



# COUNTY OF VENTURA

## AUDITOR-CONTROLLER'S OFFICE

### Employee Fraud Hotline Report

For the Period June through December 2018 Update #35

I am pleased to present the Semiannual Report of the Employee Fraud Hotline for the period July through December 2018. 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, 2019.

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 \*:

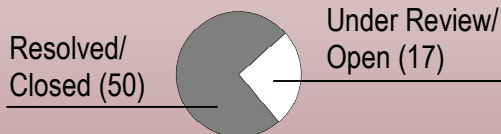
Fraud.Hotline@ventura.org

\* E-mail is not confidential



**HOTLINE ACTIVITY AT A GLANCE . . .** During July through December 2018, the Employee Fraud Hotline received 67 new complaints, of which we pursued 39 (58%). We did not pursue 25 of the new issues because the complainants were redirected to other hotlines or other appropriate agencies, and we did not pursue 3 issues due to insufficient information.

As of December 31, 2018, most of the 67 new issues have been resolved/closed:



During July through December 2018, we resolved/closed 54 out of the 77 total Hotline issues that were under review/open. Specifically, we resolved/closed 50 out of 67 new complaints, and we resolved/closed 4 out of 10 open complaints from prior periods.

Most of the new complaints were made by telephone:

#### Contact Method

Telephone .....	55%
E-Mail .....	30%
U.S. or Brown Mail .....	10%
In Person .....	5%

#### Summary Outcomes of 54 Hotline Issues Resolved/Closed during July-December 2018

Substantiated (see description below) .....	4
Unsubstantiated .....	20
Redirected to Other Hotlines/Agencies.....	25
Insufficient Information .....	5

#### DESCRIPTION OF SUBSTANTIATED COMPLAINTS

- Inappropriate Behavior with a Client.** A County employee behaved inappropriately with a client. The employee voluntarily resigned from County employment, and the Agency/County will take steps to prevent the employee from being rehired in another County agency.
- Public Assistance Fraud.** A County client for public assistance failed to report income truthfully. The client's CalFresh case is closed and has been flagged if ever reopened, Social Security has been notified to check on unreported income for purposes of Supplemental Security Income benefits, and a referral will be initiated to the State Medi-Cal Fraud department.
- Supervisor Timecard Approval.** A County employee's timecard was not always approved in a timely manner by the supervisor. The department committed to working with the supervisor to improve the timely approval of reported hours.
- Public Assistance Fraud.** A County client for public assistance failed to report income truthfully. The client's CalFresh case is closed and has been flagged if ever reopened, and a referral will be initiated to the State Medi-Cal Fraud department.