COOPER CITY
COMMISSION AUDITOR PRESENTATION

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City Hotline Analysis

- Planning a Successful Hotline

  - Hotlines are a proven fraud deterrent for an organization

  - The ultimate goal is to give employees, vendors, and the public every possible means to report information

  - Identify key members within the City on who should receive the information

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City Hotline Analysis *(cont.)*

- Communication of the Hotline

  - Hotlines should be part of a broader program for promoting ethical behavior

  - Communication should come from governance and top management that they truly support it

  - Communication should educate employees and motivate them to report their concerns

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City Hotline Analysis *(cont.)*

- Hotline Options

Basic Hotline Providers

Description	These providers include call centers and hotline providers
Tip Input	Phone, email, web
Training Availability	Ranges from none to web-based
Languages	English, Spanish, with translation services available
Availability	365/24/7
Sample Companies	AnswerNet; Fraud Hotline
Cost	Minimal annual fees range from $600 to $2,000

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City Hotline Analysis *(cont.)*

- Hotline Options *(cont.)*

High-Level Hotline Providers

Description	These providers are ethics and compliance specialists providing customized services that include governance/ethics needs assessments, project plan proposal assistance, and implementation. Solutions include web- and cloud-based software
Tip Input	Phone, text, email, web, and mobile devices
Training Availability	On-boarding process includes training for implementation, strategy, system configuration, as well as ongoing system report
Languages	150+
Availability	365/24/7
Sample Companies	Navex Global; Convercent
Cost	Minimum annual fees range from $2,500 to $11,000

Questions or Comments

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