



Financial Services Audit Committee Communication

Date: April 24, 2020

To: Great Lakes Water Authority Audit Committee

From: Dana Bierer-Casinelli, Management Professional Consultant
Internal Audit & Data Integrity Team

Re: GLWA Fraud and Ethics Hotline Update

Background: The Great Lakes Water Authority (GLWA) executed a contract with Calls Plus on January 30, 2020. The services, at a minimum, include the following.

1. A live call center available 24 hours a day, 7 days a week, and 365 days a year with a GLWA dedicated toll-free telephone number
2. An internet-based complaint reporting system
3. A case management system that allows anonymity of callers

Analysis: The GLWA Fraud and Ethics Hotline implementation includes two phases.

Phase 1 involves implementation of a live call center available 24 hours a day, 7 days a week, and 365 days a year with a GLWA dedicated toll-free telephone number.

The toll-free telephone number was launched on Monday, April 20, 2020 for GLWA team members. The toll-free telephone number to file a report is (888) 882- 4592 (GLWA). The GLWA Fraud and Ethics Hotline are posted on GLWA's internal website and posted at all facilities. Brochures and posters are also being distributed (see attached).

Phase 2 continues with the addition of an internet-complaint reporting system and a case management system. These systems are under development and on target to be operational in May 2020. Expanded announcement of the program outside of GLWA will occur at that time.

Proposed Action: Receive and file this report.