



Internal Audit Office
City of Shreveport

February 27, 2025

FRAUD HOTLINE ACTIVITY REPORT FOR THE PERIOD OF JANUARY 1, 2024 THROUGH DECEMBER 31, 2024

REPORT HIGHLIGHTS:	PAGE:
• 15 cases were opened during the year.	4
• 3 cases were carried forward from the previous year.	4
• 15 cases were closed.	4



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Office: 318-673-7900
Fraud Hotline: 318-222-5698

<http://www.shreveportla.gov/1149/Fraud-Hotline>



The Council
City of Shreveport

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February 27, 2025

Councilwoman Tabatha Taylor
Chairman, Shreveport City Council

Dear Councilwoman Tabatha Taylor:

Subject: Fraud Hotline Activity Report

This report provides the City Council with information on the activities of the *Fraud Hotline* for the period of January 1, 2024, through December 31, 2024.

Please review the report. Should you have questions or comments, feel free to contact me.

Sincerely,

Leanis L. Steward

Leanis L. Steward, CPA, CIA
City Internal Auditor

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c: City Council
Clerk of Council
Mayor
Chief Administrative Officer
Carr, Riggs & Ingram

FRAUD HOTLINE ACTIVITY REPORT

Introduction:

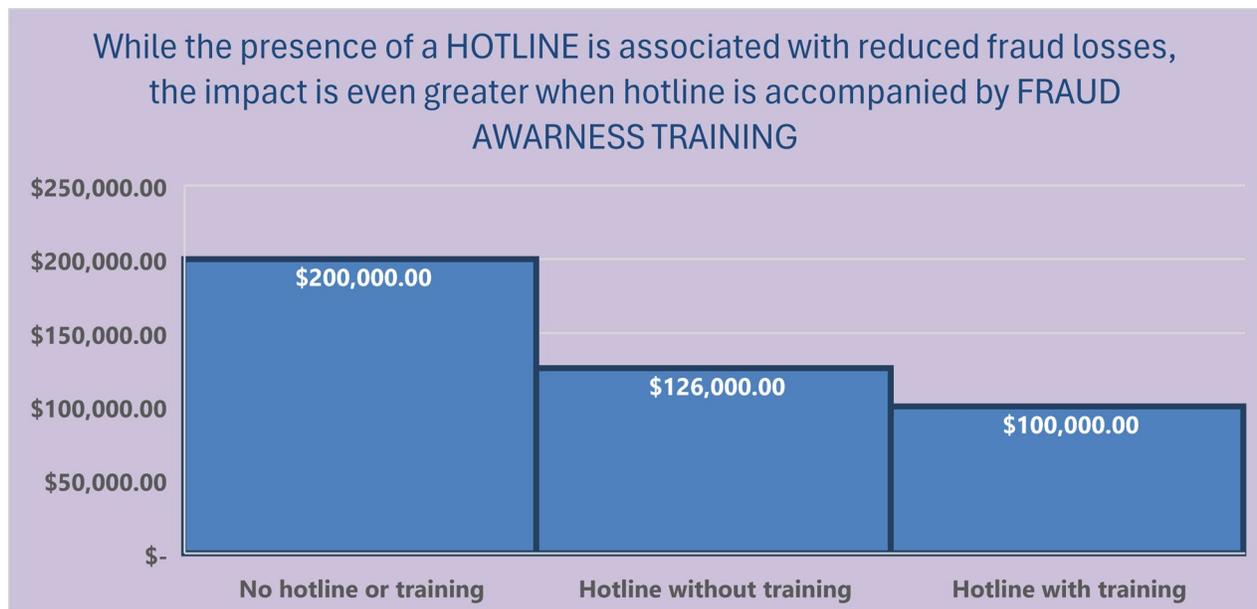
The scope of the City of Shreveport’s Fraud Hotline activity applies to acts of wrongdoing within the City of Shreveport government or outside of the City government if it involves City assets or services. The Fraud Hotline investigates fraud, waste, or abuse of city assets, and services. When the tips received on acts of wrongdoing within the City of Shreveport government are outside the scope of the Internal Auditor’s Office jurisdiction, the tips are referred to the appropriate entities.

Background:

Fraud is defined as the “intentional perversion of truth in order to induce another to part with something of value or to surrender a legal right” or as “an act of deceiving or misrepresenting.” According to the Association of Certified Fraud Examiners (ACFE), the typical Fraud case costs the organization \$8,300 per month and lasts 14 months before being detected. Twenty-one percent of Fraud cases cost the organization over \$1 million.

Fraud hotlines are a critical tool for fraud detection. In 2024, fraud tips in the United States and Canada were twice as effective in detecting fraud (35%) compared to internal audits, which had a detection rate of 15%, as reported by the ACFE. The Fraud Hotline is one of the services the Internal Audit Office uses to provide confidence in the integrity and financial reliability of City operations and instills confidence that the City is operated with efficiency and effectiveness. The phone line and website (see bottom of cover page) allow individuals to submit complaints and make direct contact with our office. We work diligently to educate City employees about the reporting process and what information is important to help us thoroughly investigate.

Source: [Occupational Fraud 2024: A Report to the Nations by Association of Certified Fraud Examiners](#)



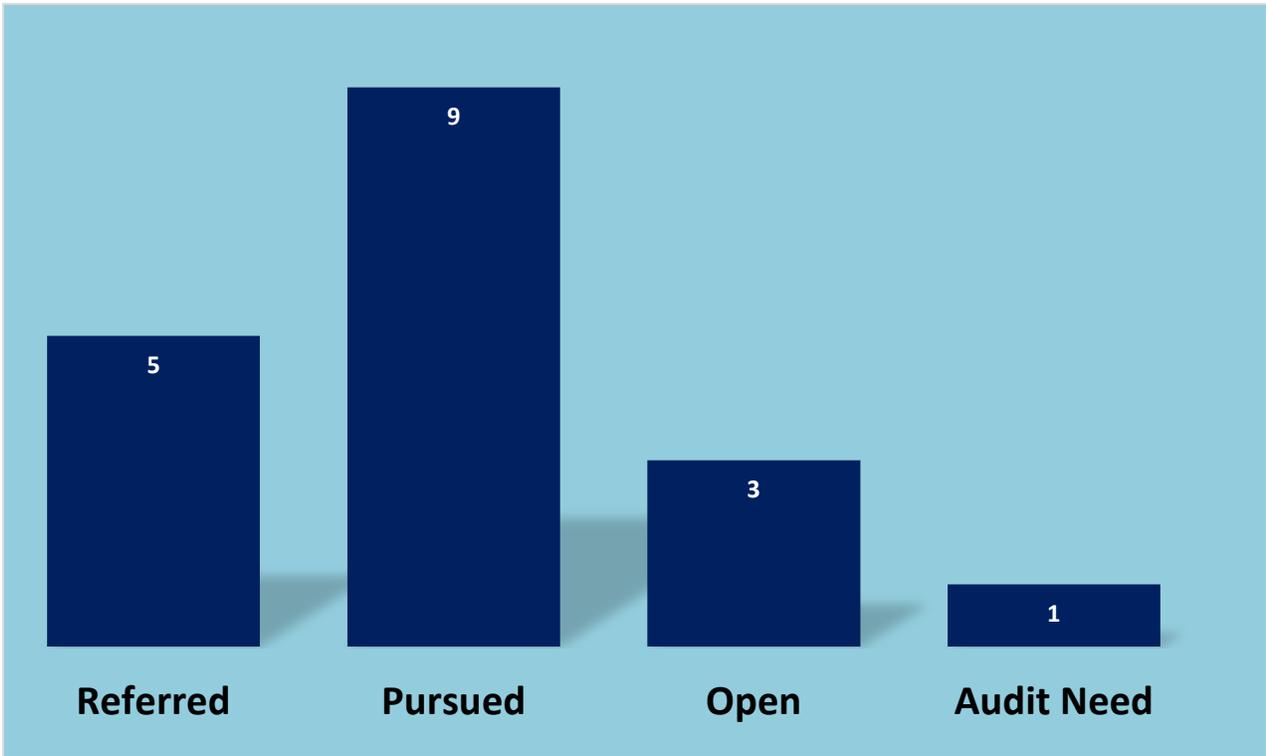
For Allegations Worked During the Period January 1, 2024, through December 31, 2024

During the reporting period: 15 new allegations of possible fraud, waste, and abuse were recorded, and 3 cases were carried forward from the previous year, out of which 15 cases were closed; 5 (closed) cases were referred to the department management, 9 (closed) were investigated by the Internal Audit Office, and 1 (closed) case was shifted to a future audit to be scheduled in this area, 3 (open) cases were carried to 2025. Out of the 9 cases investigated by the Internal Audit, 2 reports were completed; 1 report is in draft reporting stage pending response from management, and remaining 6 cases were unsubstantiated.

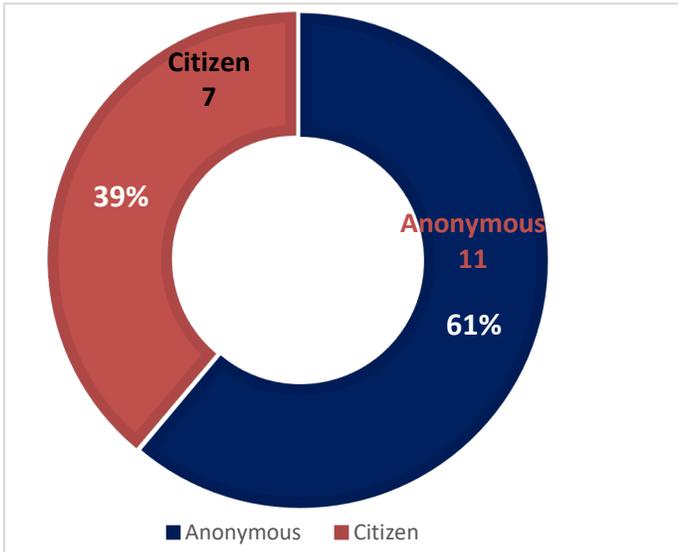
The following charts detail the 2024 allegations by the status of each of the allegations recorded, source, and submission format.

FHL Allegation Status by Case Number

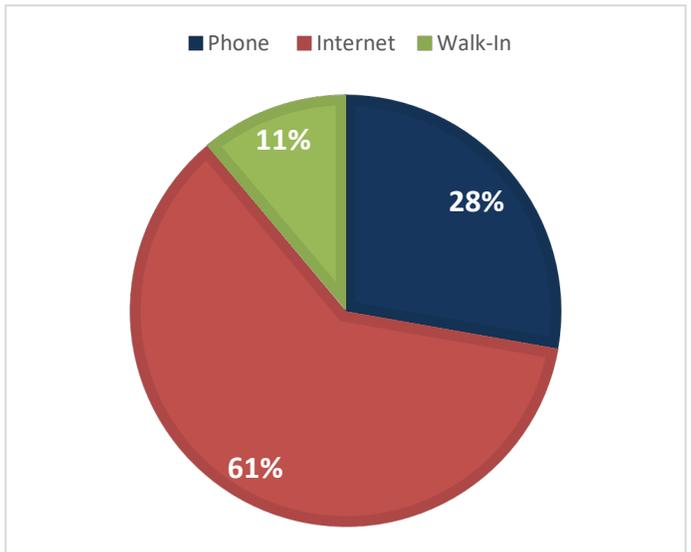
Referred to department management (Closed)		Cases carried to 2024 (Open)	
Case No.	Allegations Detail	Case No.	Allegations Detail
24-007	Refund for monthly billing	24-002	Inappropriate workplace behavior
24-008	Sits in various offices	24-005	Falsifying account
24-009	Padding overtime	24-013	Theft of public funds
24-011	Traffic ticket on the vehicle		
24-012	Smoking weed during office hours		
Pursued (Closed) Cases		Future audit needed (Closed)	
Case No.	Allegations Detail	Case No.	Allegations Detail
23-003	Personal use of city vehicle	24-003	Batteries were missing
23-011	Tractor damaged		
23-013	Theft of city equipment		
24-001	Padding overtime		
24-004	Personal use of city vehicle		
24-006	Allowing fight		
24-010	Working in personal business while on duty		
24-014	Padding overtime		
24-015	Unfair in letting contracts		



Allegation Source

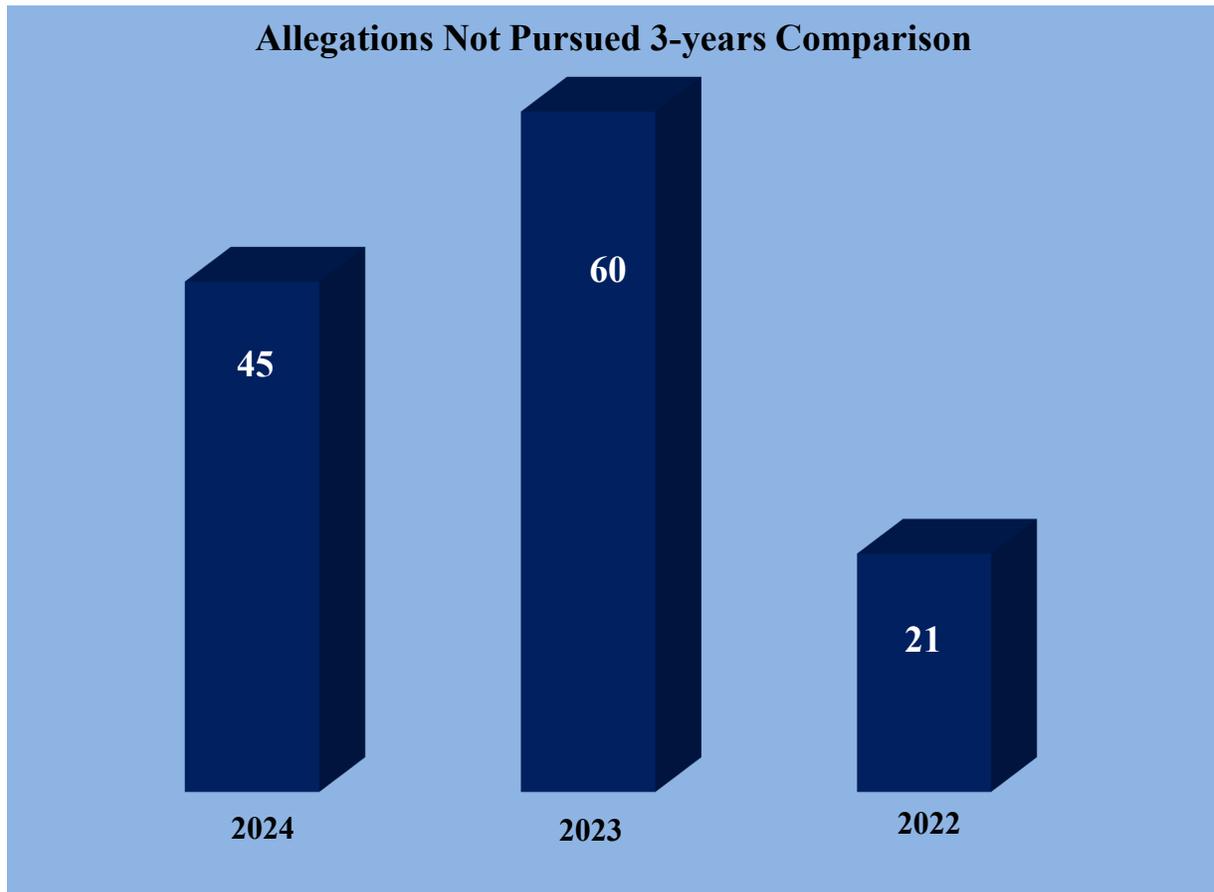


Submission Format



Allegations Not Pursued

We did not pursue a total of 45 allegations that we received in 2024, compared to 60 in 2023 and 21 in 2022. Sometimes we could not obtain enough information to pursue the allegation. City personnel matters were transferred to the proper Department Head. Any criminal allegations were forwarded to the appropriate law enforcement agency, or we assisted the citizen in contacting the agency. In some instances, the complainants had already been in contact with the appropriate agencies.



The Office of the City Auditor administers the City’s Fraud Hotline program. The primary objective of Fraud Hotline is to provide a means for a City employee or resident to confidentially report any activity or conduct—related to or involving City personnel, resources, or operations—for which he or she suspects instances of fraud, waste, or abuse.

Internal Audit Hotline staff assesses each Hotline complaint to determine whether the reported issue includes sufficient information to be investigated or verified, as well as whether additional information is needed from the complainant (if the complainant provided valid contact information).

Each Hotline complaint is given a unique case number, which is entered into the Hotline database, and tracked until final case disposition is reached. An initial assessment by Hotline staff determines whether the complaint involves City assets and can be investigated by our office or another

department. If a complaint is deemed viable and contains sufficient information for the investigation, it is referred to the appropriate parties for follow-up action or, in some cases, investigated by Internal Audit. Complainants who request notification of an investigation's outcome are notified when a final resolution or disposition is reached. We worked diligently to keep track of complaints and reviewed them in a timely manner.

We thank the Council for the support you provide, particularly the Audit and Finance Committee. We appreciate the opportunity to serve our citizens and continue striving to improve our work every day.

Prepared by:

PROMO JAISHI

Promo Jaishi
Associate Auditor

Approved by:

Leanis L. Steward

Leanis L. Steward, CPA, CIA
City Internal Auditor

pj:ts

c: City Council
Clerk of Council
Mayor
Chief Administrative Officer
Carr, Riggs & Ingram