

**Presentation to Audit Committee  
February 16, 2021  
Agenda Item AU8.4**

**AUDITOR  
GENERAL**  

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**TORONTO**

# **2020 Annual Report – Fraud and Waste Hotline**

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# 2020 Annual Report – Fraud & Waste Hotline



Key Statistics & Beyond the Numbers



3 Major Investigations



Communication Initiatives

# Key Statistics

**44%**

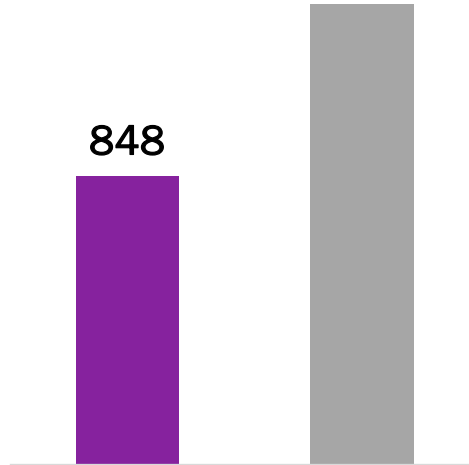
increase



**2020**  
complaints

848

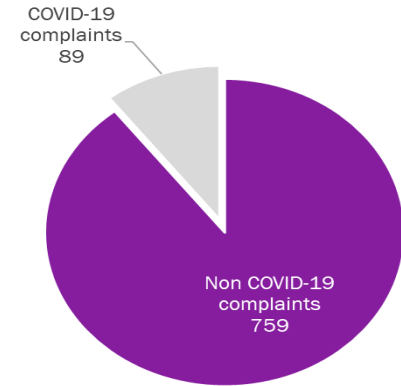
1,350



Complaints Allegations

848 complaints, of which:

- **45%** through online form
- **10%** related to COVID-19



**9%** Substantiated



**43%**

Substantiated  
complaints were  
**Anonymous**

**\$179,000**

Actual Loss in 2020

**\$36.9M**

Actual loss for 5 years

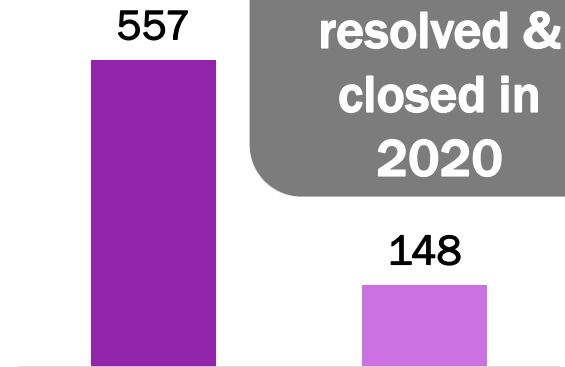
557

2020  
complaints

**705** Cases  
resolved &  
closed in  
2020

148

Previous Years  
complaints



# Beyond the Numbers

## Actions taken by Management in 2020

### 2020 Complaints

**2** employees disciplined

**5** other actions taken



### Previous Year Complaints

**4** employees disciplined

**13** other actions taken

## Other Outcomes of Hotline Complaints

- Data Trends
- Future Audits
- Internal Controls
- Operational Efficiencies
- Deterrence & Detection

# 3 Major Investigations

## 1. Toronto Building Division: Conditional Permits – Follow-up Review

- *February 2020*



## 2. Review of 260 Eighth Street Land Transaction: No Wrongdoing Identified

- *September 2020*



# 3 Major Investigations

## 3. Employee Health Benefits Fraud Involving a Medical Spa

- October 2020



A lengthy & complex investigation into benefits fraud:

- Claimants reimbursed **\$38,000** since 2017
- **1** termination, **1** suspension
- All **3 cases referred to the Police**

# Communication Initiatives

- The responsibility to report wrongdoing is a part of the **TPS By-law**
- Direction **from City Council** to report allegations
- The initiatives will include undertaking an education campaign to **raise awareness** on employee **responsibility to report wrongdoing** to the Auditor General's Office

Thank You

**QUESTIONS?**

**AUDITOR  
GENERAL**  

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**TORONTO**