



AUDITOR-CONTROLLER'S OFFICE

Employee Fraud Hotline Report

For the Period July through December 2017 Update #33

I am pleased to present the Semiannual Report of the Employee Fraud Hotline for the period July through December 2017. The Employee Fraud Hotline was established as an avenue to report fraud, waste, and abuse occurring at the County of Ventura. I encourage employees to resolve concerns through their normal administrative channels whenever possible. However, the Employee Fraud Hotline provides an alternative reporting mechanism to ensure that concerns about possible wrongdoing in our County government are properly addressed. This report reflects information provided to the Board of Supervisors on January 23, 2018.

Jeffery S. Burgh Auditor-Controller

THREE WAYS TO CONTACT THE HOTLINE

Call:

(805) 644-6019

Write:

Employee Fraud Hotline
Ventura County Auditor-Controller
Administration Building L#1540
800 South Victoria Avenue
Ventura, CA 93009

E-Mail \*:

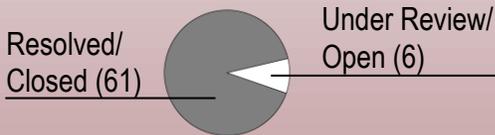
Fraud.Hotline@ventura.org

\* E-mail is not confidential



HOTLINE ACTIVITY AT A GLANCE . . . During July through December 2017, the Employee Fraud Hotline received 67 new complaints, of which we pursued 24 (36%). We did not pursue 42 of the new issues because the complainants were redirected to other hotlines or other appropriate agencies, and we did not pursue 1 issue due to insufficient information.

As of December 31, 2017, most of the 67 new issues have been resolved/closed:



During July through December 2017, we resolved/closed 80 Hotline issues out of the 91 total complaints that were under review/open. Specifically, we resolved/closed 61 out of 67 new complaints, and we resolved/closed 19 out of 24 open complaints from prior periods.

Summary Outcomes of 80 Hotline Issues Resolved/Closed during July-December 2017

Table with 2 columns: Outcome and Count. Rows include Substantiated (11), Unsubstantiated (26), Redirected to Other Hotlines/Agencies (42), and Insufficient Information (1).

Most of the new complaints were made by telephone:

Table with 2 columns: Contact Method and Percentage. Rows include Telephone (75%), E-Mail (19%), and U.S. or Brown Mail (6%).

DESCRIPTION OF SUBSTANTIATED COMPLAINTS

- 1. Overcharge by County Vendor. A County vendor overcharged the County on a particular item. As a result, the vendor performed a pricing review of all charges for the period of January 1, 2013, through February 29, 2016, and identified \$111,994.22 in overcharges. The department that administers the vendor contract is working on the final settlement with the vendor, and we recommended that the department confirm that the overcharges did not continue after February 29, 2016.
2. Prevailing Wage Not Paid to Workers. Prevailing wage was not being paid by a private operator of County-owned property to workers for improvements at the property for which the County provided funding. Management will utilize County systems in place to ensure compliance with applicable statutes under these circumstances in the future. Management has also included language in the new lease for this property that prevailing wage requirements will be adhered to by the lessee if the County provides funding for a project.

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## DESCRIPTION OF SUBSTANTIATED COMPLAINTS

3. **Time Abuse.** A County employee made long personal phone calls while at work. The department reported that the supervisor addressed the issue with the employee.
4. **Inappropriate Language.** A County employee used inappropriate language during personal phone calls at work. The department reported that the supervisor addressed the issue with the employee and directed the employee to use appropriate language when speaking on the phone.
5. **Bullying.** A County employee was confrontational and rude to other employees. The department reported that the supervisor addressed the issue with the employee and advised staff to report issues with other employees to department management to handle the matter.
6. **Time Abuse.** Allegations of time abuse by a County employee were substantiated in that evidence showed that the supervisor had been addressing the employee's attendance issues. The department will continue to monitor and enforce the employee's adherence to attendance expectations.
7. **Transporting County Property.** A County employee inappropriately placed a County chair into a personal vehicle to take the chair to a new County work location. Management was notified on the day of the incident and intervened to ensure the chair was transported according to agency protocol.
8. **Sleeping on the Job.** A County employee occasionally fell asleep during the workday. The employee received medical treatment to address the issue, which appears to be effective according to management's observation. Management also provided verbal counseling to the employee and will continue to monitor the employee's behavior.
9. **Time Abuse.** A County employee was occasionally late to work. Consultation resulted in a plan to ensure the employee's timeliness.
10. **Misuse of County Property.** A County employee's family member used the employee's County office computer. The employee was appropriately counseled.
11. **Sick Leave Abuse.** A County employee abused sick leave. The employee will be given a counseling memorandum for inappropriate use of leave and will be required bring in a doctor's note whenever using sick time.