2019 Annual Report – Fraud and Waste Hotline

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1. Key Statistics & Beyond the Numbers

2. Accomplishments & Challenges

3. Communication Initiatives
Key Statistics

Complaint Sources

- Hotline: 198
- Online form: 156
- Letter/Email: 164
- Referrals: 36
- Other: 33

Complaint Dispositions

- Preliminary Investigative Inquiries – No Action: 182
- Not yet assigned: 177
- Referrals to Division: 127
- No Action Taken: 59
- Other Investigations: 32
- Other: 10

Complaint Outcomes

- 13% Substantiated
- Discipline imposed in 5 complaints
- 11% Substantiated Complaints were Anonymous

Dollar Impact

- $13.2m Actual Loss for 5 years
- $3.4m Potential Loss for 5 years
- $719k Recovery for 5 years

Complaints: 587
Allegations: 950
Beyond the Numbers

• Discipline
  • 4 employees suspended, 1 employee disciplined
  • 13 cases of other management actions

• Informing Future Audits
  • Data trends

• Other Outcomes
  • Internal controls strengthened
  • Operational efficiencies
  • Deterrence and detection
Accomplishments in 2019

• Implementation of a new complaint management system
  • Modernizing tracking and documentation of complaints
  • Data analytics and reporting
  • Complainants can upload files and communicate anonymously

• Major Investigation on Reprisal
  • Reprisal not found, but lessons learned

• Fraud & Waste Hotline
  • On-going complaint management
Challenges in 2019

- Forensic Unit team is small
- Implementation of the new complaint management system
- Difficult to predict the number and complexity of fraud allegations each year
Communication Initiatives

✓ New system communication

✓ Education campaign

✓ Advertisement campaign
Thank You

QUESTIONS?