



CITY OF CARSON
INTEROFFICE MEMORANDUM

TO: ALL EMPLOYEES
FROM: KAREN AVILLA, CITY TREASURER
SUBJECT: CITY OF CARSON FRAUD HOTLINE
DATE: FEBRUARY 3, 2005

On December 21, 2004 the City Council approved funding to establish a City of Carson Fraud Hotline for the purpose of preventing and detecting fraud. With the establishment of a Fraud Hotline, our City is taking a pro-active position against fraud. The Hotline is an option for employees, contractors, vendors, citizens and the business community to report any illegal and/or unethical activity that causes loss or harm to the City, its employees, vendors or customers. Callers have the option to disclose their identity or remain anonymous.

Our Office has contracted with The Network, Inc. to provide this service. This firm provides 24-hour, seven day-a-week hotline services in more than 20 different languages. In the event that you become aware of unethical, illegal or irresponsible activity, don't ignore it. Here's what happens when you call:

1. You are greeted by a professional Interviewer who documents the situation you detail. You don't have to give your name and your call is not recorded through the use of recording devices, caller identification equipment or any other means.
2. The Interviewer assigns a report number to you and asks you to make one call back.
3. The information is then relayed via email to the City of Carson Fraud Prevention Committee comprised of your City Treasurer, City Attorney, Captain of the Carson Sheriff's Station, and Administrative Services General Manager. The City's committee does not speak to the caller at any time unless the caller requests contact and indicates said request to the Hotline Interviewer.
4. Using the report number and scheduled call back date given to you by the Interviewer, you call for the follow-up. You may be asked additional questions at that time.

That's all it takes to speak up. In just a few minutes, you've done your part to make our City a better place to work. The Hotline will begin operating Friday, February 4, 2005. The City of Carson Fraud Hotline toll-free telephone number is **1-877-7 HOT TIP or 1-877-746-8847**. The Hotline is not intended as a substitute for speaking directly with your immediate supervisor, it is simply an option that is always available if you want to help but prefer not to give your name.

Should you have any questions, please feel free to contact our office and we will be happy to help you.

H. Kawagoe



**CITY OF CARSON
INTEROFFICE MEMORANDUM**

TO: CITY MANAGER, GENERAL MANAGERS AND CITY CLERK
**FROM: KAREN AVILLA, CITY TREASURER ON BEHALF OF FRAUD
HOTLINE COMMITTEE**
SUBJECT: FRAUD HOTLINE PROCEDURES
DATE: OCTOBER 12, 2005

Attached please find a copy of the Fraud Hotline Procedures established to process calls received on the City's Fraud Hotline.

As many of you are aware, proper protocol has prevented moving forward on calls received to date. Inasmuch as these procedures are now finalized and have received City Attorney approval, all calls related to your Departments to date will be forwarded immediately.

RECEIVED
CITY CLERK
2005 OCT 12 PM 4:45
CITY OF CARSON

**DISTRIBUTION
COPIES TO:**

Mayor _____

City Clerk _____

City Manager _____

City Treasurer _____

City Attorney _____

City Clerk *Staff*

Date: 10-18-05

Fraud Hotline Report Procedures

The City has contracted with The Network, Inc. to provide a fraud hotline service known as the ReportLine Program. This service is an option for employees, contractors, vendors, business community members, citizens and the general public who want to anonymously report any allegedly illegal and/or unethical activity on the part of the City and/or its officials, officers, employees, representatives, agents, or anyone else working with, or in contact with, the City.

The ReportLine Program operates 24/7 taking calls, obtaining information and, ultimately, generating Incident Reports relative to each call. These Incident Reports are sent to the City for review and consideration. Upon receipt of the various Incident Reports, it is the desire of the City to evaluate the same and to determine what action, if any, should be taken in response to an Incident Report. The City has set up a Fraud Hotline Committee to facilitate review and evaluation of received Incident Reports, and provide oversight of the processing of the same. The following procedures are set forth to outline the protocol to be followed when the City receives an Incident Report from the ReportLine Program.

1. The Network shall be instructed to send simultaneous emails of Incident Reports to each member of the Fraud Hotline Committee (City Treasurer, City Attorney, Administrative Services General Manager and Captain of Carson Sheriff's Station). The City Treasurer shall log and track these Incident Reports for review by the Fraud Hotline Committee and City Management.
2. The City Treasurer will review each Incident Report and within three (3) working days forward the same, via email, to all Committee members recommending a course of action such as determining that the Incident Report does not pertain to matters involving the City, should be referred to the Sheriff's Department for handling, or should be referred to City Management staff for consideration and action. In the event of an urgent matter, the Committee will be contacted immediately via telephone.
3. The Committee members will review the City Treasurer's recommended course of action and will respond accordingly via email within three (3) working days of receipt of the same from the City Treasurer.
4. If a majority of the Fraud Hotline Committee members concur in the recommended course of action, then that course of action shall be followed. All communication on behalf of the Committee will be sent "Confidential – to be opened by Addressee ONLY". Investigation results should advise the Committee that an Incident Report has been investigated and whether the same has been determined to be "founded" or "unfounded." If the Incident Report has been determined to be "founded," the investigation results should not include specific personnel action(s) taken, but whether or not disciplinary action has been taken. In the case of sheriff's personnel investigations, the investigation results should advise the Committee that an Incident Report has been investigated and whether the same has been determined to be "founded" or "unfounded." If the Incident Report has been determined to be "founded," the investigation results should not include specific personnel action(s) taken, but whether or not disciplinary action has been taken.
5. The Committee will meet periodically to review the Incident Report log and discuss any issues resulting from the implementation of the ReportLine Program.

6. On a quarterly basis, the Committee will provide a report to City Council briefly summarizing the Hotline activity.