



COUNTY OF VENTURA

AUDITOR-CONTROLLER'S OFFICE

Employee Fraud Hotline Report

For the Period January through June 2019 **Update #36**

I am pleased to present the Semiannual Report of the Employee Fraud Hotline for the period January through June 2019. 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 23, 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 *:

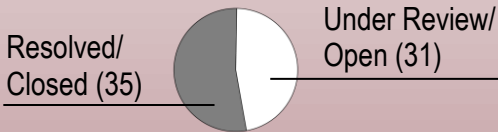
Fraud.Hotline@ventura.org

* E-mail is not confidential



HOTLINE ACTIVITY AT A GLANCE . . . During January through June 2019, the Employee Fraud Hotline received 66 new complaints, of which we pursued 43 (65%). We did not pursue 17 of the new issues because the complainants were redirected to other hotlines or other appropriate agencies, and we did not pursue 6 issues due to insufficient information.

As of June 30, 2019, most of the 66 new issues have been resolved/closed:



During January through June 2019, we resolved/closed 46 out of the 89 total Hotline issues that were under review/open. Specifically, we resolved/closed 35 out of 66 new complaints, and we resolved/closed 11 out of 23 open complaints from prior periods.

Most of the new complaints were made by mail:

Contact Method

U.S. or Interoffice Mail.....	47%
Telephone.....	41%
E-Mail.....	11%
In Person.....	1%

Summary Outcomes of 46 Hotline Issues Resolved/Closed during January-June 2019

Substantiated (see description below)	11
Unsubstantiated	11
Redirected to Other Hotlines/Agencies.....	17
Insufficient Information	7

DESCRIPTION OF SUBSTANTIATED COMPLAINTS

- Abuse of County Vehicle.** A County employee used a County vehicle to conduct personal business. The employee was counseled on the proper use of County vehicles, and the department will continue to remind employees of the County Vehicle Policy stated in the County of Ventura Administrative Manual.
- Abuse of Work Hours.** Two employees of an agency with shared County oversight did not always perform job duties while at work. Agency management staff is working with County Labor Relations on appropriate disciplinary actions for both individuals.
- Bullying.** Two employees of an agency with shared County oversight bullied coworkers. Agency management staff is working with County Labor Relations on appropriate disciplinary actions for both individuals.
- Misuse of Agency Property.** Two employees of an agency with shared County oversight misused office equipment. Agency management staff is working with County Labor Relations on appropriate disciplinary actions for both individuals.

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DESCRIPTION OF SUBSTANTIATED COMPLAINTS

5. **Lack of Purchasing Oversight.** Items purchased by a County department were sometimes delivered from the vendor warehouse to the vendor representative's home address rather than being delivered directly to the County department. Department management confirmed that all items purchased were received by the department at the time of investigation. To reduce the risk of misappropriation, department management directed the vendor representative and a department employee that all orders are to be delivered only to the department. The employee is now required to obtain prior supervisory approval for any purchase of hand tools over \$50.
6. **Lack of Time Accountability.** A County employee was not always accountable for work time spent off the department premises. The department supervisor directed the employee to obtain prior approval before leaving the department premises.
7. **Micromanagement.** A County employee's supervisory style has been perceived as micromanagement by some employees. The employee has been coached to improve supervisory practices and skills, and the department will continue to monitor the employee's supervisory practices to ensure employees continue to work in the most effective work environment.
8. **Supplemental Pay Overpayment.** An employee of an agency with shared County oversight was overpaid due to an expired license. The employee is currently paying back \$22,198 over 89 pay periods.
9. **Misuse of Work Hours.** An employee of an agency with shared County oversight used agency time to prepare materials for a social club not related to the agency. The employee was verbally counseled to minimize use of agency time and told to perform such personal work while not at the office. A counseling memo was also issued.
10. **Misuse of Resources.** An employee of an agency with shared County oversight used agency resources to prepare materials for a social club not related to the agency. The employee was verbally counseled to minimize use of agency assets and told to perform such personal work while not at the office. A counseling memo was also issued.
11. **Unproductive Employee.** A County employee was unproductive at work. The employee accepted a notice of discipline and received a 5 percent reduction in pay for 10 weeks totaling \$459.