Report: County Fraud Hotline – Does it Work?
Released: April 1, 2004

Recommendation #2
Design an after-hours call-response system that asks questions of the caller that would normally be asked during business hours

Original Response
The recommendation has not yet been implemented, but will be implemented in the future.

Current Status
The recommendation has been implemented
The IAD worked with CEO – Telephone/Network Related Service in enhancing our Hotline telephone line. A Hotline telephone tree was implemented which states the purpose of this Hotline and provides a menu that will automatically redirect the caller to another hotline, e.g., Welfare Fraud Hotline during business hours and after-hours. In addition, for after-hours the telephone tree system asks additional questions of the caller that would be asked during business hours. However, do to system limitation, there is a limit as to the number of questions that can be asked.

Recommendation #3
Meet with other agencies that have hotlines to develop a better system to process hotline call, with the objective of reducing the number of redirected calls.

Original Response
The recommendation has not yet been implemented, but will be implemented in the future.

Current Status
The recommendation has been implemented
The IAD worked with CEO – Telephone/Network Related Service in enhancing our Hotline telephone line. A Hotline telephone tree was implemented which states the purpose of this Hotline and provides a menu that will automatically redirect the caller to another hotline, e.g., Welfare Fraud Hotline during business hours and after-hours. In addition, for after-hours the telephone tree system asks additional questions of the caller that would be asked during business hours. However, do to system limitation, there is a limit as to the number of questions that can be asked.

Recommendation #5
Inform Orange County employees of the existence of the Fraud Hotline, by redistributing posters to all agencies and departments. Place and maintain additional posters in county public-announcement areas, e.g., Board of Supervisors' bulletin boards at the Hall of Administration. Send a quarterly internal e-mail to all employees explaining the purpose of the Hotline. Contact the employee organizations and request that they provide quarterly information about the County Fraud Hotline in their communications to employees.

Original Response
The recommendation has not yet been implemented, but will be implemented in the future.

Current Status
The recommendation has not yet been implemented, but will be implemented in the future.

After IAD has enhanced our internal web page, we will meet with the CEO, HR and County Counsel to redesign the Fraud Hotline poster. Once accomplished, the poster will be redistributed to all County agencies and departments. In addition, IAD will partner with the CEO/ER to develop a process for e-mailing all employees annual information about the purpose of the Hotline. This will be completed by April 2005.

Recommendation #6
Design an internal Web page that provides information about all telephone numbers available to employees to report county-related misuse of county resources.

Original Response
The recommendation has not yet been implemented, but will be implemented in the future.

Current Status
The recommendation has not yet been implemented, but will be implemented in the future.
The IAD has met several times with CEO/IT to enhance the internal web page, which will include more information about the Fraud Hotline, a listing to guide callers to the appropriate telephone numbers, and a method the report allegations on-line. We plan on having the enhanced web page implemented by the end of April 2005.