



# Fraud, Waste, and Abuse Hotline

Annual Report for Year Ended  
December 31, 2021

# Agenda

- Executive Summary
- Background
- Total Complaints
- Complaint Types
- Actions Taken
- Substantiated Complaints

# Executive Summary

- The Fraud Hotline focuses on investigating fraud, waste, and/or abuse of City resources
- DPW is the subject of the most Fraud Hotline complaints, but the number of DPW complaints is decreasing over time due to coaching in response to previous Fraud Hotline complaints
- Internal Audit has noted fewer employee disputes that result in Fraud Hotline complaints since the inception of remote working
- Abuse is consistently the most common type of actionable complaint
- “No Action” complaints have significantly declined over the last two years
- The number of substantiated complaints has held steady over the last four years

# 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.

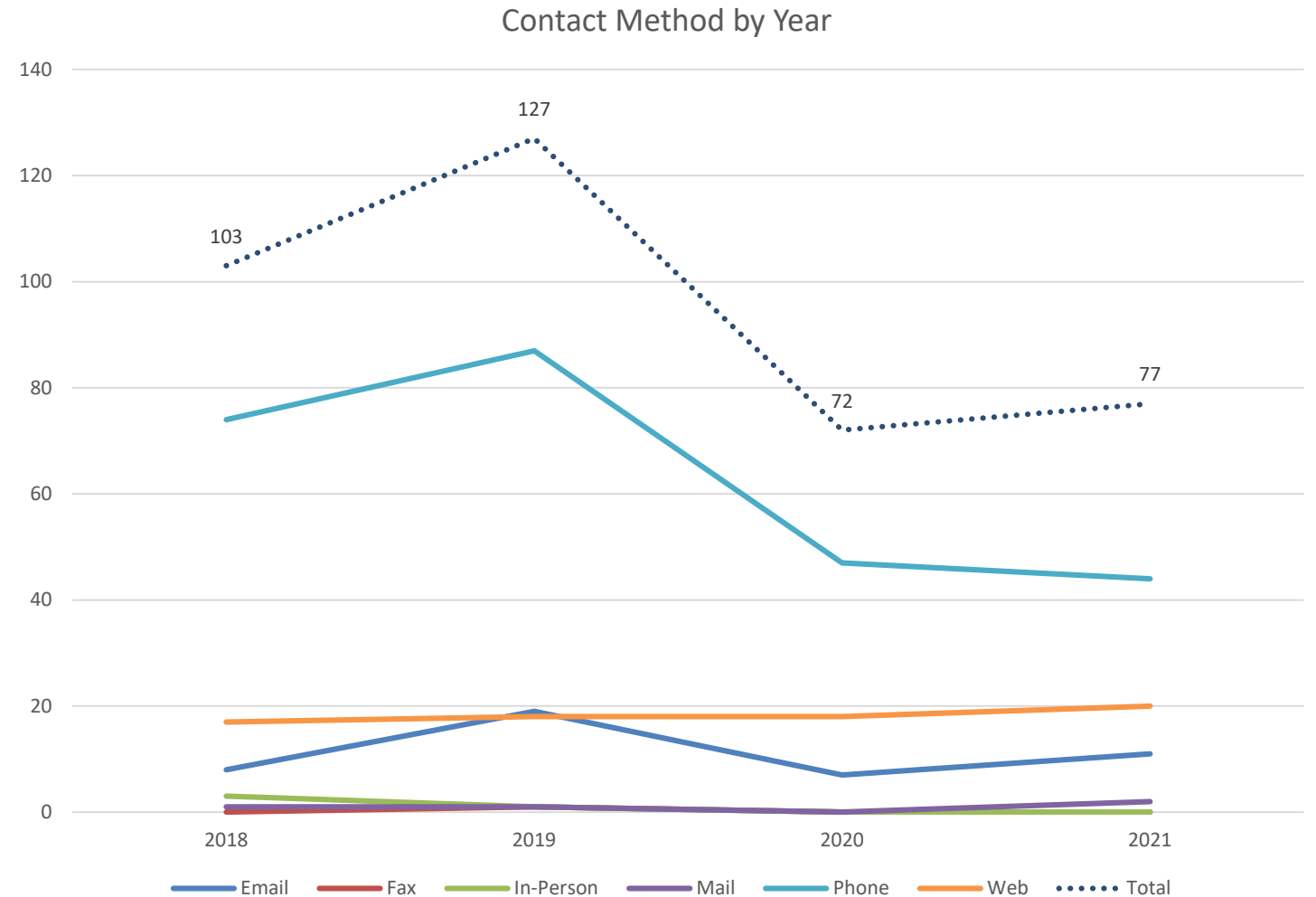
Fraud means any intentional act or omission for personal gain designed to deprive the city of its resources or assets to which the individual or person is not entitled.

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.

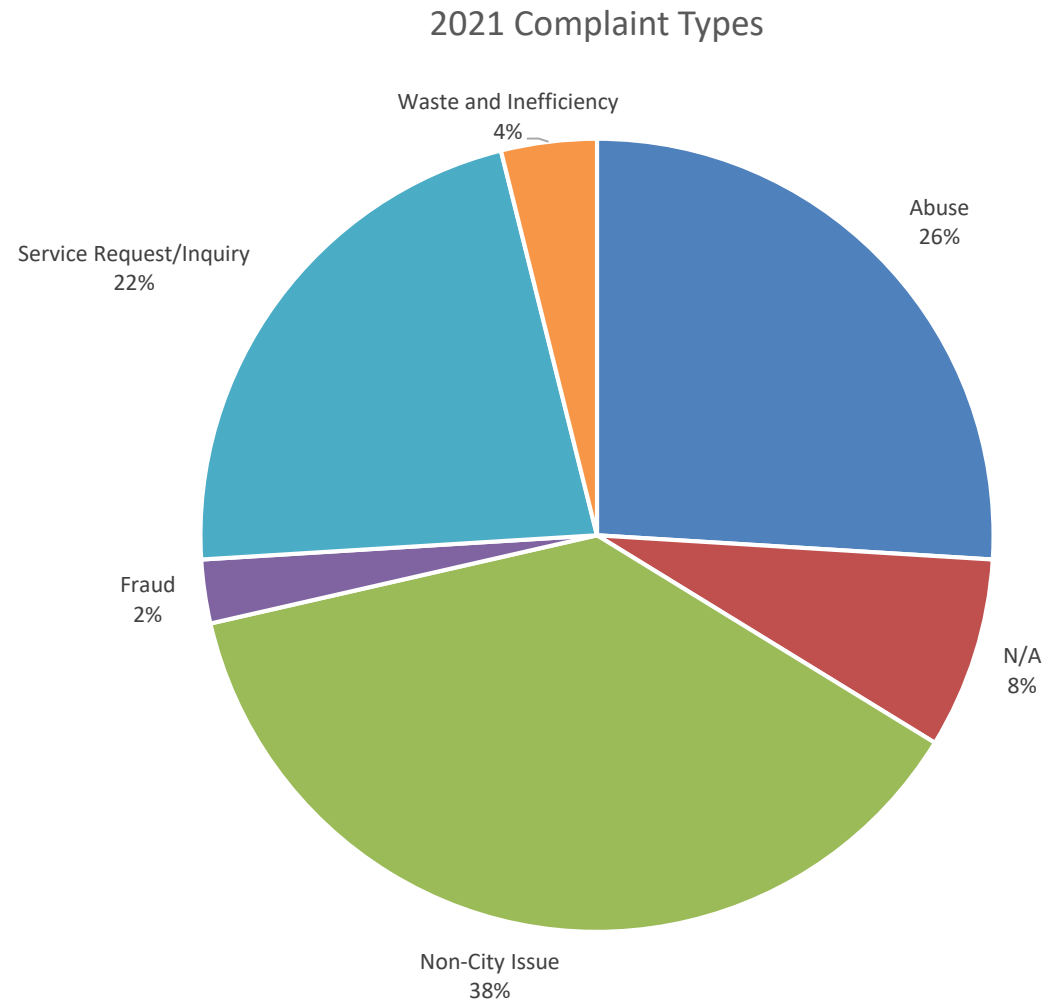
# Total Complaints

- 2021 had five more complaints than 2020
- Phone continues to be the preferred method of contact
- We anticipate web usage to increase due to the implementation of a new form interface in late 2021

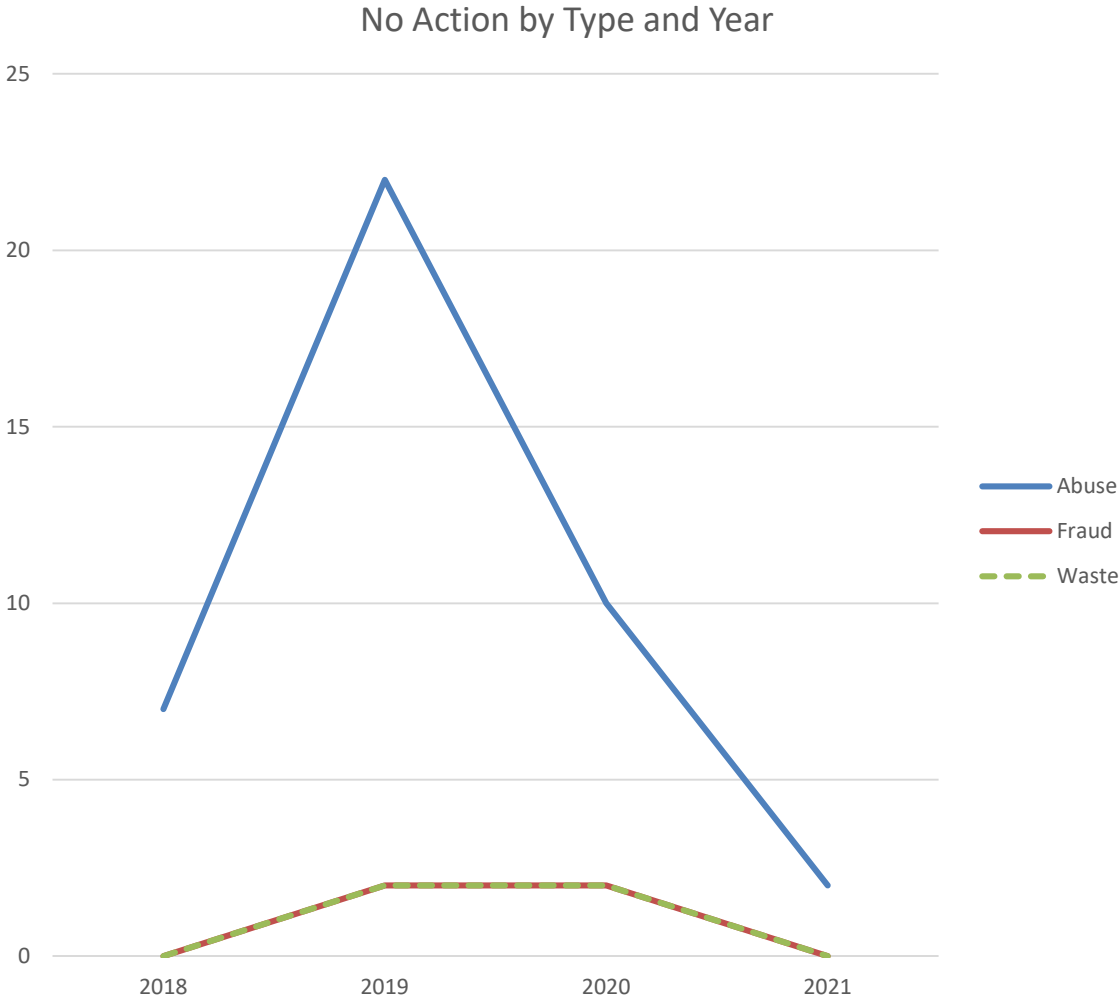
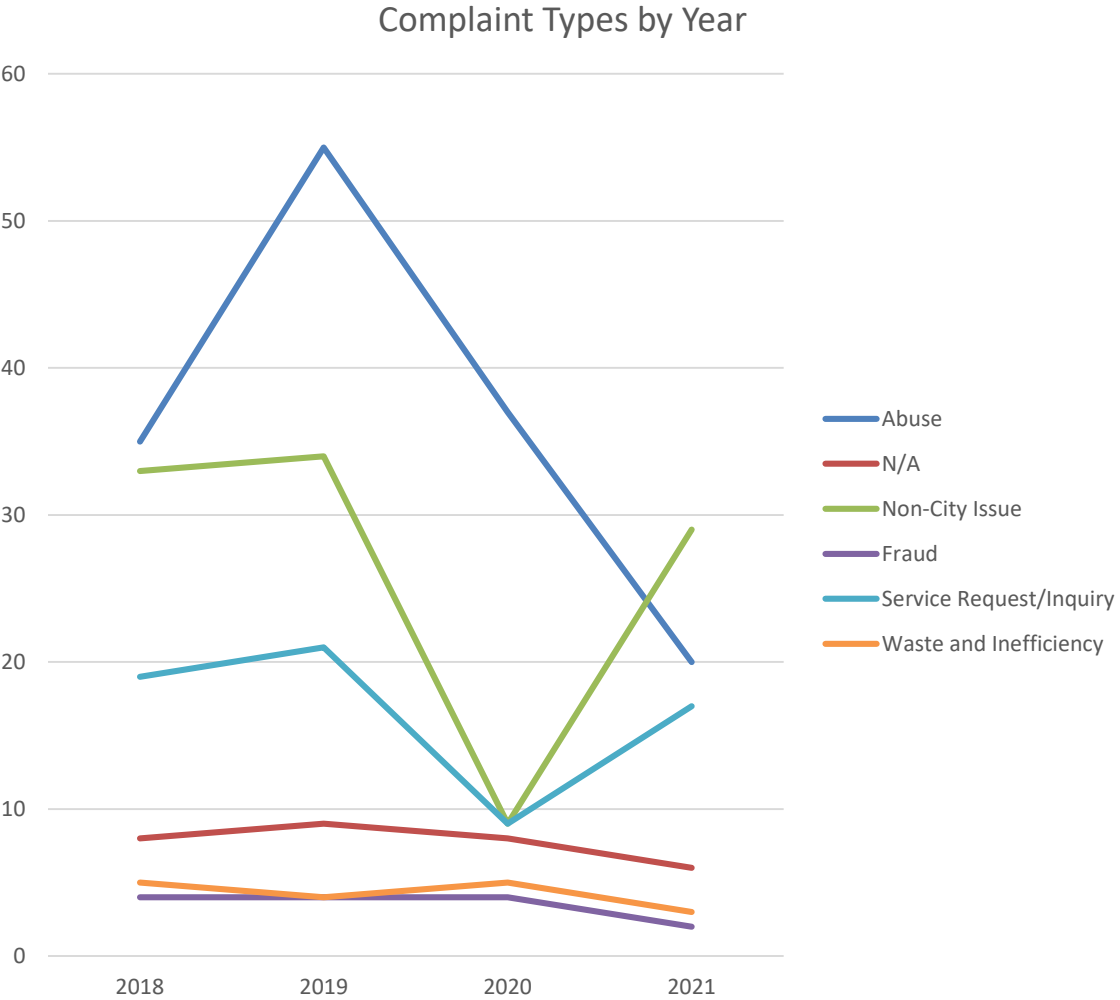


# Complaint Types

- Abuse accounts for 26% of the total complaints received in 2021. 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

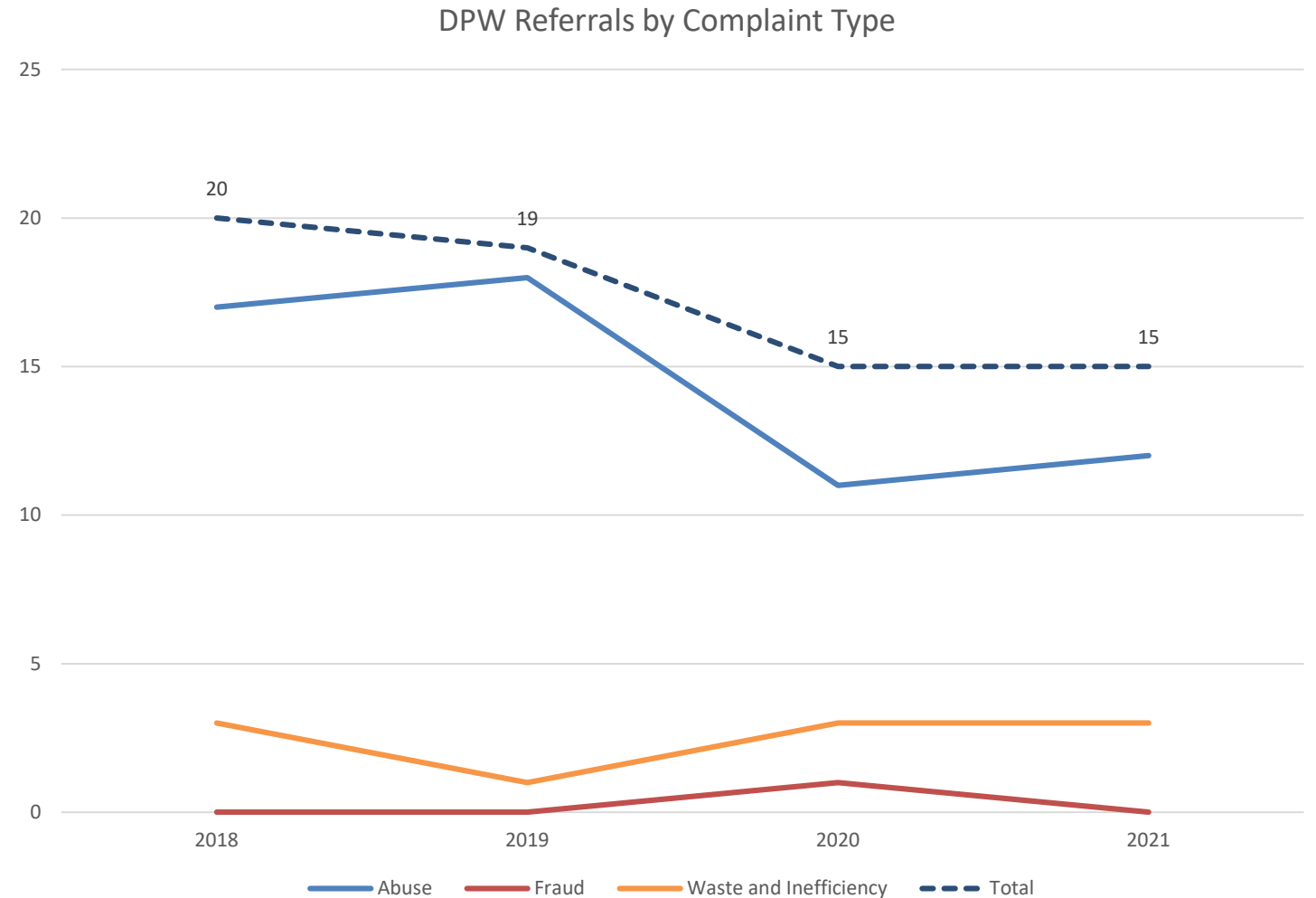


# Complaint Type by Year



# DPW by Complaint Type

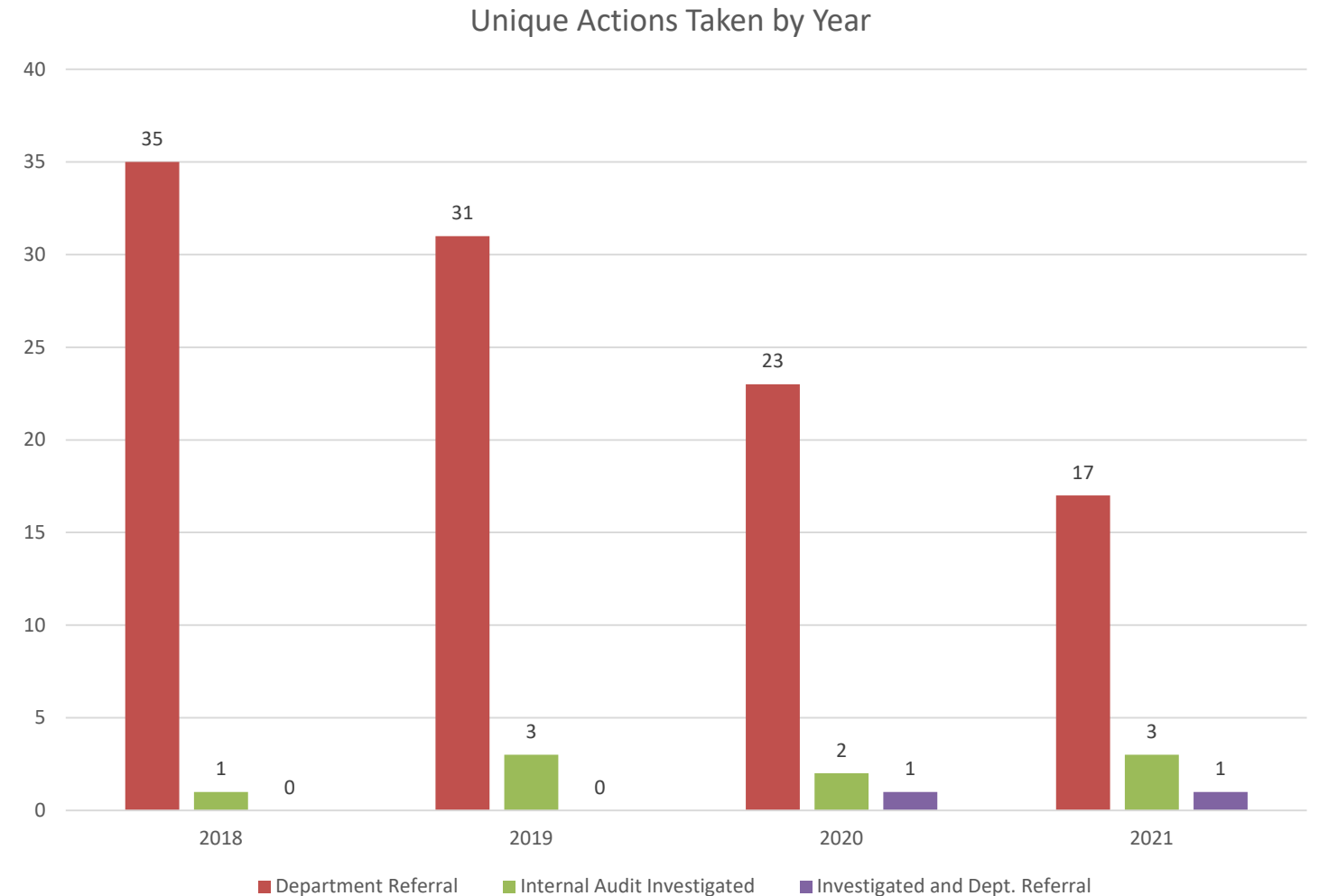
- DPW complaints are often resident complaints regarding DPW employees in the field
- Trend in the number of DPW complaints appears to be improving over time due to DPW management's coaching in response to previous Fraud Hotline complaints





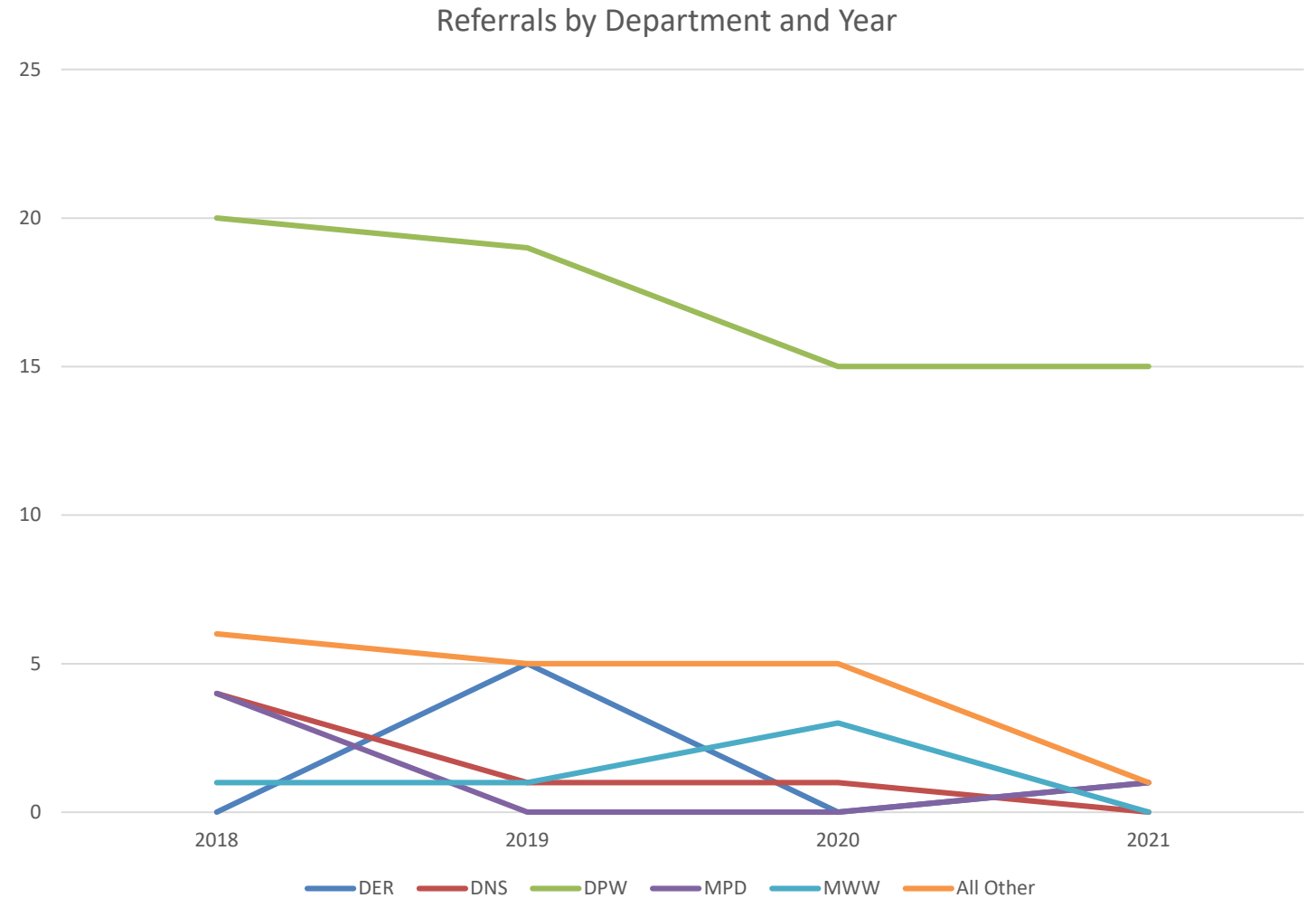
# Unique Actions Taken by Year

- “Unique actions” counts the response to related complaints by one or more parties as one action
- Reduction in actionable complaints driven by a few factors:
  - Fewer DPW complaints as a result of DPW management’s coaching in response to previous complaints
  - Fewer employee disputes that result in Fraud Hotline complaints since the inception of remote working

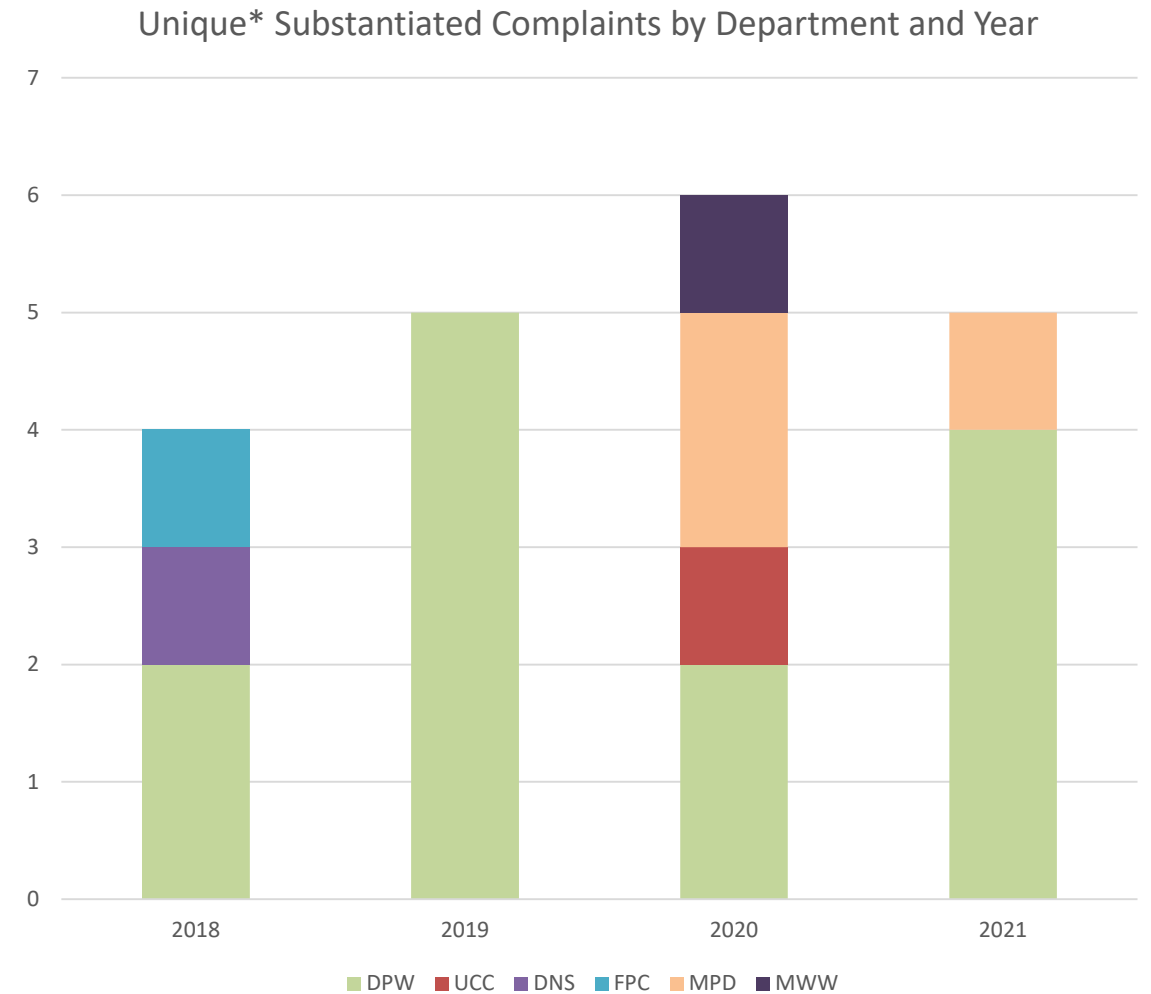
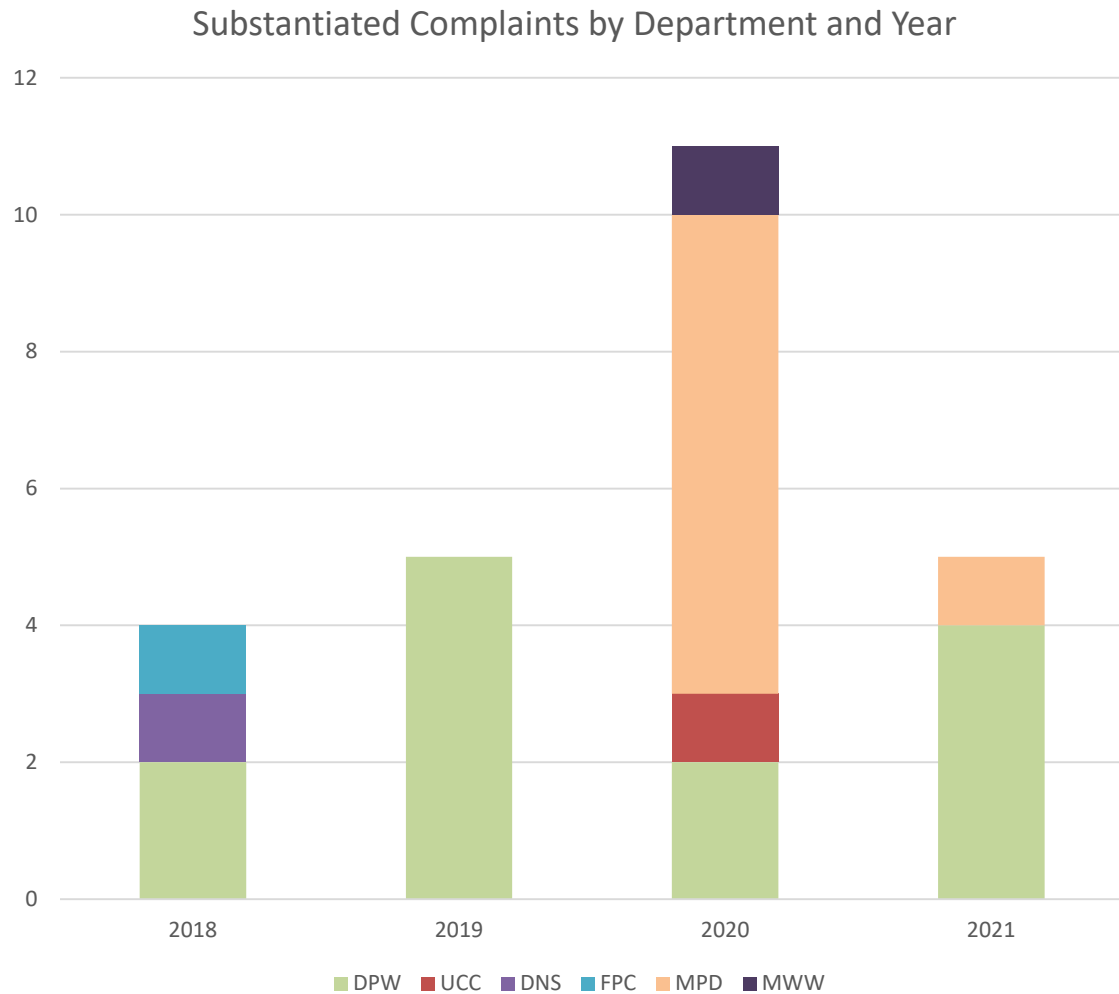


# Referrals by Department and Year

- The majority of both complaints and referrals related to DPW
- Non-DPW departments have not had sustained complaints from 2018 through 2021

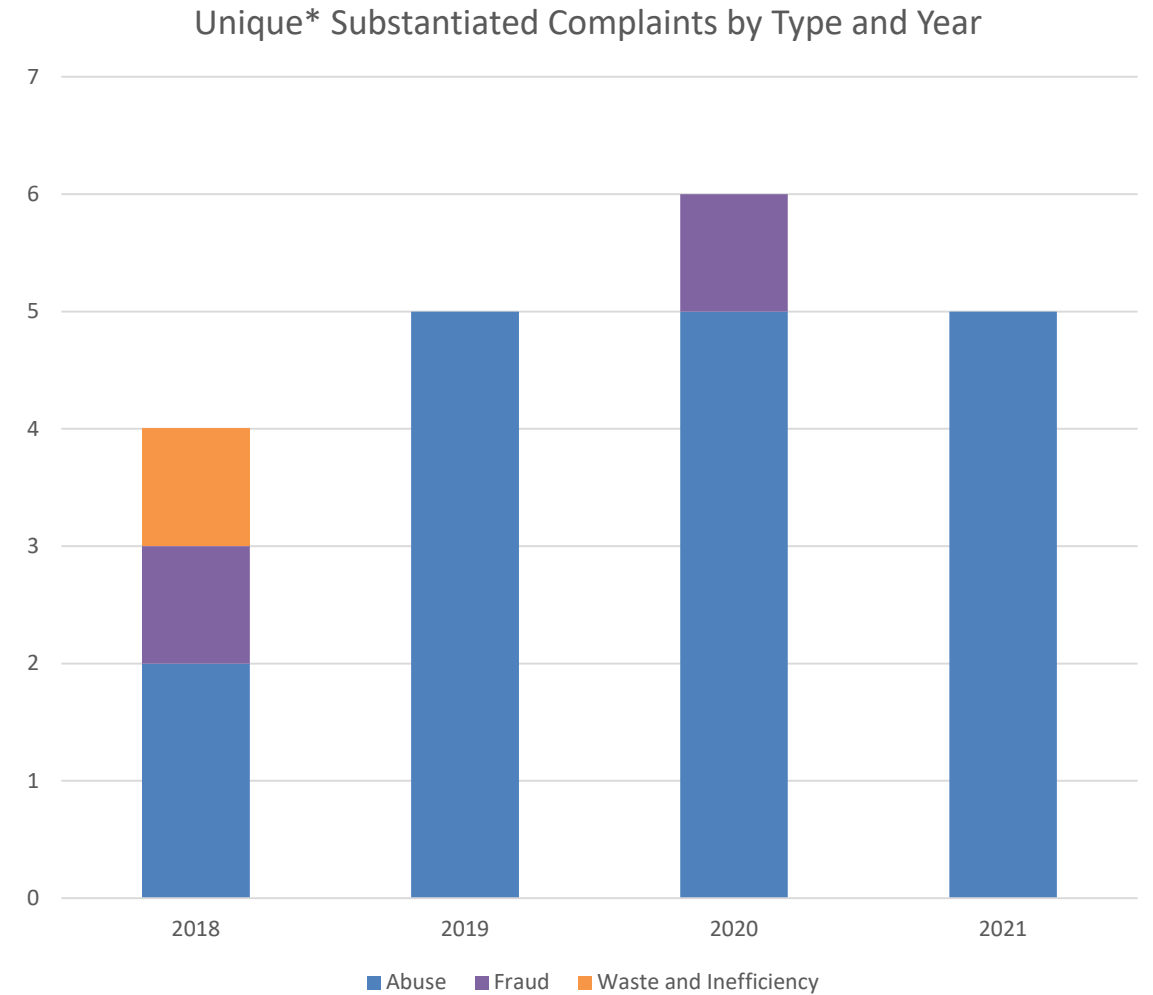
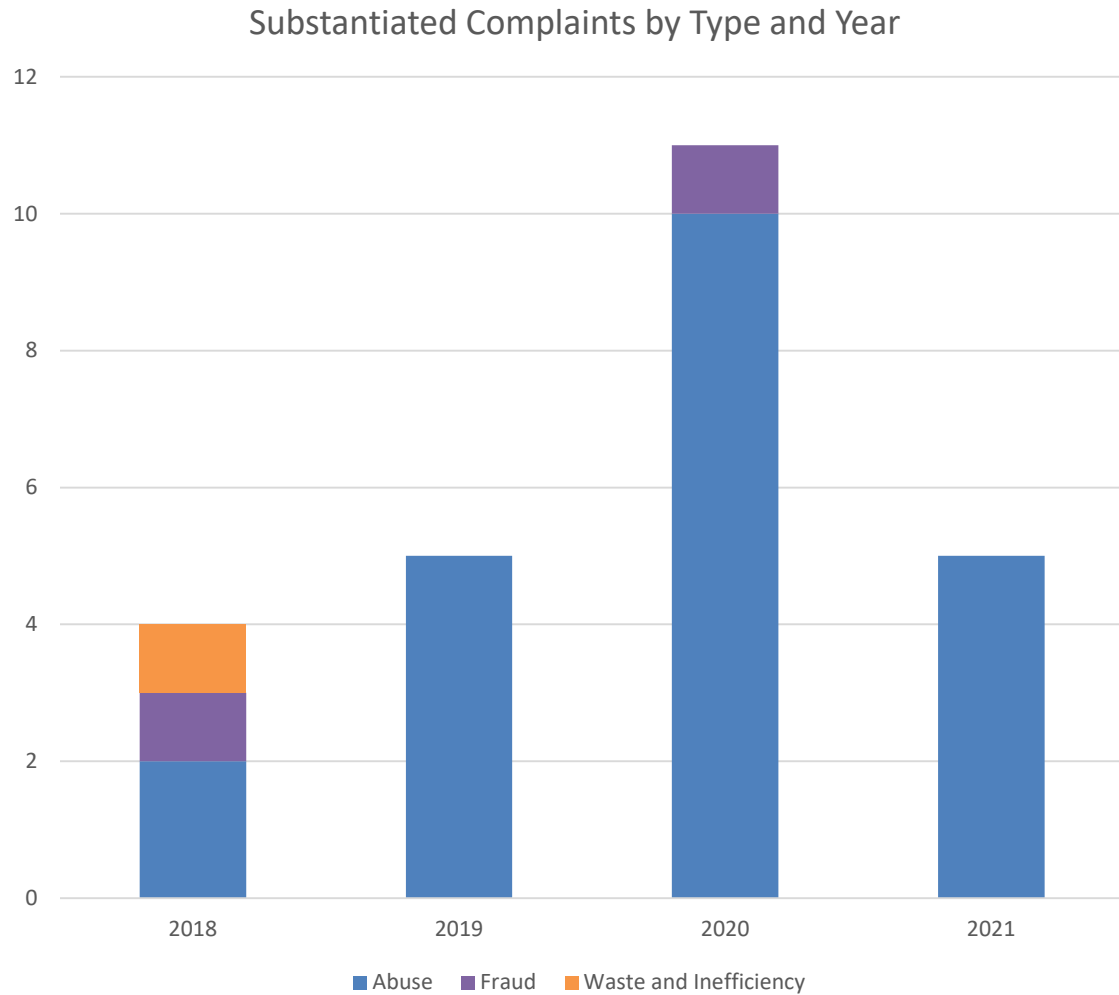


# Substantiated Complaints by Department



\* Unique complaints count complaints made by one or more complainants regarding the same incident as one complaint

# Substantiated by Type

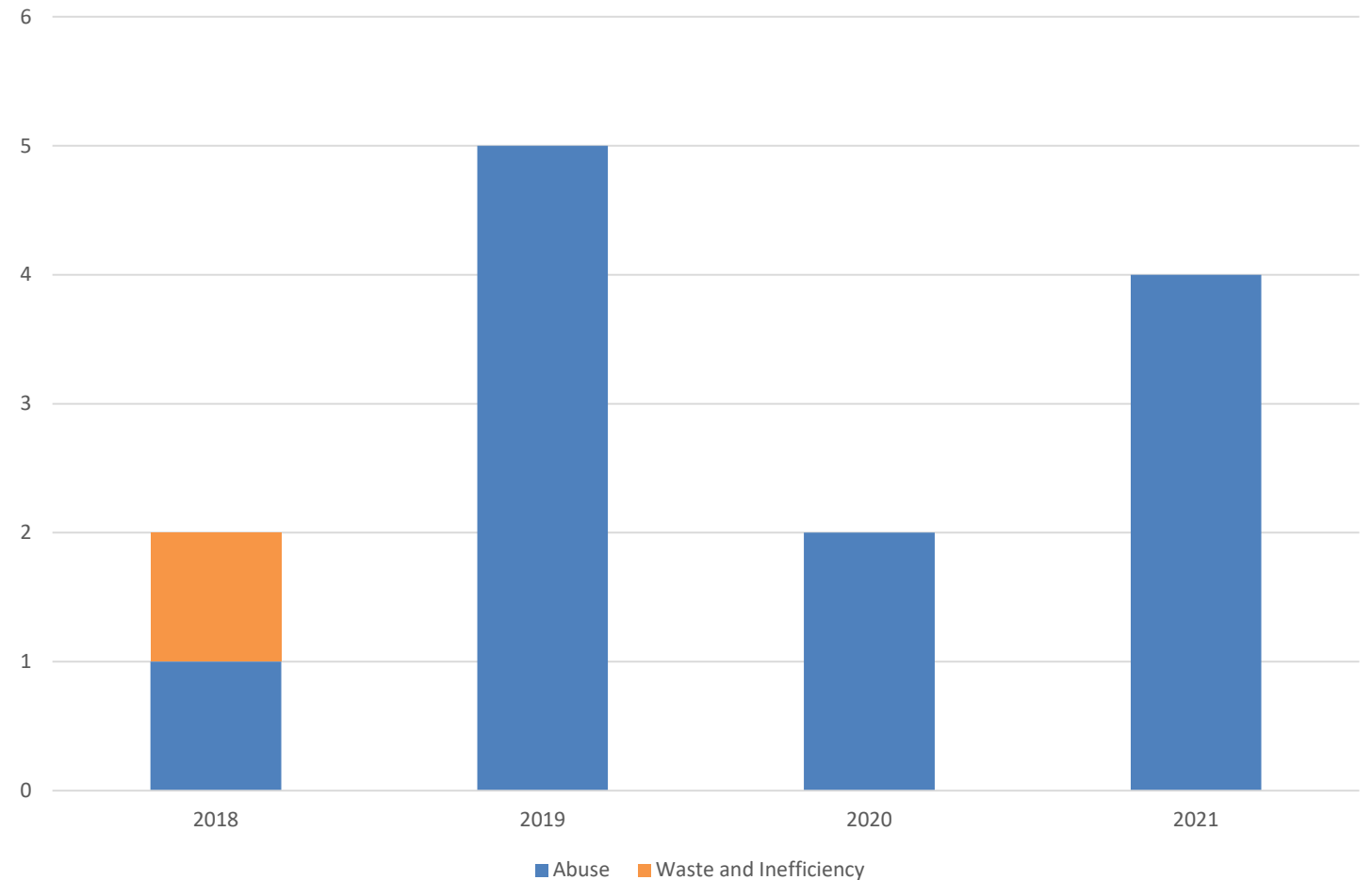


\* Unique complaints count complaints made by one or more complainants regarding the same incident as one complaint

# 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
- DPW management reinforces expectations regarding conduct
- DPW management takes appropriate disciplinary actions including termination when necessary

Substantiated DPW Complaints by Type and Year





# Thank You

[Charles Roedel CPA, CIA](mailto:Charles.Roedel@Milwaukee.gov)

[Charles.Roedel@Milwaukee.gov](mailto:Charles.Roedel@Milwaukee.gov)