

City Auditor's Quarterly Fraud Hotline Report

JULY 2023

Fiscal Year 2023

Quarter 4

Andy Hanau, City Auditor

Matthew Helm, Assistant City Auditor

Danielle Knighten, Deputy City Auditor

Andy Horita, Senior Fraud Investigator

Gina Rouza, Fraud Investigator

CITY OF SAN DIEGO



OFFICE of the CITY AUDITOR

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.

An independent third-party provider accepts Hotline allegations from City employees and the public at **(866) 809-3500** or online at www.sandiego.gov/fraudhotline. Whistleblowers can choose to remain anonymous, and all information provided via the Hotline will remain confidential. Hotline 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.



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Honorable Members of the Audit Committee
City of San Diego, California

Reports Received in the Fourth Quarter of Fiscal Year 2023

During the fourth quarter of Fiscal Year 2023 (April – June 2023), we received 89 Fraud Hotline reports. Of these reports, 10 were assigned to be investigated by the Office of the City Auditor and 30 were presented to the Intake and Review Committee to be referred to City Departments for investigation and resolution. We also found that 49 reports were not in the purview of the Fraud Hotline and were closed. **Table 1** on the following page summarizes the types of reports received during Fiscal Year 2023.

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Table 1:**Reports Received in Fiscal Year 2023**

City Auditor Investigations	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Abuse	11	2	4	4
Fraud	1	2	1	3
Safety and Sanitation	0	0	1	0
Waste	0	0	1	3
Subtotal OCA Investigations	12	4	7	10
City Department Investigations				
Abuse	18	17	15	14
Customer Relations	3	0	1	2
Discrimination	0	0	0	2
Fraud	2	2	2	4
Policy Issues	0	0	3	2
Safety and Sanitation	3	0	0	1
Substance Abuse	0	0	1	1
Theft of Goods/Services	0	1	0	1
Waste	5	4	4	3
Subtotal Department Investigations	31	24	26	30
Total Reports Received in Purview of Fraud Hotline	43	28	33	40
Direct Referrals, Non-City Reports or Reports Not in Purview of Fraud Hotline	19	23	33	49
Total Reports Received in FY2023	62	51	66	89

Status of Hotline Reports

A total of 89 reports were filed with the Fraud Hotline between April 1, 2023 and June 30, 2023. We determined that 49 of these reports were not in the purview of the Fraud Hotline, leaving 40 reports that were added to the inventory.

In addition to the receipt of 40 new reports requiring investigation, 44 City-related reports remained open and unresolved at the end of the previous quarter,¹ resulting in an active inventory of 84 reports during the fourth quarter of Fiscal Year 2023. **Table 2**, below, summarizes the Fraud Hotline activity for the fourth quarter of Fiscal Year 2023.

Of the 84 active reports in our inventory, 55 remain open and unresolved, and 29 were closed. Three City Auditor investigations were closed as substantiated, one was closed based on the corrective actions taken by City management, and five were closed as unsubstantiated or were otherwise resolved with no further action necessary. The allegations made in five Department investigations were found to be substantiated, two were closed based on the corrective actions taken by City management, and 13 were unsubstantiated or 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 4/1/23	14	30	44	1	45
Received in 4 th Quarter	10	30	40	49	89
Subtotal – Active Inventory	24	60	84	50	134
Reports Closed	-9	-20	-29	-50	-79
Substantiated	-3	-5	-8	-0	-8
Corrective Action	-1	-2	-3	-0	-3
Unsubstantiated/Other	-5	-13	-18	-50	-68
Unresolved on 6/30/23	15	40	55	0	55

¹ Report 367759805294 was closed as not in the purview of the City's Fraud Hotline; it was previously reported as a department referral. Also, report 321773003235 was transferred to the department caseload, and 944521849659 was transferred to the Office of the City Auditor's caseload.

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City Auditor Investigations Summary

Table 3 summarizes the status of the 24 active City Auditor Fraud Hotline investigations during the fourth quarter of Fiscal Year 2023, 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	Safety and Sanitation	643441852601	Received	5/23/22	Substantiated	4/17/23
	An allegation of City employees driving unsafely was investigated and determined to be substantiated. We issued a public report with four recommendations to improve oversight, training, and enhancements to the technology. The full report is available on our website at: www.sandiego.gov/sites/default/files/fraud_hotline_report_of_unsafe_driving_by_city_employees.pdf					
2	Abuse	686860165365	Received	1/17/23	Substantiated	5/17/23
	An allegation of abuse of discretion related to management's failure to comply with the Public Records Act was investigated and determined to be substantiated. During the course of our investigation, City departments took action to ensure that a catalog of software systems is posted prominently on the City's website. New procedures were written to ensure that the list is updated annually, as required.					
3	Fraud	409022006330	Received	5/10/23	Substantiated	6/28/23
	An allegation of accounting irregularities related to the allocation of parking revenues to the correct parking district was investigated and determined to be substantiated. The root cause of the accounting error was identified and corrective action was taken to correctly allocate the revenues.					
4	Abuse	834457437301	Received	10/31/22	Corrective Action	4/5/23
	An allegation of abuse of discretion by a department's management related to a lease renewal was investigated. We determined that City Management took corrective action to ensure that an interim lease agreement was in place while a long-term tenant is identified.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
5	Waste	113416612077	Received	1/11/23	Unsubstantiated	5/24/23
	An allegation of waste related to a temporary promotion was investigated and determined to be unsubstantiated.					
6	Safety and Sanitation	734608157936	Received	1/26/23	Unsubstantiated	4/3/23
	An allegation of safety violations in a City department was investigated and determined to be unsubstantiated.					
7	Fraud	386092240322	Received	3/15/23	Unsubstantiated	4/20/23
	An allegation of fraud by a City contractor was investigated and determined to be unsubstantiated.					
8	Abuse	399247748601	Received	9/11/22	No Further Action Necessary	4/12/23
	An allegation of abuse of authority in a City department was referred to the appropriate agency for investigation and closed with no further action necessary.					
9	Abuse	112926103931	Received	2/23/23	No Further Action Necessary	4/28/23
	An allegation of abuse of time by a City employee was investigated and closed with no further action necessary based on the totality of the circumstances.					
10	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.					
11	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.					
12	Abuse	970974628601	Received	2/4/22	Open/Unresolved	
	Allegation of City staff bypassing internal controls to make purchases.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
13	Waste	790043034501	Received	8/29/22	Open/Unresolved	
	Allegation of waste in a City department.					
14	Abuse	776347585310	Received	2/27/23	Open/Unresolved	
	Allegation of abuse and waste in a City department.					
15	Abuse	944521849659	Received	3/31/23	Open/Unresolved	
	Allegation of abuse of discretion in a City department.					
16	Waste	833499391495	Received	4/3/23	Open/Unresolved	
	Allegation of waste in a City department.					
17	Waste	949938422994	Received	5/4/23	Open/Unresolved	
	Allegation of waste in a City department.					
18	Fraud	866047473698	Received	5/9/23	Open/Unresolved	
	Allegation of abuse of discretion in a City department.					
19	Abuse	598921837297	Received	5/9/23	Open/Unresolved	
	Allegation of abuse of discretion in a City department.					
20	Abuse	431187451194	Received	5/11/23	Open/Unresolved	
	Allegation of waste in a City department.					
21	Waste	323695219704	Received	5/24/23	Open/Unresolved	
	Allegation of waste in a City department.					
22	Abuse	669839189910	Received	5/25/23	Open/Unresolved	
	Allegation of abuse of discretion in a City department.					
23	Fraud	128651188894	Received	6/7/23	Open/Unresolved	
	Allegation of fraud in a City department.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
24	Abuse	664598946418	Received	6/27/23	Open/Unresolved	
	Allegation of abuse of discretion by a City employee.					

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 60 active Fraud Hotline investigations conducted by the Departments during the fourth quarter of Fiscal Year 2023, 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	Safety and Sanitation	434939210801	Received	8/18/22	Substantiated	6/7/23
	An allegation of security issues at a City facility was investigated and determined to be substantiated. The department took appropriate corrective action to improve security at the facility.					
2	Abuse	392772161886	Received	2/1/23	Substantiated	4/13/23
	An allegation of misuse of a City vehicle was investigated and determined to be substantiated. The department took appropriate corrective action with respect to the identified employee.					
3	Waste	331053314157	Received	2/17/23	Substantiated	4/13/23
	An allegation of waste related to slow and underperforming software in a City department was investigated and determined to be substantiated. The department took corrective action to ensure that the computer systems' software and hardware will be upgraded and updated appropriately.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
4	Customer Relations	477117012086	Received	5/9/23	Substantiated	6/7/23
	An allegation of rude behavior by a City employee was investigated and determined to be substantiated. The department took appropriate corrective action with respect to the identified employee.					
5	Abuse	221784711705	Received	5/17/23	Substantiated	6/7/23
	An allegation of abuse of discretion by a City employee was investigated and determined to be substantiated. The department took appropriate corrective action with respect to the identified employee.					
6	Abuse	710948583056	Received	3/12/23	Corrective Action	4/13/23
	An allegation of abuse of discretion in a City department was investigated and not substantiated based on the information available. However, the department took proactive corrective actions to provide more accurate information in the City's Get It Done app regarding abandoned vehicle abatements.					
7	Abuse	665632901815	Received	3/15/23	Corrective Action	6/22/23
	An allegation of abusive and inappropriate behavior by a City employee was investigated and found to be unsubstantiated. However, the department took appropriate corrective action with respect to the identified employee.					
8	Waste	545654747901	Received	10/14/22	Unsubstantiated	6/7/23
	An allegation of waste regarding a City vehicle idling excessively was investigated and determined to be unsubstantiated.					
9	Abuse	906194862801	Received	11/3/22	Unsubstantiated	4/13/23
	An allegation of abuse of discretion by a department's management was investigated and determined to be unsubstantiated.					
10	Waste	675650860665	Received	3/15/23	Unsubstantiated	4/26/23
	An allegation of waste at a City department was investigated and determined to be unsubstantiated.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
11	Waste	390529273534	Received	3/17/23	Unsubstantiated	5/11/23
	An allegation of waste by the City was investigated and determined to be unsubstantiated.					
12	Abuse	973724562908	Received	3/17/23	Unsubstantiated	5/10/23
	An allegation of abusive behavior by a City employee was investigated and determined to be unsubstantiated.					
13	Abuse	957656472429	Received	3/19/23	Unsubstantiated	4/26/23
	An allegation of abuse of discretion by a supervisor was investigated and determined to be unsubstantiated.					
14	Abuse	274158035000	Received	3/21/23	Unsubstantiated	5/10/23
	An allegation of abuse of discretion by a City employee was investigated and determined to be unsubstantiated.					
15	Abuse	150574951367	Received	4/6/23	Unsubstantiated	4/26/23
	An allegation of abuse of time and policy violations by a City employee was investigated and determined to be unsubstantiated.					
16	Abuse	371981284879	Received	4/13/23	Unsubstantiated	6/7/23
	An allegation of abuse of discretion in a City department was investigated and determined to be unsubstantiated.					
17	Substance Abuse	949867118074	Received	4/20/23	Unsubstantiated	6/7/23
	An allegation of substance abuse by a City employee was investigated and determined to be unsubstantiated.					
18	Fraud	613539973851	Received	5/1/23	Unsubstantiated	5/24/23
	An allegation of disability fraud by a former City employee was investigated and determined to be unsubstantiated.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
19	Safety and Sanitation	448904376693	Received	5/15/23	Unsubstantiated	6/22/23
	An allegation regarding safety violations in a City department was investigated and determined to be unsubstantiated.					
20	Substance Abuse	179912908470	Received	1/4/23	No Further Action Necessary	6/2/23
	An allegation of possible substance abuse by a City employee was referred immediately to the department, reviewed, and later closed as an information-only referral because no administrative action was determined to be warranted.					
21	Abuse	671126660601	Received	8/20/21	Open/Unresolved	
	Allegation of cover-up of a hazardous materials leak.					
22	Fraud	277199349101	Received	12/17/21	Open/Unresolved	
	Allegation of workers compensation fraud by a City employee.					
23	Abuse	601902135801	Received	9/2/22	Open/Unresolved	
	Allegation of abuse of overtime by City employees.					
24	Fraud	289677743301	Received	9/19/22	Open/Unresolved	
	Allegation of timecard fraud.					
25	Abuse	554205396201	Received	10/8/22	Open/Unresolved	
	Allegation of abuse of time by City employees.					
26	Abuse	271692259576	Received	12/16/22	Open/Unresolved	
	Allegation of abuse of time by City employees.					
27	Abuse	279112577254	Received	12/24/22	Open/Unresolved	
	Allegation of conduct unbecoming and abuse of discretion by City staff.					
28	Abuse	776546748250	Received	1/17/23	Open/Unresolved	
	Allegation of abuse of time by a City employee.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
29	Policy Issues	446121905715	Received	2/2/23	Open/Unresolved	
	Allegation of policy violations in a City department.					
30	Fraud	951514625392	Received	2/9/23	Open/Unresolved	
	Allegation of timecard fraud by a City employee.					
31	Fraud	684620272421	Received	2/22/23	Open/Unresolved	
	Allegation of fraud related to a customer issue with a City department.					
32	Abuse	513274942843	Received	2/23/23	Open/Unresolved	
	Allegation of nepotism in a City department.					
33	Abuse	444891126910	Received	3/6/23	Open/Unresolved	
	Allegation of wage abuse at a private business.					
34	Abuse	321773003235	Received	3/8/23	Open/Unresolved	
	Allegation of unfair hiring practices in a City department.					
35	Abuse	871092823627	Received	3/12/23	Open/Unresolved	
	Allegation of abuse of time by a City employee.					
36	Waste	421295962893	Received	3/15/23	Open/Unresolved	
	Allegation of waste in a City department.					
37	Abuse	840377164260	Received	3/29/23	Open/Unresolved	
	Allegation of abuse of discretion by management in a City department.					
38	Waste	948505714183	Received	4/17/23	Open/Unresolved	
	Allegation of waste in a City department.					
39	Theft of Goods/Services	389139003578	Received	4/19/23	Open/Unresolved	
	Allegation of theft of goods by a City employee.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
40	Abuse	797411287813	Received	4/19/23	Open/Unresolved	
	Allegation of abuse of discretion in a City department.					
41	Abuse	514338830248	Received	4/25/23	Open/Unresolved	
	Allegation of rude behavior by a City employee.					
42	Abuse	605289522472	Received	4/25/23	Open/Unresolved	
	Allegation of overtime abuse by a City employee.					
43	Abuse	206877368654	Received	4/26/23	Open/Unresolved	
	Allegation of abuse of discretion by a supervisor.					
44	Policy Issues	571111409864	Received	5/2/23	Open/Unresolved	
	Allegation of a policy violation in a City department.					
45	Customer Relations	877716948577	Received	5/2/23	Open/Unresolved	
	Allegation of incomplete information on a City department's web page.					
46	Abuse	292963769190	Received	5/10/23	Open/Unresolved	
	Allegation of overtime abuse by a City employee.					
47	Abuse	841505553503	Received	5/12/23	Open/Unresolved	
	Allegation of a City employee parking a City vehicle in a disabled parking space at a fast-food restaurant.					
48	Fraud	641104700242	Received	5/22/23	Open/Unresolved	
	Allegation of fraud by potential City contractors.					
49	Abuse	769711341036	Received	5/22/23	Open/Unresolved	
	Allegation of abuse of discretion in a City department.					
50	Abuse	780715676417	Received	5/26/23	Open/Unresolved	
	Allegation of time abuse by a City employee.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
51	Discrimination	608009750032	Received	5/31/23	Open/Unresolved	
	Allegation of discrimination in a City department.					
52	Discrimination	307946323986	Received	6/6/23	Open/Unresolved	
	Allegation of discrimination in a City department.					
53	Fraud	388369852175	Received	6/8/23	Open/Unresolved	
	Allegation of fraud relating to a permit process.					
54	Abuse	981114895132	Received	6/11/23	Open/Unresolved	
	Allegation of abuse of discretion in a City department.					
55	Policy Issues	753360920520	Received	6/13/23	Open/Unresolved	
	Allegation of a policy violation by a City employee.					
56	Fraud	652857317516	Received	6/14/23	Open/Unresolved	
	Allegation of workers compensation fraud by a City employee.					
57	Waste	404515296642	Received	6/26/23	Open/Unresolved	
	Allegation of waste in a City department.					
58	Waste	809807627403	Received	6/28/23	Open/Unresolved	
	Allegation of waste in a City department.					
59	Abuse	448726803573	Received	6/28/23	Open/Unresolved	
	Allegation of abuse of discretion in a City department.					
60	Abuse	120626195879	Received	6/28/23	Open/Unresolved	
	Allegation of abuse of discretion by a City employee.					

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Not in Purview Reports Summary

Table 5 below summarizes the results of the 50 Fraud Hotline reports that were received during the fourth quarter of Fiscal Year 2023, 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	Customer Relations	367759805294	Received	3/22/23	No Further Action Necessary	5/4/23
An allegation of poor customer service at a City department did not include sufficient information to permit an investigation. No response to our request for details was received within 30 days. Per our procedures, the report was closed with no further action necessary.						
2	Customer Relations	237329890782	Received	4/5/23	No Further Action Necessary	4/24/23
An allegation of poor customer service at a City department was reviewed and closed as no further action necessary.						
3	Abuse	537355081602	Received	4/7/23	No Further Action Necessary	5/8/23
An allegation of abuse of discretion by a City department was reviewed and closed with no further action necessary.						
4	Miscellaneous	668324881203	Received	4/10/23	No Further Action Necessary	4/10/23
A request for information was abandoned.						
5	Abuse	125480402972	Received	4/11/23	No Further Action Necessary	5/11/23
An allegation of time abuse by a City employee lacked sufficient information to permit an investigation. No response to our request for details was received within 30 days. Per our procedures, the report was closed with no further action necessary.						

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
6	Abuse	445173088131	Received	4/11/23	No Further Action Necessary	4/11/23
	Duplicate of 700429376201					
7	Miscellaneous	526631975273	Received	4/19/23	No Further Action Necessary	4/19/23
	A partial report was abandoned.					
8	Abuse	647741672294	Received	4/20/23	No Further Action Necessary	5/26/23
	A partial allegation regarding City equipment did not contain sufficient information to permit an investigation. No response to our questions was received in over 30 days. Per our procedures, the case was closed with no further action necessary.					
9	Fraud	566116125680	Received	4/21/23	No Further Action Necessary	4/24/23
	An allegation of fraud regarding a phone scam was not in the purview of the Fraud Hotline. The reporter was provided with reporting resources. Per our procedures, the report was closed with no further action necessary.					
10	Fraud	901542548216	Received	4/22/23	No Further Action Necessary	4/24/23
	An allegation regarding bank fraud was not in the purview of the Fraud Hotline. The reporter was referred to the appropriate agency and the case was closed.					
11	Miscellaneous	711083860825	Received	4/24/23	No Further Action Necessary	4/24/23
	A request for information was not in the purview of the Fraud Hotline. The reporter was provided with the requested information. Per our procedures, the report was closed with no further action necessary.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
12	Abuse	470821067273	Received	4/27/23	No Further Action Necessary	5/10/23
	An allegation of abuse and unprofessional conduct by a supervisor was reviewed by the Fraud Hotline Intake and Review committee and closed with no further action necessary; no allegation of fraud, waste, or abuse was identified.					
13	Fraud	120756046512	Received	5/1/23	No Further Action Necessary	5/3/23
	An allegation of identity theft was not in the purview of the Fraud Hotline. The reporter was referred to the appropriate agency and the case was closed.					
14	Fraud	824450228257	Received	5/1/23	No Further Action Necessary	5/3/23
	An allegation of an investment scam was not in the purview of the Fraud Hotline. The reporter was referred to the appropriate agency and the case was closed.					
15	Safety and Sanitation	346836524240	Received	5/1/23	No Further Action Necessary	5/10/23
	An allegation of driver safety concerns at a City facility lacked details, but was referred for information to City Management.					
16	Policy Issues	528818125945	Received	5/2/23	No Further Action Necessary	5/11/23
	Duplicate of 571111409864					
17	Abuse	189144984773	Received	5/4/23	No Further Action Necessary	5/10/23
	Duplicate of 957656472429					
18	Abuse	533094119680	Received	5/4/23	No Further Action Necessary	5/11/23
	Duplicate of 957656472429					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
19	Customer Relations	837967750352	Received	5/4/23	No Further Action Necessary	5/11/23
	Duplicate of 877716948577					
20	Miscellaneous	848210073153	Received	5/4/23	No Further Action Necessary	5/10/23
	A suggestion regarding the City's IT policies was reviewed by the Fraud Hotline Intake and Review committee and closed with no further action. No allegation of fraud, waste, or abuse was identified.					
21	Fraud	624727067801	Received	5/5/23	No Further Action Necessary	5/11/23
	An allegation of an online scam was not in the purview of the Fraud Hotline. The reporter was referred to the appropriate agency and the case was closed.					
22	Miscellaneous	321161412367	Received	5/9/23	No Further Action Necessary	5/9/23
	An incomplete allegation was received and the reporting process was abandoned.					
23	Fraud	885363936243	Received	5/10/23	No Further Action Necessary	5/11/23
	An allegation of attempted identity theft was not in the purview of the Fraud Hotline. The reporter was referred to the appropriate agency and the case was closed.					
24	Abuse	303623587644	Received	5/11/23	No Further Action Necessary	5/15/23
	Duplicate of 431187451194					
25	Accounting/Audit Irregularities	653503597936	Received	5/11/23	No Further Action Necessary	5/15/23
	An allegation of a non-City payroll issue was not in the purview of the Fraud Hotline. The reporter was referred to the appropriate agency and the report was closed.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
26	Abuse	803298564714	Received	5/11/23	No Further Action Necessary	5/11/23
	Duplicate of 431187451194					
27	Miscellaneous	120921048167	Received	5/12/23	No Further Action Necessary	5/15/23
	An allegation regarding billing by a non-City entity was not in the purview of the City's Fraud Hotline. Per our procedures, the case was closed and the reporter was referred to the appropriate agencies for review and possible investigation.					
28	Abuse	683548518853	Received	5/16/23	No Further Action Necessary	6/20/23
	An allegation could not be investigated because the Fraud Hotline reporter did not respond to our request for permission to use their name in over 30 days. Per our procedures, the report was closed with no further action necessary.					
29	Abuse	955935968149	Received	5/17/23	No Further Action Necessary	5/17/23
	Duplicate of 221784711705					
30	Abuse	420965420909	Received	5/17/23	No Further Action Necessary	5/17/23
	Duplicate of 221784711705					
31	Abuse	912545174809	Received	5/17/23	No Further Action Necessary	5/17/23
	Duplicate of 221784711705					
32	Abuse	630257558607	Received	5/20/23	No Further Action Necessary	6/15/23
	An allegation of abuse related to un-permitted construction was reviewed and determined to be outside the City's jurisdiction. Per our procedures, the information was referred to the appropriate agency for review and possible investigation.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
33	Abuse	830361678115	Received	5/22/23	No Further Action Necessary	5/24/23
	An allegation of abuse of discretion in a City department was reviewed by the Fraud Hotline Intake and Review committee. Per our procedures, the report was closed with no further action necessary since the allegation did not constitute fraud, waste, or abuse.					
34	Miscellaneous	396121883645	Received	5/23/23	No Further Action Necessary	5/30/23
	An allegation regarding an unlicensed medical provider was not in the purview of the City's Fraud Hotline. Per our procedures, the case was closed and the reporter was referred to the appropriate agency for review and possible investigation.					
35	Safety and Sanitation	911187458192	Received	5/23/23	No Further Action Necessary	5/25/23
	An allegation of improper waste disposal by a City business was reviewed by the Fraud Hotline Intake and Review committee and referred to the appropriate department for information only; no allegation of fraud, waste, or abuse was identified.					
36	Miscellaneous	994599694266	Received	5/23/23	No Further Action Necessary	5/23/23
	A partial report was abandoned.					
37	Miscellaneous	830929427273	Received	5/30/23	No Further Action Necessary	5/30/23
	A partial report was abandoned.					
38	Miscellaneous	746778828991	Received	5/30/23	No Further Action Necessary	5/30/23
	A partial report was abandoned.					
39	Fraud	501706129076	Received	6/2/23	No Further Action Necessary	6/5/23
	An allegation of internet fraud was not in the purview of the of the City's Fraud Hotline. Per our procedures, we closed the case and referred the reporter to the appropriate agency.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
40	Miscellaneous	850599688778	Received	6/2/23	No Further Action Necessary	6/2/23
	A request for information was abandoned.					
41	Abuse	249564709323	Received	6/5/23	No Further Action Necessary	6/7/23
	A allegation of abuse of discretion in a City department was reviewed by the Fraud Hotline Intake and Review committee and closed with no further action. No allegation of fraud, waste, or abuse was identified.					
42	Miscellaneous	972963721505	Received	6/7/23	No Further Action Necessary	6/7/23
	A partial report was abandoned.					
43	Abuse	267281038226	Received	6/12/23	No Further Action Necessary	6/22/23
	An allegation of abuse regarding lack of permits on a residential project was reviewed by the Fraud Hotline Intake and Review committee and closed because the allegation was previously investigated as a Code Enforcement issue and determined to be unsubstantiated.					
44	Fraud	633526762453	Received	6/14/23	No Further Action Necessary	6/14/23
	A partial report was abandoned.					
45	Fraud	872616239332	Received	6/15/23	No Further Action Necessary	6/15/23
	A partial report was abandoned.					
46	Fraud	839887647299	Received	6/20/23	No Further Action Necessary	6/20/23
	A partial report was abandoned.					
47	Abuse	164460711554	Received	6/20/23	No Further Action Necessary	6/21/23
	Duplicate of 830361678115					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
48	Fraud	628126872554	Received	6/27/23	No Further Action Necessary	6/29/23
An allegation of fraud in a private business was reviewed and closed with no further action necessary. The Fraud Hotline reporter was provided with appropriate referral information.						
49	Waste	513102707355	Received	6/28/23	No Further Action Necessary	6/29/23
Duplicate of 809807627403						
50	Miscellaneous	953271020146	Received	6/29/23	No Further Action Necessary	6/29/23
An allegation of a rental dispute in a different City was not in the purview of the Fraud Hotline. Per our procedures, the Fraud Hotline reporter was provided with referral information and the case was closed with no further action necessary.						

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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 2023, we applied approximately 3,365 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
 Eric Dargan, Chief Operating Officer
 Charles Modica, Independent Budget Analyst
