

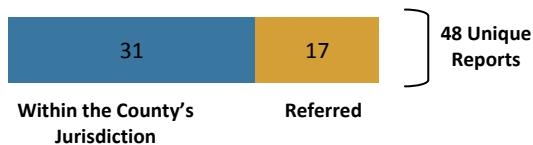
The Multnomah County Good Government Hotline 2015 Annual Report

The Hotline provides County employees and the public a way to report concerns of fraud, waste, abuse and misuse of County resources.

The Hotline also provides a way for Multnomah County employees to file a privacy complaint. Such complaints are managed by the County Privacy Officer or Security Officer.

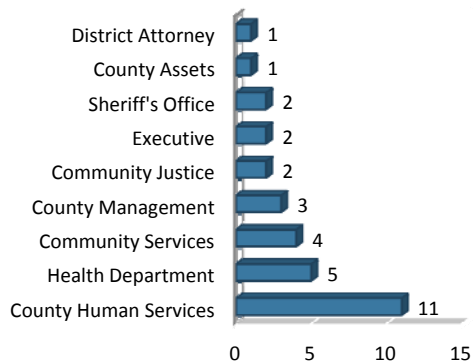
The Auditor's Office administers the Good Government Hotline which is operated by an independent third party provider.

In 2015, the Good Government Hotline received 48 unique reports, not including privacy violations. Of those, 31 were within the County's jurisdiction. Reports outside the County's jurisdiction were referred to appropriate organizations for resolution. We made referrals to the Oregon Department of Justice, the Oregon Department of Human Services Hotline, the City of Gresham, and the Portland Police, among others.



Which County departments were the subjects of Hotline Reports?

Nine County departments or offices were subjects of reports. The Department of County Human Services was the subject of about one third of reports (11 reports).



What kinds of concerns were reported?

Hotline reports are confidential and may include multiple issues. The most common reports were allegations of misconduct or inappropriate behavior (15 reports). Five reports were for violations of rules or policies and four alleged conflict of interest.

Types of Concerns	#
Misconduct or inappropriate behavior	15
Violations of rules or policy	5
Conflict of interest	4
Fraud and theft	3
Other citizen concern	3
Other employee concern	1

Examples of allegations reported in 2015

Misconduct or inappropriate behavior included:

- Claims of unethical hiring practices
- Abusive behavior by a supervisor
- Violation of public meeting laws

Rule or policy violations included:

- Smoking in a County car
- Asking inappropriate questions of service recipients

Conflicts of interest included:

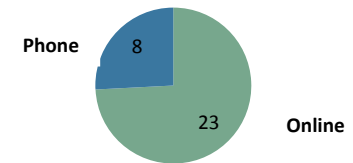
- Outside employment conflicted with County role;
- County dependent receiving preferential treatment with County Services

Fraud included:

- Worker's compensation fraud

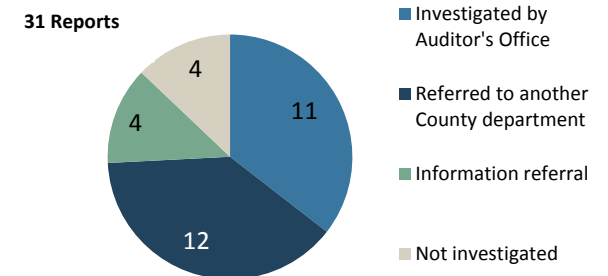
Who reported to the Hotline and how did they communicate their concerns?

Of the 31 reports relating to County business, 16 came from the public and 15 from employees. Reporters to the Hotline overwhelmingly reported their concerns online, rather than by phone via an intake specialist.



How were reports to the Hotline handled?

The Auditor's Office conducts a preliminary review of all reports to the Hotline and may refer them to Human Resources or other departments for resolution. Of the 31 reports, the Auditor's Office investigated 11, turned over 12 to departments for further investigation, four reports lacked sufficient information to investigate and four reports were resolved by providing the reporter with information referrals.



How were the investigations resolved?

Of the 11 reports the Auditor's Office investigated, 10 were unsubstantiated. One investigation is still ongoing. In 2015, five Hotline complaints were incorporated into audits or contributed to recommendations.