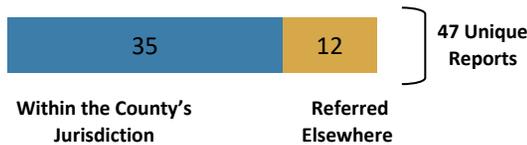


## Good Government Hotline

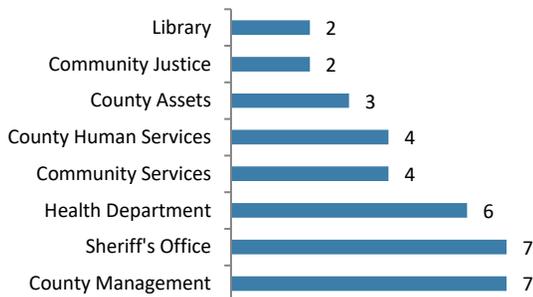
The Hotline provides a way for County employees and the public to report concerns of fraud, waste, abuse and misuse of County resources.

**The Auditor’s Office** administers the Good Government Hotline which is operated by an independent third party provider, EthicsPoint.

**We received 47 Hotline reports in 2016.** Thirty-five were within the County’s jurisdiction. Those outside the County’s jurisdiction we referred to a more appropriate resource, including the City of Portland, City of Fairview, Oregon Health Authority, State DHS Ombudsman, among others.



## Which County Departments received reports?



## What types of concerns were reported?

Types of Concerns	#
• Violations of rules or policy	12
• Misconduct or inappropriate behavior	9
• Other citizen/employee concern	8
• Misuse of County Resources	3
• Discrimination, harassment or retaliation	2
• Fraud and theft	1

## Examples of allegations reported in 2016

### Rule or policy violations included:

- Misuse of time, inappropriate use of County vehicle, inappropriate relationship with subordinate, nepotism and favoritism

### Misconduct or inappropriate behavior included:

- Allegations of a manager’s erratic behavior, inappropriate tax foreclosure, Animal Services took dogs and owner is not allowed to visit

### Other citizen / employee concerns included:

- Crisis line wait time; managers in an office are loud, employee driving County car aggressively

### Misuse of County Resources

- Inappropriate spending

### Discrimination, harassment or retaliation included:

- Hostile work environment, Discrimination in hiring practices

### Fraud

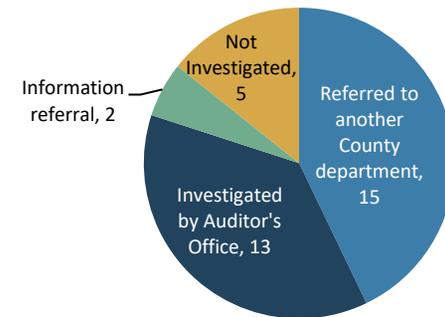
- Alleged personal use of County funds

## Who reported and how did they report?

Of the 35 reports relating to County business, 16 came from the public and 19 from employees. 13 were reported by phone, 22 reported online.

## How were Hotline reports handled?

The Auditor’s Office reviews each report and may refer complaints to other departments for resolution.



**We referred 15 reports to County departments,** including Labor Relations, Central Human Resources, and HR staff in County Human Services and the Health Department.

**The Auditor’s Office investigated 13 reports.** Of those, 9 were unsubstantiated, 2 were substantiated, and 1 was partially substantiated. 1 report remains open.

**2 reports resulted in information referrals;** one was referred to a state agency, another to a County department.

**5 reports were not investigated** due to lack of information, withdrawal, or it did not involve fraud, waste, or abuse or misuse of County resources.