WHISTLEBLOWER CASE MANAGEMENT **INTAKE WORKFLOW**



INTAKE

Web-based form





In-person



Hotline/Phone

AUTO REPLY OR FRONT LINE INTAKE/CASEWORKER

Acknowledge receipt and provide timeline for expected follow up

ENSURE YOU HAVE KEY FACTS

- 1. Name
- 2. Contact information
- 3. Employment status & employer
- 4. Issue being disclosed
- 5. Disclosures made elsewhere?
- 6. Goals in working with Congress





UPDATE SECURE TRACKING SYSTEM

Restrict access to those with need-to-know



INITIAL SCREENING



Within office jurisdiction? Could this matter be an office priority?



NO

POTENTIALLY

- 1. Refer whistleblower to other entities
- 2. Provide resources including Survival Tips
- 3. Close out case file

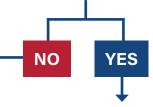
INVESTIGATE FURTHER

How was evidence obtained? Limitations on further use?



PRIORITIZE

Does this matter fit within office's priorities?



FOLLOW-UP WITH WHISTLEBLOWER'S CONSENT

- 1. Protect Whistleblower
- 2. Advance Disclosures
- 3. Additional Investigation
- 4. Additional Referrals

DETAILS TO KEEP IN MIND

DISCLAIMERS

Right to communicate with Congress



- · Risk of retaliation, consult experienced counsel
- · Most should blow the whistle on own time with own resources
- Your office's jurisdiction
- No classified information over unsecured channels
- Right to confidentiality

DISCUSS

- Do they have legal counsel?
- Desired confidentiality?
- Boundaries around further use of information
- Manage expectations around capacity and response time
- · Obtain consent prior to any sharing
- Share Survival Tips and government/non-government referral options
- Refrain from accepting documentary evidence until needed and plan for secure sharing

VET THE ALLEGATIONS

 Assignments for whistleblower - timeline of events and summary of evidence



- Consider alternate ways to safely get evidence
- Are there corroborating witnesses?
- Any investigative reports for review? (e.g. OIGs, whistleblower offices)
- With consent, query to third-parties

POTENTIAL NEXT STEPS

- Request a briefing from employer/ whistleblower office/OIG
- Submit oversight letter and request documents
- Press release/floor statement
- Hearing and remedial legislation
- More whistleblowers coming forward?
- New evidence or retaliation to consider?