NAVEXGLOBAL®

Fostering Transparency in North Kingstown RI

"We're quietly taking a leadership role. People have noticed what we're doing and are now pushing for more openness in their own communities. We are creating trust in government, and the feedback from members of our community is that they love the transparency,"

Michael Embury
Town Manager

Solution

EP ETHICSPOINT®
Incident Management

| EP | NE | PT | RR |

Highlights

INDUSTRY	NUMBER OF EMPLOYEES	BEFORE	AFTER
Government	600	Government officials needed anonymous reporting for citizens.	EthicsPoint provided medium for citizens to voice their concerns.

An organization's hotline reporting system serves many purposes, such as providing:

» A confidential place for employees to clarify policy and discuss or report concerns

» A communications channel beyond the rumor mill

» A way to direct employee questions to the appropriate resource

» An opportunity to provide guidance before a poor decision is made

» An early warning of issues or problem areas brewing in the organization

» A last internal stop for whistleblowers before they take an issue outside the organization to a regulator or attorney

Download the Definitive Guide to Incident Management to Learn More

Focus on Responsive Government

The popular opinion in the community of North Kingstown was a need for more information about the government as well as accountability for the government starting several years ago. In response, Michael Embury, Town Manager, began searching for ways to promote open government through technology with the help of Jason Albuquerque, Director of Technology.

In particular, the town government recognized the needs of citizens that wanted the ability to report problems or concerns anonymously. At the recommendation of a state auditor and outside consultants, the town started the search for a third-party system.

"People want safeguards, information and checks and balances. We were looking for a system that would make it safe and easy for citizens to report concerns," Embury said.

EthicsPoint® Provides Comprehensive Reporting & Case Management System

After researching various solutions, the town's audit committee chose NAVEX Global's EthicsPoint Hotline and Case Management. They also arranged for Embury and Albuquerque to participate in a web demonstration. There was an immediate positive reaction that showed the town's audit committee they chose correctly for North Kingstown.

During the installation, Albuquerque worked with NAVEX Global's Implementation Services team to customize the system. Embury and the town council and auditors were able to customize specific details to accommodate the precise needs for the town itself. As Albuquerque puts it, "The system is ideal for us. The case management structure is intricate and comprehensive; we can analyze the data, and there are no administrative time requirements on our side."

ETHICSPOINT®
Incident Management

NAVEXGLOBAL®

Whistleblower Hotline Intake

Trusted by thousands of clients around the world, our hotlines help employees, customers, suppliers and other stakeholders quickly and easily report potential ethics and compliance issues. Our hotlines also provide you with the E&C data you need to inform your program, helping you spot trends and take corrective action before minor issues become major.

Incident Management: EthicsPoint®

Capture and investigate E&C reports from across your organization in a centralized database. Our EthicsPoint Incident Management solution gathers data from all of your reporting channels—including your ethics hotline, web intake, and reports forms for open door conversations—to create a systematic approach to documenting case assignments and streamlining workflow.

Awareness Solutions

Raise awareness of key E&C program components, including your hotline and key training messages, with NAVEX Global's proven awareness materials.

Civic Transparency Rules the Day

Now, any citizen who wants to report a concern, complaint or inquiry regarding the town government or school district has the ability to do so anonymously and confidentially. It is a valuable resource in allowing citizens to keep their government accountable.

Embury also appreciates North Kingstown citizen's insistence on open government affairs. He continued, "NAVEX Global's system fits our vision. We have a civic-minded population that wants to know about everything, so we try to be as open as possible."

So far, Embury believes people are comfortable with what the government is doing and how things are being done. Citizens know that if something comes up, it can be reported anonymously and answered in a timely, structured manner. The increased trust in government has become apparent. "I talk to people who are impressed with the work we've done toward openness. And I've bragged a little bit," he finished.

About the Town of North Kingstown

North Kingstown is the 13th largest municipality in R.I., offering an outstanding and affordable quality of life with walking neighborhoods, outstanding restaurants, numerous recreational activities, an outstanding school system and great shopping. It is a wonderful place to live, visit and do business.