

Roger C. Cuevas, Superintendent of Schools

**SUBJECT: REQUEST FOR ENDORSEMENT OF THE ESTABLISHMENT OF
A CUSTOMER SERVICE HOTLINE FOR CITIZENS TO REPORT
ALLEGED FRAUD AND WASTE IN THE MANAGEMENT OF
MIAMI-DADE COUNTY PUBLIC SCHOOLS**

To further open the school district to citizens and to enlist their involvement in promoting efficient and ethical district management, it is recommended that the Board endorse the establishment of a customer service hotline for citizens to report alleged fraud and waste in Miami-Dade County Public Schools. Guidelines will be established by the Superintendent with input from students, parents, teachers, administrators, citizens and other stakeholders in public education.

The effort will be launched at the start of the 2001-2002 school year, with a report to the Board prior to implementation. This, in conjunction with ethics training for all employees (addressed in item A-3 of this agenda), will enhance accountability and foster public confidence in the district.

RECOMMENDED: That The School Board of Miami-Dade County, Florida, endorse the establishment of a customer service hotline for citizens to report alleged fraud and waste in the management of Miami-Dade County Public Schools.

**A-4
REPLACEMENT**