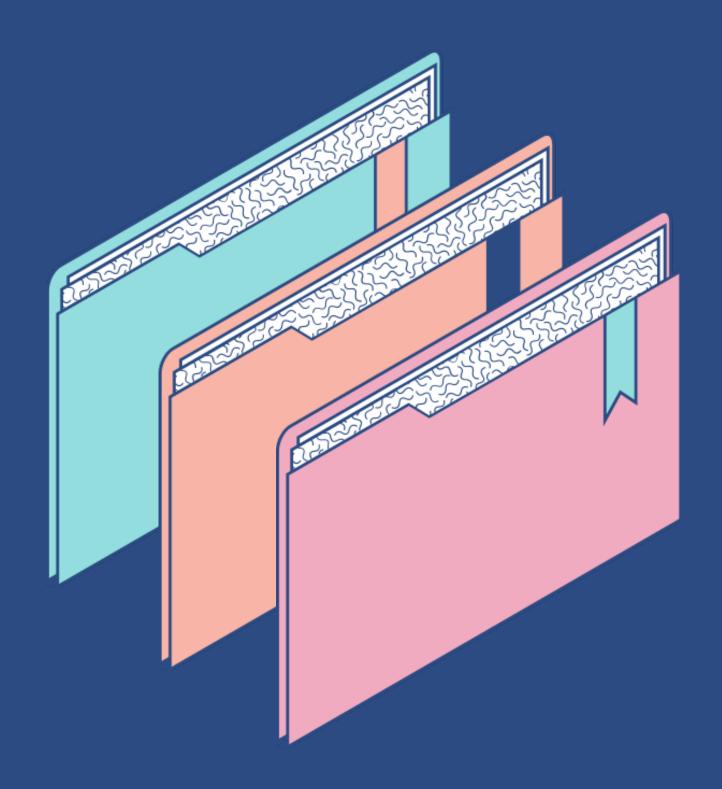


CITY OFMILWAUKEE

Fraud, Waste, and Abuse Hotline

Annual Report for Year Ended December 31, 2024



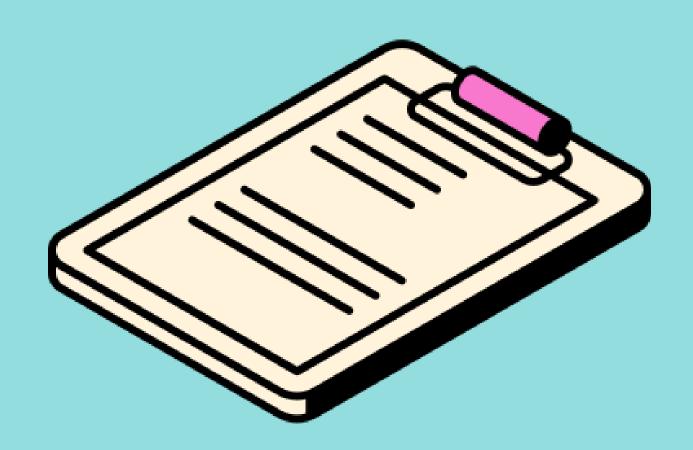
Agenda

KEY TOPICS DISCUSSED IN THIS PRESENTATION

- Executive Summary
- Background
- Where to Find the Hotline
- Total Complaints
- 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 70% decrease in total complaints from 2023 to 2024
- Abuse remains the most common type of actionable complaint
 - Employee conduct falls under this category, which is the biggest driver in this category





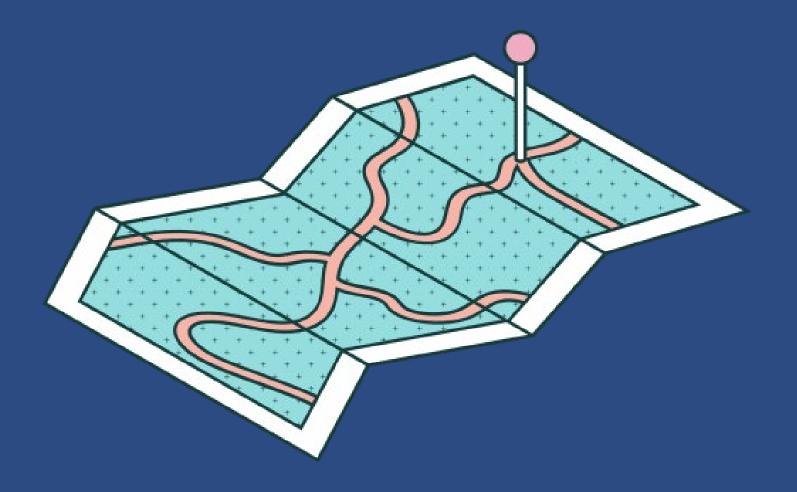
Background

- 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.

Definitions

- 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 the Fraud Hotline Information



Images







Learn more :



Tools ▼



News

You can contact the Milwaukee Fraud Hotline by calling (414) 286-3440, emailing hotline@milwaukee.gov, or filling out a form. The hotline is used to report fraud, waste, and abuse of city resources.

Videos

Shopping

How to report fraud @

- You can report fraud by leaving a voicemail at (414) 286-3440.
- You can also report fraud by filling out a form.

Forums

You can email hotline@milwaukee.gov.

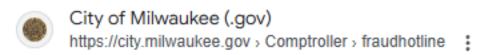






Reports may also be made by emailing hotline@milwaukee.gov or by leaving a voicemail for the Fraud Hotline at 414-286-3440 or for Spanish call 414-286-3442. . *I'd like to report: I'd like to report: is a required field.





Report Fraud, Waste and Abuse of City Resources

More *



¡Bienvenido al sitio web de la ciudad de Miliwaukee! Popular Esta Semana / Encuéntralo Rápido Txais tos rau Lub Nroog Miliwaukee Lub Vev Xaib!

Ntau Tus Neeg Nyiam Lub Limtiam No / Nrhiav Nws Ceev





Garbage and Recycling Schedules

Parking Services

City Houses For Sale

Employment Opportunities

Milwaukee Water Works

City Treasurer



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

Legislative Research Center

Licenses or Permits





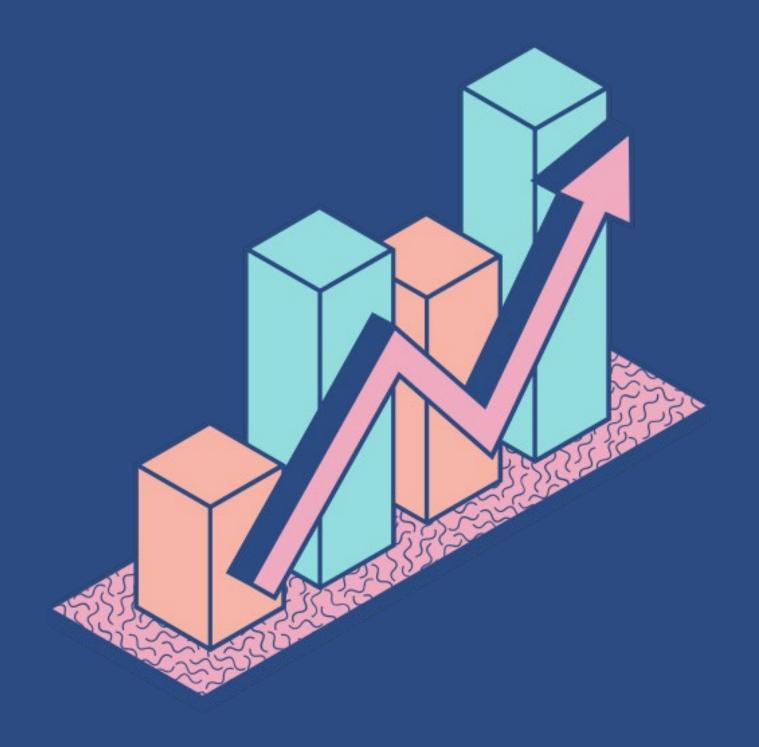
Fraud Hotline information is available on the Comptroller's Webpage

Office of the Comptroller

Mission Statement:

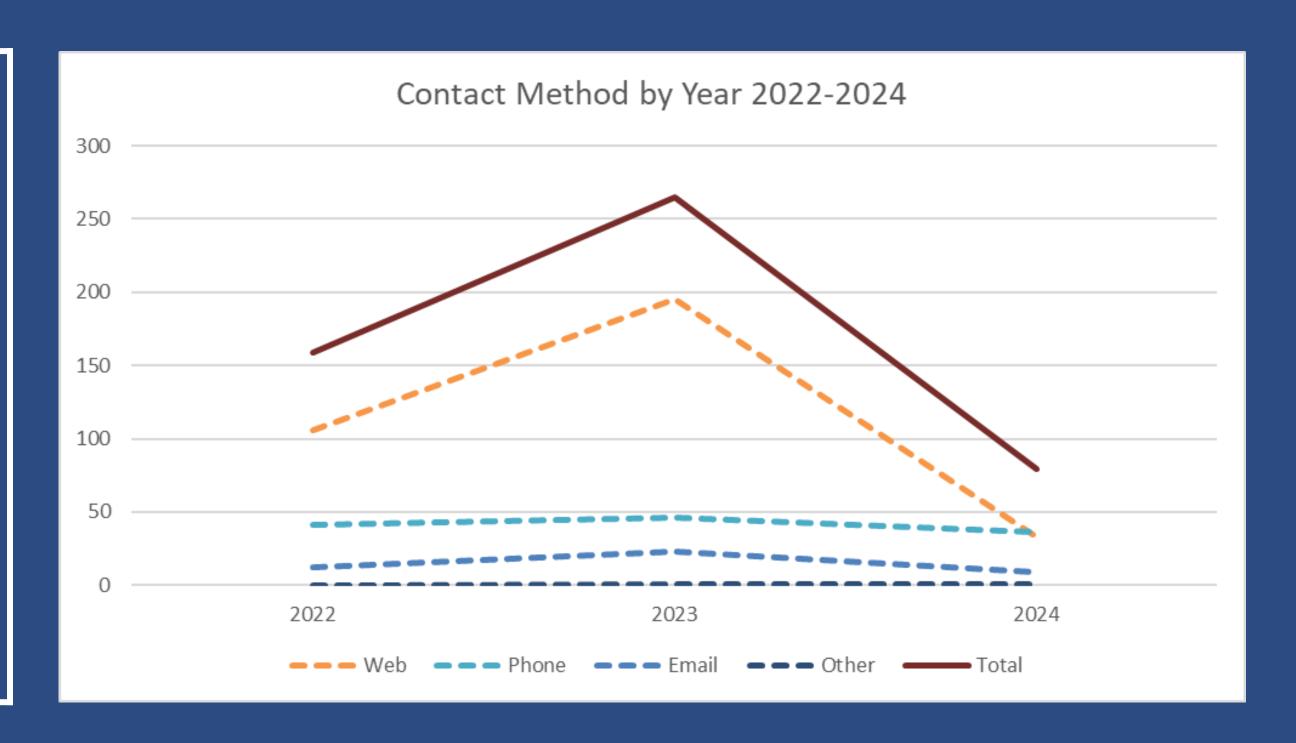
To serve City of Milwaukee residents by maintaining strong fiscal oversight and delivering transparent, accurate, and timely financial services, while providing exceptional customer service to City of Milwaukee departments and other agencies which directly serve the public.

2022-2024 Statistics



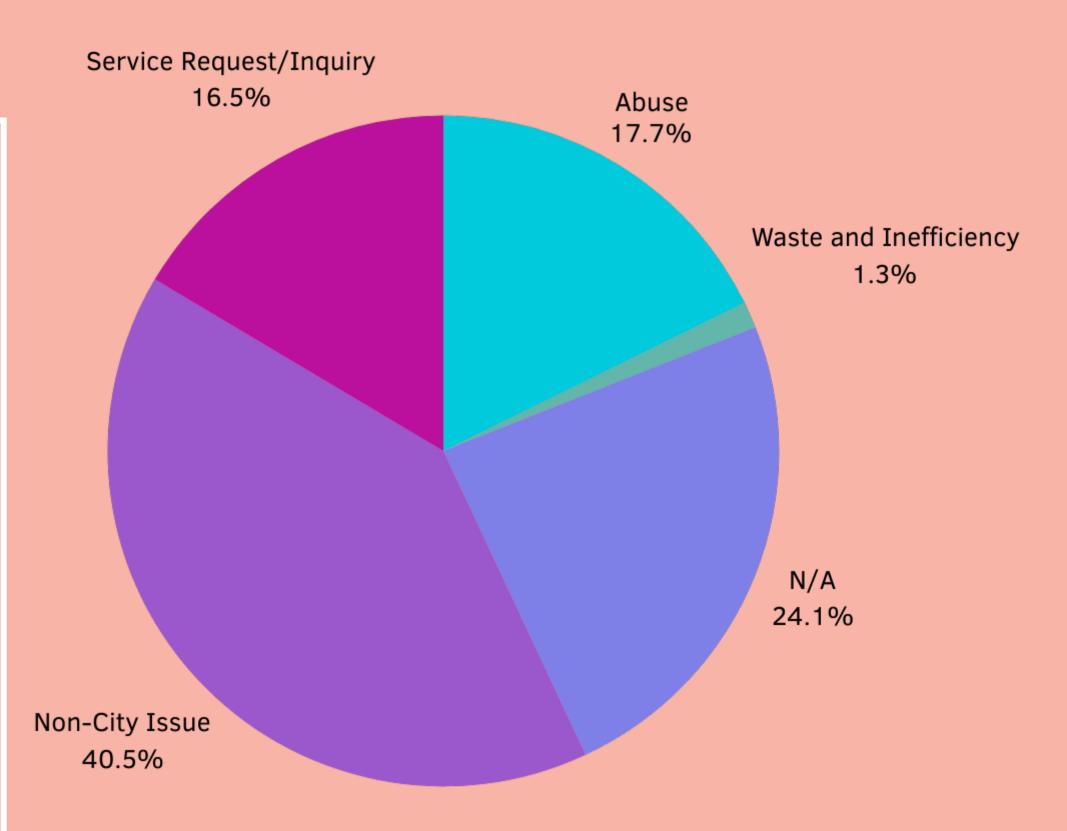
Total Complaints

- 2024 had 79 complaints
- Phone was the most common form of contact
- "Other" category may include in-person, mail, and fax



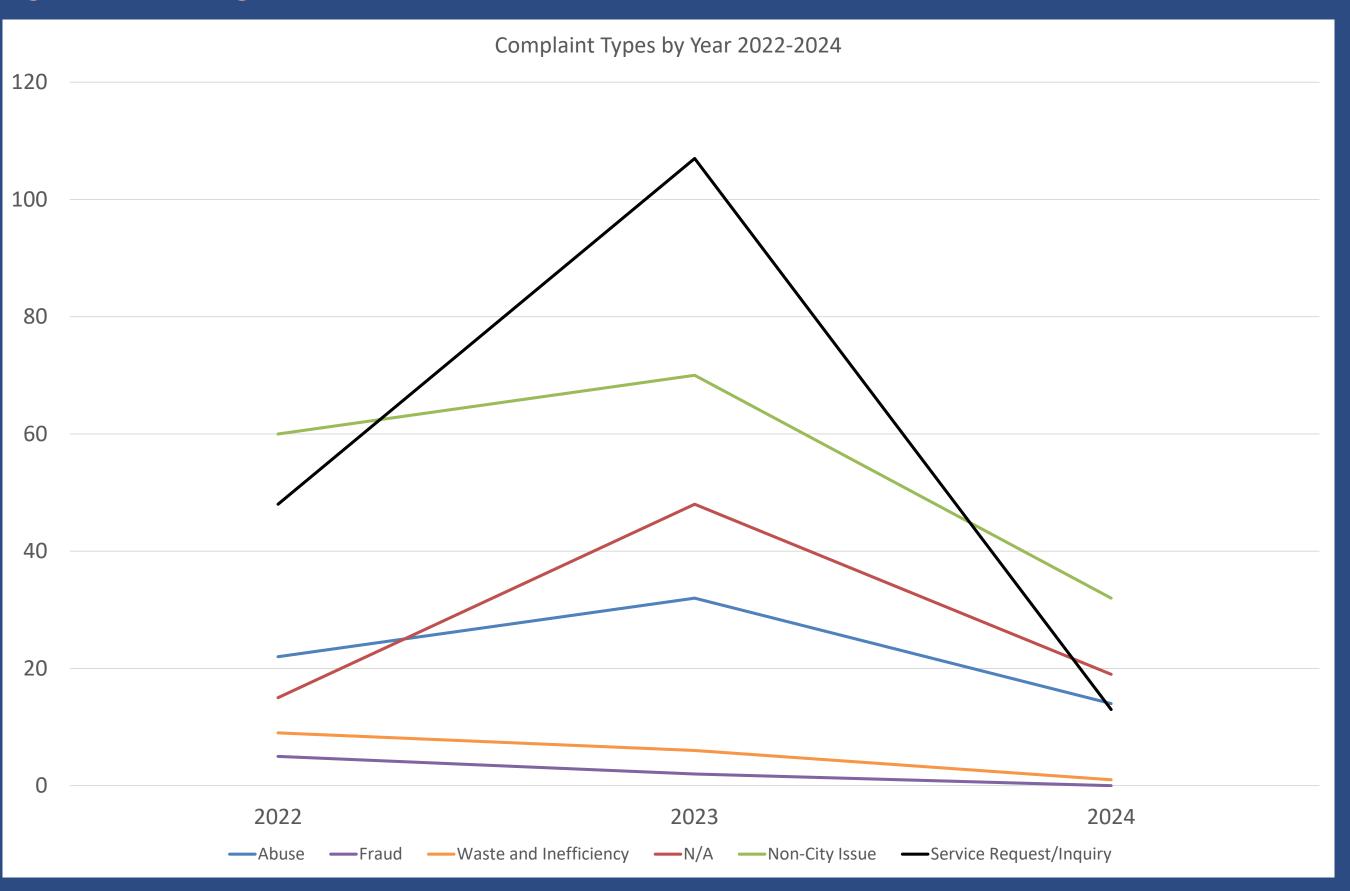
Complaint Types

- Abuse accounts for 18% of the total complaints
 - Personal use of 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, etc.)
- 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



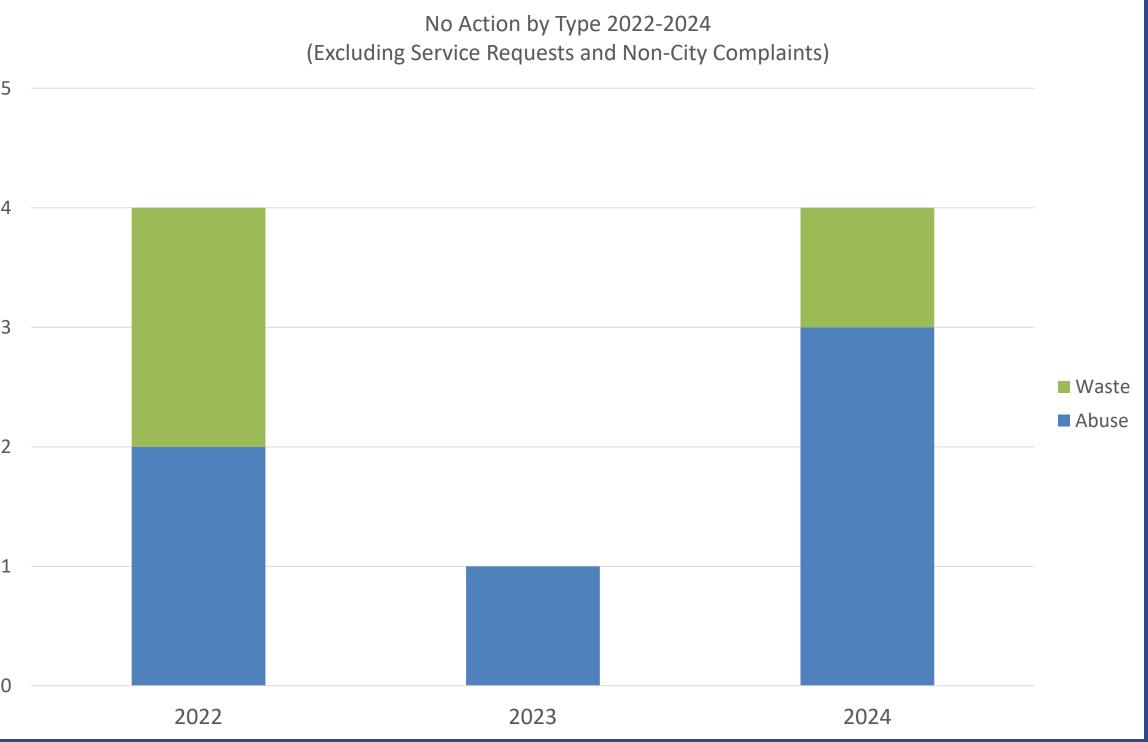
Complaint Type by Year

- There was a drop across all complaint types
- Complaint levels
 are returning to
 pre-pandemic
 numbers



Complaint Type by Year

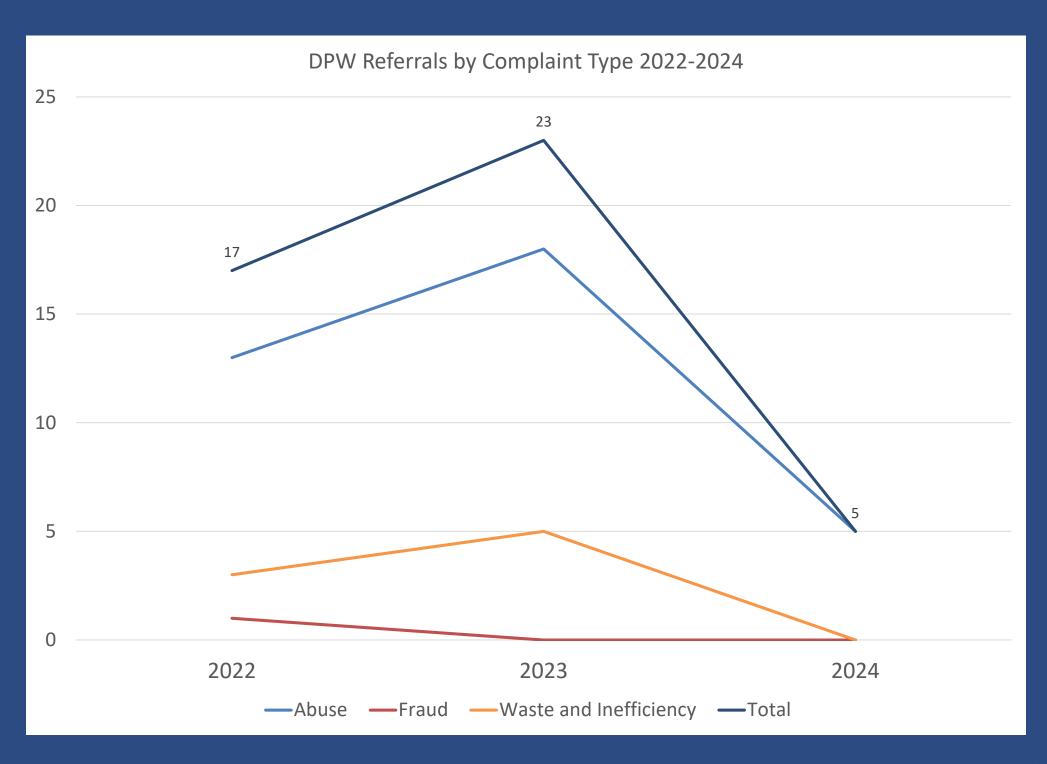
 No Action complaints are complaints the Hotline receives but has no way to followup on or investigate



DPW Referrals by Complaint Type

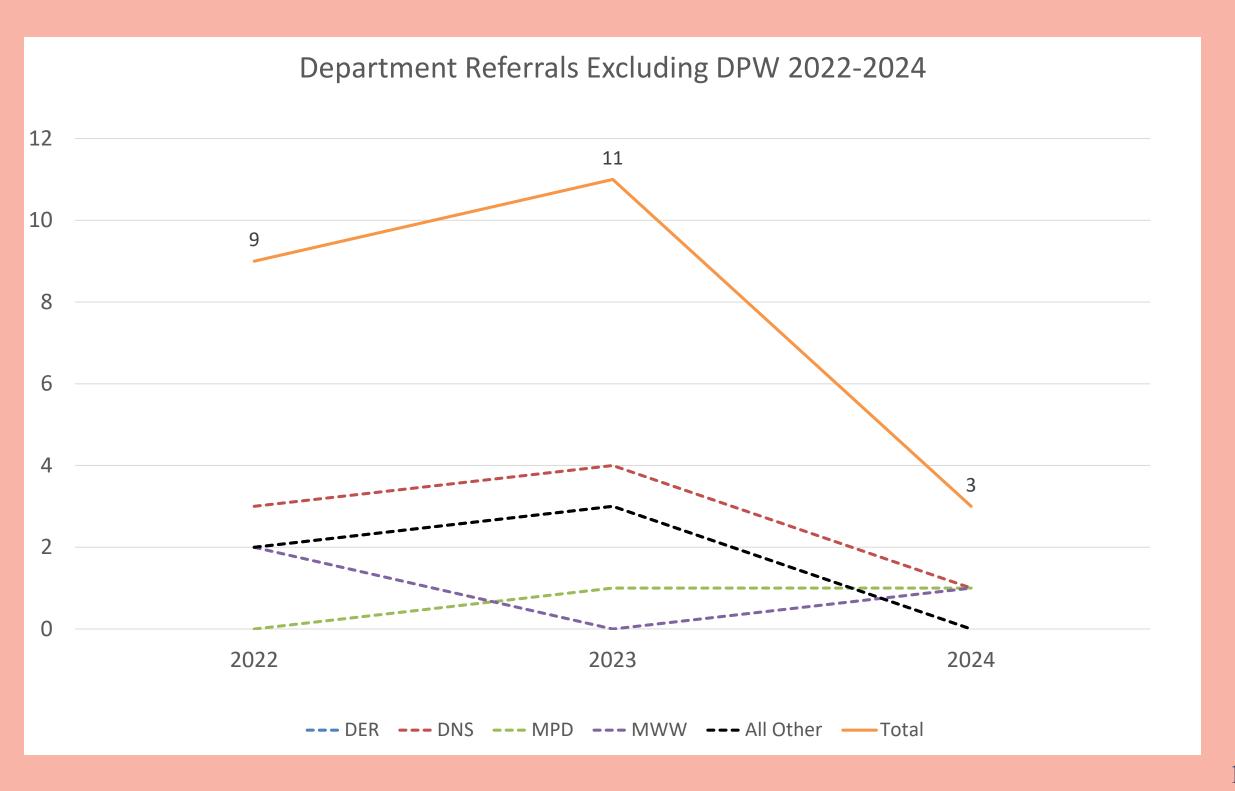
The significant drop in referrals is likely due to several factors:

- Effectiveness of Click-for-Action helping DPW resolve issues and preempting resident complaints to the Fraud Hotline
- Fewer residents being
 home compared to the
 COVID-19 pandemic years
- DPW fully staffing its HR positions across all divisions.



Non-DPW Referrals by Department and Year

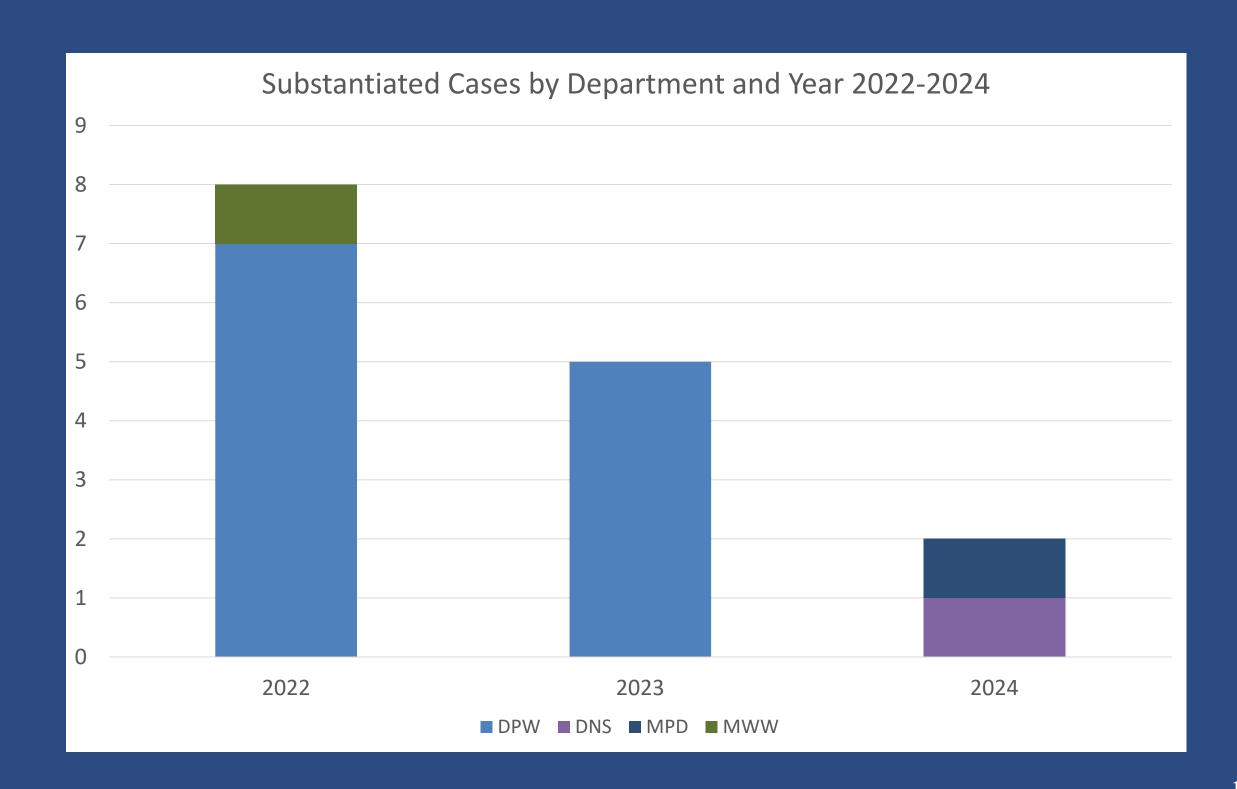
 No departments in particular have a significant number of ongoing complaints



Substantiated Complaints by Department

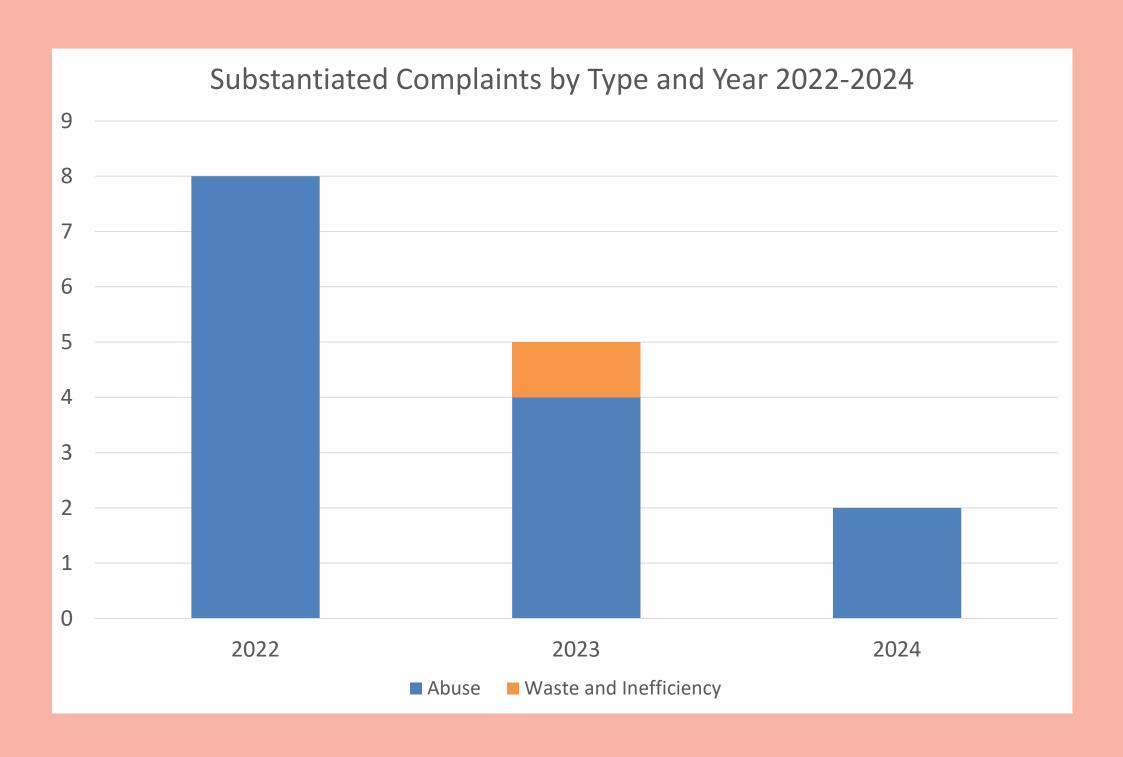
- This is the first year DPW had no substantiated complaints
 - DPW has

 continuously been
 trending down in
 substantiated cases
 over the past few
 years
- MPD and DNS each had one substantiated case



Substantiated by Type

- Abuse continues to be the most common type of substantiated complaint
- No cases of waste or fraud were found to be substantiated





Thank you!

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