
CITY AUDITOR'S QUARTERLY FRAUD HOTLINE REPORT

Fiscal Year 2022

Quarter 2

**Office of the City
Auditor**

City of San Diego



About the Fraud Hotline:

The Office of the City Auditor administers the City's Fraud Hotline program. The primary objective of the Fraud Hotline is to provide a means for a City employee or resident to confidentially report any activity or conduct—related to or involving City personnel, resources, or operations—for which he or she suspects instances of fraud, waste, or abuse.

The City's Fraud, Waste, and Abuse Hotline is operated pursuant to California Government Code §53087.6. The Statute defines fraud, waste, or abuse as "any activity by a local agency or employee that is undertaken in the performance of the employee's official duties, including activities deemed to be outside the scope of his or her employment, that is in violation of any local, state, or federal law or regulation relating to corruption, malfeasance, bribery, theft of government property, fraudulent claims, fraud, coercion, conversion, malicious prosecution, misuse of government property, or willful omission to perform duty, is economically wasteful, or involves gross misconduct."

The statute also requires that investigations conducted pursuant to its authority be confidential except to issue any report of an investigation that has been substantiated, or to release any findings resulting from a completed investigation that are deemed necessary to serve the interests of the public. In any event, the identity of the individual or individuals reporting the improper government activity, and the subject employee or employees, shall be kept confidential.

NAVEX, an independent third-party provider, accepts calls from City employees and the public at (866) 809-3500 or online at www.sandiego.gov/fraudhotline. Callers can choose to remain anonymous and all information provided via the Hotline will remain confidential. NAVEX prepares a report for each report received and sends them to the Office of the City Auditor via email notification. Reports can also be submitted directly to the Office of the City Auditor, or online by following a link labeled "Fraud, Waste, and Abuse Hotline" on the City Auditor's home page.



THE CITY OF SAN DIEGO

DATE: January 12, 2022

TO: Honorable Members of the Audit Committee

FROM: Andy Hanau, City Auditor

SUBJECT: City Auditor's Quarterly Fraud Hotline Report – Fiscal Year 2022 Quarter 2

Reports Received in the Second Quarter of Fiscal Year 2022

During the second quarter of Fiscal Year 2022 (October – December 2021), we received 55 Fraud Hotline reports. We added five new reports to be investigated by the Office of the City Auditor and presented 24 reports to the Intake and Review Committee to be referred to City Departments for investigation and resolution. We also found that 26 reports were not in the purview of the Fraud Hotline and they were closed. **Table 1** on the following page summarizes the types of reports received during Fiscal Year 2022.



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TO REPORT FRAUD, WASTE, OR ABUSE, CALL OUR FRAUD HOTLINE: (866) 809-3500



Table 1:**Reports Received in Fiscal Year 2022**

City Auditor Investigations	Qtr 1	Qtr 2
Abuse	4	2
Fraud	1	3
Waste	1	0
Subtotal OCA Investigations	6	5
City Department Investigations		
Abuse	25	12
Customer Relations	0	1
Fraud	1	6
Safety and Sanitation	2	1
Theft of Goods/Services	0	1
Waste	2	3
Subtotal Department Investigations	30	24
Total Reports Received in Purview of Fraud Hotline	36	29
Direct Referrals, Non-City Reports or Reports Not in Purview of Fraud Hotline	17	26
Total Reports Received in FY 22	53	55

Status of Hotline Reports

A total of 55 reports were filed with the Fraud Hotline between October 1, 2021 and December 31, 2021. We determined that 26 of these reports were not in the purview of the Fraud Hotline, leaving 29 reports that were added to the inventory.

In addition to the receipt of 29 new reports requiring investigation, 56 City-related reports remained open and unresolved at the end of the previous quarter resulting in an active inventory of 85 reports during the second quarter of Fiscal Year 2022. **Table 2**, below, summarizes the Fraud Hotline activity for the second quarter of Fiscal Year 2022.

Of the 85 active reports in our inventory, 58 remain open and unresolved, and 27 were closed. Two City Auditor investigations were closed based on the corrective actions taken by City management, and six were closed as unsubstantiated or were otherwise resolved with no further action necessary. The allegations made in one Department investigation was found to be substantiated, two were closed with corrective action, and 16 were unsubstantiated or were otherwise resolved with no further action necessary.

Table 2:

Status of Fraud Hotline Reports

Report Status	City Auditor Investigations	Referred to Dept.	Total City-Related	Not in Hotline's Purview	Total
Unresolved on 10/1/21	13	43	56	0	56
Received in 2 nd Quarter	5	24	29	26	55
Subtotal – Active Inventory	18	67	85	26	111
Reports Closed	-8	-19	-27	-26	-53
Substantiated	-0	-1	-1	-0	-1
Corrective Action	-2	-2	-4	-0	-4
Unsubstantiated/other	-6	-16	-22	-26	-48
Unresolved on 12/31/21	10	48	58	0	58

City Auditor Investigations Summary

Table 3 summarizes the status of the 18 active City Auditor Fraud Hotline investigations during the second quarter of Fiscal Year 2022, including the incident type, report number, date the report was received, a general description of the report, case status, and the final resolution date.

Table 3:

Status of City Auditor Hotline Investigations

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
1	Fraud	696179688501	Received	3/4/19	Corrective Action	10/26/21
	The investigation into an allegation of fraud, waste, and abuse at a City department improperly billing for services was temporarily suspended to avoid interference with pending litigation. Once resumed, our investigation determined that City management took appropriate corrective action to recover improperly-billed interdepartmental services and improve internal controls.					
2	Fraud	427744516001	Received	5/5/21	Corrective Action	11/29/21
	An allegation of contract eligibility fraud was investigated. Our investigation determined that City staff took corrective action prior to our investigation and revoked the vendor's ability to contract with the City based on program guidelines.					
3	Abuse	319404391801	Received	5/17/21	Unsubstantiated	12/28/21
	An allegation of abuse of discretion and unfair practices related to lease revenue audits was investigated and determined to be unsubstantiated.					
4	Waste	285544966001	Received	5/18/21	Unsubstantiated	11/8/21
	An allegation of waste of City resources in the management of a City department was investigated and determined to be unsubstantiated.					
5	Fraud	762614354101	Received	7/10/21	Unsubstantiated	11/3/21
	An allegation of fraudulent billing by City employees was investigated and determined to be unsubstantiated.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
6	Abuse	742663594301	Received	11/5/21	Unsubstantiated	12/15/21
	An allegation of City employees accepting gifts from contractors was investigated and determined to be unsubstantiated.					
7	Fraud	613392405101	Received	11/14/21	Unsubstantiated	11/30/21
	An allegation of fraud related to a City-approved property lease was investigated and determined to be unsubstantiated.					
8	Abuse	527906131401	Received	3/22/21	No Further Action Necessary	10/26/21
	An allegation of abuse of discretion in the purchase of property was investigated and closed with no further action necessary beyond the actions already taken by City management.					
9	Abuse	355963460201	Received	7/1/2019	Open/Unresolved	
	Allegation of Public Records Act abuse at a City department. Investigation suspended to avoid interference with pending litigation.					
10	Fraud	736670129301	Received	5/25/21	Open/Unresolved	
	Allegation of fraud in withholding and misrepresenting information in a City department's report.					
11	Abuse	515591617501	Received	6/8/21	Open/Unresolved	
	Allegation of contracting abuse by City staff.					
12	Abuse	642187121001	Received	7/8/21	Open/Unresolved	
	Allegation of abuse of discretion in bypassing City council approval for a contract.					
13	Waste	847214203701	Received	7/14/21	Open/Unresolved	
	Allegation of waste of public funds in issuing a contract.					
14	Abuse	997979216501	Received	7/15/21	Open/Unresolved	
	Allegation of management circumventing an established contracting process.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
15	Abuse	963347224301	Received	9/22/21	Open/Unresolved	
	Allegation that safety violations at a City building were not properly disclosed. Investigation suspended to avoid interference with pending litigation.					
16	Abuse	667711444001	Received	10/26/21	Open/Unresolved	
	Allegation of lack of response to customer complaints.					
17	Fraud	617297164201	Received	11/23/21	Open/Unresolved	
	Allegation of fraud related to mandatory COVID-19 vaccine documentation.					
18	Fraud	632433172001	Received	12/14/21	Open/Unresolved	
	Allegation of fraudulent billing by a City contractor.					

City Department Investigations Summary

The City Auditor, through the Intake and Review Committee, reviews the final resolution of reports investigated by the departments to ensure that the department has taken the proper actions to resolve the report. A report whose allegations cannot be substantiated can still result in the department taking corrective, proactive, or preventative measures to reinforce a policy or procedure, improve internal controls, or to improve City operations.

Table 4 below summarizes the status of the 67 active Fraud Hotline investigations conducted by the Departments during the second quarter of Fiscal Year 2022, including the incident type, a general description of the report, and the case status.

Table 4:

Status of Department-Investigated Fraud Hotline Reports

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
1	Abuse	644225681101	Received	9/20/21	Substantiated	11/15/21
	An allegation of abuse of discretion in approving overtime for an employee without a pre-approved form was investigated and determined to be substantiated. The supervisor is no longer with the department, but management staff were reminded to enforce the existing pre-approval policy.					
2	Abuse	488790515501	Received	6/16/21	Corrective Action	11/24/21
	An allegation of abusive billing practices related to a water utility customer was investigated and resulted in corrective action. A system error was identified that resulted in incorrect billing information being displayed. The software will be corrected by the vendor; however, customer metering, billing, and payment data were confirmed to be correct.					
3	Abuse	326153608701	Received	8/23/21	Corrective Action	10/13/21
	An allegation of abuse of discretion for not addressing issue reported in Get It Done app was investigated and resulted in corrective action. The issue was resolved, and City staff will improve the categorization and routing of requests to more efficiently address the reported issues.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
4	Abuse	553609922301	Received	5/26/20	Unsubstantiated	11/15/21
	An allegation of abuse of authority by management was investigated and determined to be unsubstantiated.					
5	Employee Relations	784114634601	Received	8/20/20	Unsubstantiated	10/14/21
	An allegation regarding inappropriate employee relations between managers at a City department was investigated and determined to be unsubstantiated.					
6	Abuse	742550838701	Received	4/29/21	Unsubstantiated	10/27/21
	An allegation of abuse of sick leave by a City employee was investigated and determined to be unsubstantiated.					
7	Abuse	519742597501	Received	8/20/21	Unsubstantiated	11/15/21
	An allegation of unfair hiring practices was investigated and determined to be unsubstantiated.					
8	Abuse	742283434501	Received	8/20/21	Unsubstantiated	10/13/21
	An allegation of abuse of discretion by City management regarding tree lighting was investigated and determined to be unsubstantiated.					
9	Abuse	954255018101	Received	9/3/21	Unsubstantiated	10/13/21
	An allegation of hiring abuse at a City department was investigated and determined to be unsubstantiated.					
10	Abuse	989803403701	Received	9/9/21	Unsubstantiated	10/27/21
	An allegation of a City employee not performing job duties was investigated and determined to be unsubstantiated.					
11	Abuse	911863984901	Received	9/11/21	Unsubstantiated	11/15/21
	An allegation of abuse of discretion related to petty cash handling procedures was investigated and determined to be unsubstantiated.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
12	Waste	310949178601	Received	10/4/21	Unsubstantiated	11/24/21
	An allegation of an employee unable to perform work duties from home was investigated and determined to be unsubstantiated.					
13	Fraud	390201260201	Received	10/20/21	Unsubstantiated	11/15/21
	An allegation of fraud in a Business Improvement District was investigated and determined to be unsubstantiated.					
14	Abuse	594431133901	Received	9/7/21	No Further Action Necessary	10/14/21
	An allegation of a department failing to ensure accurate customer billing did not contain sufficient information to allow an investigation. No additional information was obtained in response to our request. Per our procedures, the report was closed after 30 days.					
15	Abuse	640576699001	Received	9/29/21	No Further Action Necessary	11/15/21
	An allegation of City employees using City resources for political activities was referred to the Ethics Commission and closed with no further action necessary.					
16	Abuse	765057937701	Received	9/29/21	No Further Action Necessary	10/14/21
	An allegation of abuse in a recent building acquisition and misallocation of City funds was reviewed by the Fraud Hotline Intake and Review committee and closed with no further action necessary based on the information provided.					
17	Abuse	738421887601	Received	9/30/21	No Further Action Necessary	10/14/21
	An allegation of violation of a Civil Service Rule was closed with no further action necessary. Commissioners' administrative decisions are final.					
18	Abuse	970098590401	Received	9/30/21	No Further Action Necessary	11/2/21
	An allegation of mismanagement of a department lacked details. No response to our questions was received within 30 days. As a result, the report was closed with no further action necessary.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
19	Abuse	848162355801	Received	10/25/21	No Further Action Necessary	11/24/21
	An allegation of retaliation and discriminatory hiring practices was referred for investigation and closed based on a request from the Fraud Hotline reporter and a review of the circumstances by the Fraud Hotline Intake and Review committee.					
20	Abuse	277610519401	Received	2/14/20	Open/Unresolved	
	Allegation regarding abuse of discretion related to confined space pay. Resolution pending meet-and-confer process with recognized employee organizations.					
21	Abuse	358549969501	Received	6/3/20	Open/Unresolved	
	Allegation of abuse related to overtime use.					
22	Safety and Sanitation	694445475301	Received	9/25/20	Open/Unresolved	
	Allegation regarding unfair social distancing policy enforcement at a City department.					
23	Abuse	209266673401	Received	10/27/20	Open/Unresolved	
	Allegation of abuse of authority by management.					
24	Fraud	664581415701	Received	1/22/21	Open/Unresolved	
	Allegation of outside employment fraud by a City employee.					
25	Abuse	746036542701	Received	4/6/21	Open/Unresolved	
	Allegation of abusive behavior towards staff.					
26	Abuse	411593046701	Received	4/6/21	Open/Unresolved	
	Allegation of abuse of medical leave.					
27	Waste	390267549301	Received	4/6/21	Open/Unresolved	
	Allegation of waste of City equipment.					
28	Abuse	363675075201	Received	5/20/21	Open/Unresolved	
	Allegation of favoritism by management.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
29	Abuse	713692645601	Received	5/25/21	Open/Unresolved	
	Allegation of abuse of discretion by department management.					
30	Safety and Sanitation	434853736701	Received	6/7/21	Open/Unresolved	
	Allegation of safety concerns at a private residence.					
31	Abuse	924184806601	Received	6/10/21	Open/Unresolved	
	Allegation of abuse of discretion by management in requiring training for department					
31	Waste	254563671601	Received	6/21/21	Open/Unresolved	
	Allegation of waste related to grant funds.					
33	Abuse	517168977101	Received	6/23/21	Open/Unresolved	
	Allegation of abusive behavior towards a coworker.					
34	Safety and Sanitation	354986158701	Received	7/28/21	Open/Unresolved	
	Allegation of violations of COVID-19 mask guidelines and City policy.					
35	Abuse	773860060501	Received	8/14/21	Open/Unresolved	
	Allegation of failure to report environmental hazards.					
36	Abuse	823960559201	Received	8/14/21	Open/Unresolved	
	Allegation of abuse of discretion by a supervisor.					
37	Abuse	671126660601	Received	8/20/21	Open/Unresolved	
	Allegation of cover-up of a hazardous materials leak.					
38	Waste	794018213501	Received	8/22/21	Open/Unresolved	
	Allegation of waste regarding unused equipment.					
39	Waste	306134047301	Received	8/22/21	Open/Unresolved	
	Allegation of waste regarding unused vehicles.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
40	Abuse	674862983601	Received	8/27/21	Open/Unresolved	
	Allegation of an anti-vaccine social media post by a City employee.					
41	Abuse	611536074401	Received	8/30/21	Open/Unresolved	
	Allegation of abuse of medical leave.					
42	Abuse	425631108801	Received	8/30/21	Open/Unresolved	
	Allegation of abuse of discretion and favoritism by a supervisor.					
43	Fraud	847765889301	Received	9/2/21	Open/Unresolved	
	Allegation of a City employee working another job on City time.					
44	Abuse	804078784101	Received	9/7/21	Open/Unresolved	
	Allegation of department employees displaying inappropriate symbols in their email signatures.					
45	Abuse	426958793601	Received	9/8/21	Open/Unresolved	
	Allegation of City employees using work hours to conduct non-City activities.					
46	Abuse	242673024501	Received	9/9/21	Open/Unresolved	
	Allegation of inappropriate behavior by a department director at a staff meeting.					
47	Waste	375277208201	Received	10/17/21	Open/Unresolved	
	Allegation of waste regarding document management.					
48	Fraud	398446181301	Received	10/28/21	Open/Unresolved	
	Allegation of an employee claiming hours not worked.					
49	Abuse	323007125401	Received	11/2/21	Open/Unresolved	
	Allegation of poor job performance by a City employee.					
50	Abuse	847522254201	Received	11/13/21	Open/Unresolved	
	Allegation of poor job performance by a City employee.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
51	Abuse	965873118401	Received	11/14/21	Open/Unresolved	
	Allegation of abusive language used by a supervisor.					
52	Abuse	334112559401	Received	11/18/21	Open/Unresolved	
	Allegation of abuse of discretion related to broken sewer lines under a residence.					
53	Waste	736574188001	Received	11/23/21	Open/Unresolved	
	Allegation of waste related to RVs parked at Fiesta Island without paying Transient Occupancy Taxes.					
54	Abuse	879946053201	Received	11/24/21	Open/Unresolved	
	Allegation of personal use of City vehicles.					
55	Abuse	433411961201	Received	11/29/21	Open/Unresolved	
	Allegation of abuse of policy by bringing a child to work.					
56	Fraud	724089632801	Received	11/30/21	Open/Unresolved	
	Allegation of a non-City worker painting the house numbers on the curb in front of a residence without a required City registration card.					
57	Theft of Goods/Services	473197831401	Received	12/6/21	Open/Unresolved	
	Allegation of a City employee selling City property online.					
58	Customer Relations	522966231501	Received	12/9/21	Open/Unresolved	
	Allegation of a City department failing to answer a phone call.					
59	Abuse	581840080201	Received	12/16/21	Open/Unresolved	
	Allegation of hiring abuse at a City department.					
60	Fraud	277199349101	Received	12/17/21	Open/Unresolved	
	Allegation of outside employment fraud by a City employee.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
61	Abuse	380624369701	Received	12/21/21	Open/Unresolved	
	Allegation of poor customer service by City employees.					
62	Abuse	671367608101	Received	12/21/21	Open/Unresolved	
	Allegation of favoritism by management.					
63	Abuse	768968687101	Received	12/23/21	Open/Unresolved	
	Allegation of policy violations at a City department.					
64	Fraud	533947084101	Received	12/25/21	Open/Unresolved	
	Allegation of credit card fraud by a City employee.					
65	Abuse	274336078201	Received	12/26/21	Open/Unresolved	
	Allegation of leave abuse at a City department.					
66	Safety and Sanitation	585714300901	Received	12/29/21	Open/Unresolved	
	Allegation of violations of COVID-19 safety protocols by a City employee.					
67	Fraud	867071357701	Received	12/29/21	Open/Unresolved	
	Allegation of timecard fraud by a City employee.					

Not in Purview Reports Summary

Table 5, below, summarizes the results of the 26 Fraud Hotline reports that were received during the second quarter of Fiscal Year 2022, but were determined to be not within the purview of the Fraud Hotline and were closed.

Table 5:

Status of Not in Purview Fraud Hotline Reports

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
1	Abuse	325880491101	Received	10/1/21	No Further Action Necessary	10/4/21
An allegation of unprofessional behavior by agency employees was not in the purview of the Fraud Hotline and the allegation was referred to the appropriate agency. Per our procedures, the Fraud Hotline report was closed since it did not involve City employees, vendors, or operations.						
2	Abuse	671203534201	Received	10/4/21	No Further Action Necessary	11/9/21
An allegation of abuse of discretion by supervisors at a department lacked details. No response to our request for more information was received within 30 days. Per our procedures, the report was closed with no further action necessary.						
3	Abuse	827686015201	Received	10/11/21	No Further Action Necessary	11/22/21
An allegation of discrimination in a department lacked sufficient detail to permit an investigation. No response to our request for more information was received within 30 days. Per our procedures, the report was closed with no further action necessary.						
4	Abuse	976128586801	Received	10/12/21	No Further Action Necessary	11/22/21
An allegation of mismanagement of a department lacked details. No response to our questions was received within 30 days. As a result, the report was closed with no further action necessary.						

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
5	Abuse	236461128401	Received	10/19/21	No Further Action Necessary	11/22/21
	An allegation of abuse of discretion and discrimination pertaining to a vacant position lacked sufficient detail to permit an investigation. No response to our request for more information was received within 30 days. Per our procedures, the report was closed with no further action necessary.					
6	Abuse	490372010401	Received	10/21/21	No Further Action Necessary	11/22/21
	An allegation of favoritism by a supervisor lacked sufficient detail to permit an investigation. No response to our request for more information was received within 30 days. Per our procedures, the report was closed with no further action necessary.					
7	Abuse	678080930901	Received	11/1/21	No Further Action Necessary	11/2/21
	An allegation of being followed by a City employee was not in the purview of the fraud hotline. The reporter was referred to the appropriate agency.					
8	Fraud	776342861401	Received	11/1/21	No Further Action Necessary	11/2/21
	An allegation of an unauthorized withdrawal of ATM funds was not in the purview of the Fraud Hotline. The reporter was notified and referred to the appropriate resources.					
9	Fraud	431748587001	Received	11/5/21	No Further Action Necessary	11/9/21
	An allegation of mail theft and identity fraud was not in the purview of the Fraud Hotline. The reporter was referred to the appropriate resources.					
10	Abuse	784587217701	Received	11/8/21	No Further Action Necessary	11/9/21
	An allegation of a car rental company charging too much was not in the purview of the Fraud Hotline. The reporter was notified and referred to the appropriate resources.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
11	Fraud	642116558701	Received	11/13/21	No Further Action Necessary	11/15/21
An allegation of timecard fraud at a private company was not in the purview of the Fraud Hotline. The reporter was referred to the appropriate agency.						
12	Fraud	434018018901	Received	11/15/21	No Further Action Necessary	11/16/21
An allegation of theft of money from a bank account was not in the purview of the Fraud Hotline. The reporter was notified and referred to the appropriate resources.						
13	Fraud	916848363801	Received	11/15/21	No Further Action Necessary	11/15/21
An incomplete allegation of fraud by an unnamed company did not contain sufficient information and the anonymous caller did not complete the call. As a result, the report was closed as not in the purview of the Fraud Hotline.						
14	Abuse	846164559301	Received	11/16/21	No Further Action Necessary	12/28/21
An allegation of retaliation for expressing a grievance against management did not include information necessary to permit an investigation. No response to our request was received within 30 days. Per our procedures, the report was closed.						
15	Abuse	584223038501	Received	11/17/21	No Further Action Necessary	11/24/21
An allegation of abusive behavior by a City employee during non-working hours was reviewed by the Fraud Hotline Intake and Review committee and closed with no further action necessary based on the nature of the allegation.						
16	Abuse	482391890401	Received	11/19/21	No Further Action Necessary	12/28/21
An allegation of abuse of discretion in allowing an employee to telecommute lacked sufficient information to permit an investigation. No response to our request for information was received within 30 days. Per our procedures, the report was closed.						

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
17	Abuse	541988391101	Received	12/2/21	No Further Action Necessary	12/2/21
	An allegation related to medical treatment unrelated to the City was reviewed and determined to be outside the purview of the City's Fraud Hotline. The information was referred, the reporter was notified, and the report was closed in our system.					
18	Abuse	768655774701	Received	12/3/21	No Further Action Necessary	12/6/21
	An allegation of employee misconduct at a private company was not in the purview of the fraud hotline. The reporter was notified and referred to the appropriate resources.					
19	Fraud	532613142601	Received	12/4/21	No Further Action Necessary	12/6/21
	An allegation of identity theft was not in the purview of the fraud hotline. We determined that the reporter had already reported the incident to the appropriate agency.					
20	Waste	939327607001	Received	12/9/21	No Further Action Necessary	12/9/21
	An allegation of waste lacked details, no additional details were provided before the call was terminated. Because no investigation is possible, the report was closed with no further action necessary.					
21	Fraud	476740863101	Received	12/14/21	No Further Action Necessary	12/15/21
	An allegation of theft of money from an individual's bank account was not in the purview of the Fraud Hotline. The reporter was notified and referred to the appropriate resources.					
22	Miscellaneous	855069747601	Received	12/18/21	No Further Action Necessary	12/27/21
	An allegation regarding non-City employees did not contain allegations that were within the purview of the Fraud Hotline to investigate or refer. As a result, the report was closed with no further action necessary.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
23	Fraud	497470299701	Received	12/19/21	No Further Action Necessary	12/27/21
	An allegation regarding a non-City issue was referred to the appropriate government agency for review and possible investigation.					
24	Miscellaneous	551850342501	Received	12/20/21	No Further Action Necessary	12/27/21
	An allegation regarding a potential future non-City fraud was not in the purview of the Fraud Hotline to investigate. Since no fraud occurred, the report was closed with no further action necessary.					
25	Abuse	609722265201	Received	12/29/21	No Further Action Necessary	12/29/21
	Duplicate of 5855714300901.					
26	Fraud	738576152601	Received	12/31/21	No Further Action Necessary	12/31/21
	An allegation of fraudulent bank charges was not in the purview of the fraud hotline. The reporter was referred to the appropriate agency and the report was closed.					

Conclusion

The Office of the City Auditor is dedicated to ensuring that all reported claims of fraud, waste, and abuse related to City operations are investigated and properly resolved.

In Fiscal Year 2022, we have applied approximately 1,661 hours administering the Fraud Hotline, coordinating Intake and Review Committee activities, and investigating Fraud Hotline reports. A total of 2,960 hours was budgeted for the year.

I will be prepared to discuss this report at the next available Audit Committee meeting.

Respectfully submitted,



Andy Hanau
City Auditor

cc: Honorable Mayor Todd Gloria
Honorable Members of the City Council
Honorable Mara Elliott, City Attorney
Jay Goldstone, Chief Operating Officer
Jeff Kwar, Interim Independent Budget Analyst
