



# Fraud, Waste, and Abuse Hotline

Annual Report for Year Ended  
December 31, 2022

# Agenda

- Executive Summary
- Background
- Hotline Accessibility
- Total Complaints
- Complaint Types
- Actions Taken
- Substantiated Complaints
- Hotline Outcomes

# Executive Summary

- The Fraud Hotline focuses on investigating fraud, waste, and/or abuse of City resources
- Complaints can now be made in 40+ different languages utilizing a language line, Spanish-speaking operator, and fully translatable website and reporting form
- Complaint volume increased in 2022 due to Fraud Hotline information being added to the UCC Click for Action website
- 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.



# Language Accessibility 2022 Enhancements

- Created a fully translatable complaint reporting form
  - Addition of Language Line Capabilities
  - Hired an auditor with Spanish-speaking capability to assist operating the hotline
  - Translated the brochure into Spanish and Hmong
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# Language Options

Spanish speakers can translate the webpage in Spanish and fill out the Hotline form in Spanish.

A Spanish-speaking operator was hired this year and expanded the Hotline to include a phone line for Spanish speakers. The webpage provides a Hotline number specifically for Spanish speakers to speak with the Spanish-speaking operator.

All other languages:  
The City of Milwaukee recently acquired services from LanguageLine.

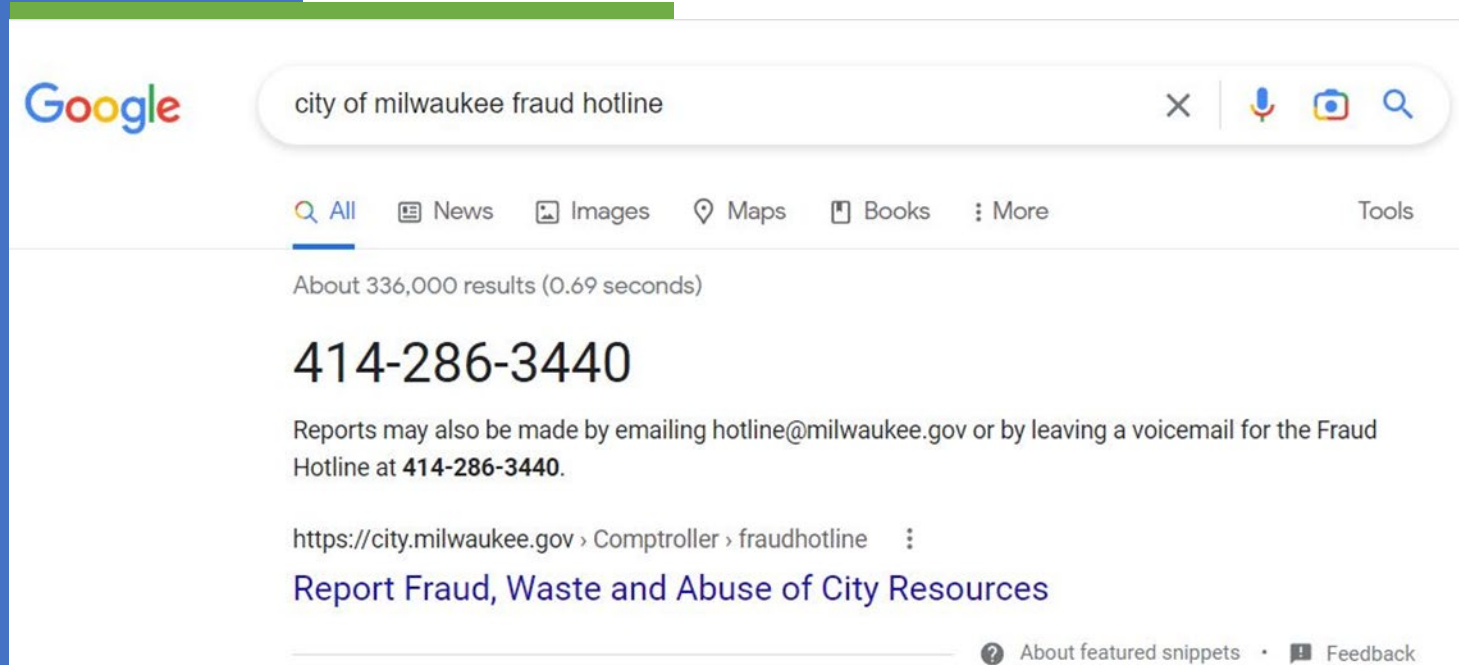
LanguageLine provides on-demand language interpretation in 40+ languages.

This service allows the Hotline to become more widely accessible. LanguageLine can be used for all forms of contact methods.



# 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. At the top left is the Google logo. The search bar contains the text "city of milwaukee fraud hotline" and includes icons for clearing the search, voice search, image search, and a magnifying glass. Below the search bar are navigation links for "All", "News", "Images", "Maps", "Books", "More", and "Tools". The search results indicate "About 336,000 results (0.69 seconds)". The featured snippet prominently displays the phone number "414-286-3440". Below the number, it states: "Reports may also be made by emailing [hotline@milwaukee.gov](mailto:hotline@milwaukee.gov) or by leaving a voicemail for the Fraud Hotline at **414-286-3440**." The snippet also includes a breadcrumb trail: "https://city.milwaukee.gov > Comptroller > fraudhotline" and a link to "Report Fraud, Waste and Abuse of City Resources". At the bottom right of the snippet area, 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](mailto: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](#)

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[Report Fraud, Waste and Abuse of City Resources - \[ CLICK HERE \]](#)

Having problems viewing this page? [\[ CLICK HERE \]](#)



Log In

Sign Up

### Traffic Signal Outages: Call (414) 286-2489. Bulky Item Pickup = Sanitation Inspector Notification

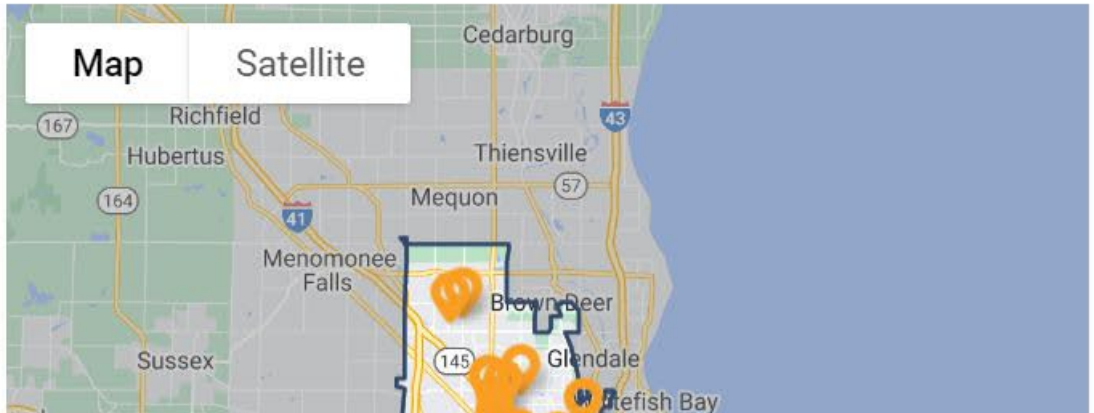
TREE BROKEN, HANGING, OR DOWN: CALL (414) 286-2489. Do not submit Forestry emergencies electronically.

#### Sanitation Services

Sanitation is responsible for the collection and disposal of residential solid waste for approximately 190,000 households in the City of Milwaukee. FOR BULKY ITEM

Map

List



Fraud Hotline information was added to the Unified Call Center (UCC) Homepage in May 2022



## 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](#)

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[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

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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

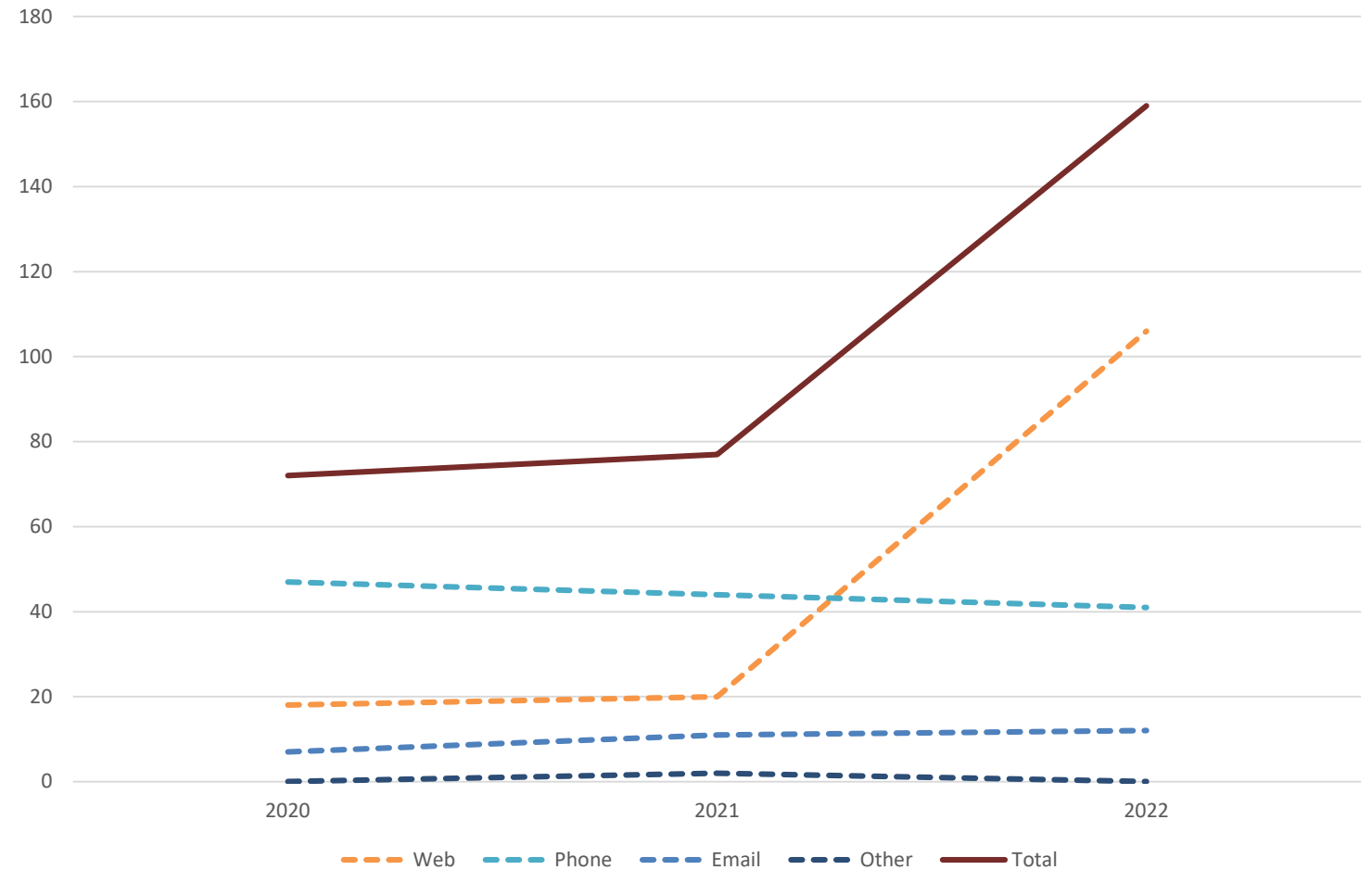


# 2020-2022 Fraud Hotline Statistics

# Total Complaints

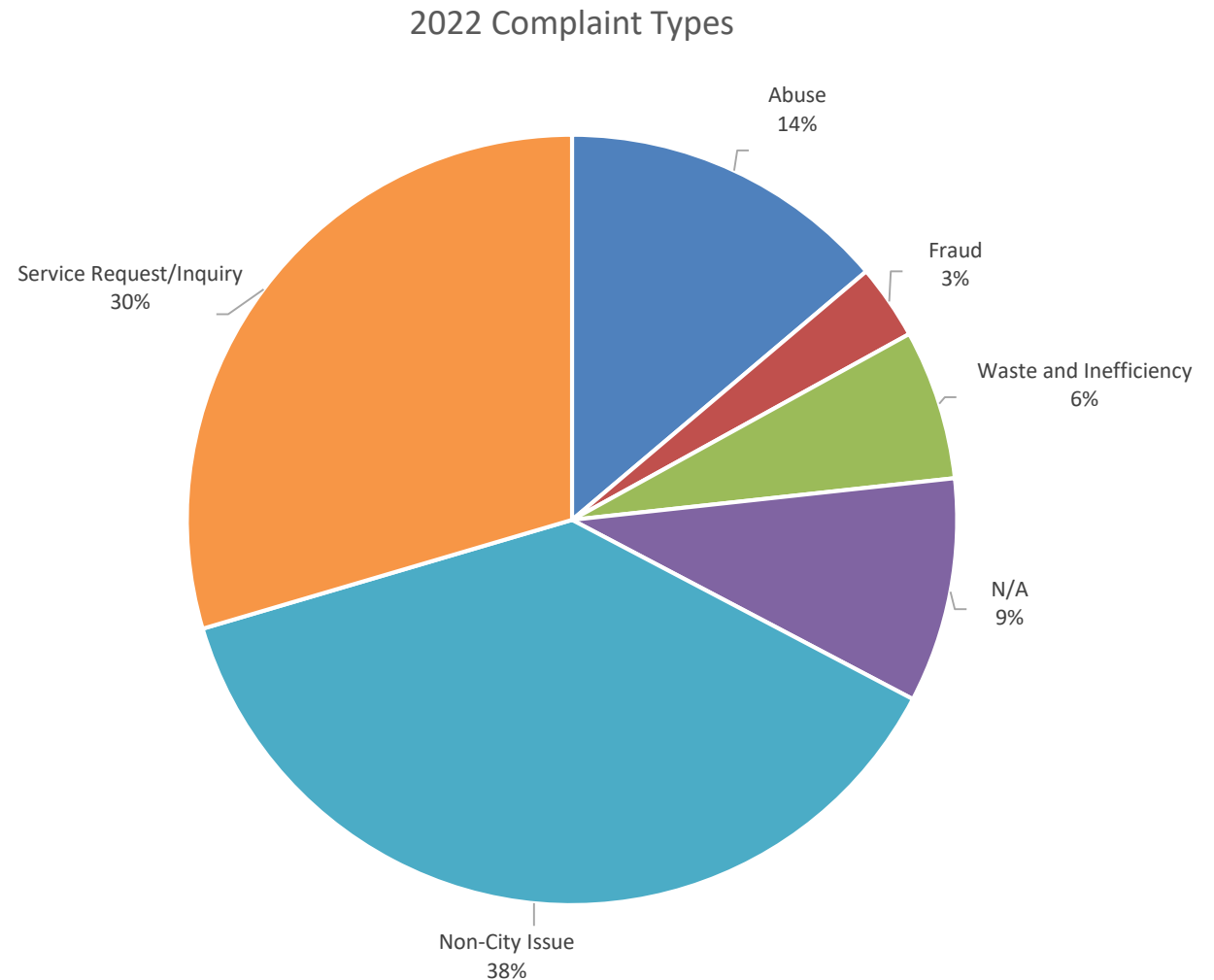
- 2022 had more complaints than 2021 due to Fraud Hotline information being added to the UCC Click for Action website
- Web reporting is the most common method of contact

Contact Method by Year 2020-2022



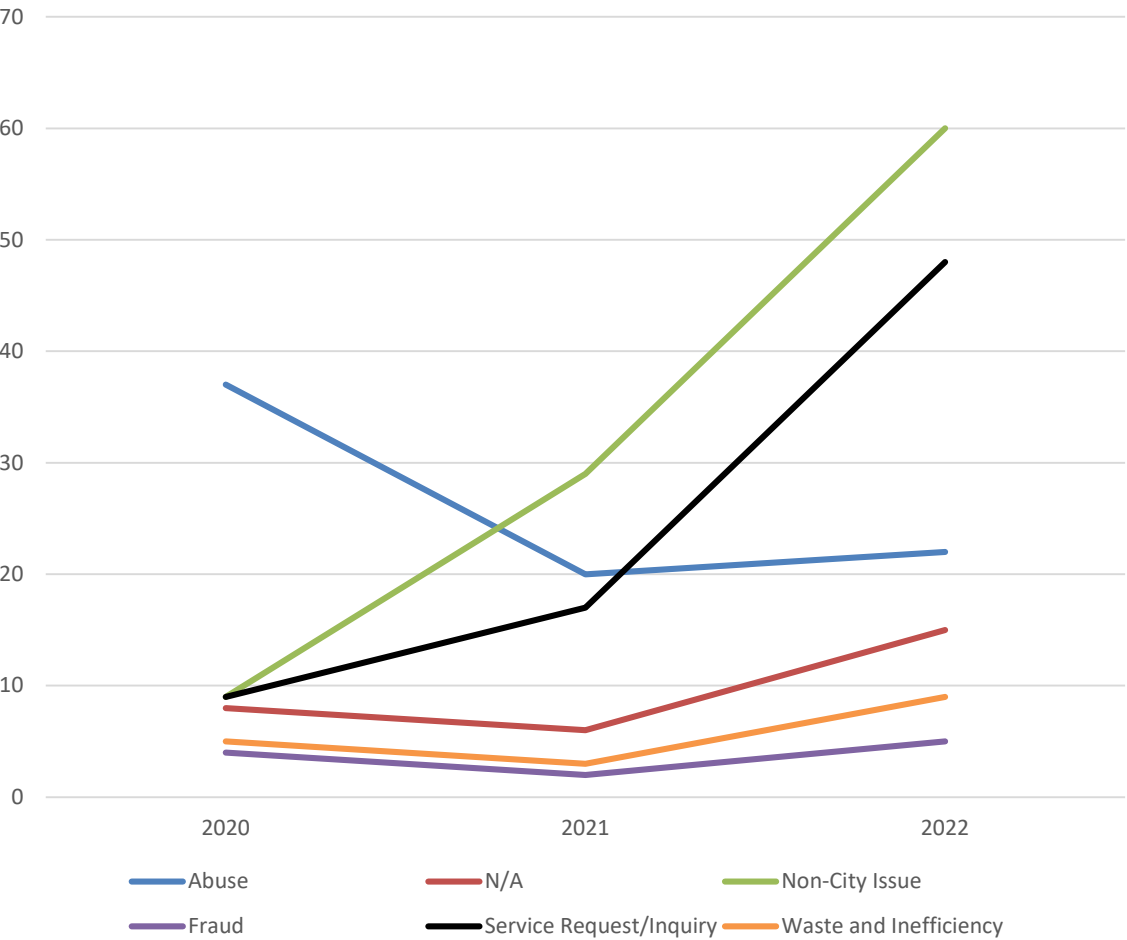
# Complaint Types

- Abuse accounts for 14% of the total complaints received in 2022. 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

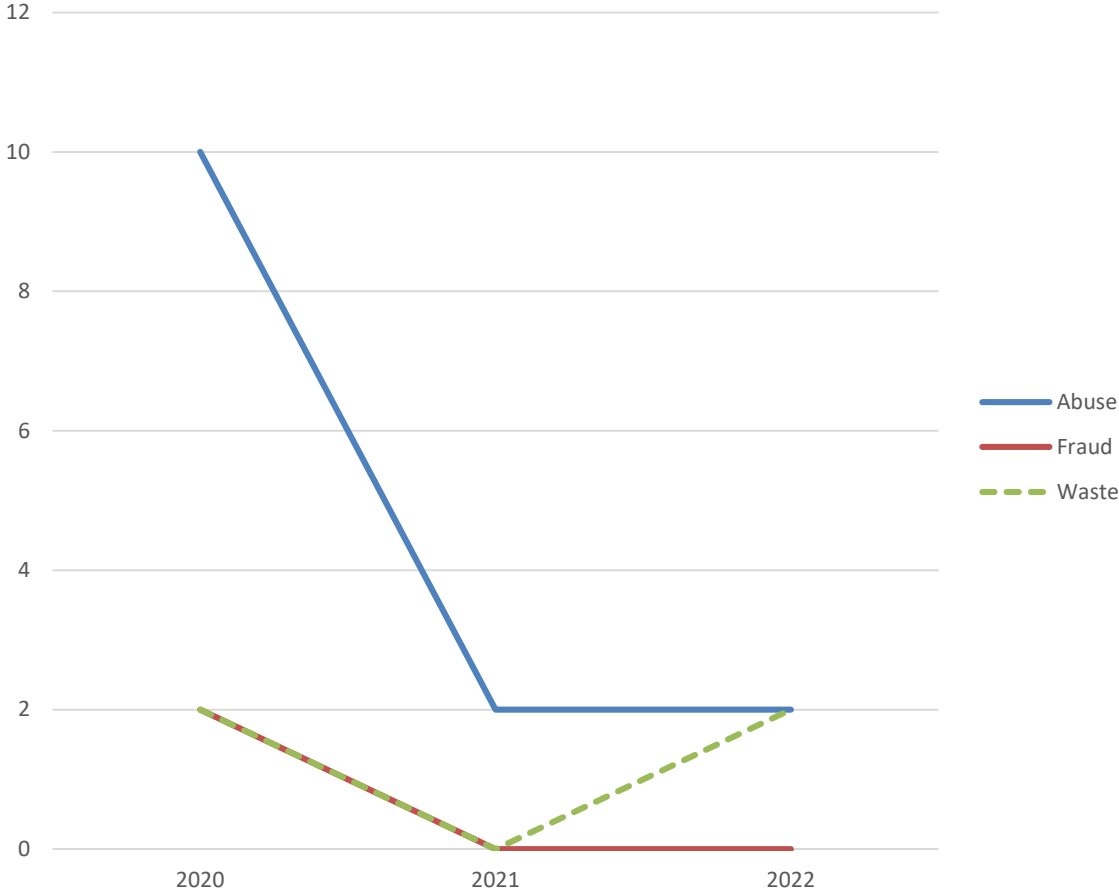


# Complaint Type by Year

Complaint Types by Year 2020-2022



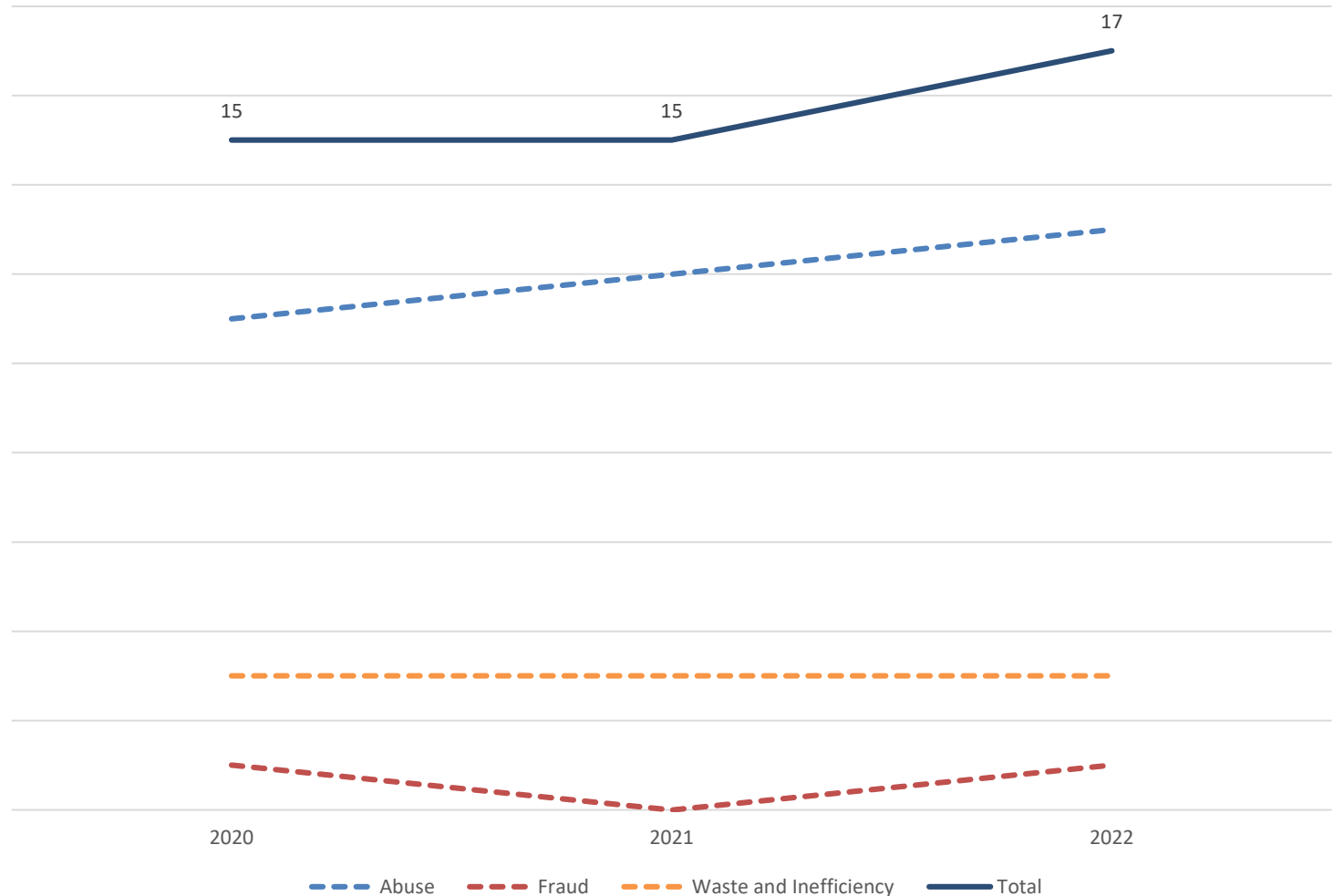
No Action by Type 2020-2022  
(Excluding Service Requests and Non-City Complaints)



# 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 2020-2022

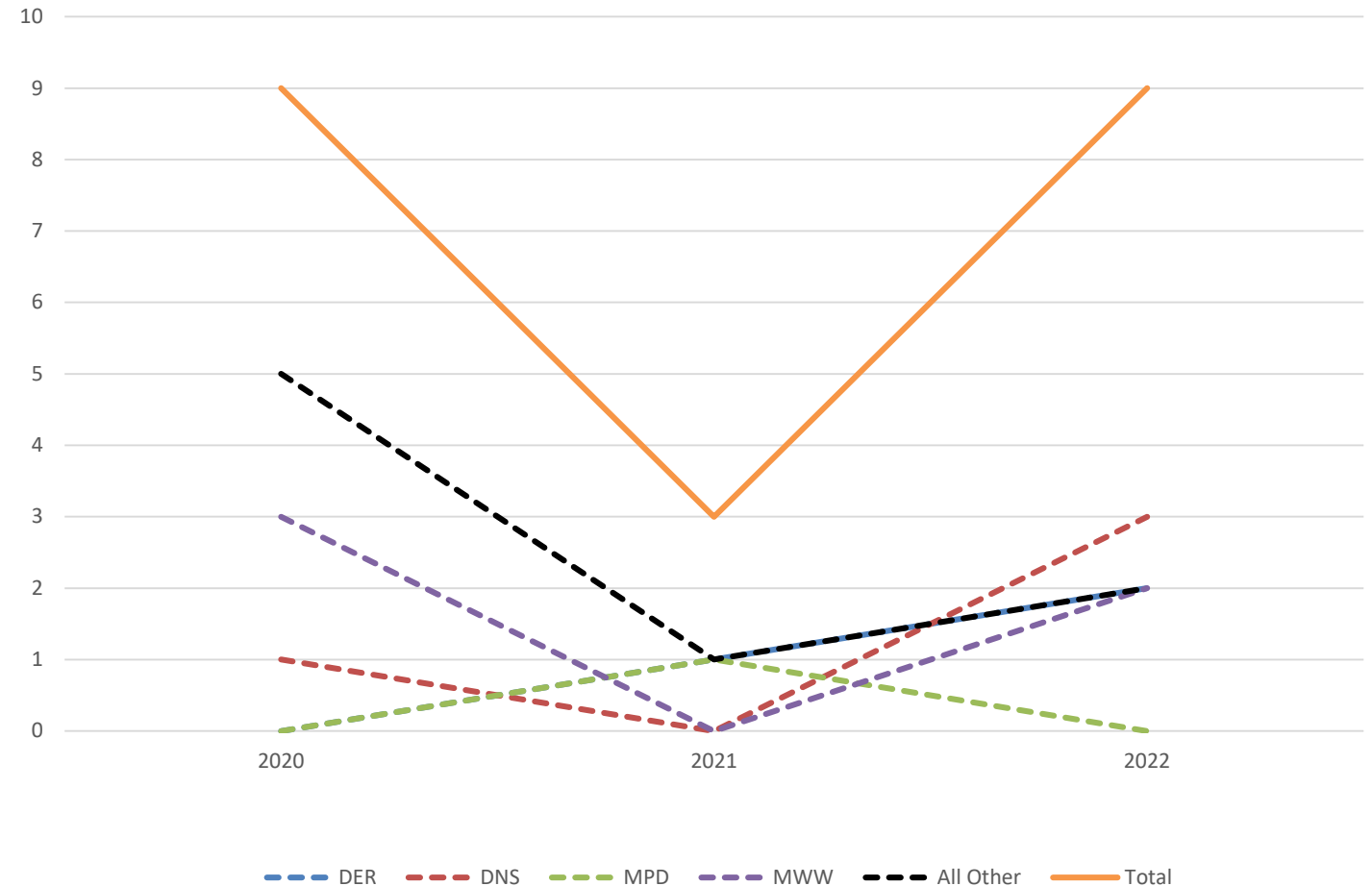




# Non-DPW Referrals by Department and Year

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

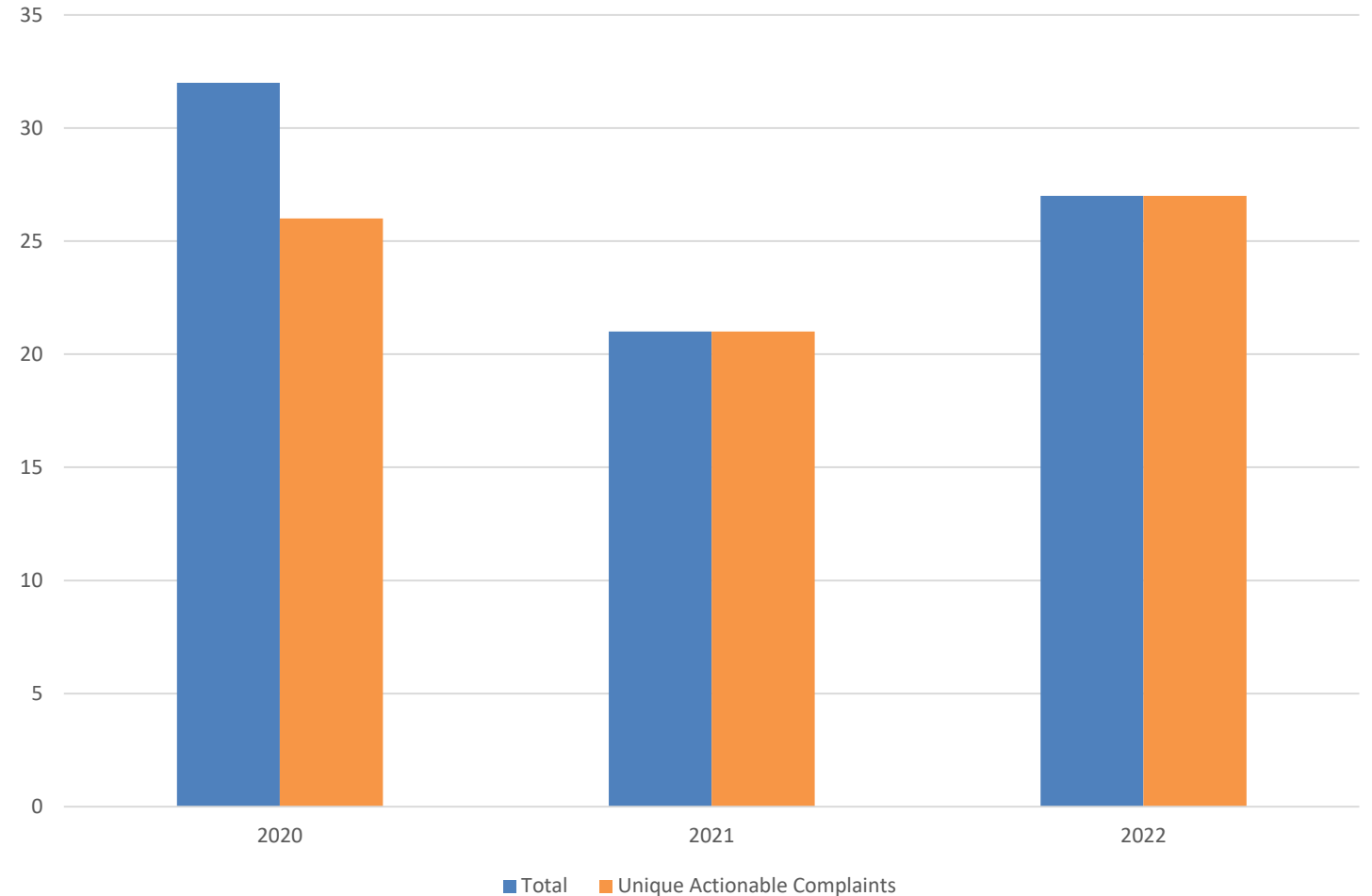
Department Referrals Excluding DPW 2020-2022



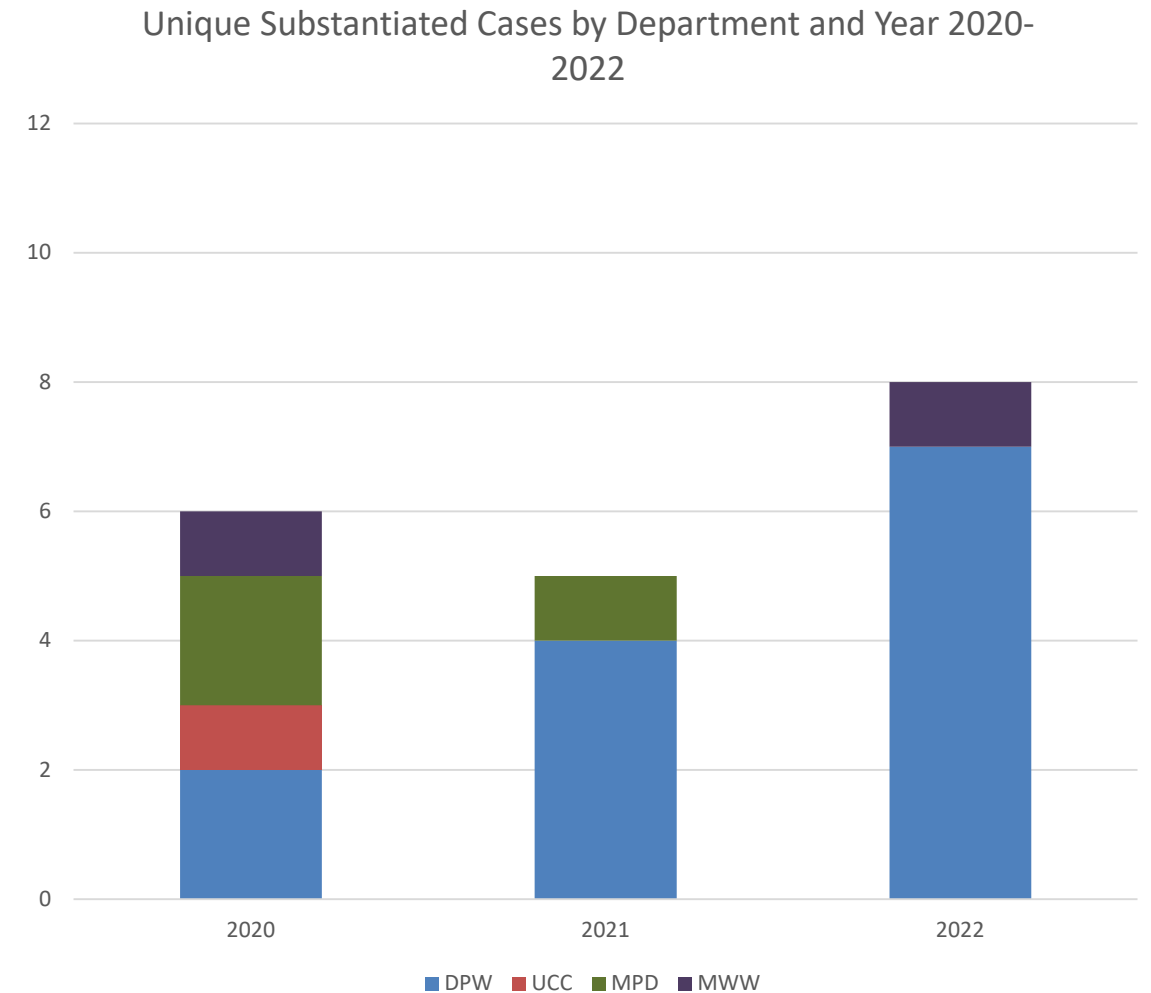
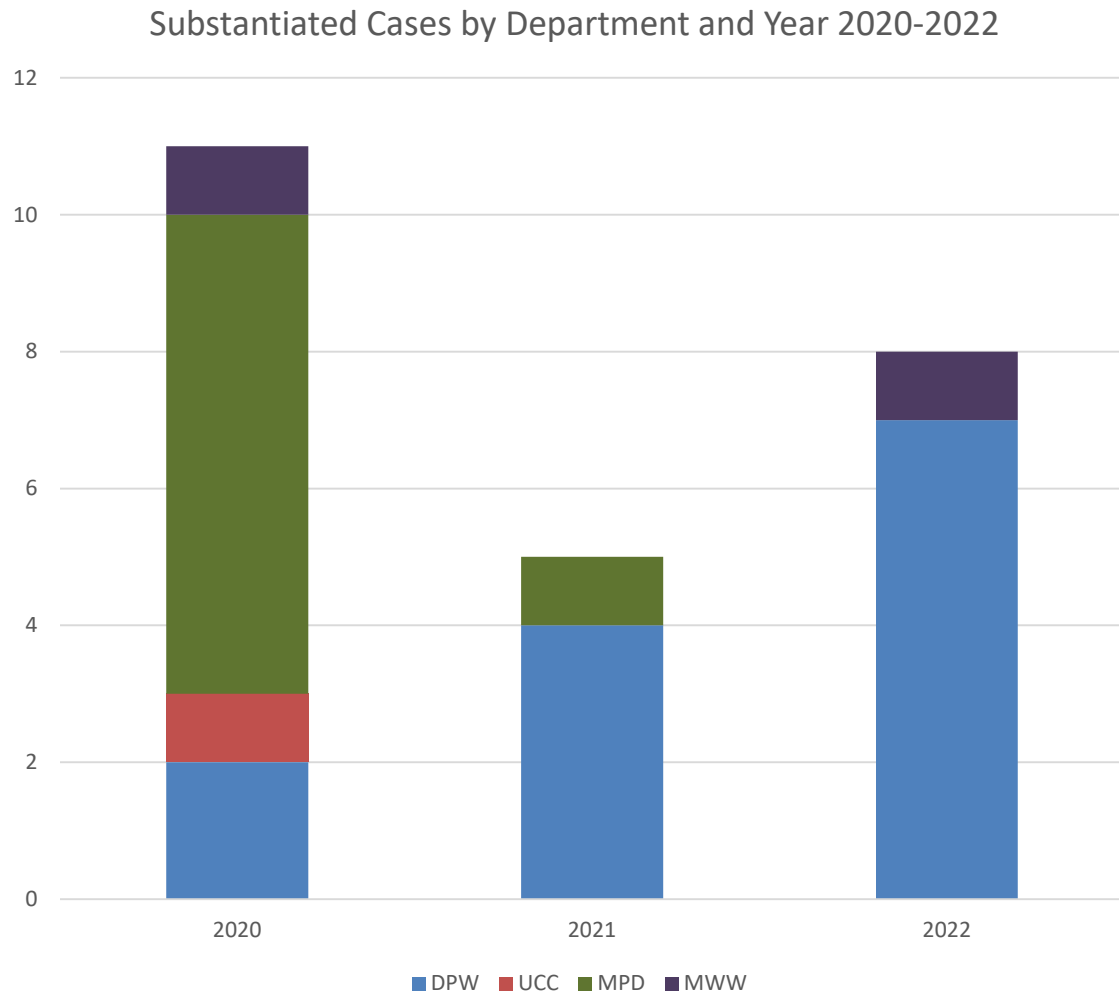
# Unique Actions Taken by Year

- “Unique actions” counts the response to related complaints by one or more parties as one action
- Increase in actionable complaints driven by ease of Fraud Hotline reporting

Unique Actionable Complaints 2020-2022

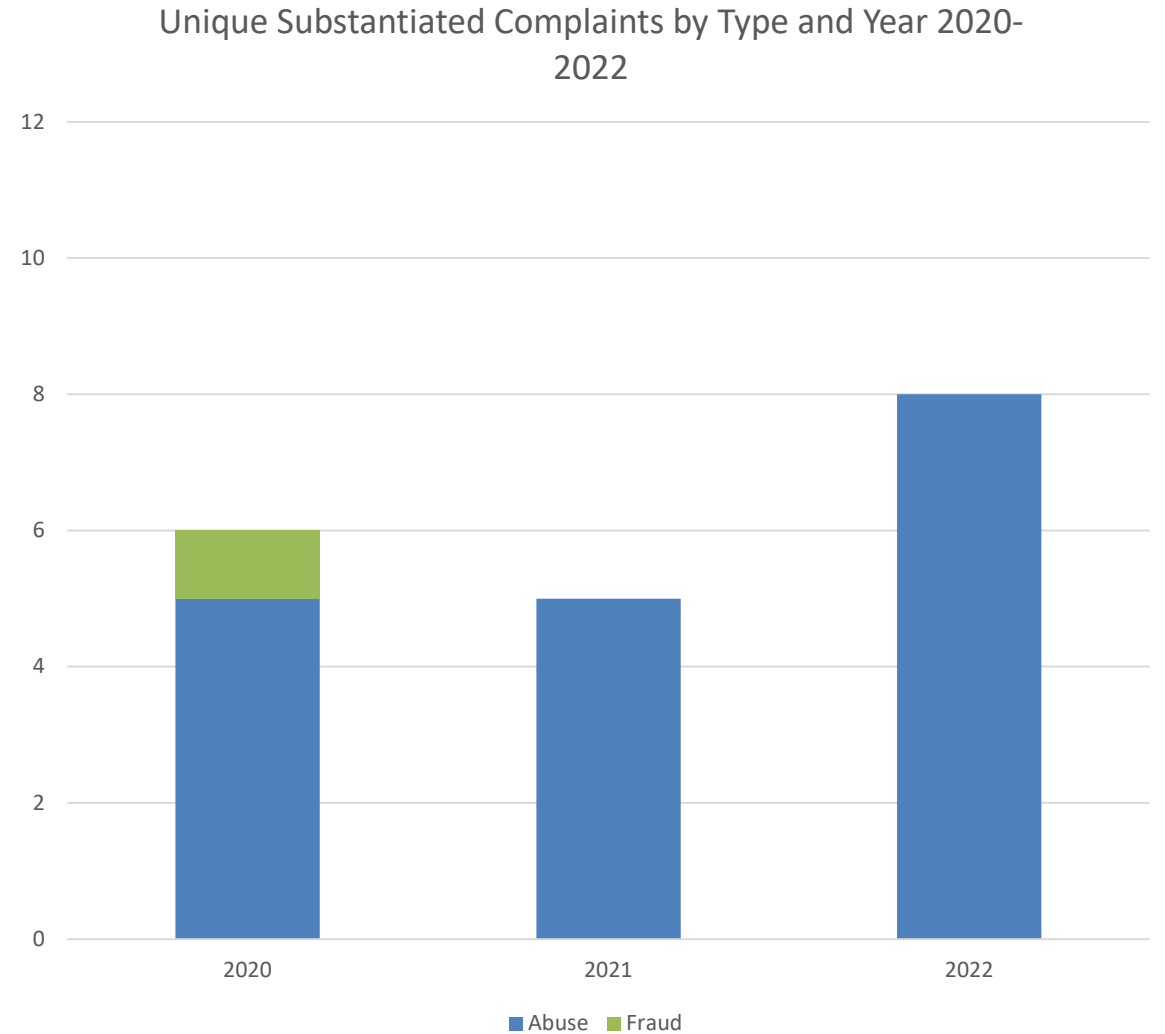
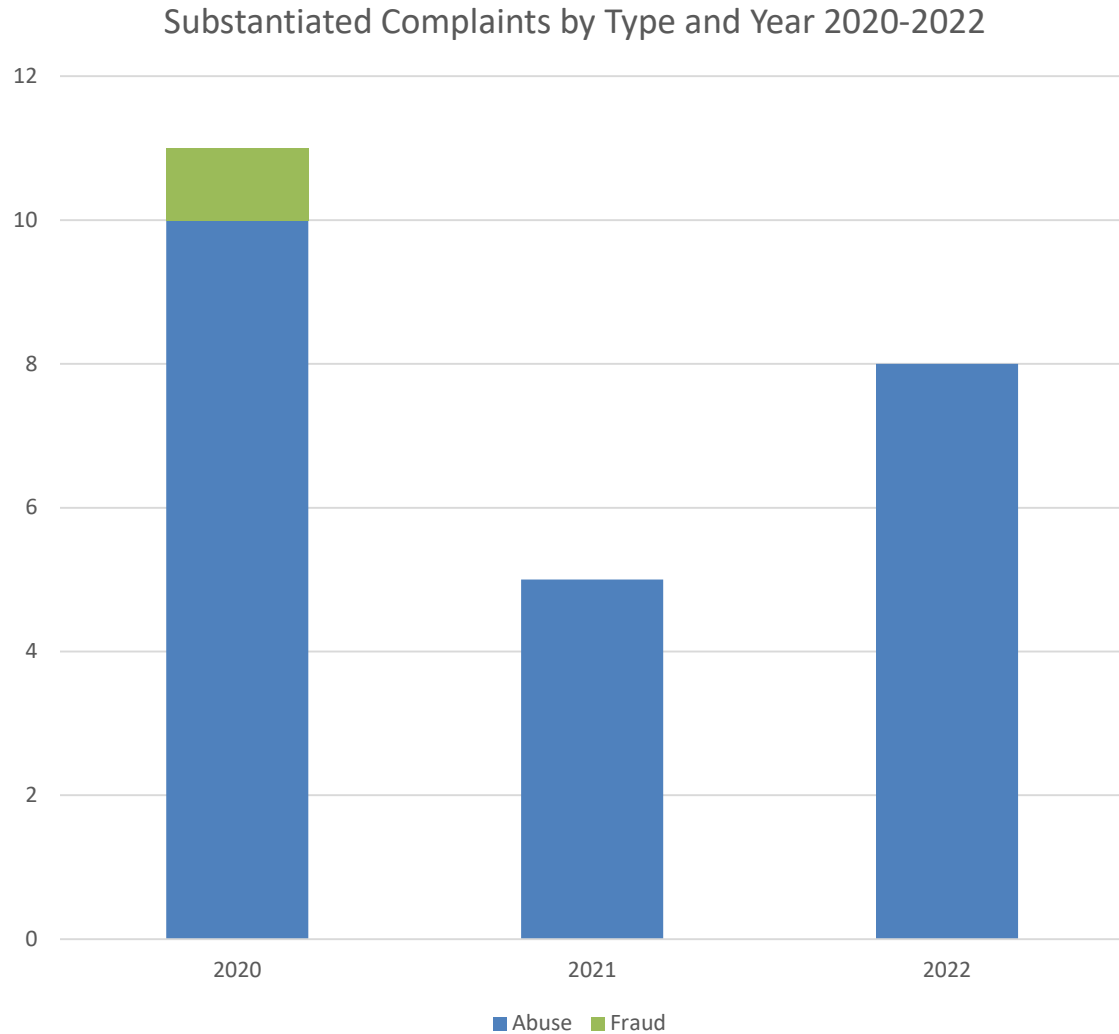


# Substantiated Complaints by Department



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

# Substantiated by Type

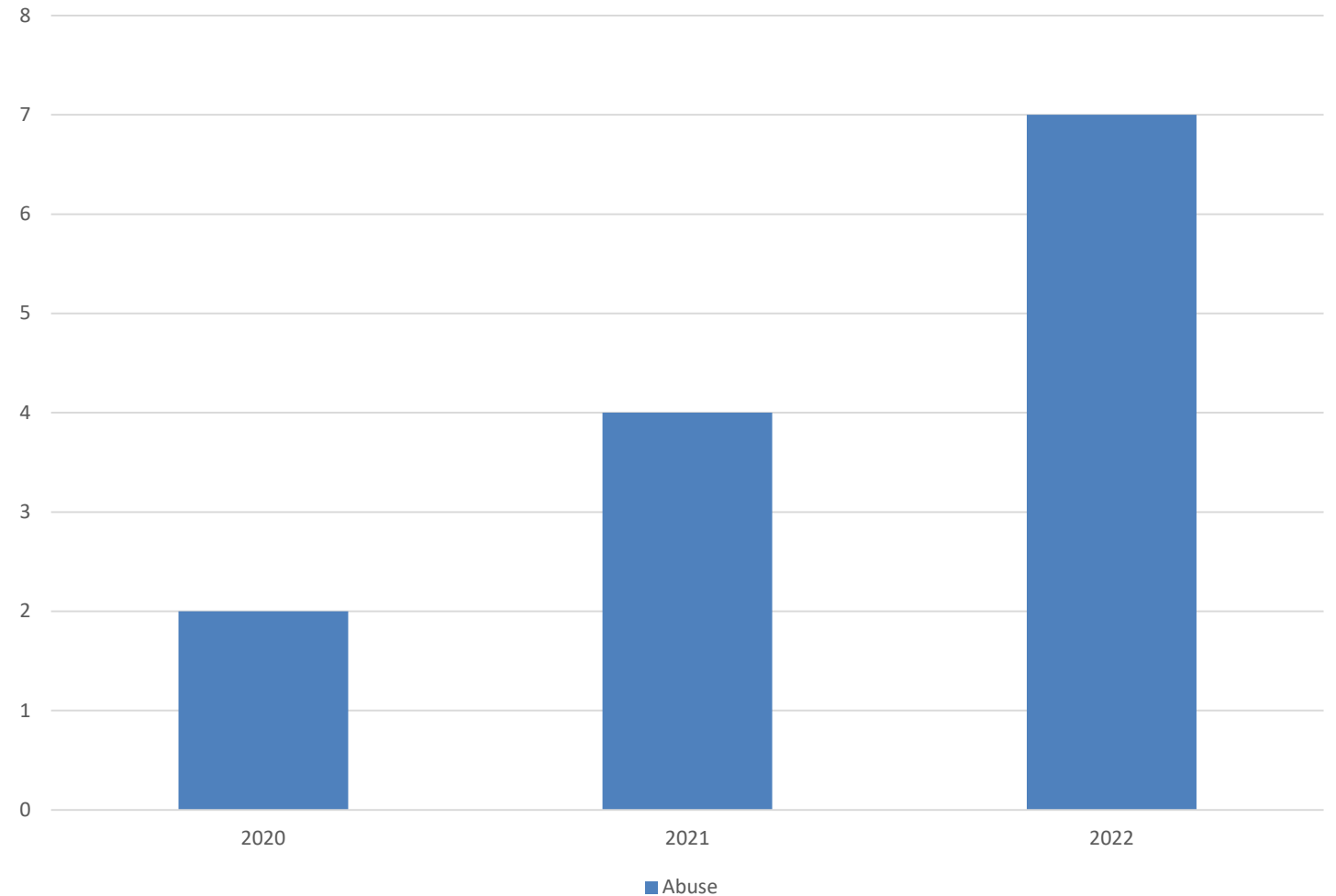


\*Unique complaints count complaints made by one or more complainants regarding the same incident as one complaint

# 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
- The increase in substantiated cases for DPW is a result of the hyper-awareness of the reckless driving epidemic in Milwaukee and the increased awareness of how to contact the Hotline

Substantiated DPW Complaints by Type and Year 2020-2022



# Hotline Case Outcomes

- 2021 MPD tuition reimbursement fraud case that concluded in 2022 led to a Circuit Court case resulting in a deferred prosecution agreement. The officer resigned from the City and was fined.
- DPW management reinforces expectations regarding conduct and takes appropriate disciplinary actions including issuing memos for employee files and termination when necessary



# Thank You

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