

# AUDIT COMMITTEE

# PROPOSED AGENDA

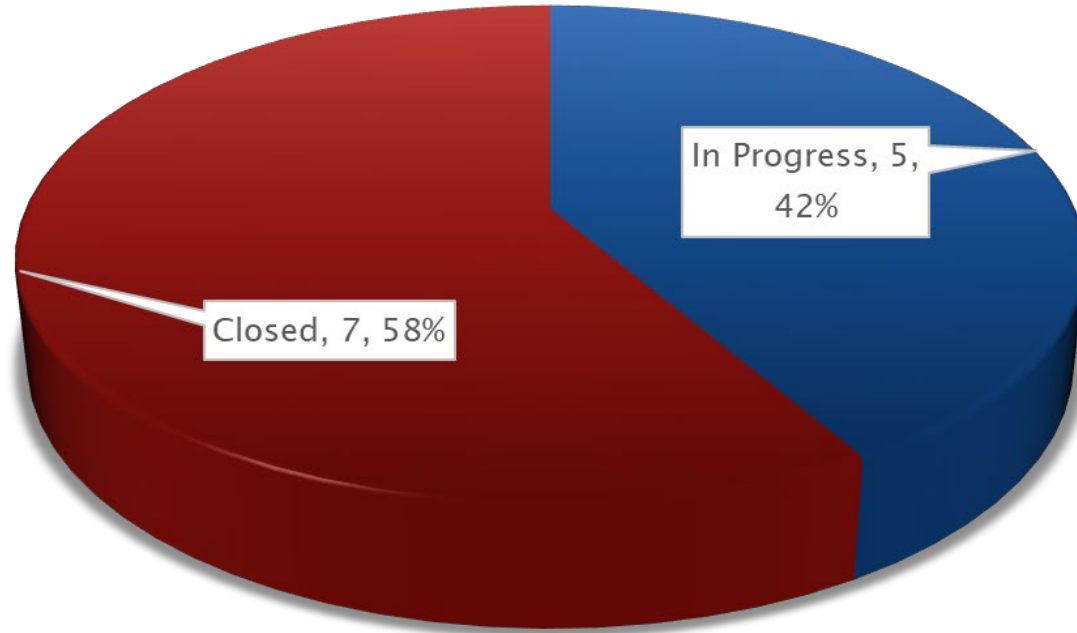
- A. Open Session
  - 1. Approval of Agenda
- B. Briefing Materials
  - 1. Audit Report(s)
    - *No reports issued*
  - 2. Status Updates
    - *4<sup>th</sup> Quarter FY '19 Fraud, Waste & Abuse Hotline Report*
    - *Follow-up on Management Action Plans*
- C. Other Business
- D. Adjournment
- E. Next Meeting Date

# Status Updates

# 4<sup>th</sup> Quarter FY'19 Fraud, Waste and Abuse Hotline Report

# 4<sup>th</sup> Quarter FY'19 Fraud, Waste and Abuse Hotline Report

## Case Status:



■ In Progress ■ Closed

# 4<sup>th</sup> Quarter FY'19 Fraud, Waste and Abuse Hotline Report

## In Progress Cases (as of 6/30/19):

Assignment	Number	Average # of Days in Progress
Ethics Office/Board of Ethics	2	187
Equal Employment Opportunity Office	1	70
OIG Audit Division	2	228
<b>Quarterly Total:</b>	<b>5</b>	

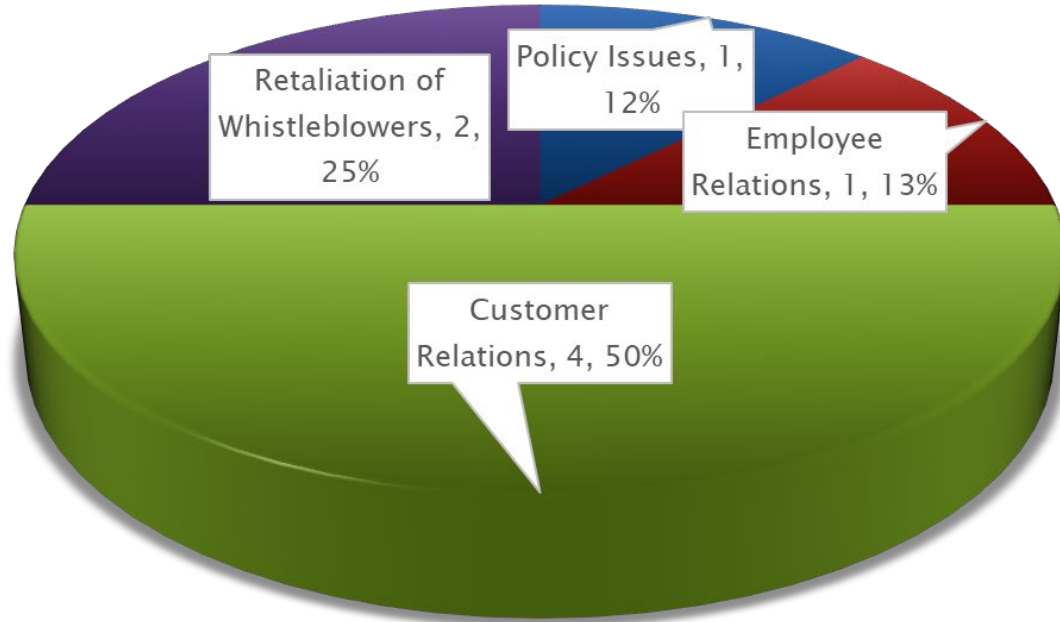
# 4<sup>th</sup> Quarter FY'19 Fraud, Waste and Abuse Hotline Report

## Closed Cases Outcomes:

ISSUE TYPE	NUMBER	ALLEGATION/COMPLAINT/ INQUIRY	DISPOSITION
Customer Relations	4	<ul style="list-style-type: none"> <li>• <b>Allegation</b> – Two reports were received alleging low water pressure at the same residence due to WSSC's sewer work. This allegation also included a potential conflict of interest matter.</li> <li>• <b>Complaint</b> – Tenant's water shut off because WSSC could not detect a meter.</li> <li>• <b>Inquiry</b> – Request for the residential property addresses of WSSC customers that have had their water service disconnected since 1/1/19.</li> </ul>	<ul style="list-style-type: none"> <li>• Referred to Utility Services and Ethics Program management. Customer's pressure release valve was in need of repair or replacement. Customer repaired the valve and has no other concerns. The conflict of interest matter was no longer applicable.</li> <li>• Referred to Utility Services management – Meter located and replaced. AMR device installed.</li> <li>• Referred to Customer Service management – WSSC's Counsel determined information requested is protected. Customer information was not released to the requesting individual.</li> </ul>
Retaliation of Whistleblowers	1	<ul style="list-style-type: none"> <li>• <b>Allegation</b> – Safety and health concerns raised about existing Capital Improvement Program practices and fear of retaliation.</li> </ul>	<ul style="list-style-type: none"> <li>• OIG plans to undertake this matter as a discretionary audit during Fiscal Year 2020.</li> </ul>
Policy Issues	1	<ul style="list-style-type: none"> <li>• <b>Complaint</b> – WSSC is spending a substantial amount of money for its rebranding while simultaneously increasing customer rates.</li> </ul>	<ul style="list-style-type: none"> <li>• Management's discretion.</li> </ul>
Employee Relations	1	<ul style="list-style-type: none"> <li>• <b>Complaint</b> – Uneasiness expressed about management's hiring practices in a specified department.</li> </ul>	<ul style="list-style-type: none"> <li>• Management's discretion.</li> </ul>
<b>Quarterly Total:</b>	7		

# 4<sup>th</sup> Quarter FY'19 Fraud, Waste and Abuse Hotline Report

## Top Hotline Allegations Reported:



■ Policy Issues

■ Employee Relations

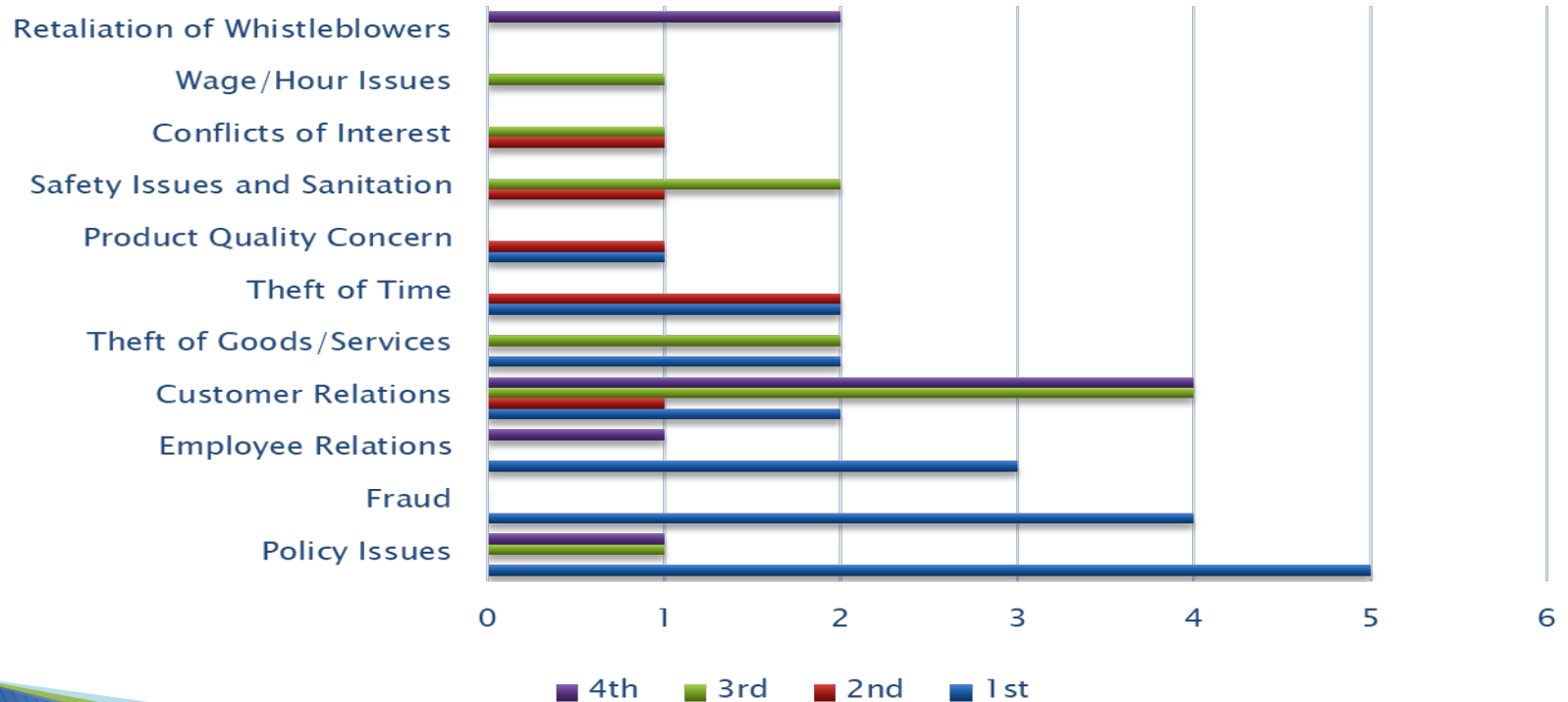
■ Customer Relations

■ Retaliation of Whistleblowers



# 4<sup>th</sup> Quarter FY'19 Fraud, Waste and Abuse Hotline Report

## Top Hotline Allegations Fiscal Year 2019 Quarterly Comparison



# QUESTIONS?

# Office of the Inspector General Follow-up on Management Action Plans

# Management Action Plans Dashboard

Department	Corrective Actions			
	Implemented Pending OIG Verification	Open	Delinquent	Total
Finance Department	1			1
Human Resources Department		1		1
Police & Homeland Security		2		2
Information Technology Department	7	2		9
General Services Department	12	5		17
Utility Services	1			1
Office of Supplier Diversity & Inclusion	1			1
Procurement Department		2		2
Production Department	2	2		4
<b>TOTAL</b>	<b>24</b>	<b>14</b>	<b>0</b>	<b>38</b>

# QUESTIONS?