

Office of the City Auditor
City of San Diego

Fraud Hotline Update
FY2013 Quarter 3
(January 2013– March 2013)

Audit Committee, June 3, 2013



Fraud Hotline Complaints Received

FY 2013 Quarter 3 Summary

	Qtr 1	Qtr 2	Qtr 3	Total FY 2013	% of Total
Office of City Auditor Investigations	9	2	5	16	17%
Referred to City Departments for Investigation	7	12	17	36	38%
Total Complaints received in Purview of the Fraud Hotline	16	14	22	52	55%
Complaints Not in Purview of Fraud Hotline- Referred to Proper Authority	34	1	7	42	45%
Total Complaints Received in FY2013	50	15	29	94	100%

Hotline Activity, January 2013– March 2013 and Open Complaints from Previous Qtr

- **Complaints Open/Unresolved 12/31/2012** **15**
- Complaints Received 29
- Complaints Not in Fraud Hotline Purview -7
- New Complaints Requiring Investigation 22
- Active Complaints in 4th Quarter of FY 12 37
- **Complaints closed** **-15**
 - ♦ **2** (13%) Department investigations substantiated allegation
 - ♦ **4** (27%) allegations were unsubstantiated with preventative action taken from Departments' actions
 - ♦ **9** (60%) complaints were unsubstantiated; 3 by the City Auditor and 6 by the Departments
- **Complaints Open/Unresolved on 3/31/2013** **22**

Complaint Allegations Substantiated by Department Investigations

- 117551984 1/15/2013-2/13/2013
Allegation of wasted testing procedures was found to be substantiated. Although the Department is completing daily tests more often than required by regulatory requirement, the intent of the testing is to provide each shift operator with ownership in the quality of the product provided to citizens.
- 117392102 12/3/2012-3/27/2013
Allegation of overdue refund of fee overpayment was found to be substantiated. The Department originally cancelled first refund check due to error with payee data but reissued subsequent to being notified of the Fraud Hotline complaint.

Complaint Allegations Unsubstantiated but Department took Preventative Actions

- 117434893 12/13/2012 - 2/13/2013
Allegation of contested property marks and historical plant damage found to be unsubstantiated but the Department took Corrective Action to ensure proper coordination of potentially historic sites.
- 117539358 1/11/2013 - 2/13/2013
Allegation of misuse of Internet access by employee found to be unsubstantiated but Department took preventative action by reviewing appropriate Internet access at Department meeting.
- 117560446 1/16/2013 - 2/27/2013
Allegation of Theft of Time a duplicate to Complaint # 116225007 which was found to be unsubstantiated with corrective action taken. Complaint also alleged unauthorized disclosure of Fact-finding information but the Department found the employee had discussions prior to being notified of the formal Fact-finding.
- 117642503 2/6/2013 - 3/13/2013
Allegation of rude and unprofessional behavior was found to be unsubstantiated after interviews of both the employee and complainant. The Department took preventative actions by reviewing appropriate methods of communications with the employee.

Conclusion

Fraud Hotline (866) 809-3500