



COUNTY OF VENTURA

AUDITOR-CONTROLLER

Employee Fraud Hotline Report *Update #17* For the Period July through December 2009

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

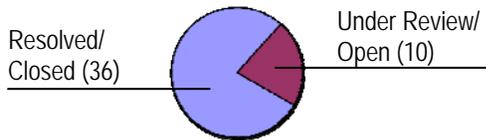
E-Mail*:
Fraud.Hotline@ventura.org
* E-mail is not confidential.

I am pleased to present the Semi-Annual Report of the Employee Fraud Hotline for the period July through December 2009. 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 26, 2010.

*Christine L. Cohen
Auditor-Controller*

Hotline Activity at a Glance . . . During July through December 2009, the Employee Fraud Hotline received 46 new complaints of improper activity, of which we pursued 39 (85%). Six of the new issues were not pursued because the complainants were redirected to other hotlines or other appropriate agencies, and one issue was not pursued due to insufficient information.

As of December 31, 2009, most of the 46 new issues have been resolved/closed:



During July through December 2009, we resolved/closed a total of 60 Hotline issues out of the 78 total complaints that were under review/open (46 new complaints and 32 complaints from prior periods):

Summary Outcomes of 60 Hotline Issues Resolved/Closed during July-December 2009

Substantiated (see description below)	20
Unsubstantiated	33
Redirected to Other Hotlines/Agencies	6
Insufficient Information	1

For slightly more than half of the 46 new issues, the complainants chose to remain anonymous:

Anonymous	52%
Not Anonymous	48%

DESCRIPTION OF SUBSTANTIATED COMPLAINTS

- Time and Resource Abuse.** An employee used County time and resources for outside employment activities. The results were referred to the agency's Human Resources for recommendation of disciplinary action.
- Time and Resource Abuse.** Three employees took extended lunches and inappropriately used the Internet for personal purposes during working hours. One of the employees also did homework on County time. The results were referred to the agency's Human Resources for recommendation of disciplinary action.
- Management Availability.** Two management employees were not always available for other employees during working hours. The results were referred to the agency's Human Resources for recommendation of disciplinary action.
- Time Abuse.** An employee did not adjust time reported when absent from work. A timecard adjustment was processed for the date in question.
- Falsified Time Studies.** A supervisory employee directed that time study data meet core reimbursable hours rather than reporting actual time. The supervisory employee was instructed to discontinue this method of reporting and was trained on how to complete time studies.

DESCRIPTION OF SUBSTANTIATED COMPLAINTS...continued

6. **Overstated Medi-Cal Intake Hours.** A supervisory employee directed that Medi-Cal intake hours be overstated. The supervisory employee was instructed to discontinue this method of reporting and was trained on how to complete time studies.
7. **Time Abuse.** Two employees arrived to work late and left early on a daily basis and did not adjust or report time accurately. Another employee was paid for hours not worked when reporting to outlying offices. The employees' supervisor was instructed on proper coding of time off and the employees were informed of the County policy for accurate time reporting.
8. **Inaccurate Job Schedule.** An employee did not adhere to the designated job schedule. The employee's supervisor was instructed to ensure that the employee reports time accurately.
9. **Improper Compensatory Time.** A supervisory employee improperly allowed compensatory time for employees who worked on a scheduled day off. Due to service needs, management is exploring the possibility for certain employees to report actual days worked rather than requiring a set-day schedule in the Payroll System.
10. **Deficient Incident Reporting.** A supervisory employee failed to file an incident report relating to a physical altercation between two employees. Management is meeting with employees on a bi-monthly basis to review County policies and procedures.
11. **Questionable Leadership.** A supervisory employee demonstrated lack of leadership due to numerous concerns in the department. The results were referred to the agency's Human Resources to confer with the appropriate Deputy Director for corrective action.
12. **Abuse of Employee Benefits.** An employee failed to remove an ex-spouse from enrollment in County medical/dental benefits. Disciplinary action was referred to the agency's Human Resources and County Counsel.
13. **Improper Use of Website.** An improper endorsement for an elected official was posted on the department's website. The statement was removed the same day.
14. **Lack of Accountability.** A supervisory employee did not hold employees accountable for time abuses. The results were referred to the agency's Human Resources to confer with the appropriate Deputy Director for corrective action.
15. **Time Abuse.** An employee performed volunteer services that resulted in missed days of work that were not accurately reported. A timecard adjustment was processed for the date in question.
16. **Time and Resource Abuse.** A supervisory employee misused County time and equipment to perform homework. The supervisory employee was counseled and required to review and sign the Employee Technology Use Policy.
17. **Time Abuse.** A supervisory employee directed a subordinate employee to construct the supervisor's school project on County time. The supervisory employee was counseled and required to attend supervisory training.
18. **Resource Abuse.** A supervisory employee directed a subordinate employee to use County equipment to type the supervisor's schoolwork papers. The supervisory employee was counseled and required to attend supervisory training.
19. **Resource Abuse.** A supervisory employee directed three subordinate employees to use County equipment to complete the supervisor's school term paper and presentation. The supervisory employee was counseled and required to attend supervisory training.
20. **Improper Award System.** A supervisory employee improperly awarded achievement certificates to subordinate employees, which could be traded for time off with pay. The supervisory employee claimed that no time off had been given under this award system, and the supervisory employee was counseled and required to attend supervisory training.