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Good Government Hotline
Fiscal Year 2013 Report
July 2012 – June 2013

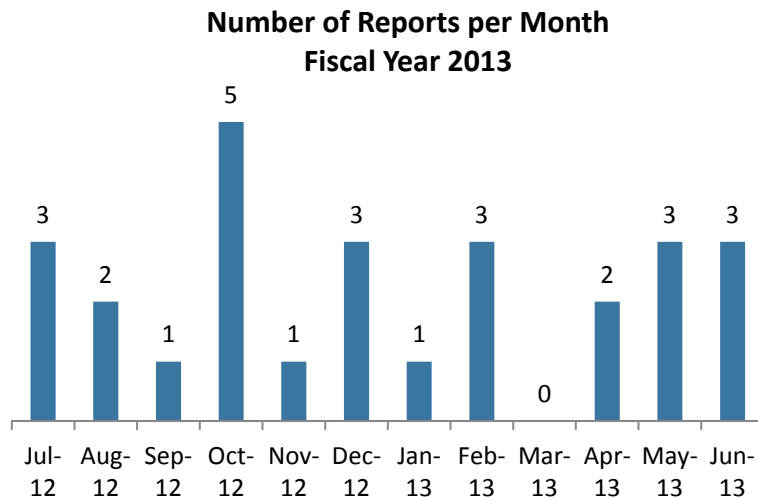
General Overview

The Multnomah County Auditor’s Office established the Good Government Hotline in October 2007 to provide Multnomah County employees and the public with a method of reporting suspected fraud, abuse of position, and misuse of County resources. While there are many ways to receive fraud tips, the Hotline provides an effective avenue for reporting. The Association of Certified Fraud Examiners reports that fraud in government agencies is more likely to be detected based on a tip than by any other detection method. The Hotline, administered confidentially and securely by an independent company, EthicsPoint, allows citizens to make confidential reports through both a 24/7 call center and online. Information is gathered and reported to the Multnomah County Auditor’s Office for resolution. Citizens and employees may also contact the Auditor’s Office directly.

This report covers Good Government Hotline activities during Fiscal Year 2013 (July 2012 through June 2013) and summarizes overall reports made to the Hotline since its inception in 2007.

Number of Reports Fiscal Year 2013

The Hotline received 27 reports during FY 2013, an average of 2.2 per month. March was the only month with no reports, while October was the busiest with five reports.



Trends

The Hotline has received 215 reports since its inception in 2007, through June 2013. Activity was greatest during the first several months of operation with 54 reports filed from October 2007 through June 2008 and another 54 filed in FY 2009. Reports from employees tapered off the following year after the Auditor’s Office made efforts to clarify that the Hotline was not an appropriate vehicle for human resource issues. In January of 2012, in collaboration with the Office of Diversity and Equity, the Hotline also became a means to report complaints of workplace discrimination or harassment.

In FY 2013, of 27 total reports, 13 were made online, 13 were received through the 24/7 call center and one was referred from the City of Portland Tip Line. More than half of all FY 2013 reports were made by the public. A greater proportion of reports were filed by phone in FY 2013, compared to previous years.

Hotline Reports by Method of Reporting and Source

Report Period	Total	Method of Reporting			Source	
		Online	Call-in	Other	Employee	Public
October 2007 – June 2008	54	42	12	0	36	18
July 2008 – June 2009	54	40	14	0	42	12
July 2009 – June 2010	35	21	12	2	18	17
July 2010 – June 2011	19	15	2	2	9	10
July 2011 – June 2012	26	18	5	3	13	13
July 2012 – June 2013	27	13	13	1	11	16
Total	215	149	58	8	129	86

In FY 2013,

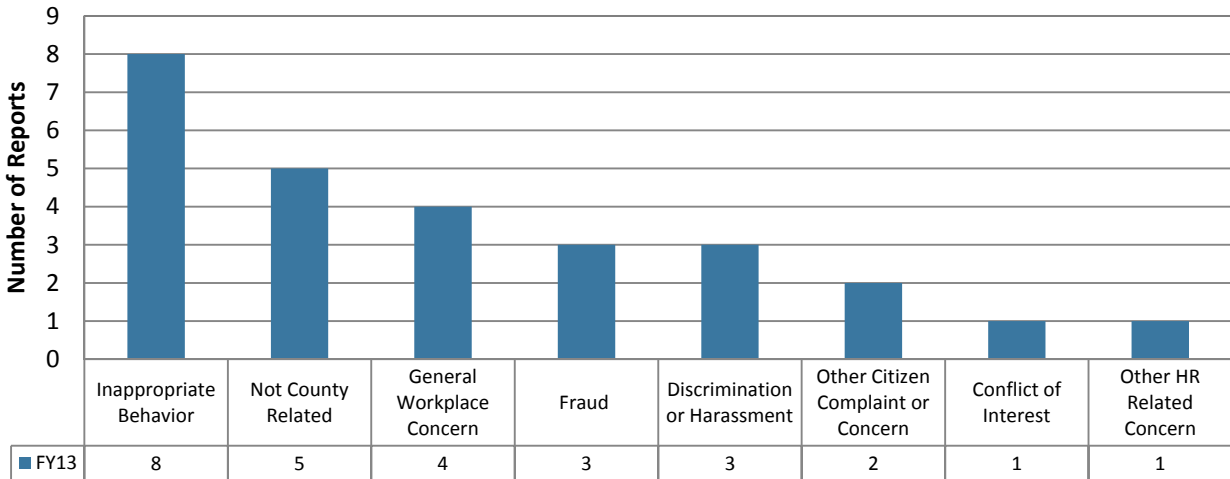
- 48% (13 of 27) of reports were submitted online.
- 59% (16 of 27) of reports were submitted by members of the public.

Overall FY Years 2008-2013,

- 69% (149 of 215) of reports were submitted online.
- 40% (86 of 215) of reports were submitted by members of the public.

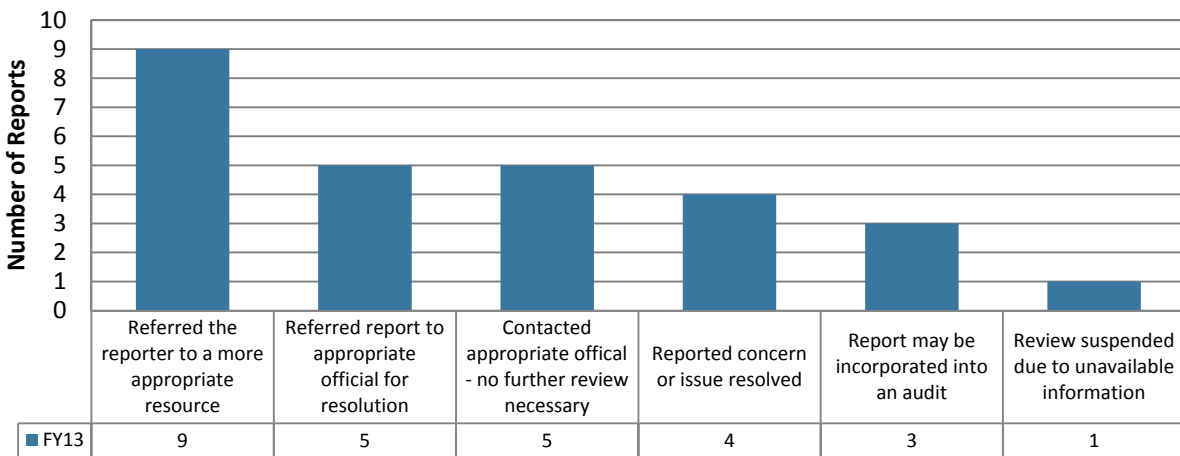
Overall Statistics for Fiscal Year 2013

Report Categories Fiscal Year 2013



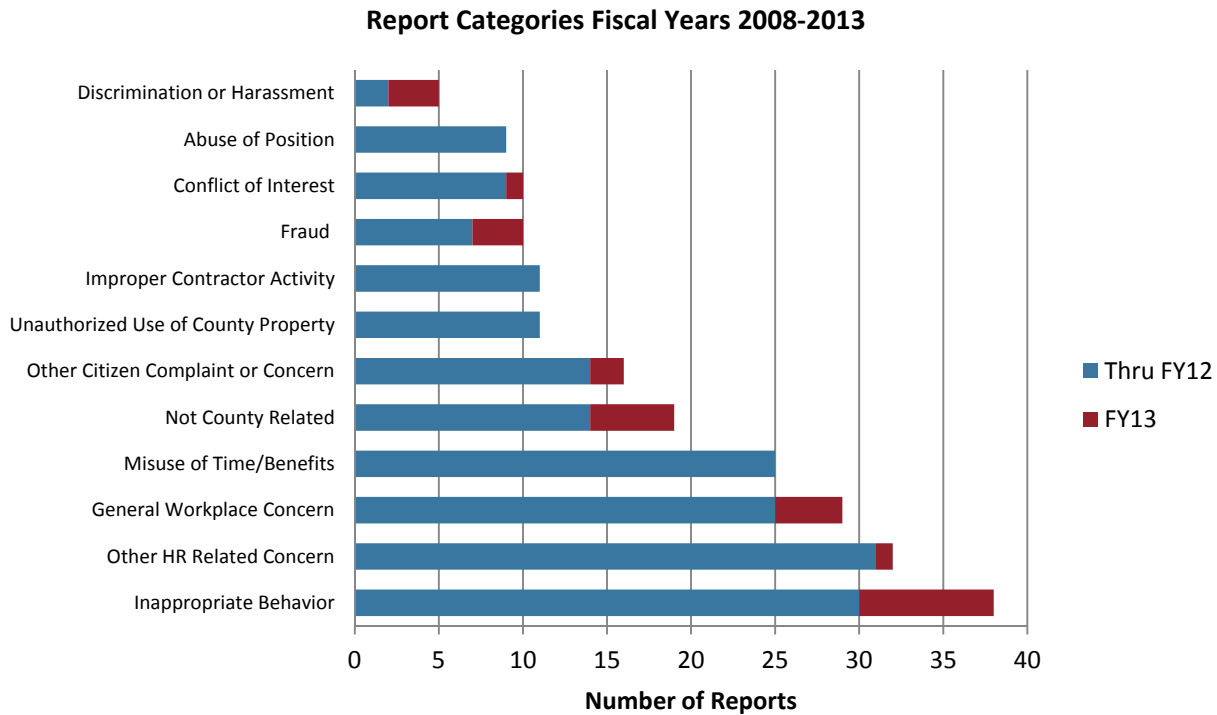
- Eight reports, 30%, were complaints of Inappropriate Behavior.
- Of the four complaints that fell into the category of General Workplace Concern, two were related to waste or inefficient County operations.
- Five of 27 complaints were Not County Related. Among these reports, one was an allegation of fraud and four were complaints of Inappropriate Behavior or actions related to other jurisdictions.
- No complaints were reported in the following categories: Unauthorized Use of County Property, Misuse of Time or Benefits and Improper Contractor Activity.

Report Disposition Status Fiscal Year 2013



- Three complaints may be incorporated into an audit in the future.
- Nine complaints were referred to a more appropriate resource, including referrals to the City of Portland Ombudsman, the State Department of Human Services, State Mental Health and Addictions Hotline and the State Department of Human Services Ombudsman.
- Most complaints were resolved within 30 days.

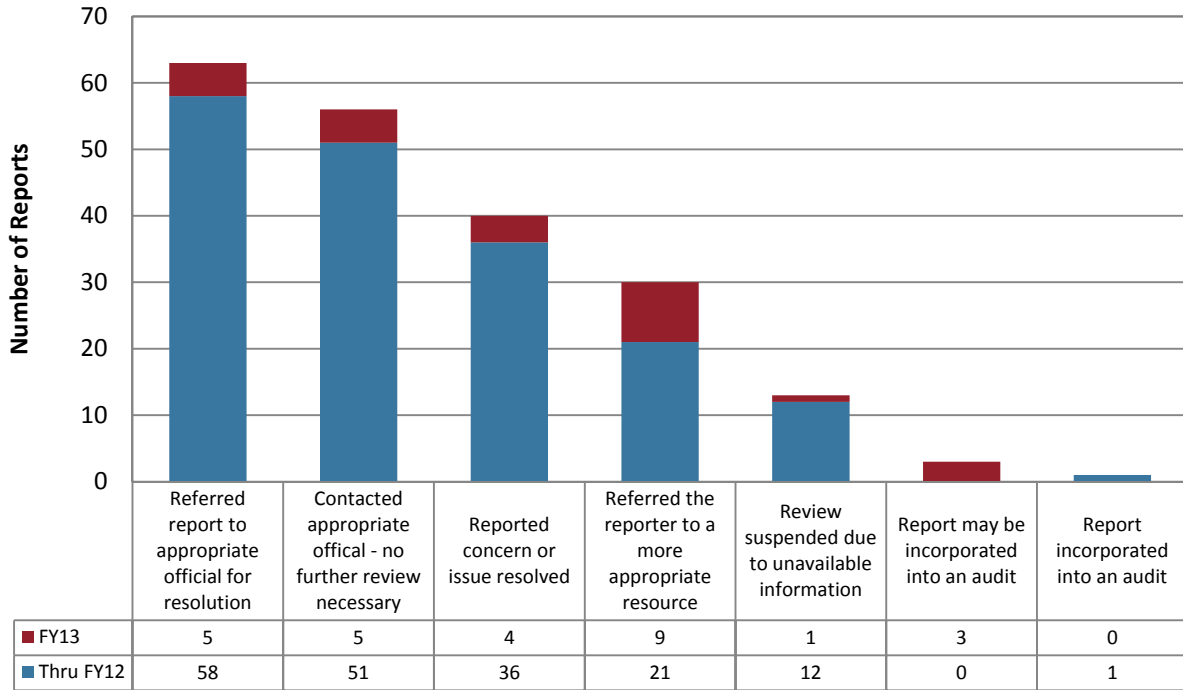
Overall Statistics for Fiscal Years 2008-2013



215 reports have been received since the inception of the Good Government Hotline in October of 2007.

- In January of 2012 the Hotline began accepting complaints of workplace discrimination or harassment. Five complaints of that nature have been filed since that time.
- 19% of Hotline reports fell in categories of Fraud, Abuse of Position, Conflict of Interest and Unauthorized Use of County Property.
- 58% of Hotline reports fell in one of these four categories: Misuse of Time or Benefits; Other Human Resources Related Concern; General Workplace Concern; or Inappropriate Behavior/Actions.
- Compared to past years, in FY 2013 a greater proportion of Hotline reports were complaints of Inappropriate Behavior: 30% for FY 2013 compared to 16% through FY 2012.
- Similarly, a greater proportion of FY 2013 complaints were Not County Related.

Report Disposition Status Fiscal Years 2008-2013



- Of 215 reports received, half have been resolved by contact with or referral to the appropriate official, such as management, Human Resources or the County Attorney.
- Overall, 10% of reports were referred to a more appropriate resource for resolution. However, in FY 2013 one third of all reports were referred to a more appropriate resource for resolution.
- One complaint was incorporated into an audit in FY 2013; three reports may be incorporated into future audits.

APPENDIX

Administration

From its inception in 2007 through June 2010, the Hotline was administered by EthicsPoint, which offered a 24/7 call center with a live intake person as well as an online reporting option. From July of 2010, through December 2011, the Auditor's Office assumed administration of the Hotline. Reports could be completed online or callers could leave a voicemail message on a confidential, dedicated line. In January of 2012, the Auditor's Office renewed a contract with EthicsPoint, now a part of NAVEX Global, to resume administration of the Good Government Hotline which has provided administration since that time.

General Definitions

Fraud is defined as the intentional misappropriation of County assets by any act including, but not limited to, theft, embezzlement, or misrepresentation. Fraud can be internal or external, in that it can be perpetrated by contractors or vendors, as well as by County agencies and employees. While none has been discovered as a result of the Hotline, these are the kinds of things we maintain vigilance for.

Examples of fraud:

- Misappropriation of County cash and other funds, including funds intended for service recipients or those incarcerated in County jail facilities
- Theft or unauthorized removal of County records or property or the property of other persons
- Willful destruction or damage of County records, County property, or the property of other persons
- Falsification of records such as time cards or travel and other expense vouchers

Abuse is defined as use of employment with the County to obtain personal gain or benefit from the County to which one is not entitled, for the employee or for someone else, such as a friend or family member. Such actions constitute **abuse of position** and abuse of the public trust.

Examples of abuse of position:

- Obtaining a benefit or service from the County for which an employee does not qualify
- Providing a benefit or service to someone for which they do not qualify
- Unauthorized reduction of fines or fees

Misuse of County resources is defined as using a County resource, such as County equipment or County-compensated time, for personal use.

Examples of misuse of County resources:

- Personal use, unauthorized use, or misuse of County property such as computers, telephones, and vehicles

- Performing personal business on County time
- Not working when being paid to work

Discrimination or Harassment is the uninvited and unwelcome verbal or physical conduct directed at an employee because of his or her sex, gender identity, sexual orientation, religion, ethnicity, or beliefs.

Accessing the Good Government Hotline

Reporters can access the Hotline in a variety of ways:

- Go directly to the County Auditor’s reporting page at www.GoodGovHotline.com to report online.
- Call 888-289-6839 (toll free) 24 hours a day, 7 days a week. Reports are taken by a live intake specialist. Calls are not recorded and caller ID is disabled.
- Access the Hotline vendor, EthicsPoint, at this address: www.ethicspoint.com. Follow the “file a report” link at the top of the page and enter “Multnomah County” to submit an online report.

Overall Statistics for Fiscal Year 2013

Hotline Report Categories	# of Reports	Disposition	# of Reports
Fraud	3	Contacted appropriate official – no further review necessary	5
Abuse of position	0	Referred report to appropriate official for resolution	5
Conflict of interest	1	Referred reporter to a more appropriate resource	9
Unauthorized use of County property	0	Reported concern or issue resolved	4
Misuse of time/benefits	0	Review suspended due to incomplete or unavailable information	1
Other HR related concern	1	May be incorporated into an audit	3
General workplace concern	4		
Inappropriate behavior/actions	8		
Inappropriate contractor activity	0		
Other citizen complaint or concern	2		
Discrimination or harassment	3		
Not County related	5		
Total	27		

Overall Statistics for Fiscal Years 2008 – 2013

Hotline Report Categories	# of Reports	Disposition	# of Reports
Fraud	10	Contacted appropriate official – no further review necessary	56
Abuse of position	9	Referred report to appropriate official for resolution	63
Conflict of interest	10	Referred reporter to a more appropriate resource	30
Unauthorized use of County property	11	Reported concern or issue resolved	40
Misuse of time/benefits	25	Review suspended due to incomplete or unavailable information	13
Other HR related concern	32	May be incorporated into an audit	3
General workplace concern	29	Report incorporated into an audit	1
Inappropriate behavior/actions	38		
Inappropriate contractor activity	11		
Other citizen complaint or concern	16		
Discrimination or harassment	5		
Not County related	19		
Total	215		