

Good Government Hotline Activity Report 2017



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

We take all reports seriously

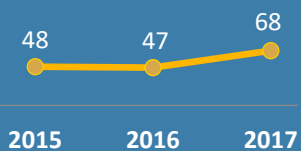
✓ We **review all reports** and may refer complaints to County entities or a more appropriate resource.

How many reports did we receive in 2017?

✓ We received **68** unique reports.

✓ **45%** increase in reports after the Auditor's Office made a concerted effort to promote the Hotline

Reports Received



Who is reporting?

 **35** County employees

 **33** members of the public

How do people report?

 **20** phone

 **48** online

What did we do about reports?

We **referred 31 reports** to entities within the County best suited to investigate and resolve the issue. We follow-up on all referrals within the County.

We **referred 15 reports** to other agencies outside the County.

We **did not investigate 13 reports** for reasons such as lack of information, the issue was being addressed, or the concern was not a violation of County policy.

Auditors **conducted 7 investigations**.

We **identified 2 issues** that were addressed by audits already underway.

Results and actions taken

2 employees resigned from the County

1 manager was provided coaching and training

6 employees were advised of various County policies

1 employee was reprimanded for misreporting hours

3 employees were advised of County driving policies

3 department managers responded to customer service complaints

What was reported?

Number of Reports	Report Type	Examples of Concerns
13	Employee misconduct or inappropriate behavior	Alcohol use, reckless driving, inappropriate Facebook posts
11	HR related concerns	Unfair hiring and promotion practices, abusive behavior, manager favoritism, inappropriate relationship
11	Complaints about services or operations	Complaints about County services such as poor customer service, poor quality work, inadequate quality control standards
7	Misuse of County resources	Employee time theft, conducting personal business on County time, misusing County property
6	Discrimination or harassment	Discrimination or harassment of a protected class
3	Waste of County resources	Excessive spending on catering, conferences, software purchases
1	Fraud or theft	In-home caregiver falsely reporting hours
1	Conflict of interest	A conflict between private interests and official responsibilities
15	Reports outside our jurisdiction	Rent fraud, welfare and social security fraud, identity theft, scams

Examples of complaints substantiated or partially substantiated

Report	Resolution
Report about an employee streaming content on county computer	Employee was advised of County Policies and said it would not happen again.
An employee assigned a County vehicle makes personal stops on way in to work, which is against County policy.	Employee was told that this is an inappropriate use of County vehicle and activity should stop.
Report of manager favoritism and disrespectful work environment	Manager resigned.
A member of the public who received weatherization services reported that the work was not done correctly and the roof was failing.	An onsite inspection revealed that additional repairs were needed and the County authorized the repairs.
Report about manager bullying, intimidation and discrimination	Manager resigned.
A complaint about employee not working hours reported	Manager had approved time off after a meeting and was counseled not to do so in the future.
A complaint about confusion at Animal Services related to a fine	Animal Services sent a letter to acknowledge a payment and address miscommunication.
Report of excessive spending on County catering	This issue was addressed in an audit.