



Whistleblower Program Update Review of Activities and Initiatives



Office of the Controller
Mark de la Rosa | Dave Jensen | Steven Muñoz

August 12, 2024

Authority for Whistleblower Program

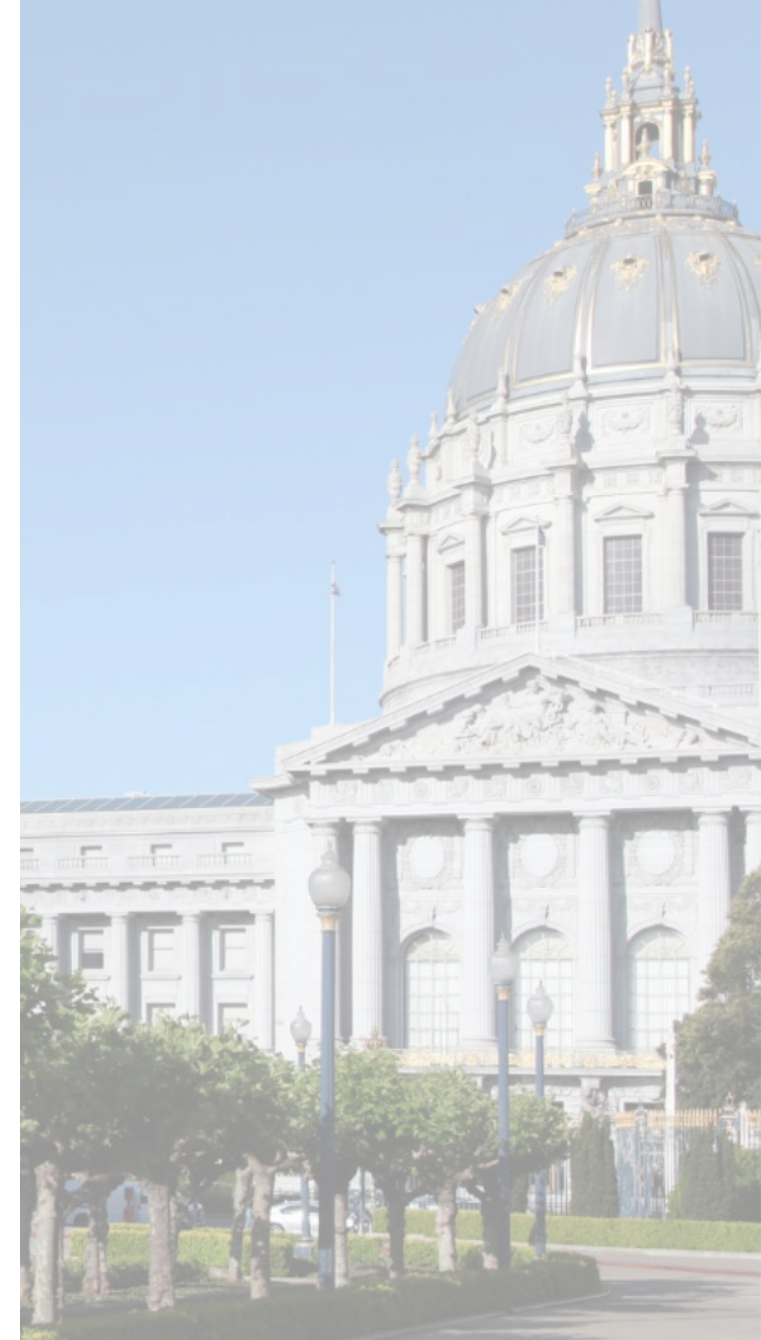
The authority for our investigations is derived from state and city law:

- California Government Code, Section [53087.6](#)
- San Francisco Charter, [Appendix F](#)
- San Francisco Campaign and Governmental Conduct Code, [Article IV](#)

Matters Appropriate for Investigation

The Whistleblower Program shall investigate or otherwise attempt to resolve reports concerning:

- Misuse of city funds.
- Improper activities by city officers and employees.
- Deficiencies in the quality and delivery of government services.
- Wasteful and inefficient government practices.





Referral of Certain Reports

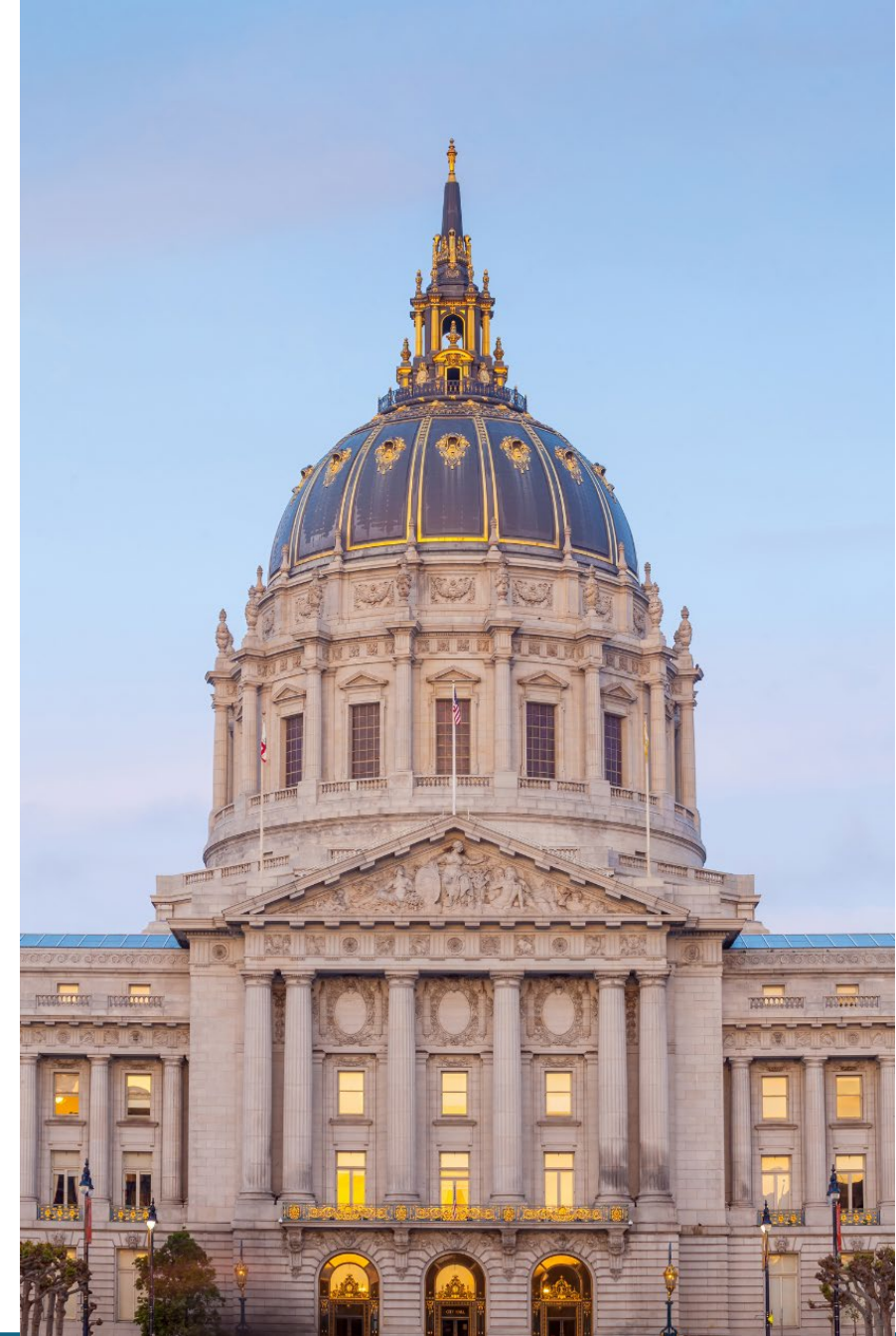
The Whistleblower Program shall refer reports that:

- Another city department is required by federal, state, or local law to adjudicate through a Charter jurisdiction referral.
- May be resolved through a grievance mechanism established by a bargaining unit or contract.
- Involve violations of criminal law.
- Are subject to an existing investigation.
- Allege violations of governmental ethics laws.

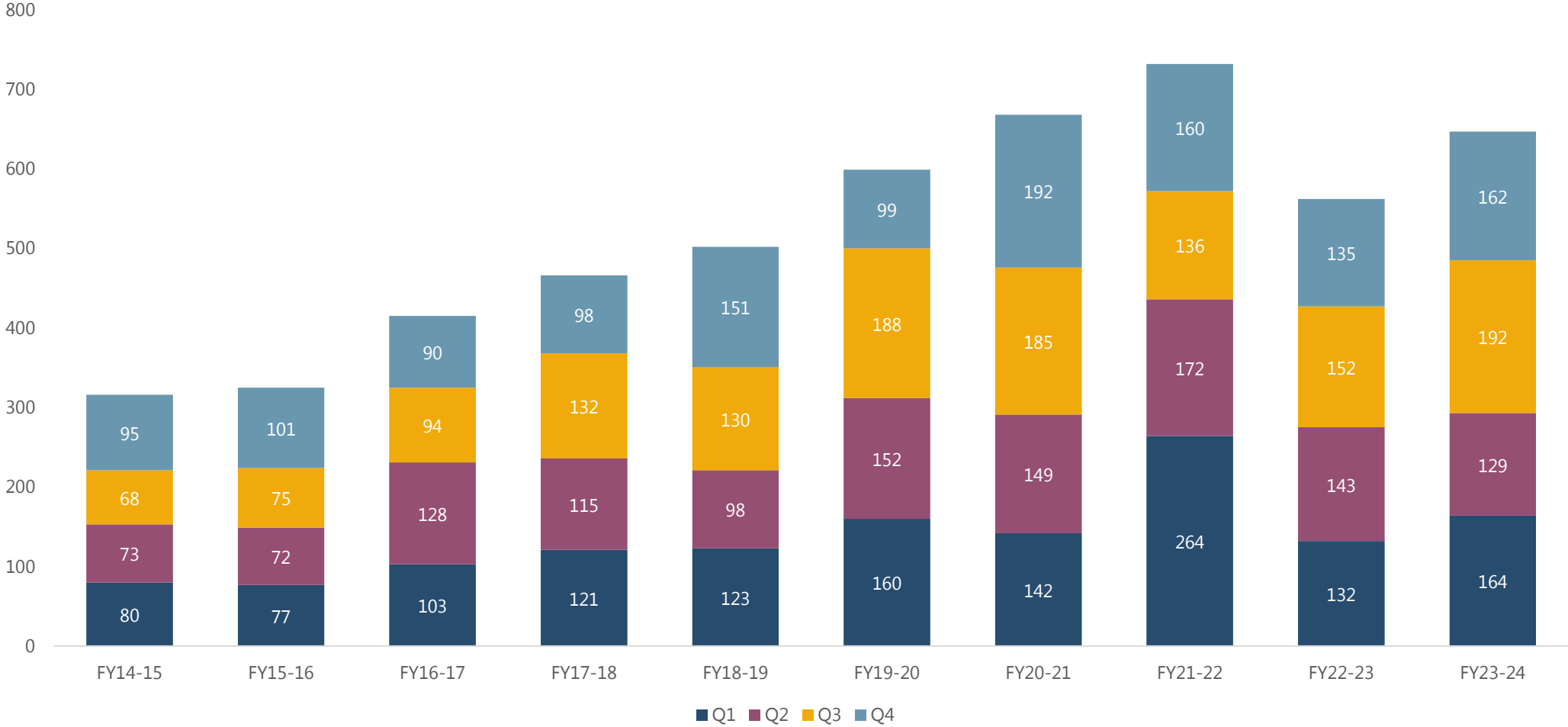
Whistleblower Staff

- Dave Jensen, *Program Manager*
- Steven Muñoz, *Audit Manager*
- Eryl Karr, *Audit Manger**
- Kevin Comer, *Senior Auditor*
- Eric Elems, *Senior Auditor*
- Lesli Powers, *Senior Auditor*
- William Zhou, *Senior Auditor**
- Anthony Aldana, *Staff Auditor*
- Serena Chen, *Staff Auditor**
- Jessica Runzel, *Staff Auditor**
- Lillian Saunders, *Staff Auditor*

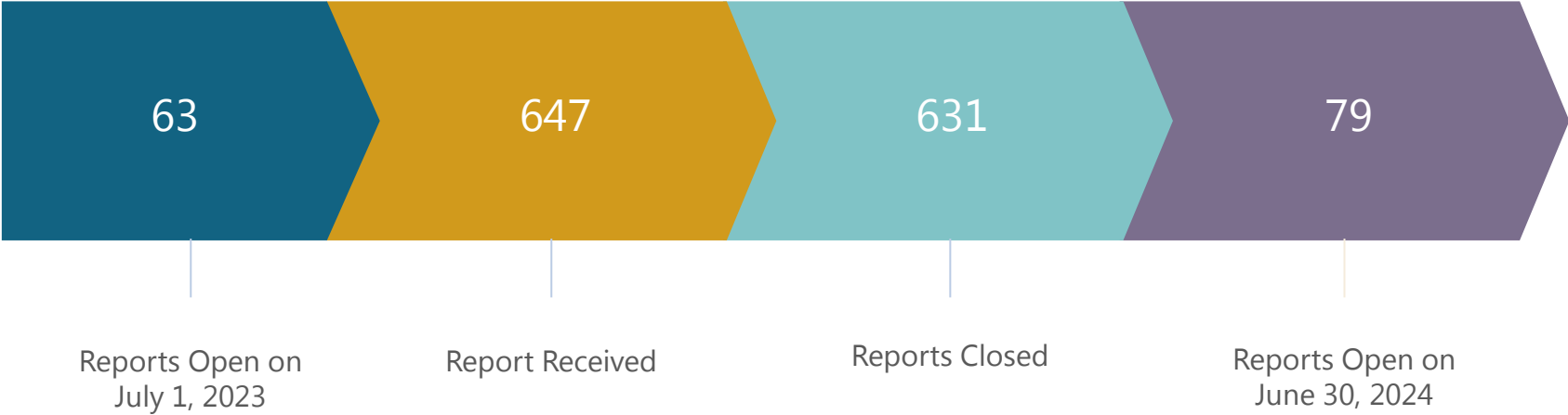
**Part-time on Whistleblower Program activities*







Number of Reports Received Since July 1, 2014



Fiscal Year 2023-24 Report Volume

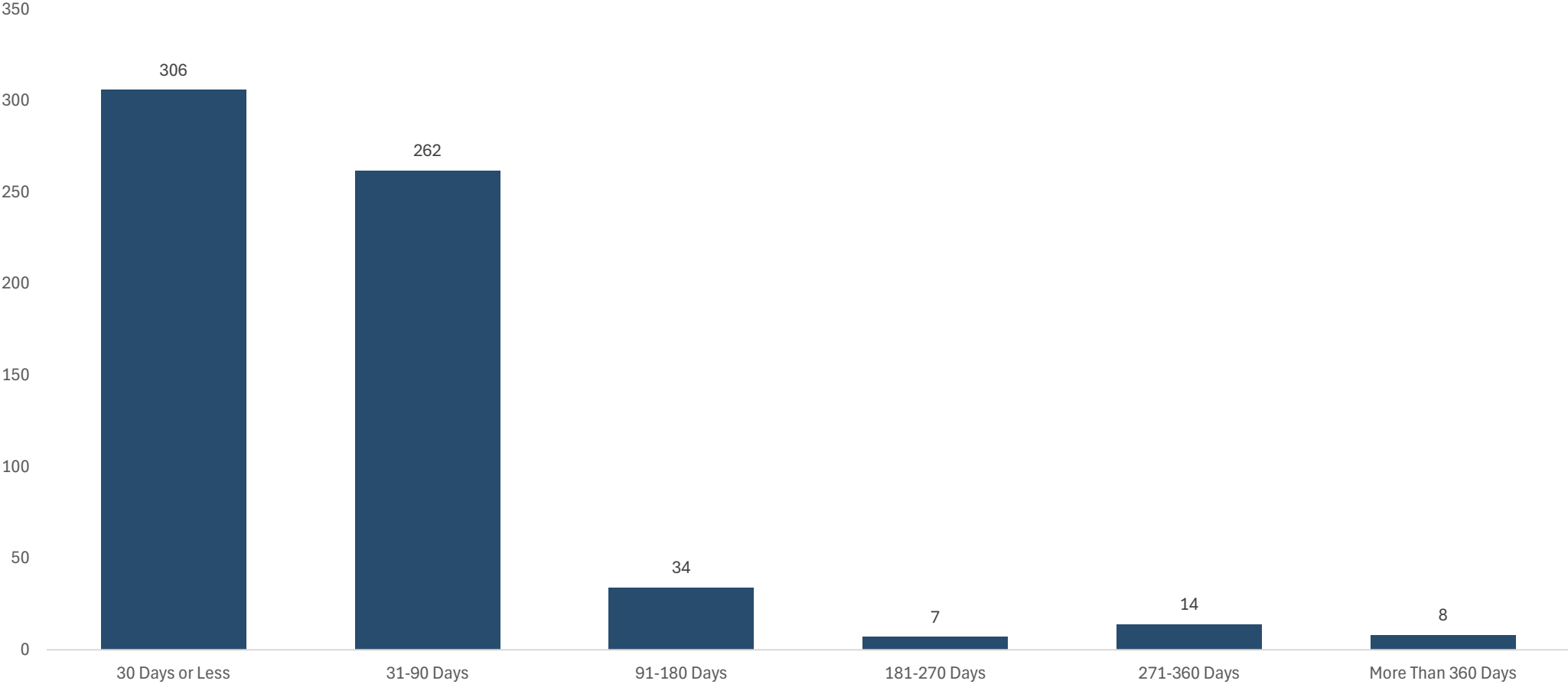


82% of Reports Received in Fiscal Year 2023-24 Came Through the Online Web Form

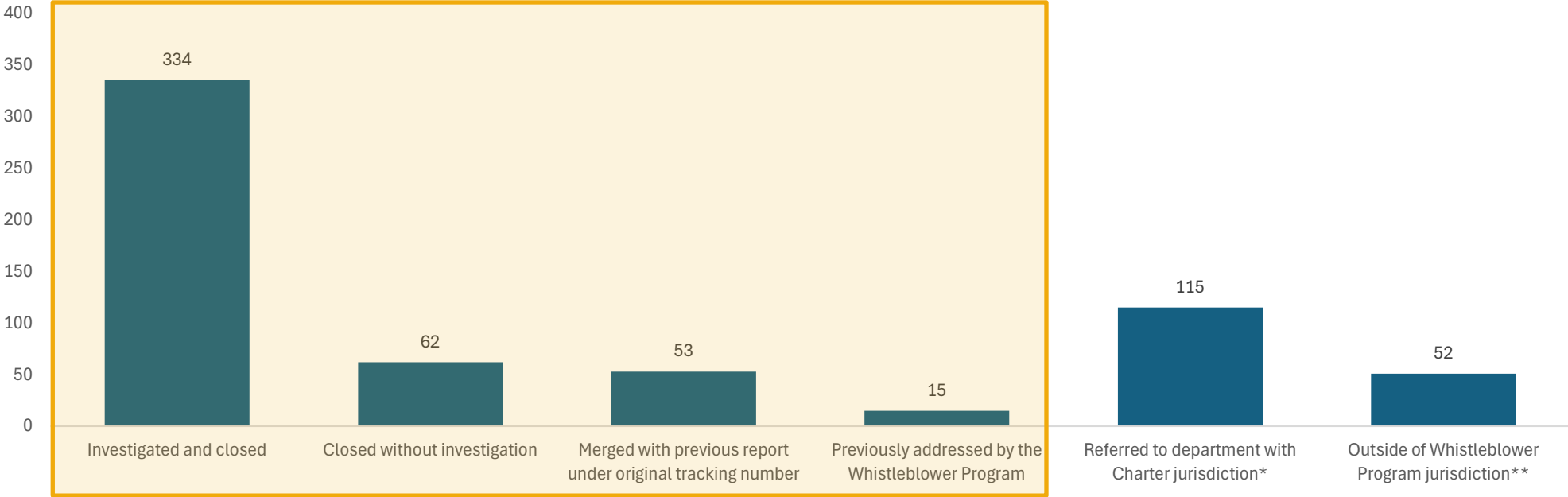
Channel	Total Number of Reports Filed		Of the Total Number of Reports Filed, the Following Were Filed Anonymously	
	Count	Percentage	Count	Percentage
 Online	529	82%	359	55%
 Phone	50	8%	23	4%
 Mail	34	5%	28	4%
 E-mail	26	4%	2	<1%
Other (Fax and Walk-In)	8	1%	-	-
Total	647	100%	412	64%*

* Percentages may not sum to total due to rounding.

90% of the 631 Reports Closed in Fiscal Year 2023-24 Were Closed Within 90 Days



53% of the 631 Reports Closed in Fiscal Year 2023-24 Were Investigated

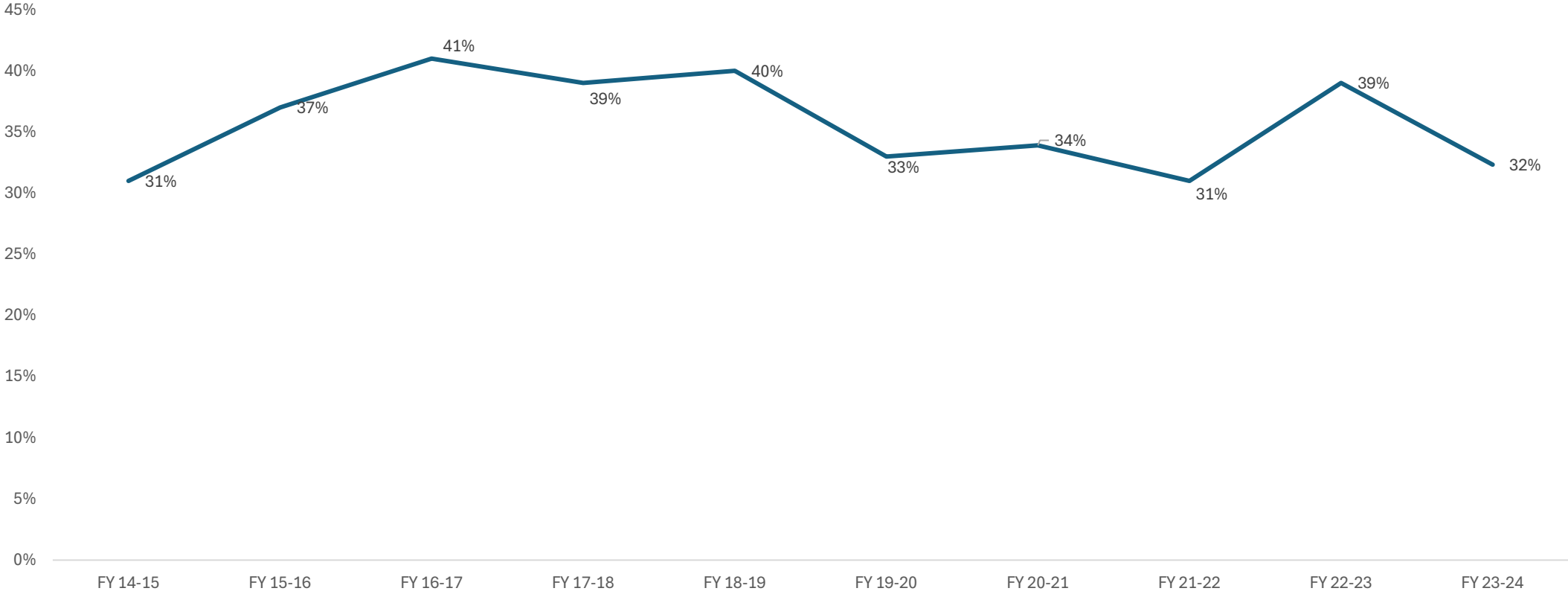


Reports within the shaded box fall under Whistleblower Program Charter jurisdiction to investigate.

* Another city department is required by federal, state, or local law to adjudicate through a Charter jurisdiction referral.

** Reporter provided information for a matter that is outside the Whistleblower Program’s jurisdiction and is in the jurisdiction of a federal, state, or other noncity government agency or is a suggestion or general report about decisions that are within management’s discretion. The Whistleblower Program will advise reporters to file such reports with another fraud hotline program if one is available and appropriate.

Percentage of Investigated Reports That Resulted in Corrective or Preventive Action



Fiscal Year 2023-24 Initiatives

- a. Close 75 percent of reports within 90 days.*
- b. Issue quarterly public reports on status of program activities.*
- c. Conduct annual whistleblower training for all city employees.*
- d. Train department liaisons on conducting investigations.*
- e. Host national webinars to promote leading fraud hotline operational practices and effective investigation techniques.*
- f. Ongoing review of all Whistleblower Program policies, processes, and systems for continuous improvement.*
- g. New case management system.*

*Initiative completed in Fiscal Year 2023-24



Questions?



SPEAK UP
City and County of San Francisco
Whistleblower Program

RIGHT TO REPORT

WITHOUT RETALIATION

 **ONLINE** sf.gov/whistleblower

 **EMAIL** whistleblower@sfgov.org

 **CALL** 311 or (415) 554-7657



Contact us at:

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