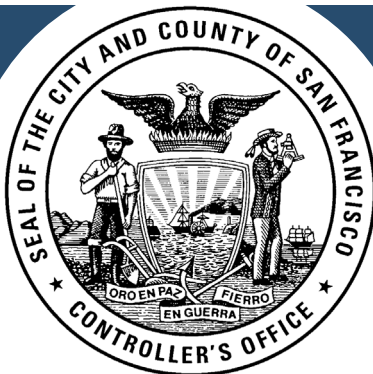


Whistleblower Program Update

Review of Activities and Initiatives



CITY & COUNTY OF SAN FRANCISCO

Office of the Controller
City Services Auditor

Mark de la Rosa | Dave Jensen | Steven Muñoz

08.31.2023

Authority for the Whistleblower Program

The authority for Whistleblower Program 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.

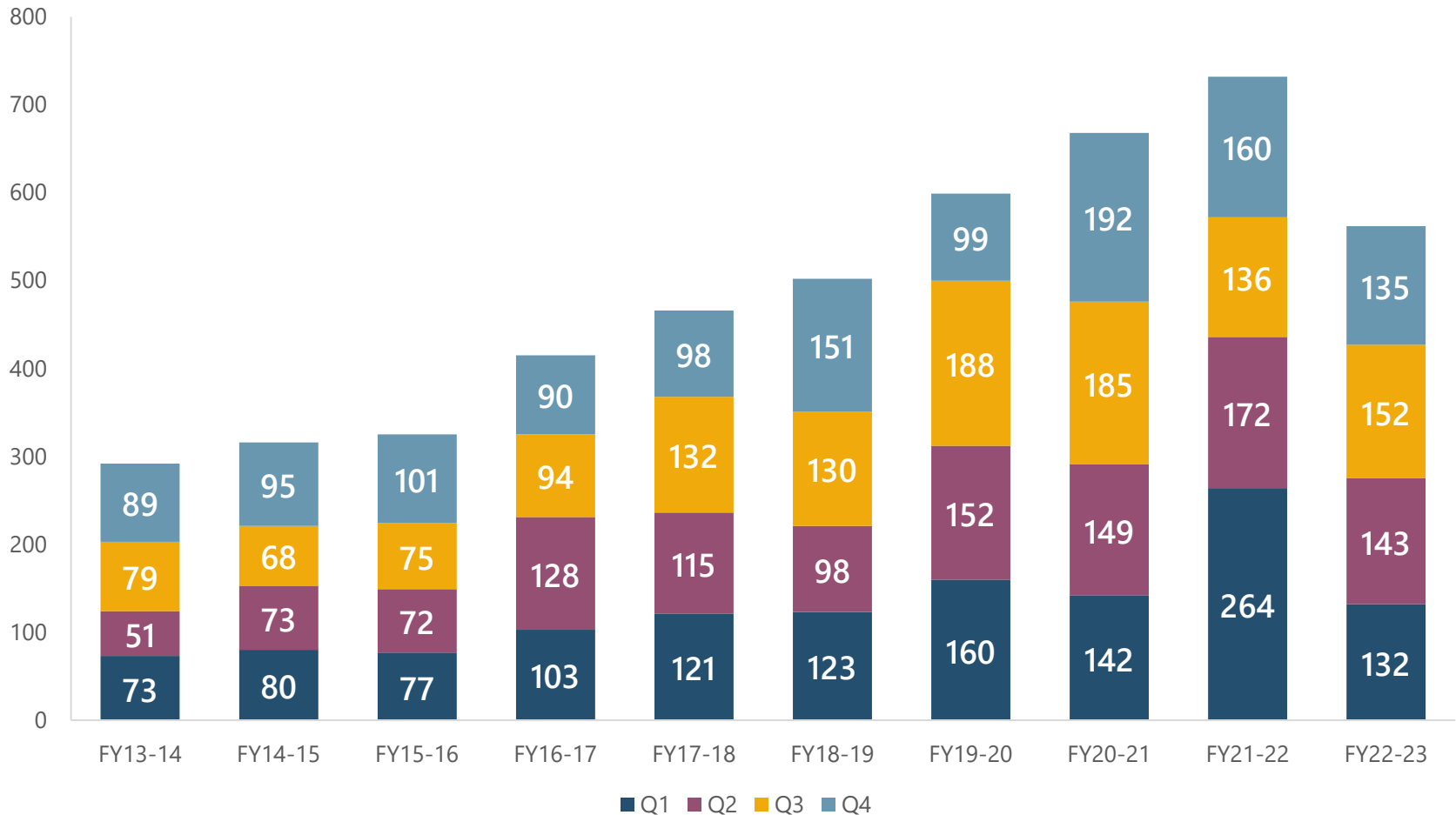
Whistleblower Staff

- 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*
- Lillian Saunders, *Staff Auditor*

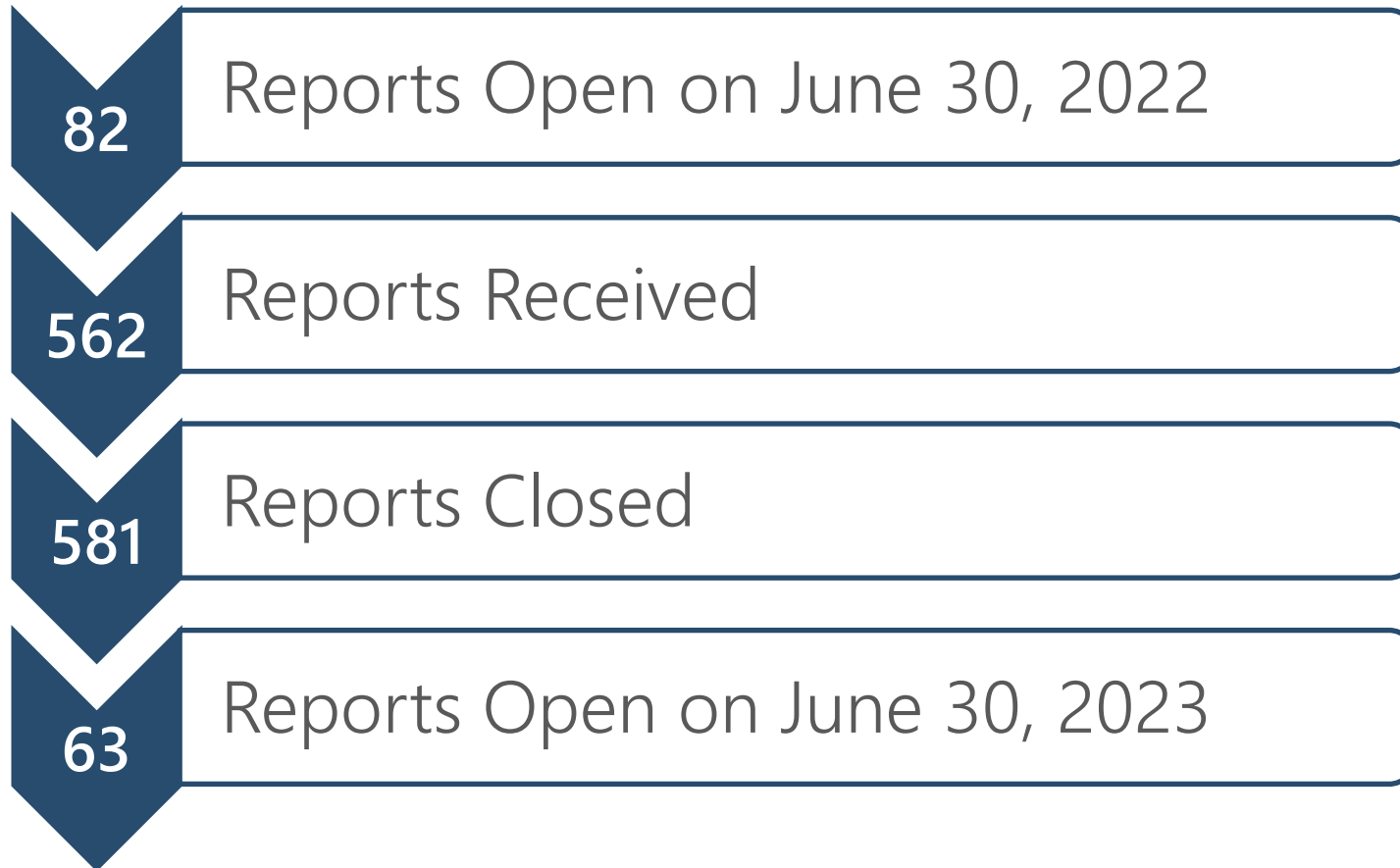
Whistleblower Program

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Number of Reports Received Since July 1, 2013







Fiscal Year 2022-23 Report Volume



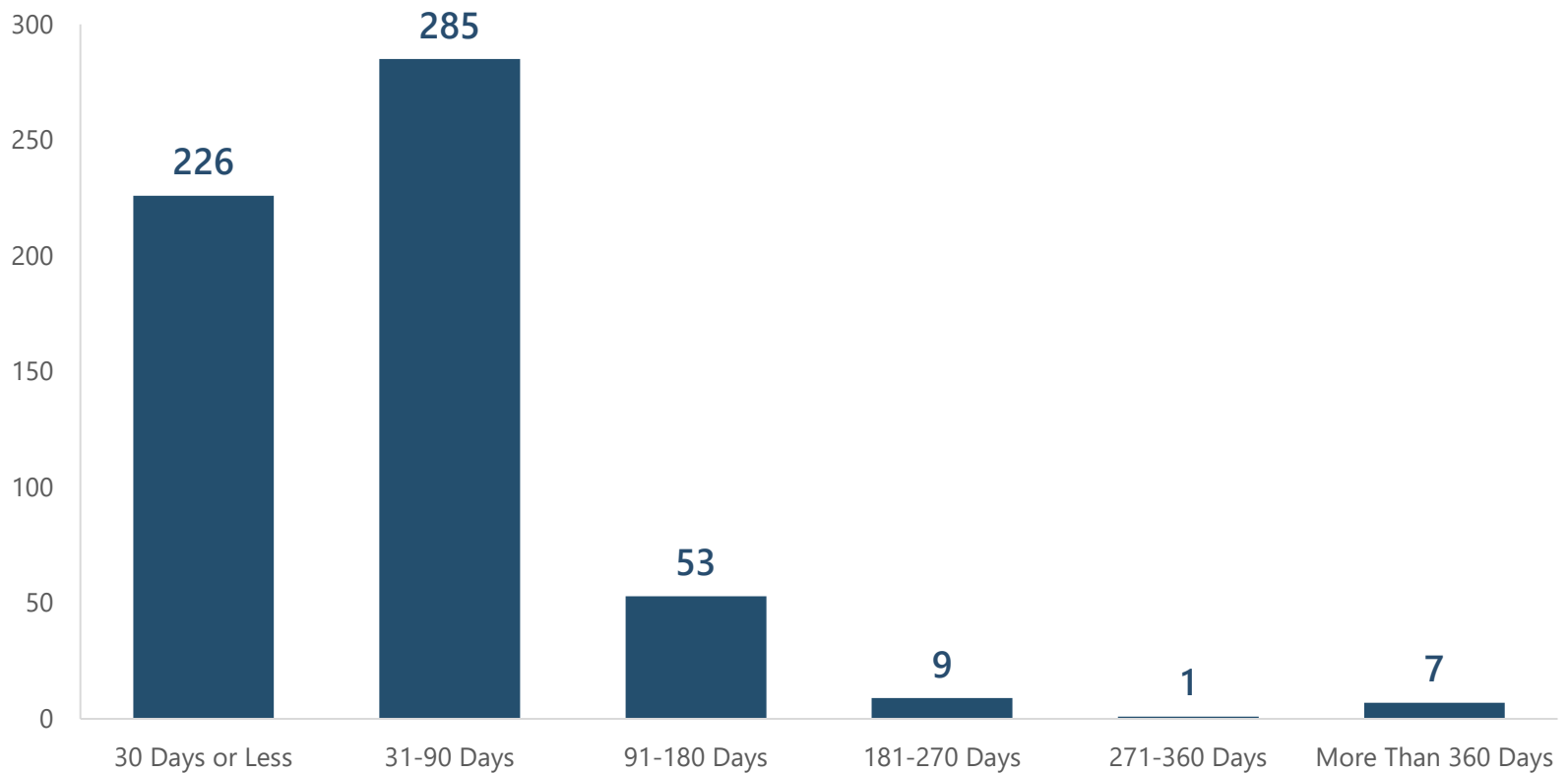
Whistleblower Program

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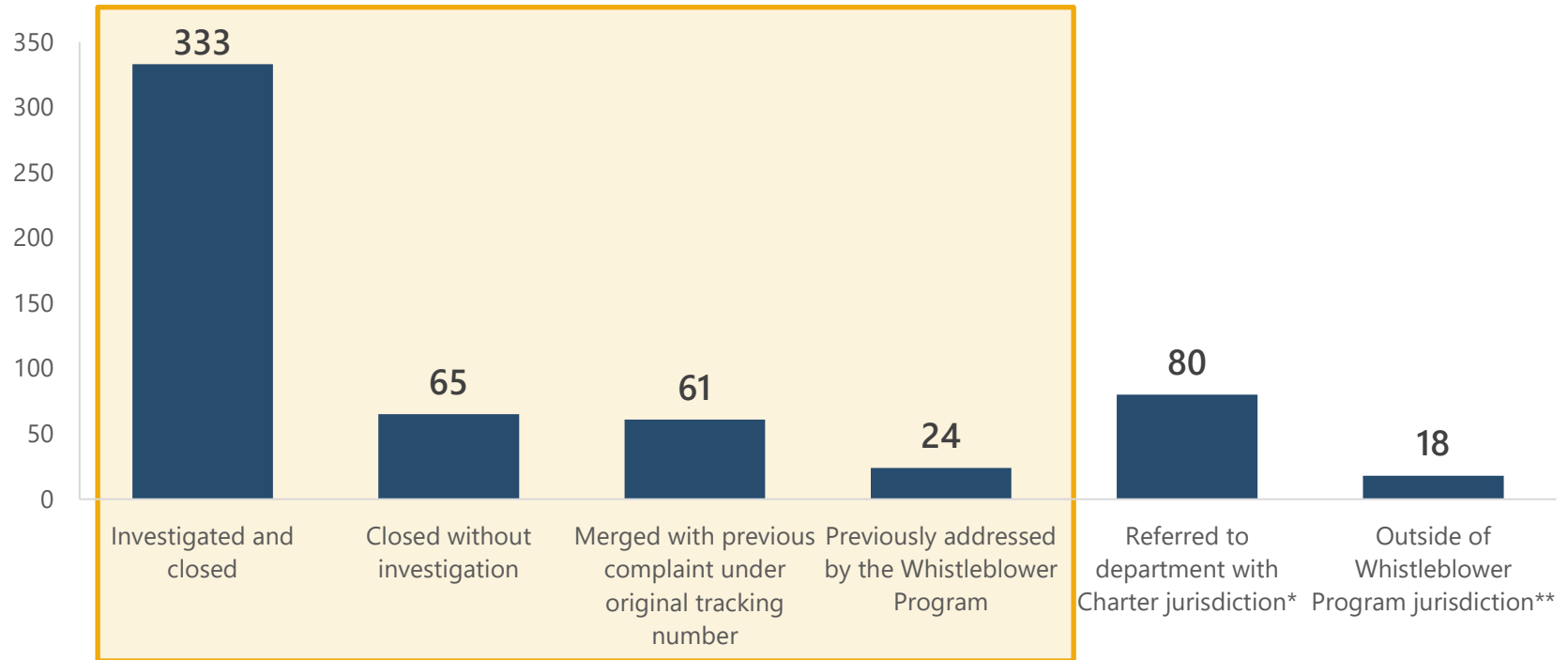
78% of Reports Received in Fiscal Year 2022-23 Came Through the Online Web Form

Channel	Total Number of Reports Filed		Of the Total Number of Reports Filed, the Following Were Filed Anonymously	
 Online	439	78%	307	55%
 Phone	60	11%	29	5%
 Mail	36	6%	25	4%
 E-mail	24	4%	4	1%
Other (Fax and Walk-In)	3	1%	1	<1%
Total	562	100%	366	65%

88% of the 581 Reports Closed in Fiscal Year 2022-23 Were Closed Within 90 Days



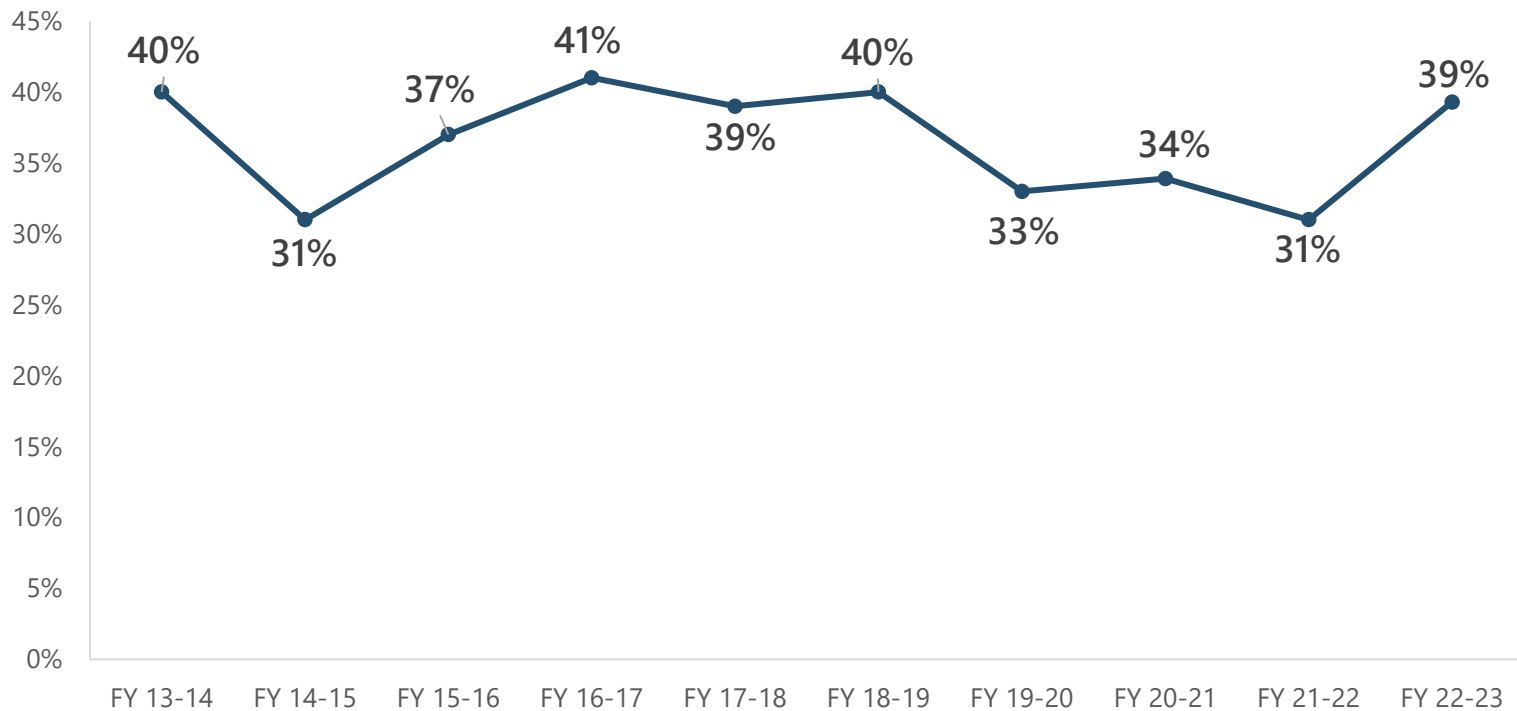
333 of the 581 Reports Closed in Fiscal Year 2022-23 Were Investigated



* 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 falls outside the Whistleblower Program's jurisdiction and is within 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.

Questions or comments?



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:

mark.p.delarosa@sfgov.org

dave.a.jensen@sfgov.org

whistleblower@sfgov.org