WHISTLEBLOWER CASE MANAGEMENT INTAKE WORKFLOW



INTAKE



Web-based form



mail



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. Issue being disclosed
- 4. Type of assistance sought
- 5. Confidentiality desired
- 6. Employment status & employer
- 7. Represented by a lawyer?
- 8. 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

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

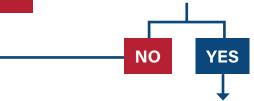
INVESTIGATE FURTHER

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





- Risk of retaliation, consult experienced counsel
- Blow the whistle on own time with own resources
- · Your office's jurisdiction
- No classified information over unsecured channels
- Office confidentiality practices, and right to confidentiality

DISCUSS

- Do not provide legal advice
- Desired confidentiality?





- · Obtain consent prior to any sharing
- Share Survival Tips and menu of government and non-government referral options, advise them to obtain experienced counsel
- Refrain from accepting documentary evidence until you feel sure that you can accept it safely

VET THE ALLEGATIONS

 Homework assignments for potential whistleblower – timelines and detailed summaries of key evidence



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

NEXT STEPS

- Request a briefing from employer/ whistleblower office/OIG
- Document requests for additional evidence
- Press release/floor statement
- Hold a hearing and consider remedial legislation
- More whistleblowers coming forward?
 New evidence to consider?
- Share menu of referral options