

Good Government Hotline Activity Report 2018



The Multnomah County Auditor's Hotline provides a way for County employees and the public to report concerns of fraud, waste, abuse of position, and misuse of County resources.

We take all reports seriously.

✓ We **review all reports** and determine how to proceed based on the nature of the report. Some we investigate - others we refer for investigation and continue to track.

How many reports did we receive in 2018?

✓ We received **86** unique reports - a 26% increase over last year.



What did we do about reports?

Auditors **conducted 10** investigations.

We **referred 53** reports to departments within the County best suited to investigate and resolve the issue. For example, we referred 23 reports of employee misconduct to Human Resources. We follow-up on all referrals within the County.

We **referred 12** reports to other organizations outside the County.

We **did not investigate 9** reports for reasons such as lack of information, or the concern was not a violation of County policy.

We **identified 2** issues to be reviewed during current or future audits.

Who is reporting?

 **51** County Employees

 **35** Members of the Public

How do people report?

 **24%** Hotline Phone

 **73%** Online

 **2%** Other

Figures do not add to 100% due to rounding.

Results and actions taken

1 employee was terminated

3 employees were suspended without pay

3 employees received written reprimands or letters of expectations

1 contract with the County was terminated, and the County is seeking reimbursement

3 employees were coached/counseled regarding County policies

1 property owner working with County to repair faulty septic system

The Auditor contracts with a third party vendor for intake. Reports may be made anonymously. To report suspected fraud, waste, or misuse of County resources, call 1-888-289-6839 or go to goodgovhotline.com

What was reported?

| Number of Reports | Report Type | Examples of Concerns |
|-------------------|---|--|
| 22 | Employee misconduct or inappropriate behavior | Disrespectful comments, inappropriate social media posts, poor driving behavior in County vehicle, inappropriate relationship between manager and staff member |
| 15 | Complaints about services or operations | Complaints about County services such as poor customer service, poor quality work, inadequate quality control standards |
| 10 | Misuse of County resources | Employee time theft, conducting personal business on County time, misusing County property |
| 10 | Discrimination or harassment | Discrimination or harassment of a protected class |
| 7 | HR Related concerns | Improper workplace relationships, nepotism |
| 7 | Fraud or theft | Live-in caretaker stealing, worker's comp fraud |
| 3 | Conflict of interest | A conflict between private interests and official responsibilities |
| 2 | Waste of County resources | County is hiring unnecessarily, a mandatory meeting includes social event |
| 10 | Reports outside our jurisdiction | Illegal dumping, assault, inaccurate billing by health care provider, benefits fraud |

Examples of complaints substantiated or partially substantiated

| Report | Resolution |
|--|--|
| Employee included items in an HR investigation that should have been excluded based on union contract. | Employee received coaching about when to use information that has been removed from an employee personnel file, and Central HR scheduled a discussion on the topic with HR executives. |
| Time abuse - absenteeism, surfing the web. | Employee suspended without pay. |
| Employee accused of making insensitive, inappropriate joke about co-worker. | Employee counseled and issued letter of expectation. |
| Property owner discharging raw sewage directly into Bell Creek, which empties into the Sandy River. | Property owner worked with the County to repair. |
| County employee disparaged co-workers on social media. | Employee counseled. |
| Possible Medicaid fraud at non-profit organization with whom County has a contract for services. | County terminated contract and seeking repayment. |

