

Commonwealth of Kentucky Tipline.KY.Gov

Finance and Administration Cabinet
Red Flag Reporting

Interim Joint Committee on State Government
November 28, 2018

Presentation

- Introductions
- Report Summary
- Functionality
 - Reporting
 - Case Management
- Continual Marketing
- Questions



*378 Reports (5/27/17 Launch Date)

Report Type

- Human Resources (156)
- Financial (114)
- Safety (41)
- Compliance (40)
- EEO (14)
- Questions (9)
- Other (3)
- Suggestions (1)

Report Status

- Resolved (264 or 70%)
- Pending (69 or 18%)
- Under Investigation (12 or 3%)
- Dismissed (32 or 8%)
- Withdrawn (1 or .3%)

*Reports come into the system primarily through the Internet and telephone. Since May 2017, the system has received 300 calls for a total of 4,115 minutes. Average call is 13.5 minutes. Seven (7) dropped calls reported.

Reporting Component

- Calls only come to FAC or the Personnel Cabinet
 - Via Toll Free Hotline, Internet or FAX
 - 25 FAC Users
 - 2 Personnel Cabinet Users
 - 25 Other Cabinet Users (Personnel)
 - 22 Other Cabinet Users (Non-Personnel)
- Calls to FAC
 - FAC's 11 internal offices
 - FAC may investigate
 - FAC may refer to 11 other cabinets (Non-Personnel Related)



FAC Referrals from Call Center



11 FAC
Internal
Offices

- Office of the Secretary
- Office of Policy and Audit
- Office of General Counsel
- Office of Inspector General
- Office of the Controller
- Office of Administrative Services
- Office of Procurement Services
- Department of Revenue
- Office of Equal Employment, Opportunity Contract Compliance
- Department of Facilities and Support Services
- Commonwealth Office of Technology

FAC Referrals to Other Agencies (Non-Personnel Cabinet)



FAC
Referrals to
Eleven (11)
Other
Agencies

- Cabinet for Health and Family Services
- Public Protection Cabinet
- Energy and Environment Cabinet
- Labor Cabinet
- Kentucky Transportation Cabinet
- Auditor of Public Accounts
- Law Enforcement (federal and local)
- Office of Attorney General
- Executive Branch Ethics Commission
- Kentucky Justice and Public Safety Cabinet
- Kentucky Retirement Systems

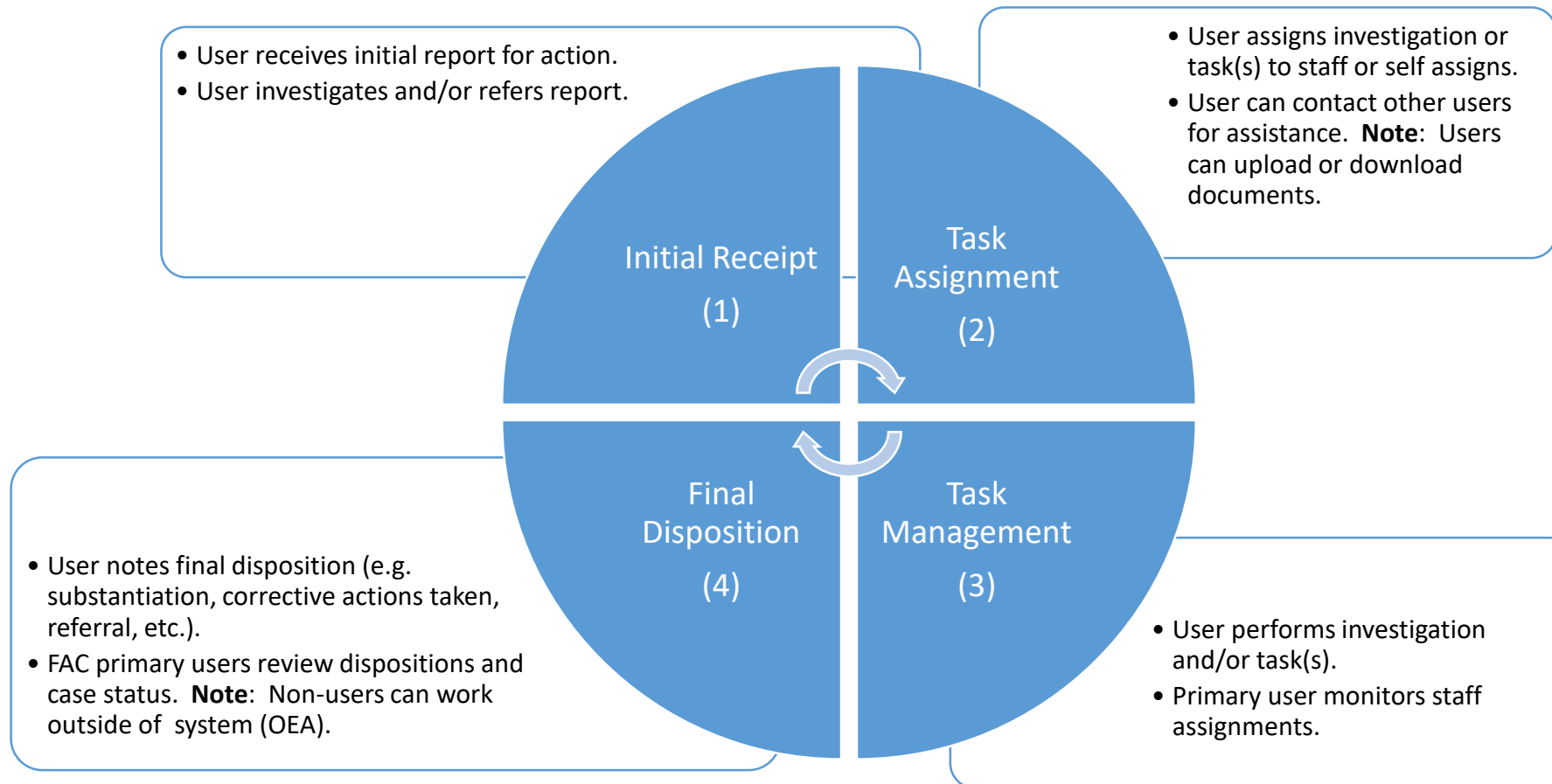
Call Center Referrals to Personnel Cabinet



Personnel
Cabinet
Referrals to
Eighteen (18)
Agencies

- Cabinet for Health and Family Services
- Public Protection Cabinet
- Energy and Environment Cabinet
- Labor Cabinet
- Transportation Cabinet
- Auditor of Public Accounts
- Office of Attorney General
- Justice and Public Safety Cabinet
- Economic Development
- Tourism, Arts, and Heritage Cabinet
- Department of Parks
- State Fair Board
- Education and Workforce Development Cabinet
- Department of Education
- Military Affairs
- Secretary of State
- Veterans Affairs
- Agriculture

Case Management System



Continual Marketing

Accomplished Tasks

- Press Release (5/25/17)
- Two (2) Email Blasts from Personnel Cabinet
- Op-Ed by FAC Secretary
- Logo on FAC, Personnel Cabinet, and Kentucky.Gov webpages
- Personnel Cabinet social media and App
- Distributed Wallet Cards (2,500) and Posters (400)
- Webinar training sessions for new users
- Posters to county and local government offices - KLC & KACo

Future Tasks

- Logo on other Cabinet Webpages and Social Media
- Additional training sessions
- Planning and Customization Team Meetings

Questions?

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