent manually enters all calls taken by the call center into the MySafeWorkplace system to establish one centralized system for monitoring fraud incidents falling under the responsibility of the Auditor-Controller's office.

Since Implementation of the Fraud, Waste and Abuse Prevention Program (formerly known as the Speak Out! Program) in September 2009, the Office of the Auditor-Controller has received 474 incident reports of fraud, waste, abuse, and other types of offenses. Each report is reviewed and distributed to the affected department/agency head and their assigned Human Resources Services Manager for investigation and action or to another jurisdiction pursuant to California Government Code Section 53087.6.

The Fraud, Waste and Abuse Prevention Committee (FWA Committee) reviews and approves reports for closure on a quarterly basis. County Counsel, the Director of Human Resources, and the County Auditor-Controller are members of the FWA Committee, with the County Auditor-Controller serving as the chair. Reasons for closing reports include referrals to other jurisdictions, assignment to other administrative process due to employee relations allegations, or when investigations have concluded.

**Impact on Citizens and Businesses**

Provide information on activity of the Fraud Hotline 24/7! program.

**SUPPLEMENTAL:**

**Additional Fiscal Information**

Not applicable

**ATTACHMENTS:**

*Fraud Hotline 24/7! Activity Report*



*Fraud Hotline 24/7!*  
Report Fraud, Waste & Abuse

**ACC** AUDITOR  
CONTROLLER  
COUNTY OF RIVERSIDE

Paul Angulo, CPA, MA  
AUDITOR-CONTROLLER

## FRAUD HOTLINE 24/7! ACTIVITY REPORT

As of 6/30/14

The following tables report key incident statistics from the MySafeWorkplace Anonymous Incident Reporting System:

### INCIDENTS REPORTED AND CLOSED

	FY 2012-13	FY 2013-14
Total Reported Incidents	98	71
FWA Committee Closures	(56)	(40)
To Other Jurisdictions/Processes	(43)	(36)
By FWA Hotline	(13)	(4)
Active Incidents	42	31
Reopened (1)	1	-
Active Incidents at June 30, 2014	43	31

### REPORT METHOD

	FY 2012-13	FY 2013-14
Internet	86	66
Call Center	10	5
Auditor-Controller (2)	2	-
Reported	98	71

### ANONYMITY

	FY 2012-13	FY 2013-14
Full Anonymity	86	60
Partial Anonymity (3)	7	4
None	5	7
Total	98	71

#### Notes:

- (1) Incident was reopened to ensure it was properly approved for closure.
- (2) Incidents entered into the system by the Auditor-Controller's fraud administrative team.
- (3) Reporter wants to remain anonymous to their department; however, they allow the fraud administrative team and fraud, waste and abuse committee to know their identity.