

City of Milwaukee  
Fraud, Waste, & Abuse of City Resources Hotline  
2019 Annual Report



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# Executive Summary



- The Fraud, Waste, and Abuse of City Resources Hotline received 134 complaints utilizing a variety of communication methods
- Personnel, Conduct, and HR was the complaint category with the most complaints
- Substantiated complaints increased from prior year
- Complaint closure time in 2019 was better than both the prior year and the 2017-2018 national average
- Raised awareness of the Fraud, Waste, and Abuse of City Resources Hotline is a continued focus
  - Webpage: <https://city.milwaukee.gov/fraudhotline>
  - Phone: (414) 286-3440
  - Email: [hotline@milwaukee.gov](mailto:hotline@milwaukee.gov)

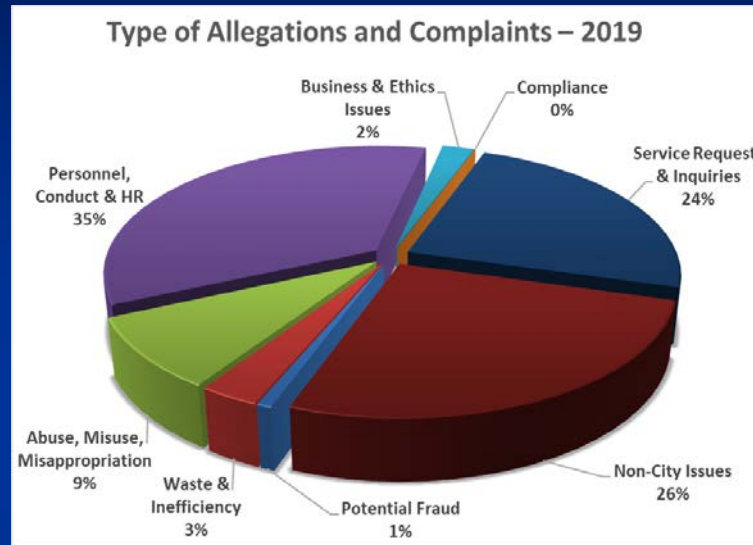
# Complaints Reported



Method of Contact	2018		2019	
	Number of Contacts	Percent of Total	Number of Contacts	Percent of Total
Phone	74	71%	93	69%
Email	9	9%	20	15%
Online – Web Page	17	16%	18	13%
Mail – USPS	1	1%	1	1%
In Person	3	3%	1	1%
Fax	0	0%	1	1%
TOTAL	104	100%	134	100%

- The Fraud, Waste, and Abuse of City Resources Hotline received 134 complaints utilizing various communication methods
- The number of complaints increased 29% from the prior year
- The phone line is the most utilized method to report complaints

# Types of Complaints Reported



- Personnel, Conduct, & HR comprised the largest category of complaints reported at 35% of total complaints
- Abuse, Misuse, and Misappropriation related complaints comprised 9% of total complaints
- Service requests, general inquiries, and non-City issues comprised 50% of complaints reported

# Anonymous Reporting



Source of Contact (Anonymity)	2018		2019	
	Number of Contacts	Percent of Total	Number of Contacts	Percent of Total
<b>Identity Provided</b>	67	64%	78	60%
<b>Anonymous</b>	37	36%	52	40%
<b>TOTAL</b>	104	100%	130	100%

- Both identity provided and anonymous reporting increased from the prior year
- The proportion of anonymous reporting increased from 36% in 2018 to 40% in 2019
- The Hotline protects the identity of all complainants regardless of whether the complaint is made anonymously or the complainant provides his or her identity

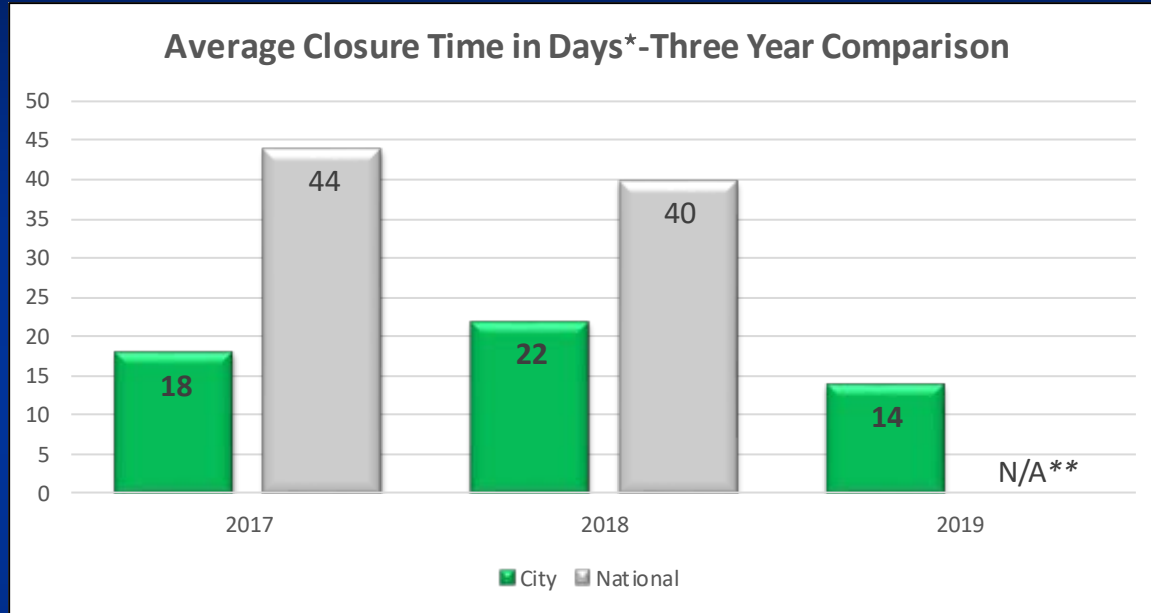
# Complaint Resolution



Final Allegation Status	2018		2019	
	Number of Actionable Reports	Percent of Total	Number of Actionable Reports	Percent of Total
<b>Substantiated</b>	8	17%	11	23%
<b>Unsubstantiated</b>	32	66%	32	67%
<b>Open case – pending</b>	8	17%	5	10%
<b>TOTAL</b>	48	100%	48	100%

- The number of substantiated complaints increased from 8 in 2018 to 11 in 2019
- 10% of actionable reports are pending due to the complexity of the cases

# Complaint Closure Time



- Closure time significantly better than both the national average and the prior year

*\*City closure time in average days vs. national closure time in median days. Source Penman, Carrie and O'Mara, Edwin, NAVEX Global –The Ethics and Compliance Experts - 2018 Ethics & Compliance Hotline Benchmark Report, p. 7.*

*\*\* 2019 National data not yet available*

# Next Steps



- Continue to promote Fraud, Waste, and Abuse of City Resources Hotline awareness
  - Webpage: <https://city.milwaukee.gov/fraudhotline>
  - Phone: (414) 286-3440
  - Email: [hotline@milwaukee.gov](mailto:hotline@milwaukee.gov)
- Close pending complaints from 2019