
CITY AUDITOR'S QUARTERLY FRAUD HOTLINE REPORT

Fiscal Year 2022

Quarter 3

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: April 27, 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 3

Reports Received in the Third Quarter of Fiscal Year 2022

During the third quarter of Fiscal Year 2022 (January – March 2022), we received 63 Fraud Hotline reports. Six of the new reports will be investigated by the Office of the City Auditor, and we presented 25 reports to the Intake and Review Committee to be referred to City Departments for investigation and resolution. We also found that 32 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 | Qtr 3 |
|--|------------------|------------------|------------------|
| Abuse | 4 | 2 | 5 |
| Fraud | 1 | 3 | 0 |
| Waste | 1 | 0 | 1 |
| Subtotal OCA Investigations | 6 | 5 | 6 |
| City Department Investigations | | | |
| Abuse | 25 | 12 | 18 |
| Customer Relations | 0 | 1 | 0 |
| Discrimination | 0 | 0 | 1 |
| Employee Relations | 0 | 0 | 1 |
| Fraud | 1 | 6 | 5 |
| Safety and Sanitation | 2 | 1 | 0 |
| Theft of Goods/Services | 0 | 1 | 0 |
| Waste | 2 | 3 | 0 |
| Subtotal Department Investigations | 30 | 24 | 25 |
| Total Reports Received in Purview of Fraud Hotline | 36 | 29 | 31 |
| Direct Referrals, Non-City Reports or Reports Not in Purview of Fraud Hotline | 17 | 26 | 32 |
| Total Reports Received in FY 22 | 53 | 55 | 63 |

Status of Hotline Reports

A total of 63 reports were filed with the Fraud Hotline between January 1, 2022 and March 31, 2022. We determined that 32 of these reports were not in the purview of the Fraud Hotline, leaving 31 reports that were added to the inventory.

In addition to the receipt of 31 new reports requiring investigation, 57 City-related reports remained open and unresolved at the end of the previous quarter resulting in an active inventory of 88 reports during the third quarter of Fiscal Year 2022. **Table 2**, below, summarizes the Fraud Hotline activity for the third quarter of Fiscal Year 2022.

Of the 88 active reports in our inventory, 46 remain open and unresolved, and 42 were closed. Five City Auditor investigations were completed and the allegations were determined to be unsubstantiated. The allegations made in eight Department investigations were found to be substantiated, six were closed with corrective action, and 23 were unsubstantiated.

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 1/1/22 ¹ | 9 | 48 | 57 | 0 | 57 |
| Received in 3 rd Quarter | 6 | 25 | 31 | 32 | 63 |
| Subtotal – Active Inventory | 15 | 73 | 88 | 32 | 120 |
| Reports Closed | -5 | -37 | -42 | -32 | -74 |
| Substantiated | -0 | -8 | -8 | -0 | -8 |
| Corrective Action | -0 | -6 | -6 | -0 | -6 |
| Unsubstantiated/other | -5 | -23 | -28 | -32 | -60 |
| Unresolved on 3/31/22 | 10 | 36 | 46 | 0 | 46 |

¹ Report 522966231501 was previously reported as a Department investigation, but was closed as not in purview after further review, and report 632433172001 was transferred from the OCA's caseload to a Department's.

City Auditor Investigations Summary

Table 3 summarizes the status of the 15 active City Auditor Fraud Hotline investigations during the third 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 | 736670129301 | Received | 5/25/21 | Unsubstantiated | 1/20/22 |
| | An allegation of fraud in withholding and misrepresenting information in a City department's official report was investigated and determined to be unsubstantiated. An outside consultant was retained by management and they evaluated the data and provided suitable language to use in the report as an explanation for the data. | | | | | |
| 2 | Abuse | 515591617501 | Received | 6/8/21 | Unsubstantiated | 1/20/22 |
| | An allegation of contracting abuse by City staff was investigated and determined to be unsubstantiated. | | | | | |
| 3 | Abuse | 642187121001 | Received | 7/8/21 | Unsubstantiated | 1/27/22 |
| | An allegation of abuse of discretion in bypassing City council approval for a contract was investigated and determined to be unsubstantiated. | | | | | |
| 4 | Waste | 847214203701 | Received | 7/14/21 | Unsubstantiated | 1/27/22 |
| | An allegation of waste of public funds in issuing a contract was investigated and determined to be unsubstantiated. | | | | | |
| 5 | Abuse | 667711444001 | Received | 10/26/21 | Unsubstantiated | 2/22/22 |
| | An allegation of lack of response to customer complaints was investigated and determined to be unsubstantiated. | | | | | |
| 6 | Abuse | 355963460201 | Received | 7/1/19 | Open/Unresolved | |
| | Allegation of Public Records Act abuse at a City department. Investigation suspended to avoid interference with pending litigation. | | | | | |

| No. | Incident Type | Report # | Received | Date | Status/Outcome | Date |
|-----|--|--------------|----------|----------|-----------------|------|
| 7 | Abuse | 997979216501 | Received | 7/15/21 | Open/Unresolved | |
| | Allegation of management circumventing an established contracting process. | | | | | |
| 8 | 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. | | | | | |
| 9 | Fraud | 617297164201 | Received | 11/23/21 | Open/Unresolved | |
| | Allegation of fraud related to mandatory COVID-19 vaccine documentation. | | | | | |
| 10 | Abuse | 206167467101 | Received | 1/26/22 | Open/Unresolved | |
| | Allegation of retaliation against a whistleblower for reporting suspected fraud. | | | | | |
| 11 | Abuse | 970974628601 | Received | 2/4/22 | Open/Unresolved | |
| | Allegation of City staff bypassing internal controls to make purchases. | | | | | |
| 12 | Waste | 772394825901 | Received | 2/15/22 | Open/Unresolved | |
| | Allegation of waste at a City agency. | | | | | |
| 13 | Abuse | 617896733501 | Received | 2/16/22 | Open/Unresolved | |
| | Allegation of abuse of discretion related to an employment action and appeal. | | | | | |
| 14 | Abuse | 731985815201 | Received | 2/25/22 | Open/Unresolved | |
| | Allegation of abuse of discretion in assignment of work duties. | | | | | |
| 15 | Abuse | 637000862501 | Received | 3/29/22 | Open/Unresolved | |
| | Allegation of abuse of discretion by disposing of confidential information in a public bin. | | | | | |

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 73 active Fraud Hotline investigations conducted by the Departments during the third 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 | Fraud | 664581415701 | Received | 1/22/21 | Substantiated | 3/3/22 |
| | An allegation of outside employment fraud by a City employee was investigated and determined to be substantiated. The subject employee is no longer employed by the City. | | | | | |
| 2 | Waste | 390267549301 | Received | 4/6/21 | Substantiated | 1/5/22 |
| | An allegation of waste of City equipment was investigated and determined to be substantiated. A substantial amount of equipment, tools, and materials were intentionally discarded during a relocation process. The department took the appropriate corrective action with respect to the identified employees. The dollar amount of the loss is unknown, but was estimated to be approximately \$200,000. | | | | | |
| 3 | Abuse | 965873118401 | Received | 11/14/21 | Substantiated | 1/5/22 |
| | An allegation of abusive language used by a supervisor was investigated and determined to be substantiated. The department took appropriate corrective action with respect to the identified employee. | | | | | |
| 4 | Abuse | 433411961201 | Received | 11/29/21 | Substantiated | 1/19/22 |
| | An allegation of abuse of policy by bringing a child to work was investigated and determined to be substantiated. Department management took the appropriate corrective action with respect to the identified employee. | | | | | |

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| No. | Incident Type | Report # | Received | Date | Status/Outcome | Date |
|-----|---|--------------|----------|----------|-------------------|---------|
| 5 | Abuse | 768968687101 | Received | 12/23/21 | Substantiated | 3/2/22 |
| | An allegation of policy violations at a City department was investigated and determined to be substantiated. Cash sales of items at a single City location without proper authorization at the appointing authority level were confirmed, but the practice was stopped after it was reported to management, and before the Fraud Hotline report was made. No mishandling of cash was detected. The practice was not widespread and took place for a limited time. | | | | | |
| 6 | Abuse | 730659604201 | Received | 1/19/22 | Substantiated | 3/2/22 |
| | An allegation of personal use of a City vehicle was investigated and determined to be substantiated. Although the vehicle was assigned to an employee on an on-call standby basis, the vehicle was parked in a red zone, which was not consistent with department policy. The department took the appropriate corrective action with respect to the identified employee. | | | | | |
| 7 | Abuse | 655576056701 | Received | 1/23/22 | Substantiated | 3/16/22 |
| | An allegation of a code violation at a private residence was investigated and determined to be substantiated. The property owner voluntarily corrected the condition and the corrective action was confirmed by the City. | | | | | |
| 8 | Abuse | 889222227201 | Received | 3/6/22 | Substantiated | 3/30/22 |
| | An allegation of City contractors not having access to perform services at City facilities was investigated and determined to be substantiated. The department ensured that the vendor's staff all had the necessary information to access City facilities as needed. | | | | | |
| 9 | Waste | 254563671601 | Received | 6/21/21 | Corrective Action | 2/3/22 |
| | An allegation of waste related to grant funds was investigated and resulted in corrective action to ensure compliance with all grant requirements. City staff made accounting adjustments to ensure that only eligible expenses were included for grant-funded projects. Staff was reminded of the importance of grant compliance. | | | | | |
| 10 | Abuse | 517168977101 | Received | 6/23/21 | Corrective Action | 1/5/22 |
| | An allegation of abusive behavior towards a coworker was investigated and resulted in corrective action to improve employee communication and working relationships. The abusive behavior was not substantiated. | | | | | |

| No. | Incident Type | Report # | Received | Date | Status/Outcome | Date |
|-----|--|--------------|----------|----------|-------------------|--------|
| 11 | Safety and Sanitation | 354986158701 | Received | 7/28/21 | Corrective Action | 2/2/22 |
| | An allegation of violations of COVID-19 mask guidelines and City policy was investigated and resulted in corrective action to ensure compliance with City and State requirements. The alleged violations were not confirmed. | | | | | |
| 12 | Abuse | 323007125401 | Received | 11/2/21 | Corrective Action | 3/2/22 |
| | An allegation of poor job performance by a City employee was investigated and resulted in corrective action with respect to the identified employee. | | | | | |
| 13 | Abuse | 581840080201 | Received | 12/16/21 | Corrective Action | 3/3/22 |
| | An allegation of hiring abuse at a City department was investigated and resulted in corrective action to ensure a diverse interview panel. | | | | | |
| 14 | Abuse | 671367608101 | Received | 12/21/21 | Corrective Action | 3/2/22 |
| | An allegation of favoritism by management was investigated and closed based on the corrective action taken by the department to ensure fair opportunities for employees to participate in optional assignments. | | | | | |
| 15 | Abuse | 209266673401 | Received | 10/27/20 | Unsubstantiated | 1/7/22 |
| | An allegation of abuse of authority by management was investigated and determined to be unsubstantiated. | | | | | |
| 16 | Abuse | 746036542701 | Received | 4/6/21 | Unsubstantiated | 1/7/22 |
| | An allegation of abusive behavior towards staff was investigated and determined to be unsubstantiated. | | | | | |
| 17 | Abuse | 411593046701 | Received | 4/6/21 | Unsubstantiated | 1/5/22 |
| | An allegation of abuse of medical leave was investigated and determined to be unsubstantiated. | | | | | |
| 18 | Abuse | 713692645601 | Received | 5/25/21 | Unsubstantiated | 2/3/22 |
| | An allegation of abuse of discretion by department management was investigated and determined to be unsubstantiated. | | | | | |

| No. | Incident Type | Report # | Received | Date | Status/Outcome | Date |
|-----|--|--------------|----------|----------|-----------------|--------|
| 19 | Safety and Sanitation | 434853736701 | Received | 6/7/21 | Unsubstantiated | 2/3/22 |
| | An allegation of safety concerns at a private residence was investigated and determined to be unsubstantiated. | | | | | |
| 20 | Waste | 794018213501 | Received | 8/22/21 | Unsubstantiated | 1/7/22 |
| | An allegation of waste regarding unused equipment was investigated and determined to be unsubstantiated. Operational delays in installing equipment were identified, but did not rise to the level of waste. | | | | | |
| 21 | Waste | 306134047301 | Received | 8/22/21 | Unsubstantiated | 1/7/22 |
| | An allegation of waste regarding unused City vehicles was investigated and determined to be unsubstantiated. | | | | | |
| 22 | Abuse | 611536074401 | Received | 8/30/21 | Unsubstantiated | 1/7/22 |
| | An allegation of abuse of medical leave was investigated and determined to be unsubstantiated. | | | | | |
| 23 | Fraud | 398446181301 | Received | 10/28/21 | Unsubstantiated | 2/3/22 |
| | An allegation of an employee claiming hours not worked was investigated and determined to be unsubstantiated. | | | | | |
| 24 | Abuse | 847522254201 | Received | 11/13/21 | Unsubstantiated | 1/5/22 |
| | An allegation of poor job performance by a City employee was investigated and determined to be unsubstantiated. | | | | | |
| 25 | Abuse | 334112559401 | Received | 11/18/21 | Unsubstantiated | 2/3/22 |
| | An allegation of abuse of discretion related to broken City sewer lines under a residence was investigated and determined to be unsubstantiated. | | | | | |
| 26 | Waste | 736574188001 | Received | 11/23/21 | Unsubstantiated | 3/3/22 |
| | An allegation of financial waste related to RVs parked at Fiesta Island was investigated and determined to be unsubstantiated based on the information obtained through the investigation. | | | | | |

| No. | Incident Type | Report # | Received | Date | Status/Outcome | Date |
|-----|--|--------------|----------|----------|-----------------|---------|
| 27 | Abuse | 879946053201 | Received | 11/24/21 | Unsubstantiated | 2/2/22 |
| | An allegation of personal use of City vehicles was investigated and determined to be unsubstantiated because the vehicle was used by an employee who was on-call and the use was approved by management. | | | | | |
| 28 | Fraud | 724089632801 | Received | 11/30/21 | Unsubstantiated | 1/19/22 |
| | An allegation of a non-City worker painting the house numbers on the curb in front of a residence without a required City registration card was investigated and determined to be unsubstantiated because that activity is no longer regulated by SDPD due to a change in State law. | | | | | |
| 29 | Theft of Goods/Services | 473197831401 | Received | 12/6/21 | Unsubstantiated | 3/2/22 |
| | An allegation of a City employee selling an item of City property online was investigated and determined to be unsubstantiated. | | | | | |
| 30 | Abuse | 380624369701 | Received | 12/21/21 | Unsubstantiated | 3/3/22 |
| | An allegation of poor customer service by City employees was investigated and determined to be unsubstantiated. | | | | | |
| 31 | Fraud | 533947084101 | Received | 12/25/21 | Unsubstantiated | 2/2/22 |
| | An allegation of credit card fraud by a City employee was investigated and determined to be unsubstantiated. | | | | | |
| 32 | Abuse | 274336078201 | Received | 12/26/21 | Unsubstantiated | 3/16/22 |
| | An allegation of leave abuse at a City department was investigated and determined to be unsubstantiated. | | | | | |
| 33 | Safety and Sanitation | 585714300901 | Received | 12/29/21 | Unsubstantiated | 3/16/22 |
| | An allegation of violations of COVID-19 safety protocols by a City employee was investigated and determined to be unsubstantiated. | | | | | |

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| No. | Incident Type | Report # | Received | Date | Status/Outcome | Date |
|-----|---|--------------|----------|---------|-----------------|---------|
| 34 | Fraud | 224442128401 | Received | 1/4/22 | Unsubstantiated | 3/16/22 |
| | An allegation of theft of time at a City department was investigated and determined to be unsubstantiated. | | | | | |
| 35 | Fraud | 266468517401 | Received | 1/18/22 | Unsubstantiated | 2/2/22 |
| | An allegation that an employee may have purchased a fraudulent Covid vaccination card was investigated and determined to be unsubstantiated. | | | | | |
| 36 | Abuse | 707039929601 | Received | 1/26/22 | Unsubstantiated | 3/3/22 |
| | An allegation of workers' compensation fraud was investigated and determined to be unsubstantiated. | | | | | |
| 37 | Abuse | 328873486801 | Received | 3/14/22 | Unsubstantiated | 3/30/22 |
| | An allegation of a violation of State law by the City not reimbursing employees for expenses while working remotely was investigated and determined to be unsubstantiated. The legal and policy implications of the City's work-from-home policy had been considered previously. The City does not require its employees to work from home and provides the resources an employee needs to complete their work, some of which can be transported to a home workstation. Existing City policy provides for reimbursement for expenses such as City-related cell phone calls. Employees who qualified to work from home, but who preferred to continue to come into the office to work, or who needed to come into the office to use shared assets such as a photocopier or printer, could do so as long as they followed all safety protocols. | | | | | |
| 38 | 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. | | | | | |
| 39 | Abuse | 358549969501 | Received | 6/3/20 | Open/Unresolved | |
| | Allegation of abuse related to overtime use. | | | | | |
| 40 | Safety and Sanitation | 694445475301 | Received | 9/25/20 | Open/Unresolved | |
| | Allegation regarding unfair social distancing policy enforcement at a City department. | | | | | |

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| No. | Incident Type | Report # | Received | Date | Status/Outcome | Date |
|-----|--|--------------|----------|---------|-----------------|------|
| 41 | Abuse | 363675075201 | Received | 5/20/21 | Open/Unresolved | |
| | Allegation of favoritism by management. | | | | | |
| 42 | Abuse | 924184806601 | Received | 6/10/21 | Open/Unresolved | |
| | Allegation of abuse of discretion by management in requiring training for a department. | | | | | |
| 43 | Abuse | 773860060501 | Received | 8/14/21 | Open/Unresolved | |
| | Allegation of failure to report environmental hazards. | | | | | |
| 44 | Abuse | 823960559201 | Received | 8/14/21 | Open/Unresolved | |
| | Allegation of abuse of discretion by a supervisor. | | | | | |
| 45 | Abuse | 671126660601 | Received | 8/20/21 | Open/Unresolved | |
| | Allegation of cover-up of a hazardous materials leak. | | | | | |
| 46 | Abuse | 674862983601 | Received | 8/27/21 | Open/Unresolved | |
| | Allegation of an anti-vaccine social media post by a City employee. | | | | | |
| 47 | Abuse | 425631108801 | Received | 8/30/21 | Open/Unresolved | |
| | Allegation of abuse of discretion and favoritism by a supervisor. | | | | | |
| 48 | Fraud | 847765889301 | Received | 9/2/21 | Open/Unresolved | |
| | Allegation of a City employee working another job on City time. | | | | | |
| 49 | Abuse | 804078784101 | Received | 9/7/21 | Open/Unresolved | |
| | Allegation of department employees displaying inappropriate symbols in their email signatures. | | | | | |
| 50 | Abuse | 426958793601 | Received | 9/8/21 | Open/Unresolved | |
| | Allegation of City employees using work hours to conduct non-City activities. | | | | | |
| 51 | Abuse | 242673024501 | Received | 9/9/21 | Open/Unresolved | |
| | Allegation of inappropriate behavior by a department director at a staff meeting. | | | | | |

| No. | Incident Type | Report # | Received | Date | Status/Outcome | Date |
|-----|---|--------------|----------|----------|-----------------|------|
| 52 | Waste | 375277208201 | Received | 10/17/21 | Open/Unresolved | |
| | Allegation of waste regarding document management. | | | | | |
| 53 | Fraud | 632433172001 | Received | 12/14/21 | Open/Unresolved | |
| | Allegation of fraudulent billing by a City contractor. | | | | | |
| 54 | Fraud | 277199349101 | Received | 12/17/21 | Open/Unresolved | |
| | Allegation of outside employment fraud by a City employee. | | | | | |
| 55 | Fraud | 867071357701 | Received | 12/29/21 | Open/Unresolved | |
| | Allegation of timecard fraud by a City employee. | | | | | |
| 56 | Fraud | 685428897101 | Received | 1/5/22 | Open/Unresolved | |
| | Allegation of wage and performance fraud by a City contractor. | | | | | |
| 57 | Abuse | 832765983001 | Received | 1/20/22 | Open/Unresolved | |
| | Allegation of unfair hiring practices. | | | | | |
| 58 | Employee Relations | 289315400701 | Received | 2/2/2022 | Open/Unresolved | |
| | Allegation of intimidating and threatening behavior towards a coworker. | | | | | |
| 59 | Abuse | 448167833601 | Received | 2/9/22 | Open/Unresolved | |
| | Allegation of favoritism by a supervisor at a City department. | | | | | |
| 60 | Discrimination | 639532919601 | Received | 2/12/22 | Open/Unresolved | |
| | Allegation of age discrimination by management at a City department. | | | | | |
| 61 | Fraud | 288300836101 | Received | 2/16/22 | Open/Unresolved | |
| | Allegation of fraud related to a City contract. | | | | | |
| 62 | Abuse | 468111533501 | Received | 2/19/22 | Open/Unresolved | |
| | Allegation of theft of time by an employee who is not working on City time. | | | | | |

| No. | Incident Type | Report # | Received | Date | Status/Outcome | Date |
|-----|---|--------------|----------|---------|-----------------|------|
| 63 | Abuse | 907725140901 | Received | 2/25/22 | Open/Unresolved | |
| | Allegation of abuse of discretion related to employee disciplinary actions. | | | | | |
| 64 | Abuse | 388894633801 | Received | 3/2/22 | Open/Unresolved | |
| | A report regarding construction signs left up while no work was in progress lacked details. More information was requested. | | | | | |
| 65 | Abuse | 453887128201 | Received | 3/3/22 | Open/Unresolved | |
| | Allegation of abuse of telework accommodations. | | | | | |
| 66 | Abuse | 208338706601 | Received | 3/15/22 | Open/Unresolved | |
| | Allegation of employees violating confidentiality rules regarding a departmental disciplinary investigation. | | | | | |
| 67 | Abuse | 952184922601 | Received | 3/18/22 | Open/Unresolved | |
| | Allegation of poor customer service in a City department. | | | | | |
| 68 | Abuse | 622385879301 | Received | 3/19/22 | Open/Unresolved | |
| | Allegation of abuse of discretion of City department in complying with state law. | | | | | |
| 69 | Abuse | 358698633901 | Received | 3/20/22 | Open/Unresolved | |
| | Allegation of personal use of a City vehicle. | | | | | |
| 70 | Abuse | 200316123201 | Received | 3/23/22 | Open/Unresolved | |
| | Allegation of misuse of City property. | | | | | |
| 71 | Fraud | 679500427501 | Received | 3/24/22 | Open/Unresolved | |
| | Allegation of a City employee cheating on a state exam. | | | | | |
| 72 | Abuse | 411512586501 | Received | 3/25/22 | Open/Unresolved | |
| | Allegation of a City employee violating department policy. | | | | | |
| 73 | Abuse | 543043911301 | Received | 3/29/22 | Open/Unresolved | |
| | Allegation of mismanagement at a non-City entity. | | | | | |

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Not in Purview Reports Summary

Table 5, below, summarizes the results of the 32 Fraud Hotline reports that were received during the third 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 | 848449301301 | Received | 1/5/22 | No Further Action Necessary | 2/22/22 |
| An allegation of unfair treatment of an employee lacked sufficient details to allow an investigation. No response to our request for more information was received in over 30 days. Per our procedures, the investigation was closed with no further action necessary. | | | | | | |
| 2 | Safety and Sanitation | 999609395501 | Received | 1/6/22 | No Further Action Necessary | 2/22/22 |
| An allegation of a sanitation issue lacked sufficient details to allow an investigation. No response to our request for details was received in over 30 days. Per our procedures, the case was closed with no further action necessary. | | | | | | |
| 3 | Abuse | 463940755601 | Received | 1/6/22 | No Further Action Necessary | 2/22/22 |
| An allegation of abuse of discretion in hiring lacked details. Additional details were requested. No response to our request for more details was received in over 30 days. Per our procedures, the case was closed with no further action necessary. | | | | | | |
| 4 | Fraud | 972994954801 | Received | 1/10/22 | No Further Action Necessary | 2/9/22 |
| An allegation of mail theft and bank fraud was not in the purview of the fraud hotline. The reporter was referred to the appropriate agency and the report was closed. | | | | | | |
| 5 | Abuse | 649380557301 | Received | 1/18/22 | No Further Action Necessary | 2/9/22 |
| Duplicate of 640576699001 | | | | | | |

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| No. | Incident Type | Report # | Received | Date | Status/Outcome | Date |
|-----|--|--------------|----------|---------|-----------------------------|---------|
| 6 | Abuse | 569785351901 | Received | 1/18/22 | No Further Action Necessary | 1/20/22 |
| | An allegation regarding a non-City issue was referred to the appropriate government agency for review and possible investigation. | | | | | |
| 7 | Discrimination | 840209977901 | Received | 1/25/22 | No Further Action Necessary | 3/2/22 |
| | An allegation of discriminatory hiring practices lacked sufficient detail to permit an investigation. No response to our request for details was received in over 30 days. Per our procedures, the report was closed with no further action necessary. | | | | | |
| 8 | Abuse | 672895599601 | Received | 1/26/22 | No Further Action Necessary | 1/26/22 |
| | Duplicate of 707039929601 | | | | | |
| 9 | Fraud | 722817377701 | Received | 1/31/22 | No Further Action Necessary | 1/31/22 |
| | Allegation of mail fraud was not in the purview of the Fraud Hotline. The reporter was referred to the appropriate agency. | | | | | |
| 10 | Abuse | 424939462301 | Received | 2/2/22 | No Further Action Necessary | 2/3/22 |
| | An allegation of a private contractor not picking up trash and a commercial dumpster was not in the purview of the Fraud Hotline. The issue was referred to the City's franchise liaison for information and the issue was resolved. | | | | | |
| 11 | Theft of Goods/Services | 890118729901 | Received | 2/8/22 | No Further Action Necessary | 2/9/22 |
| | An allegation of public benefits theft was not in the purview of the fraud hotline. The reporter was referred to the appropriate agency. | | | | | |
| 12 | Abuse | 421492715201 | Received | 2/14/22 | No Further Action Necessary | 2/14/22 |
| | Duplicate of 569785351901 | | | | | |

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| No. | Incident Type | Report # | Received | Date | Status/Outcome | Date |
|-----|---|--------------|----------|---------|-----------------------------|---------|
| 13 | Abuse | 245736481401 | Received | 2/16/22 | No Further Action Necessary | 2/17/22 |
| | An allegation regarding a non-City employee was referred to the appropriate government agency for review and possible investigation. | | | | | |
| 14 | Fraud | 391531326901 | Received | 2/18/22 | No Further Action Necessary | 2/22/22 |
| | An allegation of identity theft was not in the purview of the fraud hotline. The reporter was referred to the appropriate agency. | | | | | |
| 15 | Safety and Sanitation | 522705180001 | Received | 2/20/22 | No Further Action Necessary | 3/2/22 |
| | A report of uncollected trash was not in the purview of the City's Fraud Hotline since it did not involve an allegation of fraud, waste, or abuse. | | | | | |
| 16 | Fraud | 925843282501 | Received | 2/21/22 | No Further Action Necessary | 2/22/22 |
| | An allegation of bitcoin fraud was not in purview of the fraud hotline. | | | | | |
| 17 | Fraud | 966250124301 | Received | 2/22/22 | No Further Action Necessary | 2/23/22 |
| | An allegation regarding a non-City fraudulent check was not in the purview of the City's Fraud Hotline. The report was closed and the caller was referred to the appropriate agency. | | | | | |
| 18 | Miscellaneous | 947953852401 | Received | 2/23/22 | No Further Action Necessary | 2/23/22 |
| | 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. | | | | | |
| 19 | Abuse | 480651077701 | Received | 2/25/22 | No Further Action Necessary | 2/28/22 |
| | A partial allegation regarding harassment was incomplete and was closed with no further action necessary because the call was terminated before the necessary information was obtained and there was no way for the reporter to provide additional information. | | | | | |

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| No. | Incident Type | Report # | Received | Date | Status/Outcome | Date |
|-----|--|--------------|----------|---------|-----------------------------|---------|
| 20 | Abuse | 542616615901 | Received | 3/2/22 | No Further Action Necessary | 3/4/22 |
| | An allegation of conflict of interest by a non-City employee was not in the purview of the City's Fraud Hotline. The reporter was referred to the appropriate agency and the case was closed per our procedures. | | | | | |
| 21 | Abuse | 649618533001 | Received | 3/11/22 | No Further Action Necessary | 3/14/22 |
| | An allegation of abusive behavior by a private business owner was not in the purview of the City's Fraud Hotline. The caller was referred to the appropriate agency and the report was closed. | | | | | |
| 22 | Abuse | 944486714801 | Received | 3/14/22 | No Further Action Necessary | 3/15/22 |
| | Duplicate of 328873486801 | | | | | |
| 23 | Abuse | 310335654301 | Received | 3/14/22 | No Further Action Necessary | 3/16/22 |
| | An allegation of code violations at a residential address was previously investigated and enforcement action has been taken. The Fraud Hotline Intake and Review committee determined that no further action is necessary. | | | | | |
| 24 | Miscellaneous | 733638244701 | Received | 3/17/22 | No Further Action Necessary | 3/18/22 |
| | A request for information regarding obtaining a Mexican passport was not in the purview of the City's Fraud Hotline. The caller was referred to the appropriate agency. | | | | | |
| 25 | Fraud | 987317247501 | Received | 3/17/22 | No Further Action Necessary | 3/18/22 |
| | An allegation of attempted telemarketing fraud was not in the purview of the Fraud Hotline. | | | | | |
| 26 | Abuse | 679110635301 | Received | 3/19/22 | No Further Action Necessary | 3/29/22 |
| | Duplicate of 622385879301 | | | | | |

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| No. | Incident Type | Report # | Received | Date | Status/Outcome | Date |
|-----|---|--------------|----------|---------|-----------------------------|---------|
| 27 | Abuse | 504656110401 | Received | 3/21/22 | No Further Action Necessary | 3/29/22 |
| | Duplicate of 358698633901 | | | | | |
| 28 | Fraud | 492923593901 | Received | 3/22/22 | No Further Action Necessary | 3/29/22 |
| | An allegation of Civil fraud by a non-City employee was not in the purview of the Fraud Hotline. The reporter was provided with referral information. | | | | | |
| 29 | Abuse | 721609511601 | Received | 3/24/22 | No Further Action Necessary | 3/30/22 |
| | An allegation of unfair hiring practices and nepotism was reviewed by the Fraud Hotline Intake and Review committee and determined to be a duplicate of 954255018101, which was already referred for investigation and no new information was provided. The report was closed with no further action necessary. | | | | | |
| 30 | Abuse | 314470395401 | Received | 3/24/22 | No Further Action Necessary | 3/30/22 |
| | Duplicate of 832765983001 | | | | | |
| 31 | Fraud | 401347323701 | Received | 3/25/22 | No Further Action Necessary | 3/30/22 |
| | Allegation of telemarketing fraud by a non-City employee was reviewed and determined not to be within the purview of the Fraud Hotline. The reporter was provided a referral through the Fraud Hotline system. | | | | | |
| 32 | Abuse | 797793488701 | Received | 3/25/22 | No Further Action Necessary | 3/28/22 |
| | A request for information regarding a parking citation payment processing error was resolved with a phone call to the Fraud Hotline reporter who was provided with the contact information for the Office of the City Treasurer's Parking Administration group. | | | | | |

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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 2,448 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
 Charles Modica, Independent Budget Analyst
