

TO: Audit Committee (Liz Doerr - Chair, Dawn Page, Stephanie Rizzi)

FROM: Doug Graeff, Director - School Board Audit Services

DATE: ~~23 April 2024~~, ~~28 May 2024~~, 25 June 2024

SUBJECT: Whistleblower Report and Process Review 2024

Preface

On 25 October 2023 a Director of Internal Audit was appointed by the Richmond City School Board to manage the School Board Audit Services department. As part of the new Director's efforts to gain an understanding and appreciation for the fraud, waste and abuse efforts and responsibilities of the Internal Audit department the Fraud Hot Line, Fraud Email account and the respective department P Drive fraud files were reviewed.

Briefly, the Hot Line had not been maintained for over a year. The password had to be re-set and the seven voicemail messages were either non-actionable or unintelligible. The voicemail message option has now been deactivated and all calls are forwarded to the Director of Internal Audit.

Upon opening the Fraud, Waste and Abuse email account it was noted that there were 700+ emails dating back to 2014 that had not been opened. The vast majority of those emails were SPAM. There were approximately 30 emails in excess of a year old that failed to detail a substantive issue or were related to other areas than fraud, waste or abuse. The email account has since been brought current. The account is monitored daily by the Director of Internal Audit.

The fraud, waste and abuse files on the department PDrive were scattered and in no particular customary order. As best as could be determined, there were cases started and apparently dropped, as no substantive issues were formally reported. A proper set of structured files was developed and put in place within the department PDrive.

Also, a case intake form was developed and an Excel based log was developed to track issues.

Reporting

Hereafter, "Hot Line" issues, "Fraud, Waste and Abuse", "Operational Alert", "Operations Complaint", etc . . . will be referred to as a "Whistleblower" complaint. Substantive Whistleblower issues will be immediately researched, resolved and reported upon. Those stakeholders involved will be promptly notified as well. On a quarterly basis a Summary Whistleblower Report will be issued and sent to the Board and the Superintendent.

Initial Whistleblower Report

After cleaning up the Whistleblower email account, the Whistle blower voicemail messages and the department PDrive, the aforementioned tracking log was put in place. The log captures those older matters that could have been substantive and matters reported as of 23 April 2024.

In summary, there were 16 Whistleblower complaints, none were actionsable as a fraud, theft or abuse matters.

The following items were reported:

- two issues dating back to 2020 alleging misappropriation SAF's,
- two issues dating back to 2020 alleging a child being intentionally placed in a "better" district
- a food distribution theft issue dating back to 2020
- an alert from the city on an attempted "phishing attack" on RPS
- a sex offender possibly gaining access to a school (awaiting support)
- a bus driver exhibiting poor driving skills
- a child being placed for too long in a "restorative room"
- a substitute teacher making racist comments on social media and
- three academic administrative issues reported by a parent
- Internet Bullying
- Residency Fraud
- Half-Way House to close to Dogwood/ Binford

The next report will be the 2H24 summary report

END