

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

710



FROM: Riverside County Auditor-Controller

SUBMITTAL DATE:
July 14, 2015

SUBJECT: Fraud Hotline 24/7! Program Activity Report for the Period of July 1, 2014 through June 30, 2015, [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, 2014 through June 30, 2015.

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, CGMA, MA
Riverside County Auditor-Controller

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 0.0	\$ 0.0	\$ 0.0	\$ 0.0	Consent <input checked="" type="checkbox"/> Policy <input type="checkbox"/>
NET COUNTY COST	\$ 0.0	\$ 0.0	\$ 0.0	\$ 0.0	

SOURCE OF FUNDS: N/A	Budget Adjustment: No
	For Fiscal Year: n/a

C.E.O. RECOMMENDATION: APPROVE

BY: *Samuel Wong 7/14/15*

Samuel Wong

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Benoit and duly carried, IT WAS ORDERED that the above matter is received and filed as recommended.

Ayes: Jeffries, Tavaglione, Washington and Benoit
Nays: None
Absent: Ashley
Date: August 18, 2015
xc: Auditor

Kecia Harper-Ihem
Clerk of the Board
By: *[Signature]*

Deputy

Prev. Agn. Ref.: | **District:** ALL | **Agenda Number:**

2-28

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

Departmental Concurrence

SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA
FORM 11: Riverside County Auditor-Controller's Office – Fraud Hotline 24/7! Program Activity Report for the
period of July 1, 2014 through June 30, 2015.

DATE: July 14, 2015

PAGE: Page 2 of 2

BACKGROUND:

Summary (continued)

On October 16, 2012 (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 Riverside County Auditor-Controller has received 538 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 reviews and approves reports for closure on a quarterly basis. Riverside County County Counsel, the Director of Riverside County Human Resources, and the Riverside County Auditor-Controller are members of the Fraud Waste and Abuse Prevention Committee, with the Riverside 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! Program Activity Report for the Period of July 1, 2014 through June 30, 2015



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

AO AUDITOR
CONTROLLER
COUNTY OF RIVERSIDE

Paul Angulo, CPA, CGMA, MA
AUDITOR-CONTROLLER

Frankie Ezzat, MPA
Assistant Auditor-Controller

FRAUD HOTLINE 24/7! PROGRAM ACTIVITY REPORT
FOR THE PERIOD OF JULY 1, 2014 THROUGH JUNE 30, 2015

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

INCIDENTS REPORTED AND CLOSED

	FY 2013-14	FY 2014-15
Total Reported Incidents	71	64
FWA Committee Closures	(40)	(39)
To Other Jurisdictions/Processes	(36)	(28)
By FWA Hotline	(4)	(11)
Active Incidents	<u>31</u>	<u>25</u>

REPORT METHOD

	FY 2013-14	FY 2014-15
Internet	66	42
Call Center	5	21
Proxy (1)	-	1
Reported	<u>71</u>	<u>64</u>

ANONYMITY

	FY 2013-14	FY 2014-15
Full Anonymity	60	50
Partial Anonymity (2)	4	8
None	7	6
Total	<u>71</u>	<u>64</u>

Notes:

- (1) Incidents entered into the system by the Auditor-Controller's fraud administrative team.
- (2) 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.



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

ACC | AUDITOR
 CONTROLLER
 COUNTY OF RIVERSIDE

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 AUDITOR-CONTROLLER

Frankie Ezzat, MPA
 Assistant Auditor-Controller

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