



# COUNTY OF VENTURA

## AUDITOR-CONTROLLER

### Employee Fraud Hotline Report *Update #23* For the Period July through December 2012

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

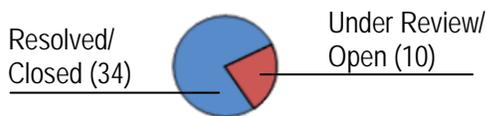
**E-Mail\*:**  
Fraud.Hotline@ventura.org  
\* E-mail is not confidential.

I am pleased to present the Semi-Annual Report of the Employee Fraud Hotline for the period July through December 2012. 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 February 5, 2013.

*Christine L. Cohen*  
Auditor-Controller

**Hotline Activity at a Glance . . .** During July through December 2012, the Employee Fraud Hotline received 44 new complaints of improper activity, of which we pursued 28 (64%). Thirteen of the new issues were not pursued because the complainants were redirected to other hotlines or other appropriate agencies, and three issues were not pursued due to insufficient information.

As of December 31, 2012, most of the 44 new issues have been resolved/closed:



During July through December 2012, we resolved/closed a total of 43 Hotline issues out of the 55 total complaints that were under review/open (34 new complaints and 9 complaints from prior periods):

#### Summary Outcomes of 43 Hotline Issues Resolved/Closed during July-December 2012

Substantiated (see description below).....	9
Unsubstantiated .....	16
Redirected to Other Hotlines/Agencies .....	13
Insufficient Information .....	5

For most of the 44 new issues, the complainants chose to remain anonymous:

Anonymous.....	52%
Not Anonymous.....	48%

#### DESCRIPTION OF SUBSTANTIATED COMPLAINTS

- Time Abuse.** An employee routinely arrived to work late and abused work hours by engaging in personal telephone calls. The department reported that appropriate discipline was imposed.
- Abuse of County Internet Access.** An employee used County Internet access to conduct personal shopping on a routine basis. The department reported that appropriate discipline was imposed.
- Discourteous Treatment.** A manager treated staff discourteously. The department reported taking confidential personnel actions in consultation with County Human Resources.

DESCRIPTION OF SUBSTANTIATED COMPLAINTS...continued

4. Inappropriate Office Practice. An office that provides computer discs to clients re-used computer discs that contained other clients' saved files. The department confirmed that no personal information was breached and implemented consent procedures for computer discs used by clients.
5. Mismanagement and Abuse of Bus Passes. Records were not adequate to track bus passes distributed to clients, and bus passes were inappropriately posted for sale on the Internet by a client. The department took corrective action to maintain appropriate records and reported that the Internet advertisement was removed.
6. Time Abuse. Various employees of an agency with shared County oversight arrived to work late, left work early, and took extended lunch breaks. The agency notified all employees that such behavior was not acceptable and counseled certain staff to improve punctuality.
7. Lack of Supervision. Time abuse by employees of an agency with shared County oversight occurred due to lack of supervision by managers and supervisors. Executive management counseled managers and supervisors.
8. Time Abuse. An employee used a portion of an overtime shift for non-work purposes. The department reported that appropriate discipline was imposed.
9. Time Abuse. An employee routinely arrived to work late and left work early. The department reported that supervisors were aware of the issue and had been taking progressive rectifying measures.

END OF REPORT