

The City and County of San Francisco's Whistleblower Program

Presented by:

Office of the Controller – City Services Auditor

Whistleblower Program

Introduction

- An amendment to the Charter of the City and County of San Francisco passed by San Francisco voters in 2003, instructed the Office of the Controller to:
 - Administer a whistleblower and citizen complaint hotline telephone number and website
 - Publicize the hotline and website through public advertising and communications to city employees

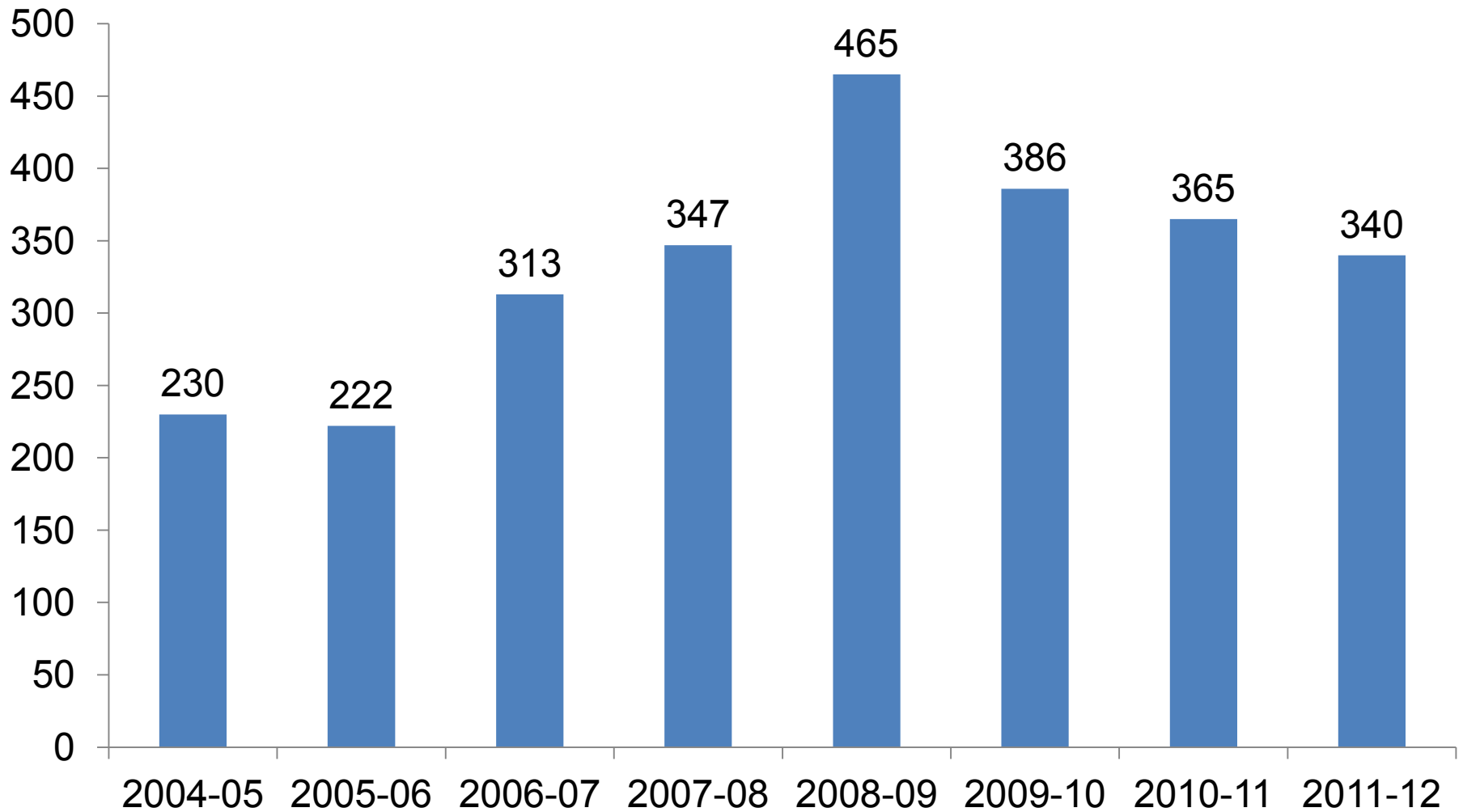
Types of Complaints Investigated

- According to the City and County of San Francisco's Charter, the Whistleblower Program shall receive and track complaints on:
 - Quality and delivery of government services
 - Wasteful and inefficient city government practices
 - Misuse of government funds
 - Improper activities by city government officials, employees, and contractors

Types of Complaints Not Investigated

- Complaints that another City agency is required by federal, state, or local law to adjudicate
- Complaints that may be resolved through a grievance mechanism established by collective bargaining agreement or contract
- Complaints that involve allegations of conduct which may constitute a violation of criminal law
- Complaints that are subject to an existing, ongoing investigation by any other City department, including the District Attorney, the City Attorney, or the Ethics Commission

Whistleblower Complaints Received by Fiscal Year



Sources of Complaints Received

- City employees, contractors, vendors and members of the public
 - Complainants can file anonymously
- Complainants can file a complaint via web form, telephone, email, in person, or by letter.

Investigative Process

- Acknowledge receipt of complaint and assign tracking number
- Review allegations for jurisdiction
- Analyze all policies and guidelines that apply
- Review all relevant documents and interview necessary individuals
- Review findings
- When necessary, recommend a corrective action

Leveraging Resources

- The City's Customer Service Hotline (311) representatives are trained on receiving complaints.
- Complainants are encouraged to use our online web form, which leads users through a series of prompts for filing a complaint.
- Investigators may refer complaints to department management with the knowledge and resources to investigate the complaint.

Balancing Confidentiality and Transparency

- Publish annual and quarterly reports on the Controller's webpage.
- Quarterly and annual reports include:
 - Number of complaints received
 - Number of complaints investigated
 - Summaries of complaints where corrective or preventative action was taken

Promoting the Program

- Email blasts to employees from department management
- Presentations to new employees and new managers
- Fraud training programs for employees and management

Upcoming Initiatives

- Fraud Hotline Conference
 - Allow for exchange of best practices.
 - Establish a peer group of local government fraud hotlines.
- Peer Review
 - Provide additional assurance to the public on the quality of investigations.

Contact Information

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<http://sfgov.org/whistleblower>