



Fraud, Waste, and Abuse Hotline

Annual Report for Year Ended
December 31, 2023

Agenda

- Executive Summary
- Background
- Total Complaints
- Where to Find the Hotline
- Complaint Types
- Actions Taken
- Substantiated Complaints

Executive Summary

- The Fraud Hotline focuses on investigating fraud, waste, and/or abuse of City resources
- There was a 67% increase in total complaints from 2022 to 2023. Complaint volume continued to increase due to adding the Fraud Hotline information being added to the UCC Click for Action website in 2022
 - *Fraud Hotline information was removed from the UCC website in late 2023. However, there has been no significant drop in cases reported involving fraud, waste, and/or abuse*
- Abuse is consistently the most common type of actionable complaint
 - *Complaints arising from resident interaction with DPW employees in the field is the most significant driver behind this complaint type*

Background

The fraud, waste, and abuse hotline seeks to ensure integrity, accountability, and public trust through timely investigation and resolution activities, followed by the initiation of appropriate steps to design and implement preventative measures in response to allegations received.

The Fraud, Waste, and Abuse Hotline is regulated by Ch. 300-247.

Fraud means any intentional act or omission for personal gain designed to deprive the city of its resources or assets to which the individual or person is not entitled.

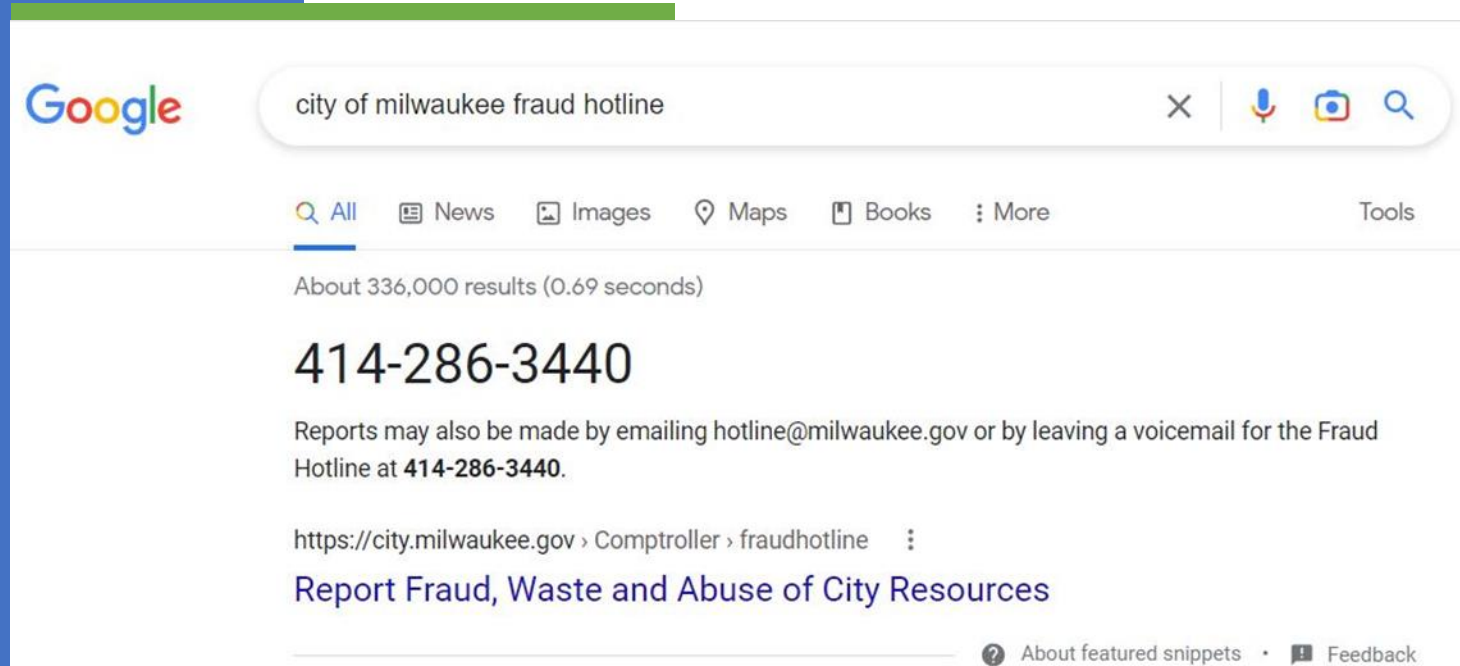
Waste means the careless expenditure of city funds or resources above and beyond the level that is reasonably required to meet the needs of the city, or the consumption or use of city resources that is not authorized.

Abuse means the improper use of city resources in a manner contrary to law, city policy or work rules, or the improper use of one's position for private gain or advantage for himself or herself or any other person.



Where to Find Fraud Hotline Information

The Hotline's phone number appears directly on Google's results page



The screenshot shows a Google search interface. The search bar contains the text "city of milwaukee fraud hotline". Below the search bar, the Google logo is visible on the left, and navigation icons for "All", "News", "Images", "Maps", "Books", and "More" are in the center. On the right, there are icons for "Tools", a microphone, a camera, and a search icon. Below the navigation bar, the search results are displayed. The first result is a featured snippet showing the phone number "414-286-3440" in a large font. Below the phone number, the text reads: "Reports may also be made by emailing hotline@milwaukee.gov or by leaving a voicemail for the Fraud Hotline at **414-286-3440**." Below this, the URL "https://city.milwaukee.gov > Comptroller > fraudhotline" is shown, followed by the title "Report Fraud, Waste and Abuse of City Resources". At the bottom right of the snippet, there are links for "About featured snippets" and "Feedback".

Google

city of milwaukee fraud hotline

All News Images Maps Books More Tools

About 336,000 results (0.69 seconds)

414-286-3440

Reports may also be made by emailing hotline@milwaukee.gov or by leaving a voicemail for the Fraud Hotline at **414-286-3440**.

<https://city.milwaukee.gov> > Comptroller > fraudhotline

[Report Fraud, Waste and Abuse of City Resources](#)

[About featured snippets](#) · [Feedback](#)



Popular This Week

[City Treasurer](#)

[City Houses For Sale](#)

[Coronavirus \(COVID-19\)](#)

[Dispatched Calls for Service](#)

[Garbage and Recycling Schedules](#)

[Milwaukee Water Works](#)

[+ See More](#)

Find It Fast

[Accessibility](#)

[Bid / Contract Opportunities](#)

[Birth and Death Certificates](#)

[City of Milwaukee Budgets](#)

[City Charter and Code of Ordinances](#)

[City Real Estate](#)

[Download City Data](#)

[Employment Opportunities](#)

[Fraud, Waste and Abuse of City Resources](#)

[Garbage and Recycling Schedules](#)

[Homeownership Opportunities](#)

[Housing Resources](#)

[Licenses or Permits](#)

[Map Milwaukee Portal](#)

[Parking & Parking Permits](#)

[Property Data](#)

[Street Closures & Traffic Restrictions](#)

[Televised City Meetings](#)

Fraud Hotline information is in the “Find It Fast” section of the City of Milwaukee Homepage

er

waukee Directory Residents Businesses News & Events  CLICK or  CALL for Action  Translate

PUBLIC DEBT

REPORTS

INTERNAL AUDIT

REPORT FRAUD, WASTE AND ABUSE OF

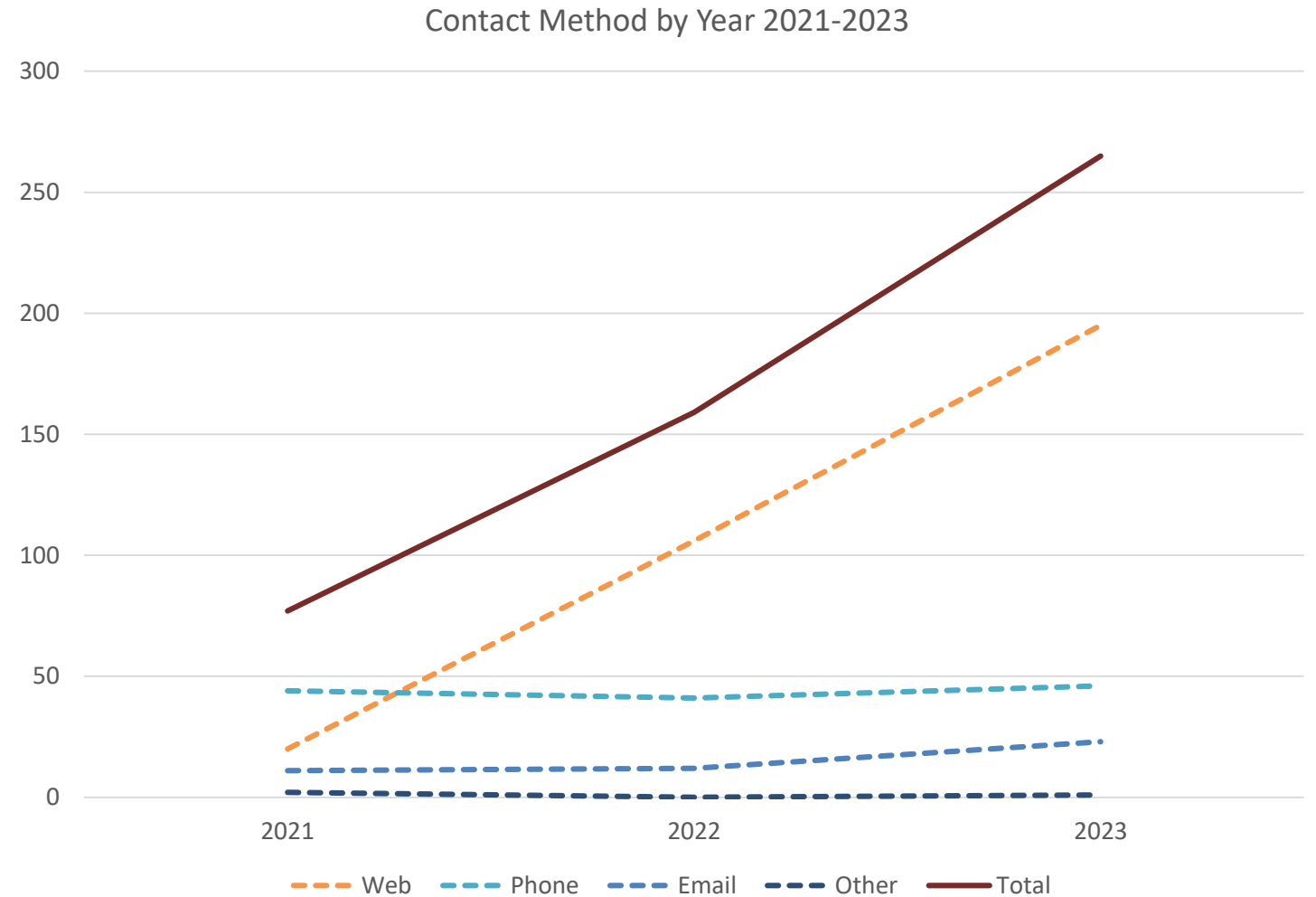
Fraud Hotline information is available on the
Comptroller's Webpage



2021-2023 Fraud Hotline Statistics

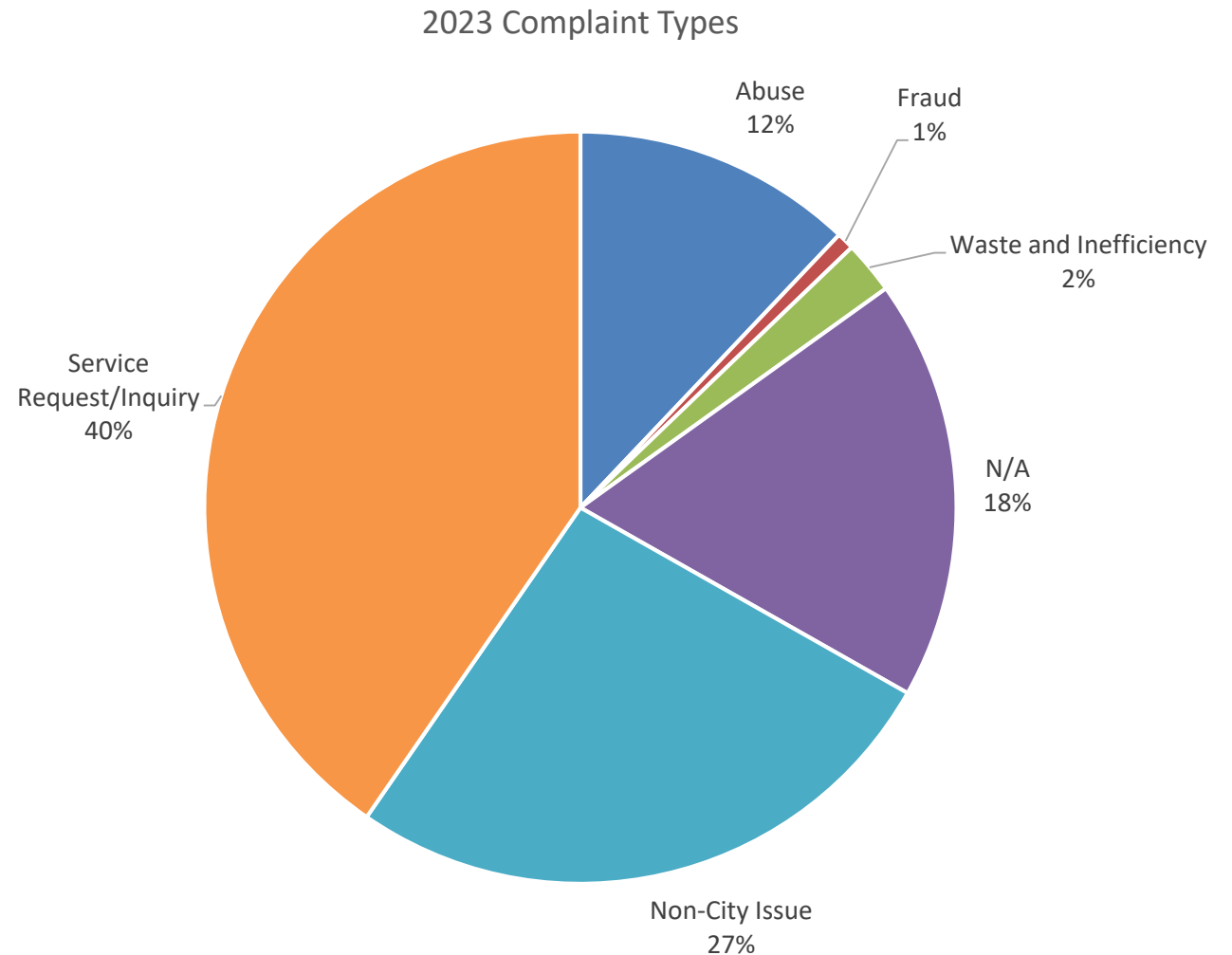
Total Complaints

- 2023 had more complaints than 2022 due to Fraud Hotline information being listed on the UCC Click for Action website
- Web reporting is the most common method of contact



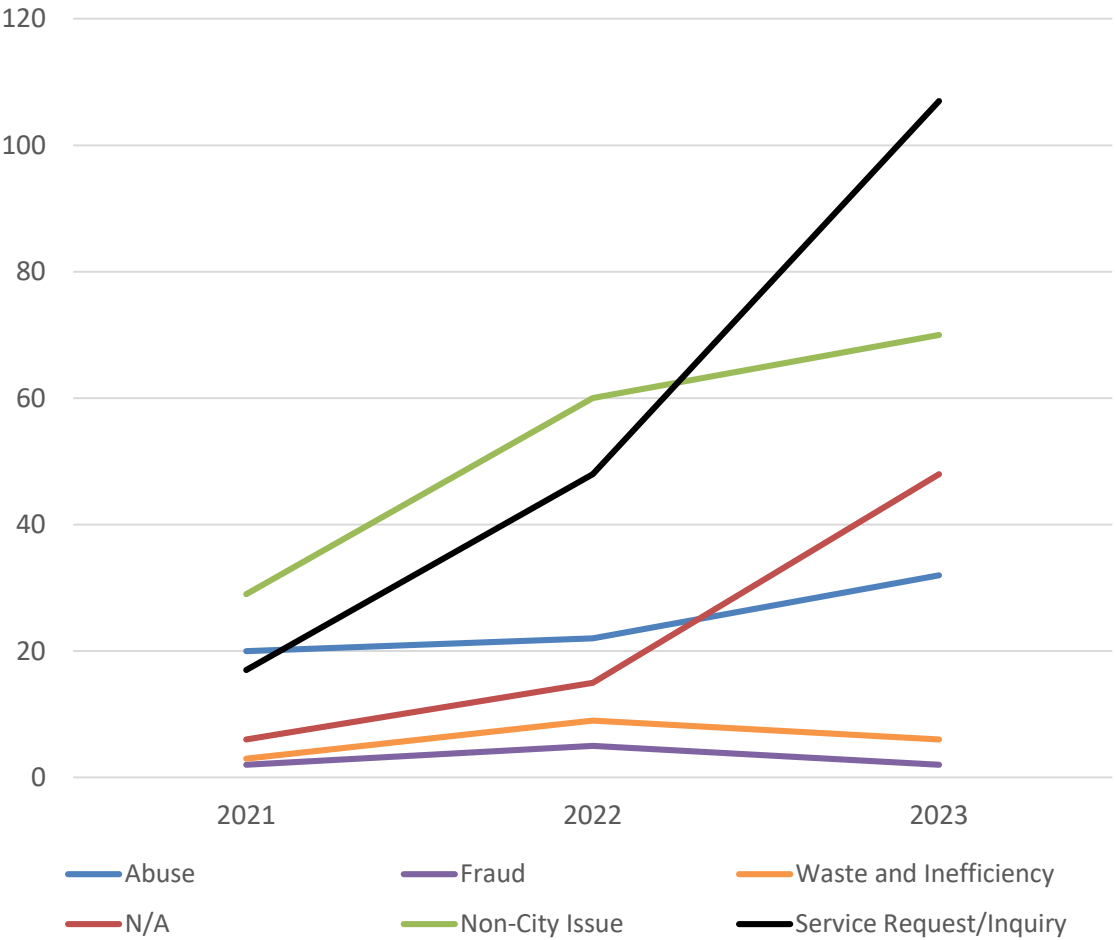
Complaint Types

- Abuse accounts for 12% of the total complaints received in 2023. This category can include cases involving:
 - Personal use of city property
 - Employee conduct
- Non-City Issues are complaints that do not relate to the City of Milwaukee. The Hotline refers the complainant to the appropriate agency (e.g., MPS, Milwaukee Co, State of Wisconsin, Bureau of Consumer Protection)
- Service Requests are complaints where the Hotline encourages the complainant to use Call for Action or Click for Action
- N/A includes complaints the Hotline is unable to categorize due to lack of information and inability to follow up with complainant

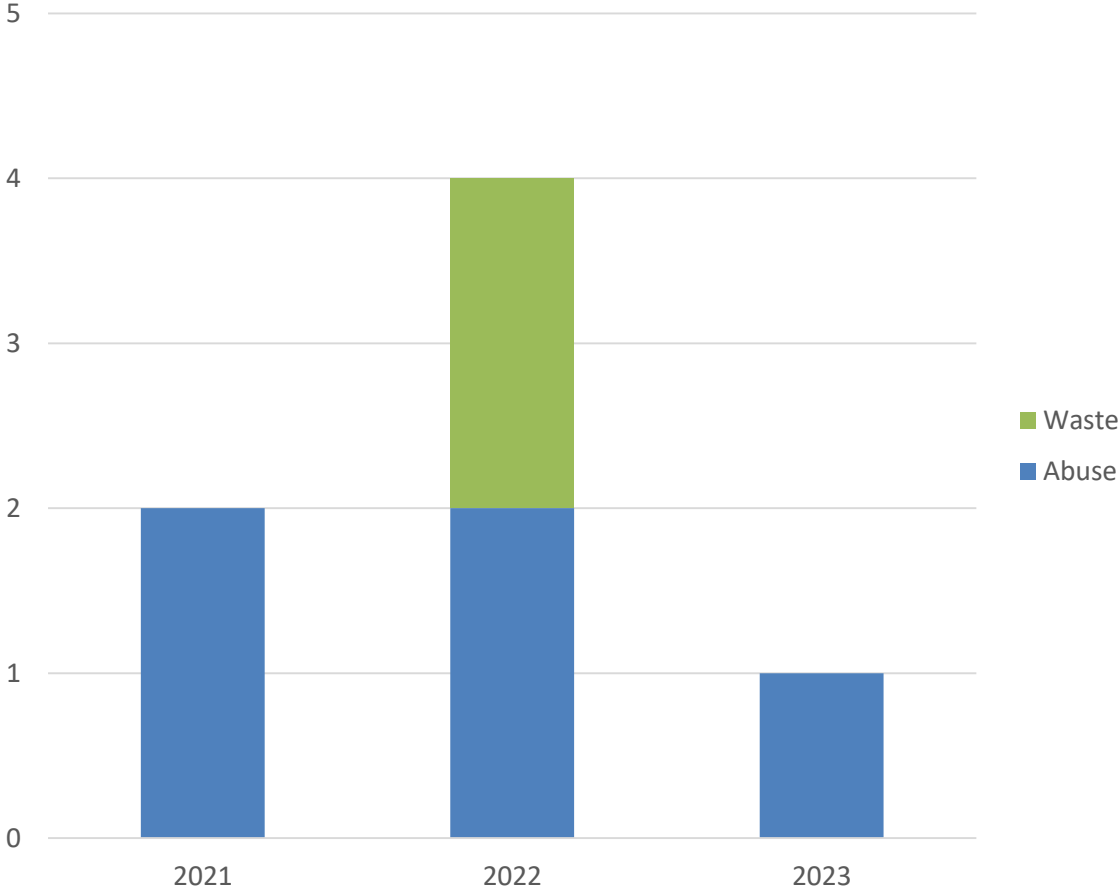


Complaint Type by Year

Complaint Types by Year 2021-2023



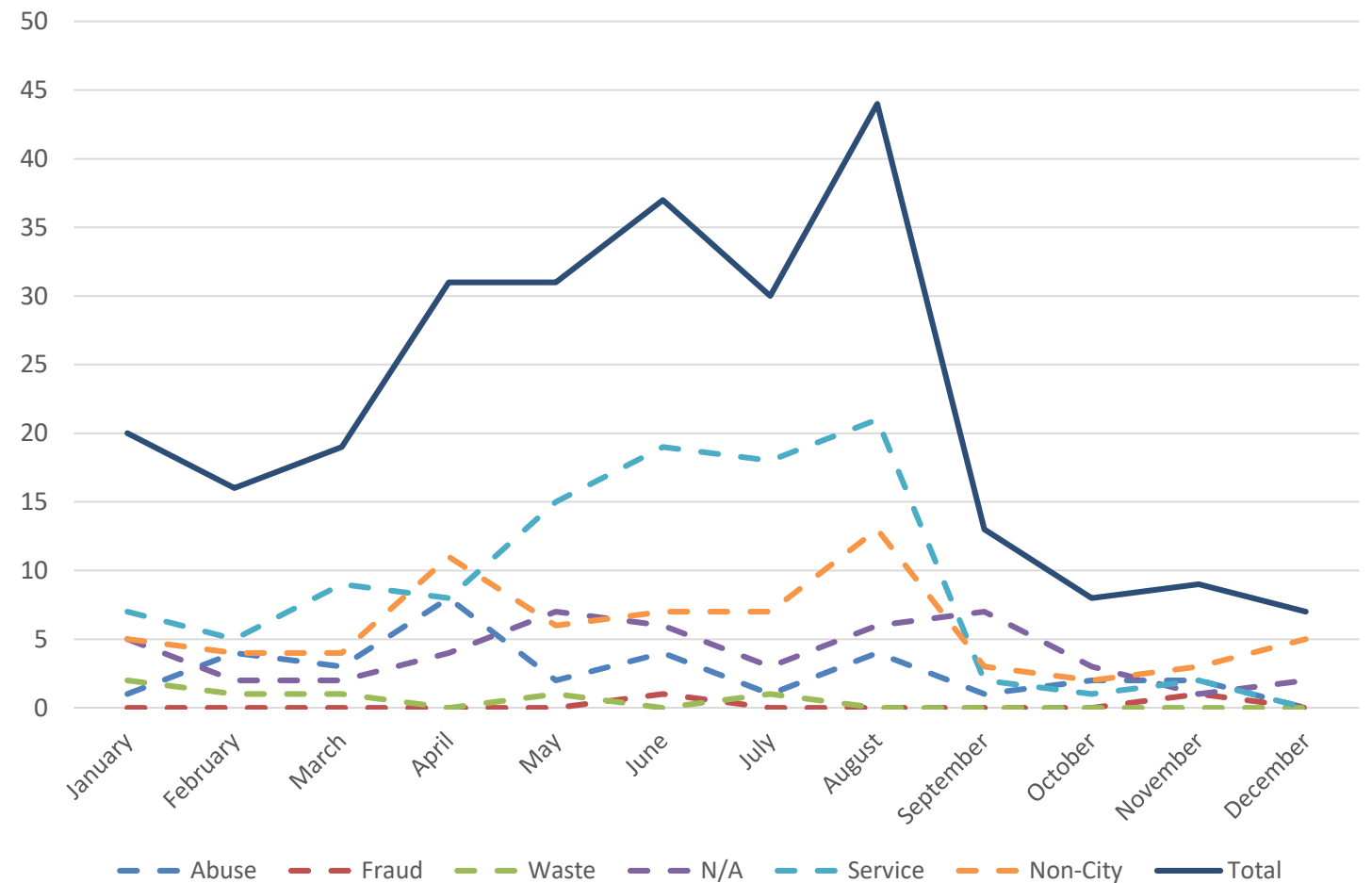
No Action by Type 2021-2023
(Excluding Service Requests and Non-City Complaints)



Complaint Type by Month

- In May 2022, the Fraud Hotline reporting information was added to the “Click for Action” page on the City’s website, which was the main driver of increased complaints from 2021 to 2023.
- In September 2023, the Fraud Hotline was removed from the “Click for Action” page on the City’s website due to the significant amount of service requests and non-city complaints being submitted.
- There was a clear drop in out-of-scope cases when the information was removed, but there was no drop in fraud, waste, or abuse being reported

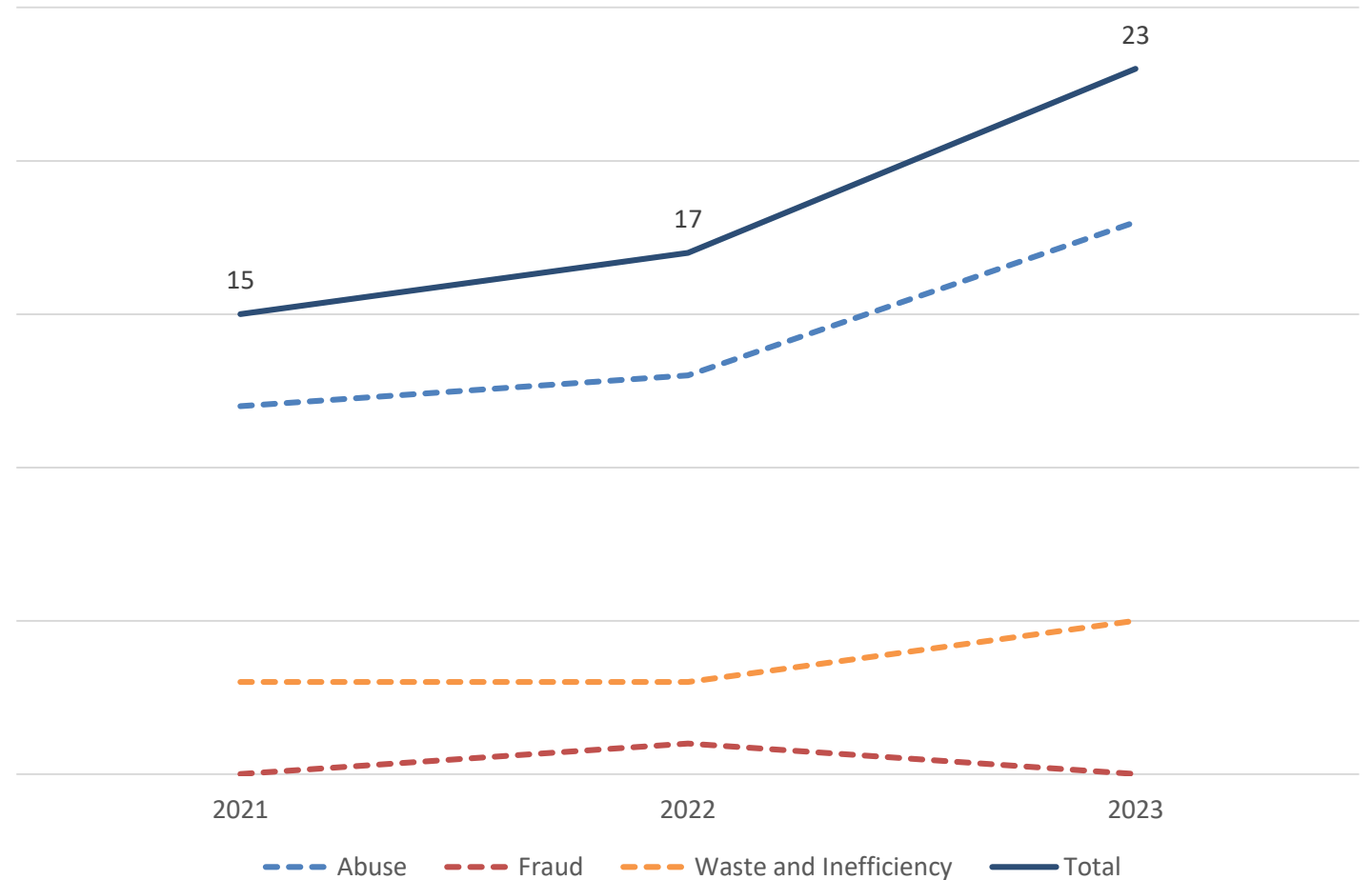
Complaint Types by Month in 2023



DPW Referrals by Complaint Type

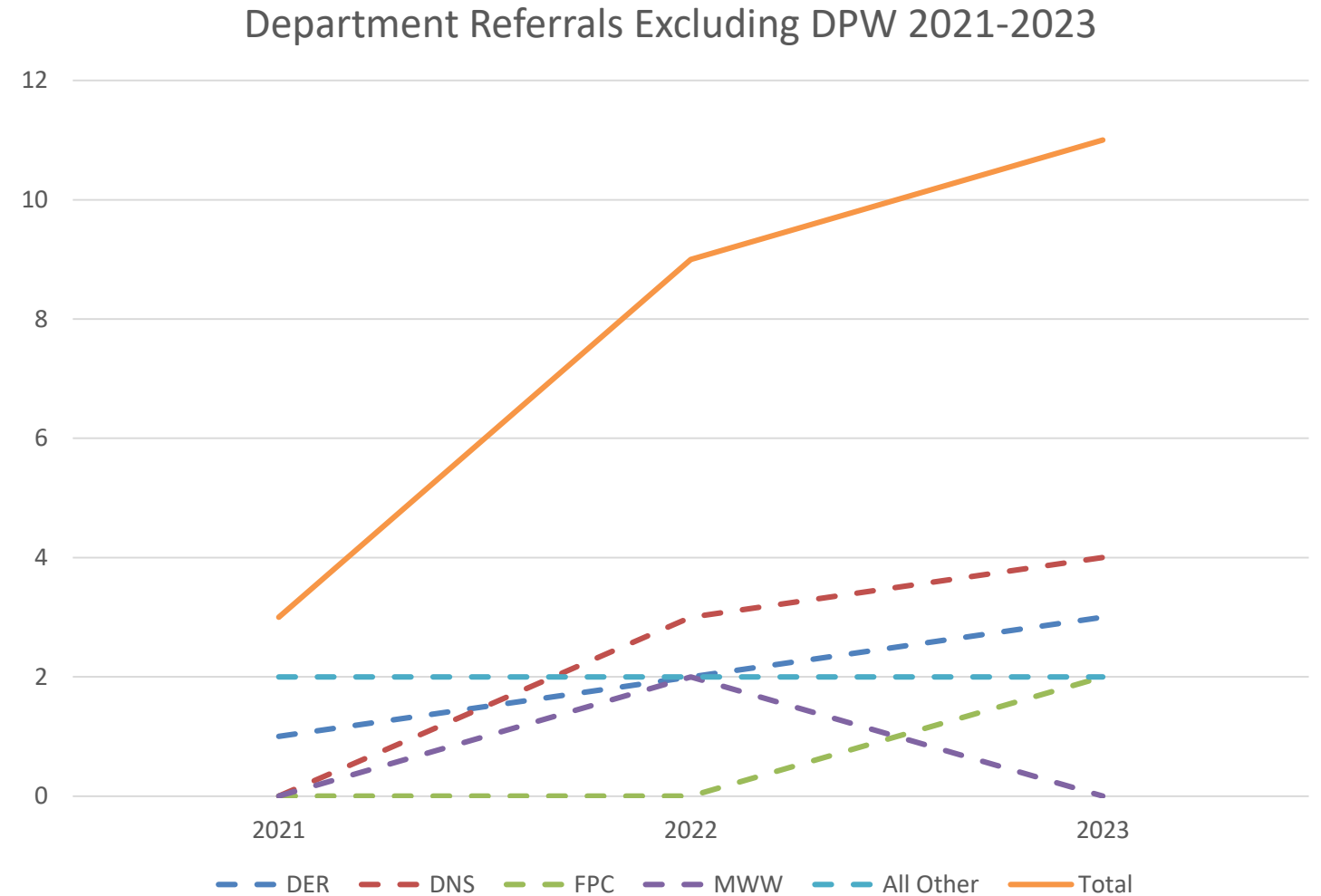
- DPW complaints are often resident complaints regarding DPW employees in the field
- Increase in DPW complaints driven by ease of Fraud Hotline reporting

DPW Referrals by Complaint Type 2021-2023



Non-DPW Referrals by Department and Year

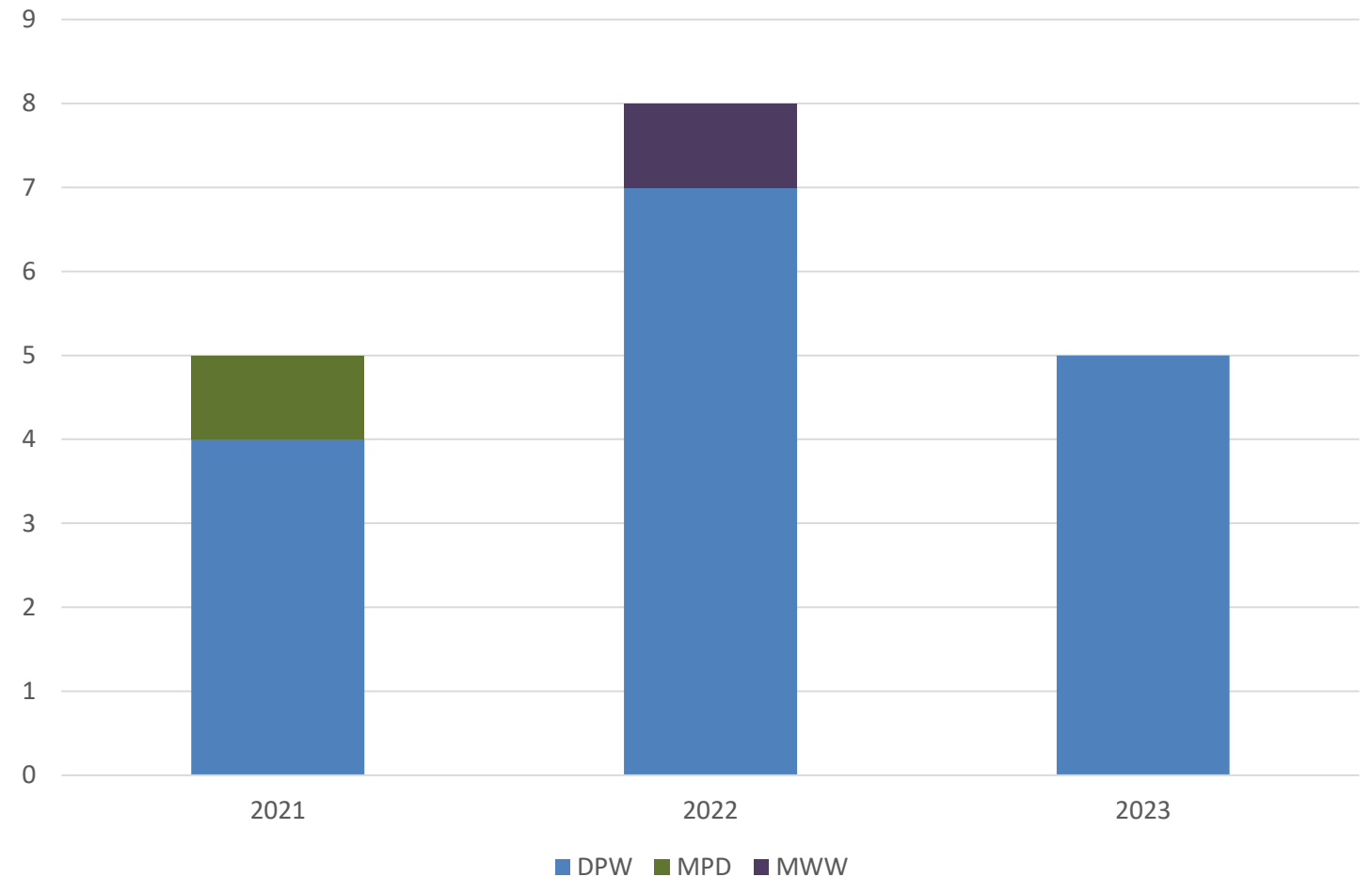
- No departments other than DPW have a significant number of ongoing complaints



Substantiated Complaints by Department

- DPW was the only department in 2023 that had any substantiated cases
- Despite DPW having a slight increase in referrals from 2022 to 2023, DPW had less substantiated cases in 2023 than in 2022

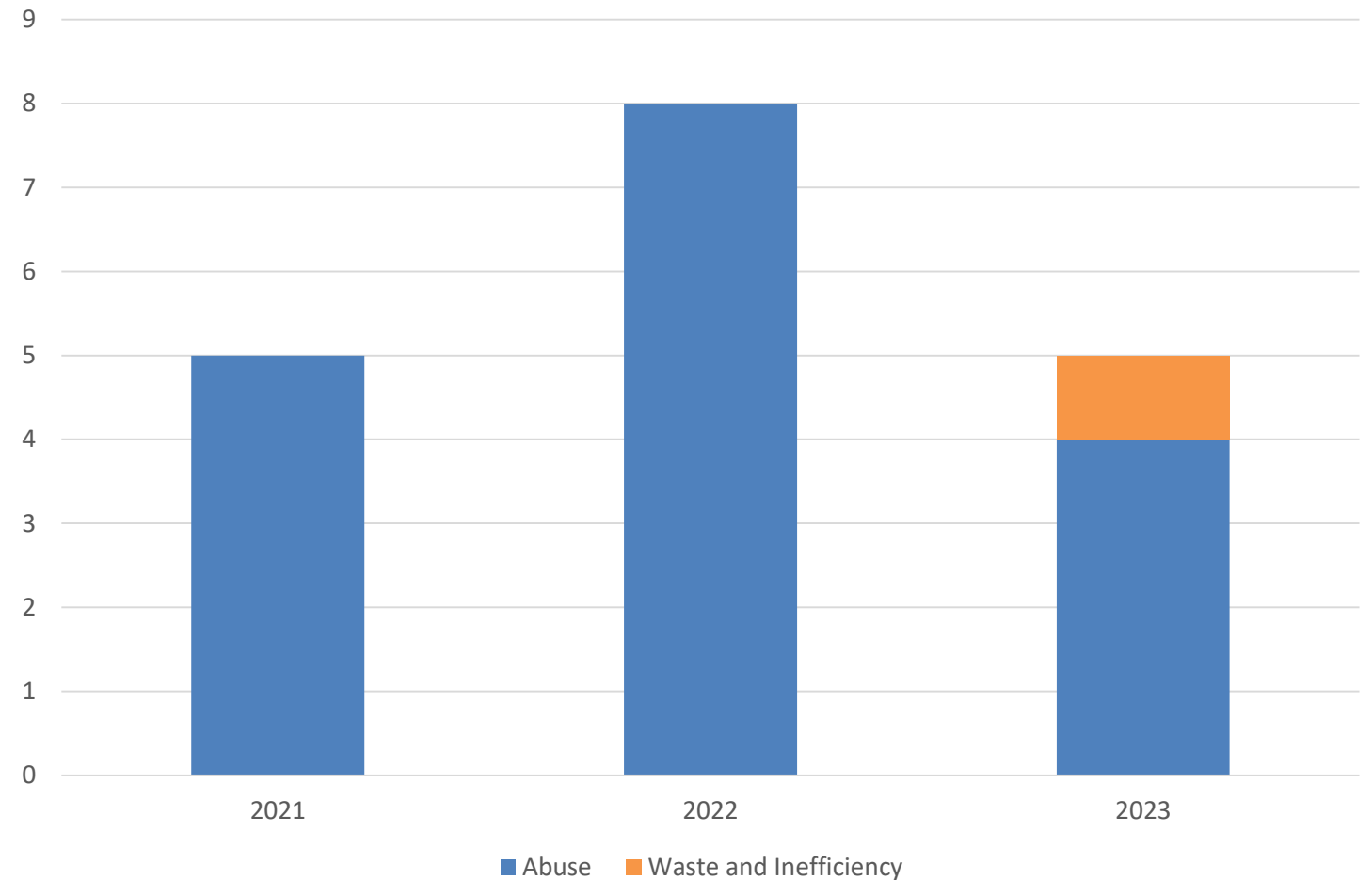
Substantiated Cases by Department and Year 2021-2023



Substantiated by Type

- Abuse continues to be the most common type of substantiated complaint
- This type of complaint is largely driven by interactions between residents and DPW employees in the field, as DPW employees are highly visible to the public.

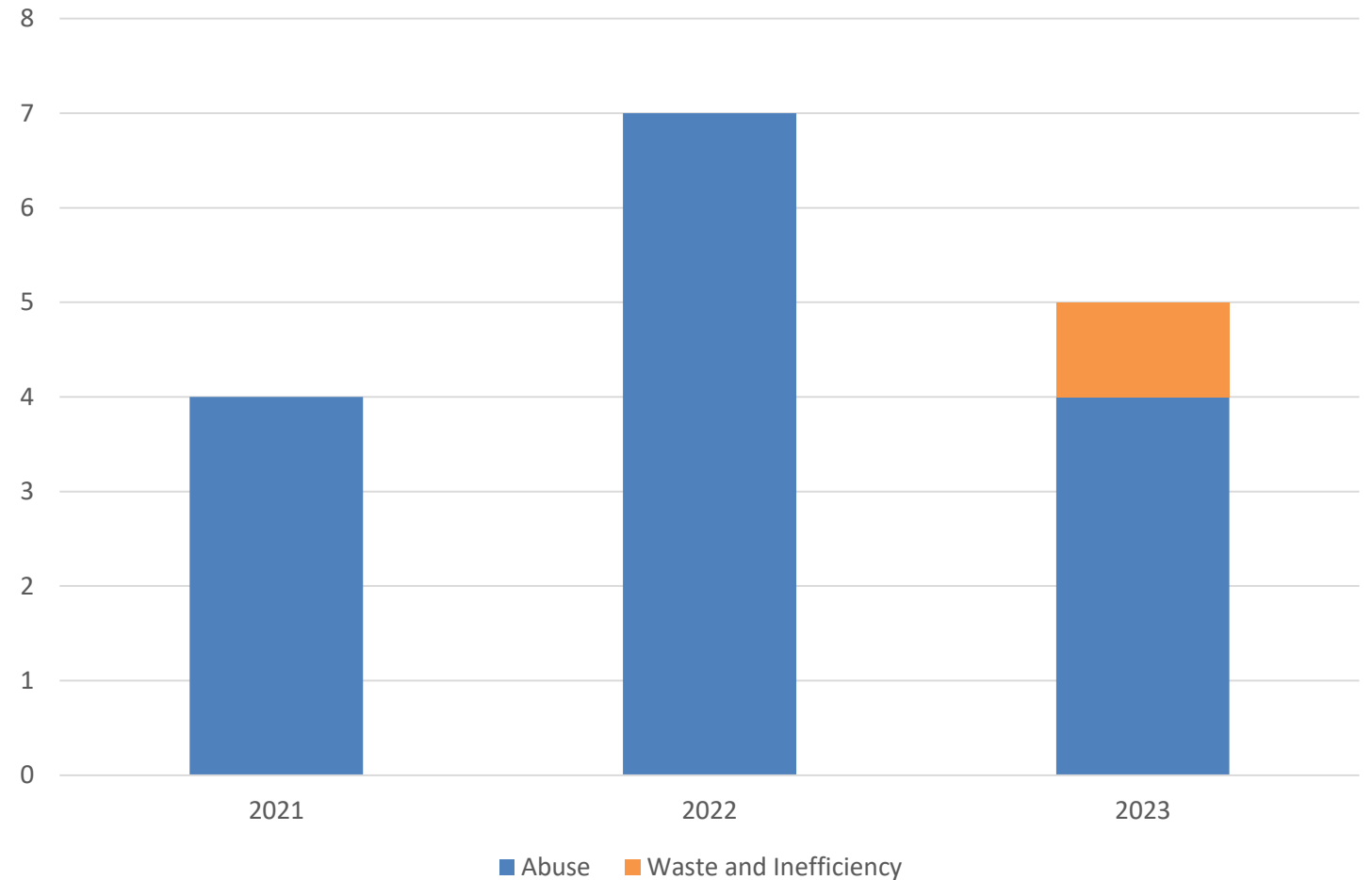
Substantiated Complaints by Type and Year 2021-2023



DPW Substantiated Cases

- DPW management takes the information received from the Fraud Hotline and meets with the employees to understand their perspective on interactions with residents
- As mentioned before, despite DPW having a slight increase in referrals from 2022 to 2023, DPW had fewer substantiated cases in 2023 than in 2022

Substantiated DPW Complaints by Type and Year 2021-2023





Thank You

Adriana Molina

Adriana.Molina@Milwaukee.gov

Beka Lapwood

Rebekah.Lapwood@Milwaukee.gov