

**Presentation to the Audit  
Committee February 7, 2018  
Agenda Item AU11.2**

# **2017 Annual Report on the Fraud and Waste Hotline**

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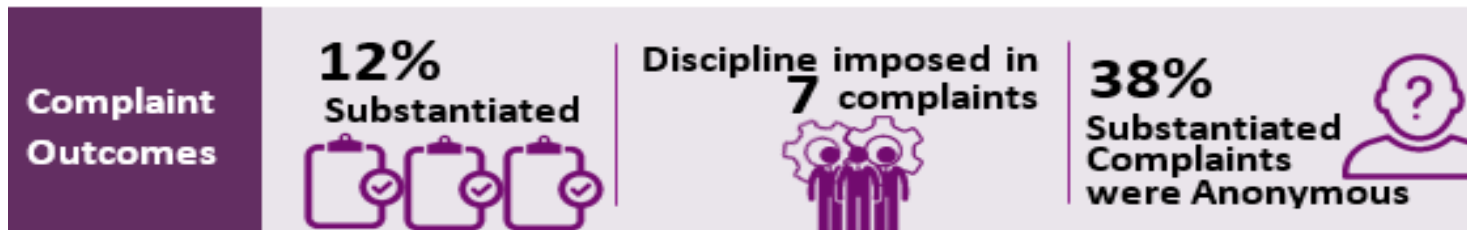
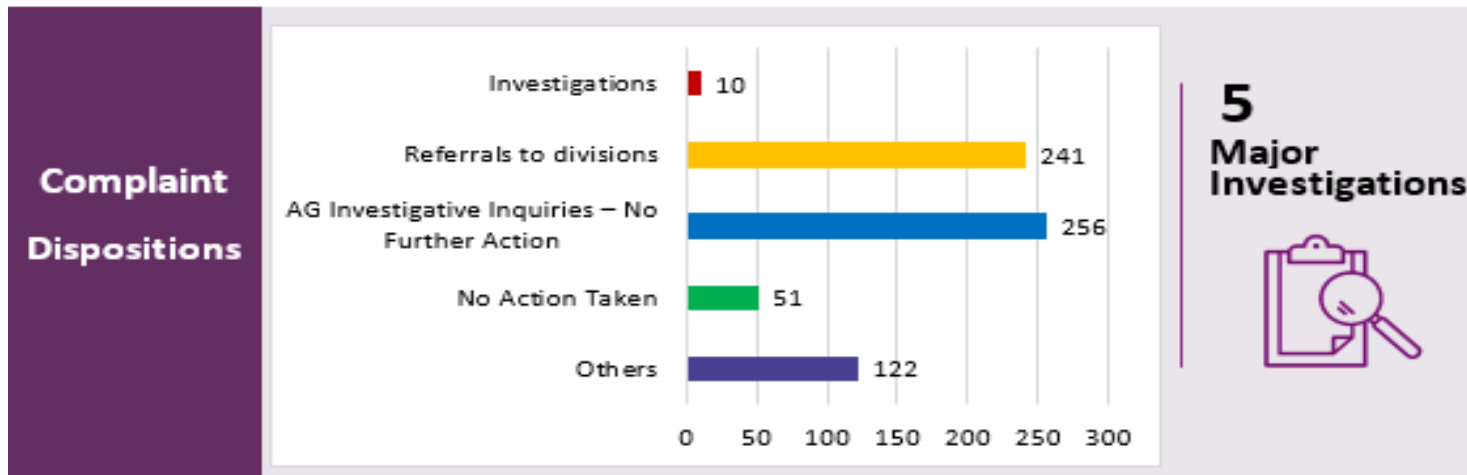
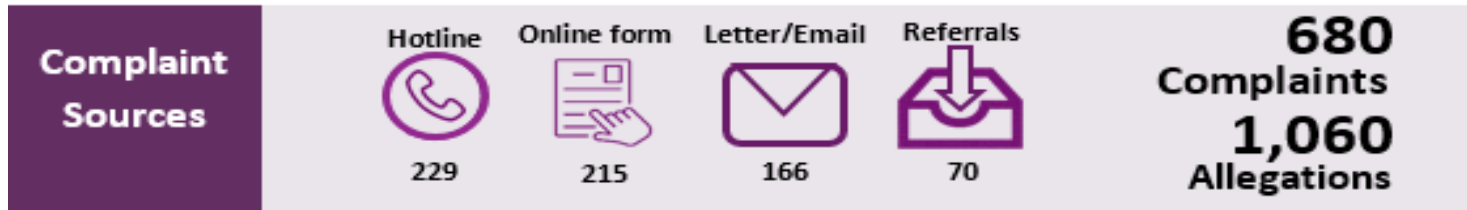


**Auditor General's Office  
Integrity, Excellence and Innovation**

# 2017 Annual Report - Fraud & Waste Hotline

1. Key Statistics
2. By the Numbers and Beyond the Numbers
3. Other Major Accomplishments

# Major Accomplishments - Key Statistics



# By the Numbers

## ▶ Volume of Complaints

- 680 Complaints = 1,060 Allegations
- 100% Complaints Reviewed
- 89% AG Preliminary Investigative Work

## ▶ Substantiated

- 12% Substantiated as at December 31, 2017
- % will increase as 2017 complaints conclude in 2018
- 38% of substantiated complaints were anonymous

# By the Numbers continued...

## ▶ **Losses and Recoveries Last 5 Years**

- \$12.4 million actual losses
- \$4.6 million potential losses
- \$525,000 recoveries

## ▶ **Losses 2017**

- \$56,000 actual losses (amount is expected to increase as outstanding complaints are closed in 2018)

# Beyond the Numbers

## ▶ **Discipline**

- 2 employment relationships terminated
- 5 employees disciplined
- 22 cases of other management actions

## ▶ **Information Gathering**

- Data trends
- Inform Audit Projects / Referrals for future audits
- Proactive monitoring

## ▶ **Other Benefits**

- Deterrence and detection of wrongdoing increased
- Internal Controls strengthened
- Operational efficiencies

# Other 2017 Major Accomplishments

1. Implementation of a 24/7 staffed hotline and streamlining operations
2. 5 investigative reports in 2017
  - ▶ 37 public and confidential recommendations

# QUESTIONS?