



CITY OF BEVERLY HILLS
455 North Rexford Drive
Beverly Hills, CA 90210
4th Floor Conference Room A

The Beverly Hills City Council Liaison / Audit Committee

SPECIAL MEETING HIGHLIGHTS

Thursday, August 29, 2019
4:35PM

MEETING CALLED TO ORDER

Date / Time: August 29, 2019 / 4:35PM

IN ATTENDANCE: Vice Mayor Lester Friedman, Councilmember Robert Wunderlich, City Auditor Eduardo Luna, Public Information Manager Keith Sterling, Principal Performance Auditor Shawneé Pickney, Principal Performance Auditor Abbey Tenn and Executive Assistant Evelin Garcia.

Public in attendance: None.

1) PUBLIC COMMENT

Members of the public were given the opportunity to directly address the Committee on any item listed on the agenda.

None.

2) UPDATE ON THE IMPLEMENTATION OF THE TRUST & INNOVATION PORTAL

The Office of the City Auditor has been working on launching the Trust & Innovation Portal (TIP). We have been working with third party vendor ACL dba Galvanize to develop a web-based platform for residents and employees to report suspected improper activity and to offer suggestions to improve City government.

City Website

Residents and employees will be able to access TIP via the City of Beverly Hills website at www.beverlyhills.org/TIP. We are working to get a separate button on the website's main page for easy access once the website launches.

TIP Logo

The logo for TIP incorporates two key words which are Trust and Innovation. In order to have Trust in government you need to ensure that any improper activity is investigated and reported. Innovation is harnessing the ideas of talented employees and residents that care about the City and that have suggestions to improve City government.



CITY OF BEVERLY HILLS
455 North Rexford Drive
Beverly Hills, CA 90210
4th Floor Conference Room A

The Beverly Hills City Council Liaison / Audit Committee

SPECIAL MEETING HIGHLIGHTS

Thursday, August 29, 2019
4:35PM

First of its Kind

Organizations typically use fraud hotlines for the sole purpose of reporting improper activity. TIP is unique, as we may be the first City in the country to combine a hotline with a suggestion box. TIP will be open 24/7/365 to allow residents and employees to submit ideas to help the City improve and to report suspected improper activity.

How to Report Improper Activity and/or Make Suggestions

Residents and employees will be able to report improper activity or make suggestions online at www.beverlyhills.org/TIP. As not everyone may be comfortable filling out an online form, submissions can also be made via email to BHTIP@beverlyhills.org or by calling (310) 288-2847.

City Website Information

The website will provide information regarding:

- What is TIP?
- Confidentiality
- Whistleblower protection
- Non-Fraud Related Complaints
- Possible Outcomes
- Public Expectation

3) TIP

When residents and employees select **Make Suggestions for Improving City Government**, the third party site will give them information on how to complete the questionnaire and will ask them to complete or select an answer for the following questions/topics:

- Are you an employee of the City of Beverly Hills?
- Do you wish to remain anonymous for this report?
- Information on Ideas/Suggestions
- What department does your suggestion involve?
- Your idea can improve:
 - Describe your idea or suggestion.
 - Please upload or attach supporting information.



CITY OF BEVERLY HILLS
455 North Rexford Drive
Beverly Hills, CA 90210
4th Floor Conference Room A

The Beverly Hills City Council Liaison / Audit Committee

SPECIAL MEETING HIGHLIGHTS

Thursday, August 29, 2019
4:35PM

When residents and employees select **Reporting Improper Activity**, the third party site has a description as to what we plan on doing, which is investigating all complaints involving suspected improper activity involving all employees, contractors, and vendors doing business with the City. An explanation of improper activity is also given, which can be classified as fraud, waste, and abuse. It will then ask them for information in regards to the complaint with the following questions/topics:

- What area is this incident related to?
- Do you have the detailed location of where this incident happened?
- Are you an employee of the City of Beverly Hills?
- Do you wish to remain anonymous for this report?
- Please identify the person(s) engaged in this behavior:
- Do you suspect or know that a supervisor or management is involved?
- Is management aware of this problem?
- What is the general nature of this matter?
- Where did this incident or violation occur?
- Please provide the specific or approximate time this incident occurred.
- How long do you think this problem has been going on?
- How did you become aware of this violation?
- Please identify any person(s) who have attempted to conceal this problem and the steps they took to conceal it.
- Please upload or attach supporting information.

TIP Reports will be issued on a quarterly basis summarizing case statuses and innovation submissions. For innovation submissions, the office will complete an initial assessment of the ideas and will present recommendations to the Audit and Finance Committee and ultimately to City Council.

4) OUTREACH

We have been working with our Public Information team to create a Press Release around mid-September 2019. We are scheduled to interview with the Beverly Hills Courier and to appear on BH TV on Beverly Hills View promoting TIP and the work of the Office of the City Auditor. We are exploring easy to locate placement on the homepage of the City's website for people to easily access TIP. TIP will also be placed on the Spotlight section of the City's website. Graphics will be used to promote TIP via social media with the friendly URL: www.beverlyhills.org/TIP. We will also send out an



CITY OF BEVERLY HILLS
455 North Rexford Drive
Beverly Hills, CA 90210
4th Floor Conference Room A

The Beverly Hills City Council Liaison / Audit Committee

SPECIAL MEETING HIGHLIGHTS

Thursday, August 29, 2019
4:35PM

email blast to all employees and develop orientation materials, such as a handout or short video, for new employees to educate them about TIP.

5) LIAISON DIRECTION

Liaisons proposed:

- Substituting the words “suspect” and “perpetrator” with a word such as subject/alleged party/alleged wrongdoer in the Staff Report.
- Changing the language in the TIP Manual from “confidentiality at all times” to language reflecting that the office will treat information with the utmost confidentiality in accordance with applicable laws (e.g. escalation procedures regarding safety or violence issues).
- Changing wording from the “Your Idea Can Improve:” topic from “Securing City Assets” to “Protecting City Assets” in order to properly convey the idea.
- Exploring the addition of a “Decline to state” option that can be added to the “Are you a City of Beverly Hills Employee?” question since some tipsters may not wish to identify as an employee.
- Exploring the possibility of a “Private Chat” within the website for communicating without the exchange of personal information.
- Adding a confirmation or acknowledgement message so it is clear that the office received the submission.
- Exploring options for notifying individuals and/or providing feedback on the status of submissions.
- Identifying guidance that deters the use of the TIP portal for harassment.
- Developing a policy for handling cases of suspected improper activity by City Council members.
- Using continuous typefaces and parallelism on all graphic signage.
- Considering different sizes of TIP material such as flyers and wallet cards.

The Liaisons also agreed that:

- For the innovation suggestions, after initial review, some cases may require further investigation to gauge merit before presentation to the Audit Committee and City Council. Some cases may be forwarded to relevant parties for implementation based on the City Auditor’s judgment.

6) ADJOURNMENT

Date / Time: August 29, 2019 / 5:32PM