



LAURA DOUD

REPORT ON *the City Auditor's*
FRAUD HOTLINE
a tool to initiate positive change

The majority of City employees, vendors, and business owners are hardworking individuals dedicated to making Long Beach great. Yet even in the best of times, there will be instances of fraud, waste, and abuse. Working together we can make our City better and stronger. You can do your part to stop fraud by anonymously reporting tips to the City Auditor's Fraud Hotline.

REPORT IT. 1-888-FRAUD-07

Your tip can lead to change. *Find out how* →

here's how your TIPS TRIGGER CHANGE

The City Auditor's Fraud Hotline has received, investigated and took action on a total of 439 cases since July 2007 when the program was first implemented.

WE EVALUATE EVERY TIP

For every tip we receive, we conduct preliminary fact finding and case analysis to determine if there is sufficient basis to undertake in-depth investigation.

WE TAKE ACTION

For every case, we can take one of the following courses of action:

Conduct Our Own Investigation

We investigate a case directly, depending on the severity and nature of the allegation and available resources.

Conduct a Full Audit

We expand our investigation of a tip to a performance audit when it appears the issue may be more widespread than an individual instance.

Direct a Department to Investigate

We redirect a case to the City department associated with the complaint to review and/or conduct an investigation. Management then performs a review and informs us of the findings, including any corrective action.

Request an Outside Agency to Review the Tip

Many allegations do not fall under the jurisdiction of the City. Such tips are referred to a county, state or federal agency for investigation. Examples of this include credit card fraud, welfare fraud, unemployment fraud, mail fraud, etc.

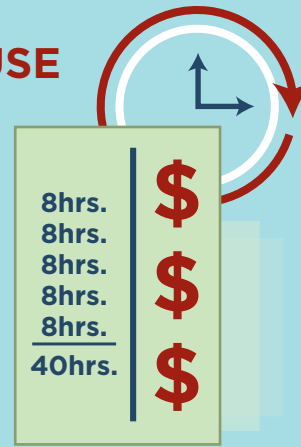
Close a Case if it Lacks Merit or Sufficient Information

Because cases can be made anonymously, we do not always obtain sufficient information to thoroughly investigate. In other instances, the case may lack merit to continue. We will close such cases during the initial review.

because of your tips on fraud, waste, and abuse, TOGETHER, WE'RE MAKING CHANGE POSSIBLE

TIME CARD ABUSE

The Harbor Department's Dive Team had over \$100,000 in questionable overtime, which amounted to 25% of total salary. Our audit identified changes needed to rectify poor procedures and work scheduling.



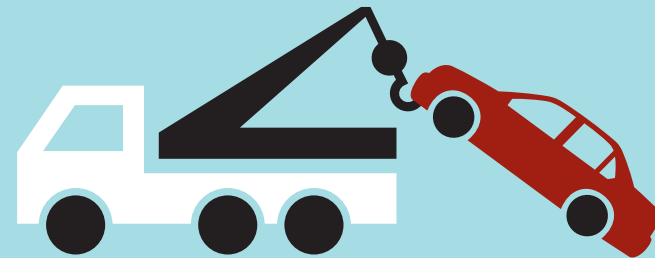
NO OVERSIGHT OF SUB-CONTRACTORS

The City's contract for on-call emergency board-up services was performed by a series of subcontractors, some receiving an inappropriate rate increase of up to 65%. Our audit found the City's oversight of the service contract contributed to not only unfair costs to residents and businesses, but also to potential fraud.



THEFT OF PERSONAL PROPERTY

Tips triggered a police investigation and our two audits of towing and lien sales. The police investigation led to the removal of six City employees for theft of personal items—including cash and electronics—from vehicles impounded in the City's tow yard. Our audits resulted in policy changes to cash handling, inventory management and personal item removal.



UNSAFE WORK CONDITIONS

Police and Fire 9-1-1 dispatchers were working a significant amount of overtime, up to nearly 100% of their salaries. This much overtime can lead to serious dispatcher fatigue, posing an unnecessary risk to public safety. The departments have increased recruitment in the last year to minimize understaffing and overtime.



POOR REVENUE COLLECTION PRACTICES

The Health & Human Services Department had poor practices involving the collection and management of revenues—averaging \$1.9 million per year—associated with clinical services and vital records. The audit found that the Department could not accurately determine the amount of revenue due to the City and that a considerable amount of fees were written off without explanation. The Department recognized the need for change and took steps to remedy the issues.



a closer look: OUR FRAUD HOTLINE AT WORK IN 2014-15

In the past two years, we received a total of 58 tips from a variety of callers.

WHO'S CALLING?



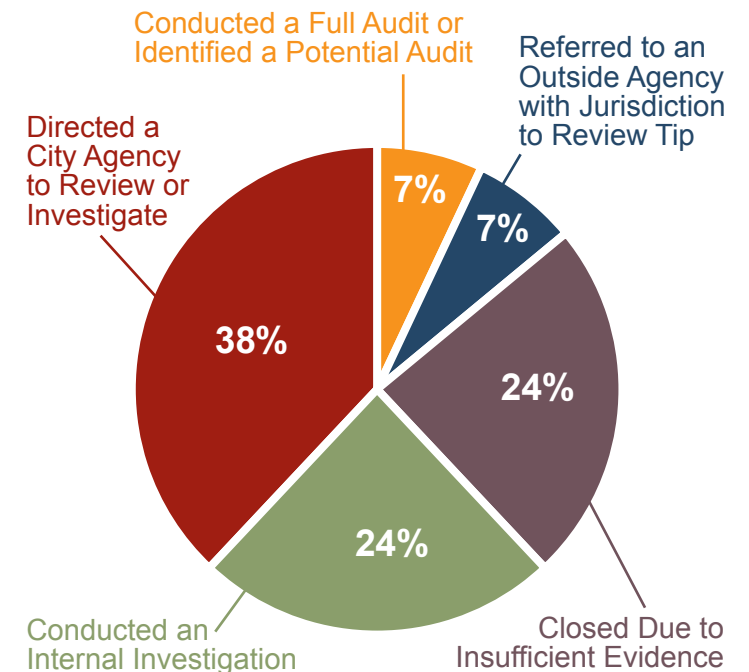
WHAT ARE THE TIPS ABOUT?

The top five tip complaint types:

1. Service Quality/ Efficiency Issue
2. Employee Theft of Time
3. Misuse of City Property
4. Conflict of Interest
5. Public Benefits Fraud

= 73% of the total caseload

WHAT ACTIONS DID WE TAKE?



did you know

THERE ARE 7 WAYS TO REPORT YOUR TIP?



TOLL-FREE OPERATOR

Call **1-888-FRAUD-07** to anonymously report a problem to a dedicated live operator around the clock.



WEB REPORTING

Follow a link labeled "Report Fraud" to the anonymous web reporting system at the City Auditor's website, **CityAuditorLauraDoud.com**.



MOBILE APP

Report allegations using the City Auditor's new MyAuditor App. The App allows you to include a picture and optional address or GPS coordinates to help pinpoint where the fraud is taking place. Download our MyAuditor App at:



CONTACT US DIRECTLY

Report allegations of fraud, waste, and abuse directly to the City Auditor's Office:

DIRECT PHONE 1-562-570-6751

DIRECT FAX 1-562-570-6167

DIRECT EMAIL Auditor@longbeach.gov

DIRECT MAIL 333 West Ocean Blvd., 8th Fl.
Long Beach, California 90802

To protect your privacy, please note all tips received by our Office are confidential and personal information will not be disclosed.

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