



AUDITOR-CONTROLLER'S OFFICE

Employee Fraud Hotline Report

For the Period January through June 2014 Update #26

I am pleased to present the Semiannual Report of the Employee Fraud Hotline for the period January through June 2014. 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 July 29, 2014.

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 *:

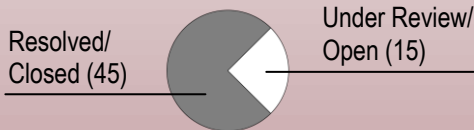
Fraud.Hotline@ventura.org

* E-mail is not confidential



HOTLINE ACTIVITY AT A GLANCE . . . During January through June 2014, the Employee Fraud Hotline received 60 new complaints of improper activity, of which we pursued 48 (80%). Twelve of the new issues were not pursued because the complainants were redirected to other hotlines or other appropriate agencies.

As of June 30, 2014, most of the 60 new issues have been resolved/closed:



During January through June 2014, we resolved/closed a total of 54 Hotline issues out of the 70 total complaints that were under review/open (60 new complaints and 10 complaints from prior periods):

Summary Outcomes of 54 Hotline Issues Resolved/Closed during January-June 2014

Table with 2 columns: Outcome and Count. Includes Substantiated (4), Unsubstantiated (27), Redirected to Other Hotlines/Agencies (21), and Insufficient Information (2).

Most of the new complaints were made by telephone:

Contact Method

Table with 2 columns: Contact Method and Percentage. Includes Phone (43%), E-Mail (35%), U.S. or Brown Mail (15%), and In Person (7%).

DESCRIPTION OF SUBSTANTIATED COMPLAINTS

- 1. System Manipulation. On eight dates, an employee made unauthorized and inappropriate entries in a computerized staff scheduling system to self-schedule family sick leave, vacation leave, and callbacks at specific locations.
2. Breach of Confidentiality. An employee inappropriately shared information with a family member regarding a client.
3. Inappropriate Use of Social Media. An employee inappropriately posted information related to the employee's County work to a social media website.
4. Inefficient Operations. A customer was unnecessarily delayed due to lack of advanced preparation by County staff.