
CITY AUDITOR'S QUARTERLY FRAUD HOTLINE REPORT

Fiscal Year 2021

Quarter 1

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: October 7, 2020

TO: Honorable Members of the Audit Committee

FROM: Kyle Elser, Interim City Auditor

SUBJECT: City Auditor's Quarterly Fraud Hotline Report – Fiscal Year 2021 Quarter 1

Reports Received in the First Quarter of Fiscal Year 2021

During the first quarter of Fiscal Year 2021 (July – September 2020), we received 60 Fraud Hotline reports. We added six new reports to be investigated by the Office of the City Auditor and presented 33 reports to the Intake and Review Committee to be referred to City Departments for investigation and resolution. We found that 21 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 2021.



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



Table 1:**Reports Received in Fiscal Year 2021**

City Auditor Investigations	Qtr 1
Abuse	5
Fraud	1
Subtotal OCA Investigations	6
City Department Investigations	
Abuse	19
Conflict of Interest	1
Customer Relations	1
Employee Relations	1
Fraud	1
Safety and Sanitation	4
Substance Abuse	1
Waste	5
Subtotal Department Investigations	33
Total Reports Received in Purview of Fraud Hotline	39
Direct Referrals, Non-City Reports or Reports Not in Purview of Fraud Hotline	21
Total Reports Received in FY 21	60

Status of Hotline Reports

A total of 60 reports were filed with the Fraud Hotline between July 1, 2020 and September 30, 2020. We determined that 21 of these reports were not in the purview of the Fraud Hotline, leaving 39 reports that were added to the inventory.

In addition to the receipt of 39 new reports for investigation, 49 City-related reports remained open and unresolved at the end of the previous quarter, resulting in an active inventory of 88 reports during the first quarter of Fiscal Year 2021. **Table 2**, below, summarizes the Fraud Hotline activity for the first quarter of Fiscal Year 2021.

Of the 88 active reports in our inventory, 41 remain open and unresolved, and 47 were closed. One City Auditor investigation resulted in corrective action, and nine were closed as unsubstantiated or with no further action necessary. The allegations made in one Department investigation was found to be substantiated, 11 were closed with corrective action, and 25 were unsubstantiated or were otherwise resolved.

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 7/1/20 ¹	17	32	49	0	49
Received in 1 st Quarter	6	33	39	21	60
Subtotal – Active Inventory	23	65	88	21	109
Reports Closed	-10	-37	-47	-21	-68
Substantiated	-0	-1	-1	-0	-1
Corrective Action	-1	-11	-12	-0	-12
Unsubstantiated/other	-9	-25	-34	-21	-55
Unresolved on 9/30/20	13	28	41	0	41

¹ Report 39154682880 was transferred from the Department caseload to the OCA's. As a result, the ending balance from the prior quarter and the beginning balance of this quarter are different.

City Auditor Investigations Summary

Table 3 summarizes the status of the 23 active City Auditor Fraud Hotline investigations during the first quarter of Fiscal Year 2021, 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	403063557501	Received	4/17/19	Corrective Action	7/30/20
	An allegation of unsafe handling of hazardous materials was investigated and resulted in corrective action. The department took the appropriate corrective action with respect to the identified employee and staff will be required to wear personal protective equipment.					
2	Abuse	391546828801	Received	12/16/19	Unsubstantiated	7/29/20
	An allegation of abuse related to multi-color paint crosswalks was investigated and determined to be unsubstantiated.					
3	Abuse	591159565501	Received	1/6/20	Unsubstantiated	8/4/20
	An allegation of abuse of discretion by City employees regarding building code violations was investigated and determined to be unsubstantiated.					
4	Abuse	321820624801	Received	1/8/20	Unsubstantiated	8/13/20
	An allegation regarding contract abuse was investigated and determined to be unsubstantiated.					
5	Abuse	796034498601	Received	4/10/20	Unsubstantiated	7/9/20
	An allegation regarding an unfair removal of a community board member was investigated and determined to be unsubstantiated.					
6	Abuse	797087773001	Received	6/23/20	Unsubstantiated	9/24/20
	An allegation regarding non-compliance with State law was investigated and determined to be unsubstantiated.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
7	Abuse	856512596601	Received	7/9/20	Unsubstantiated	9/23/20
	An allegation of abuse of discretion by a City department resulting in unfair treatment of an employee was investigated and determined to be unsubstantiated.					
8	Abuse	899025436201	Received	7/14/20	Unsubstantiated	7/27/20
	An allegation of abuse of discretion by management was investigated and determined to be unsubstantiated.					
9	Abuse	827609647101	Received	1/22/19	No Further Action Necessary	7/9/20
	An allegation of a contract that was not processed according to City policy was investigated and closed with no further action necessary based on the information obtained and surrounding circumstances. No violation of City policy could be substantiated.					
10	Fraud	826474791101	Received	5/21/20	No Further Action Necessary	9/17/20
	An allegation of fraud by a City employee was investigated and referred to an other government agency for review and possible investigation.					
11	Theft of Goods/Services	606060892501	Received	1/5/19	Open/Unresolved	
	Allegation of unbilled water provided to a commercial customer.					
12	Fraud	696179688501	Received	3/4/19	Open/Unresolved	
	Allegation of fraud, waste, and abuse at a City department related to improper billing for services.					
13	Abuse	976576095401	Received	3/11/19	Open/Unresolved	
	Allegation of abuse of discretion resulting in a City Charter violation.					
14	Abuse	783186805201	Received	3/18/19	Open/Unresolved	
	Allegation of inaccurate reports being filed by a City department.					
15	Abuse	274212080301	Received	4/23/19	Open/Unresolved	
	Allegation regarding excessive charges for board-up services after a burglary.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
16	Abuse	355963460201	Received	7/1/19	Open/Unresolved	
	Allegation of Public Records Act abuse at a City department.					
17	Fraud	822383404901	Received	11/5/19	Open/Unresolved	
	Allegation of fraud perpetrated by a City employee.					
18	Abuse	353958676401	Received	2/10/20	Open/Unresolved	
	Allegation of abuse of discretion related to a safety report.					
19	Abuse	347090440601	Received	5/24/20	Open/Unresolved	
	Allegation of contract violations by a City-funded agency.					
20	Abuse	202524096101	Received	8/4/20	Open/Unresolved	
	Allegation of abuse of discretion by City management related to the occupancy of a City building.					
21	Abuse	597570582401	Received	8/12/20	Open/Unresolved	
	Allegation related to a contract that was not processed according to City policy.					
22	Abuse	357290339701	Received	8/13/20	Open/Unresolved	
	Allegation of waste and abuse by management related to a contract.					
23	Fraud	930894953001	Received	8/13/20	Open/Unresolved	
	Allegation of fraud related to a regulatory requirement.					

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 65 active Fraud Hotline investigations conducted by the Departments during the first quarter of Fiscal Year 2021, 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	890633293101	Received	7/9/20	Substantiated	9/2/20
	A report of a trash container that was improperly disposed of during collection and not replaced was investigated and determined to be substantiated. The initial report through the City's Get It Done app was erroneously closed, resulting in a delay in the customer receiving a replacement container.					
2	Waste	727037457701	Received	12/18/19	Corrective Action	7/8/20
	An allegation of waste due to administrative staff using City vehicles unnecessarily was investigated and resulted in corrective action. A vehicle will no longer be assigned exclusively to the administrative staff person.					
3	Theft of Time	290017245001	Received	12/31/19	Corrective Action	7/22/20
	An allegation of City staff leaving early on holidays was investigated and resulted in corrective action. Department managers were reminded that equal opportunity to use approved leave time applies to all staff on holidays when workloads permit early dismissal.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
4	Theft of Time	368860684901	Received	1/9/20	Corrective Action	8/5/20
	An allegation of theft of time by two City employees was investigated and resulted in corrective action. Allegations regarding employees arriving late to work were unsubstantiated; however, the department coached a supervisor about the importance of being on time and public perception.					
5	Theft of Time	366323707901	Received	1/10/20	Corrective Action	9/16/20
	An allegation of theft of time by a City employee with improper supervisor approval was investigated and resulted in corrective action. Additional procedures were put in place to record time worked.					
6	Waste	572110648701	Received	1/28/20	Corrective Action	7/22/20
	An allegation of waste related to employee parking program administration was investigated and resulted in corrective action. Staff were trained on the City's updated requirements.					
7	Safety and Sanitation	587629394401	Received	4/14/20	Corrective Action	7/8/20
	An allegation of a City employee failing to don a protective mask in public after multiple requests was investigated and resulted in corrective action. The employee was reminded to use a mask when within six feet of others.					
8	Theft of Time	511887979901	Received	6/23/20	Corrective Action	9/16/20
	An allegation that City volunteers did not complete a City-required training was investigated and resulted in corrective action to provide the training online.					
9	Abuse	971948847101	Received	7/16/20	Corrective Action	8/5/20
	An allegation of abuse of discretion related to a lab report was investigated and resulted in corrective action. The department took the appropriate corrective action with respect to the identified employee.					
10	Abuse	821491079201	Received	7/21/20	Corrective Action	8/19/20
	An allegation of abuse related to a retired employee not being recommended for rehire was investigated and resulted in corrective action. The department clarified their recommendation after two conflicting forms were identified.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
11	Waste	917068736401	Received	7/28/20	Corrective Action	9/16/20
	An allegation of waste related to a construction project was investigated and resulted in corrective action. Specifically, the department proactively elected to use the lessons learned in future trainings.					
12	Waste	677369017001	Received	8/26/20	Corrective Action	9/16/20
	An allegation of waste of City resources related to unnecessary in-person work appearances was investigated and resulted in corrective action to reduce or eliminate overtime hours for an employee.					
13	Abuse	691510573801	Received	10/21/19	Unsubstantiated	8/5/20
	An allegation of unprofessional conduct by City employees was investigated and determined to be unsubstantiated.					
14	Employee Relations	994987377701	Received	1/9/20	Unsubstantiated	8/19/20
	An allegation of unfair treatment of an employee by management was investigated and determined to be unsubstantiated.					
15	Waste	623981492401	Received	2/18/20	Unsubstantiated	7/22/20
	An allegation of waste related to a City contract was investigated and determined to be unsubstantiated.					
16	Abuse	647673513701	Received	2/18/20	Unsubstantiated	7/22/20
	An allegation of abuse of discretion in hiring at a City department was investigated and determined to be unsubstantiated.					
17	Abuse	601466128601	Received	3/14/20	Unsubstantiated	8/5/20
	An allegation of abuse of discretion related to a contract award was investigated and determined to be unsubstantiated.					
18	Abuse	805324519901	Received	4/20/20	Unsubstantiated	9/2/20
	An allegation of abuse of temporary promotion assignments was investigated and determined to be unsubstantiated.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
19	Abuse	920240020501	Received	5/19/20	Unsubstantiated	7/22/20
	An allegation of illegal trash dumping at an apartment complex was investigated and determined to be unsubstantiated.					
20	Abuse	713069568601	Received	6/3/20	Unsubstantiated	7/22/20
	An allegation regarding abuse related to un-permitted construction was investigated and determined to be unsubstantiated.					
21	Waste	710912629501	Received	6/9/20	Unsubstantiated	7/8/20
	An allegation of waste related to security services was investigated and determined to be unsubstantiated.					
22	Waste	660076715401	Received	6/16/20	Unsubstantiated	7/22/20
	An allegation of waste of resources by a City department was investigated and determined to be unsubstantiated.					
23	Abuse	761450734901	Received	6/22/20	Unsubstantiated	7/8/20
	An allegation of abuse regarding a real estate transaction was investigated and determined to be unsubstantiated.					
24	Abuse	634646945301	Received	7/16/20	Unsubstantiated	9/2/20
	An allegation of abuse of authority by related employees was investigated and determined to be unsubstantiated.					
25	Customer Relations	205315147001	Received	7/18/20	Unsubstantiated	8/5/20
	An allegation of poor customer service by a City department was investigated and determined to be unsubstantiated.					
26	Abuse	750233117401	Received	7/20/20	Unsubstantiated	8/5/20
	An allegation of personal use of a City vehicle without authorization to transport a pet dog was investigated and determined to be unsubstantiated since personal use of the City vehicle for on-call purposes was authorized.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
27	Safety and Sanitation	742712694201	Received	7/20/20	Unsubstantiated	8/19/20
	An allegation regarding a City department failing to follow health guidelines was investigated and determined to be unsubstantiated.					
28	Abuse	209789616401	Received	7/21/20	Unsubstantiated	8/5/20
	An allegation of abuse of discretion in hiring at a City department was investigated and determined to be unsubstantiated.					
29	Abuse	320158115601	Received	7/21/20	Unsubstantiated	9/16/20
	An allegation of abuse of discretion by management allowing staff to leave early was investigated and determined to be unsubstantiated.					
30	Waste	747463773701	Received	7/27/20	Unsubstantiated	9/16/20
	An allegation of waste related to health screening was investigated and determined to be unsubstantiated.					
31	Abuse	824821538501	Received	7/28/20	Unsubstantiated	9/16/20
	An allegation of contract abuse by a City department was investigated and determined to be unsubstantiated.					
32	Abuse	617715112701	Received	7/28/20	Unsubstantiated	8/19/20
	An allegation of abuse of discretion in hiring at a City department due to an employee's family relationship to a former management employee was investigated and determined to be unsubstantiated.					
33	Abuse	890032924101	Received	8/23/20	Unsubstantiated	9/16/20
	An allegation of hiring abuse at a City department related to an expired eligibility list for a promotion was investigated and determined to be unsubstantiated.					
34	Safety and Sanitation	330321472101	Received	7/15/20	No Further Action Necessary	7/22/20
	An allegation of improper health practices at a City department was closed as a duplicate of 504631548701.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
35	Conflict of Interest	486310877301	Received	7/19/20	No Further Action Necessary	7/24/20
	An allegation of a conflict of interest and Ethics Ordinance violation by a City employee was closed after a referral to the Ethics Commission for review and possible investigation.					
36	Waste	632672131801	Received	7/23/20	No Further Action Necessary	9/2/20
	An allegation that the Public Utilities Department is not documenting new meter installations properly lacked details that would permit an investigation. No response to our request for more information from the anonymous reporter was received in over 30 days so the report was closed.					
37	Abuse	790107009201	Received	9/4/20	No Further Action Necessary	9/16/20
	An allegation regarding a City department's failure to respond to a complaint was reviewed by the Fraud Hotline Intake and Review committee and closed with no further action necessary based on the information provided.					
38	Discrimination	541919456001	Received	10/21/19	Open/Unresolved	
	Allegation of discrimination based on race at a City department.					
39	Theft of Goods/Services	785834539601	Received	12/18/19	Open/Unresolved	
	Allegation regarding the personal use of the proceeds from the sale of recycled materials.					
40	Discrimination	878189978401	Received	12/27/19	Open/Unresolved	
	Allegation of discrimination based on race at a City department.					
41	Abuse	667722170201	Received	1/26/20	Open/Unresolved	
	Allegation of discrimination based on race by a supervisor was referred to the Equal Employment Investigations Office.					
42	Discrimination	762248742501	Received	2/4/20	Open/Unresolved	
	Allegation of discrimination in hiring.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
43	Abuse	393120254101	Received	2/9/20	Open/Unresolved	
	Allegation of discrimination by a supervisor based on race was referred to the Equal Employment Investigations Office.					
44	Abuse	277610519401	Received	2/14/20	Open/Unresolved	
	Allegation regarding abuse of discretion related to confined space pay.					
45	Abuse	893439671601	Received	3/6/20	Open/Unresolved	
	Allegation of abuse regarding favoritism shown to an employee.					
46	Abuse	526053167401	Received	4/16/20	Open/Unresolved	
	Allegation of abuse related to a supervisor requiring several employees to ride in vehicles together.					
47	Safety and Sanitation	575321279401	Received	4/29/20	Open/Unresolved	
	Allegation of supervisors violating social distancing rules.					
48	Abuse	283262903801	Received	5/8/20	Open/Unresolved	
	Allegation of abuse related to purchases.					
49	Abuse	553609922301	Received	5/26/20	Open/Unresolved	
	Allegation of abuse of authority by management.					
50	Abuse	358549969501	Received	6/3/20	Open/Unresolved	
	Allegation of abuse related to overtime use.					
51	Safety and Sanitation	504631548701	Received	6/30/20	Open/Unresolved	
	Allegation regarding a City department failing to follow health guidelines.					
52	Abuse	447366406901	Received	7/2/20	Open/Unresolved	
	Allegation of abuse related to un-approved salary increases.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
53	Abuse	227515491701	Received	7/16/20	Open/Unresolved	
	Allegation of abuse and favoritism in promotions.					
54	Abuse	756657750701	Received	7/16/20	Open/Unresolved	
	Allegation that the City is operating smart street lights without a contract in place.					
55	Abuse	819509757001	Received	7/31/20	Open/Unresolved	
	Allegation of abuse by management related to unpaid overtime.					
56	Abuse	905417568301	Received	8/18/20	Open/Unresolved	
	Allegation regarding abuse of discretion related to vehicle acquisitions.					
57	Employee Relations	784114634601	Received	8/20/20	Open/Unresolved	
	Allegation regarding inappropriate employee relations between managers at a City department.					
58	Abuse	422925740201	Received	8/21/20	Open/Unresolved	
	Allegation of favoritism by management at a City department.					
59	Substance Abuse	218619273001	Received	8/31/20	Open/Unresolved	
	Allegation of substance abuse by an employee.					
60	Fraud	590399872501	Received	9/1/20	Open/Unresolved	
	Allegation of workers' compensation fraud.					
61	Abuse	721896077501	Received	9/15/20	Open/Unresolved	
	Allegation of abuse of discretion related to City management providing purified drinking water to City employees.					
62	Abuse	928312507801	Received	9/16/20	Open/Unresolved	
	Allegation of abuse of discretion in cash handling and contract administration at a City department.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
63	Abuse	440493698101	Received	9/21/20	Open/Unresolved	
	Allegation of abuse of discretion related to the City's management of Get it Done app work orders.					
64	Safety and Sanitation	694445475301	Received	9/25/20	Open/Unresolved	
	Allegation regarding unfair social distancing policy enforcement at a City department.					
65	Waste	589702351801	Received	9/28/20	Open/Unresolved	
	Allegation of waste related to inefficient and unproductive mailings.					

Not in Purview Reports Summary

Table 5, below, summarizes the results of the 21 Fraud Hotline reports that were received during the first quarter of Fiscal Year 2021, 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	Fraud	913805768401	Received	7/1/20	No Further Action Necessary	7/1/20
An allegation regarding an attempted fraud was not in the purview of the Fraud Hotline.						
2	Miscellaneous	803068566701	Received	7/6/20	No Further Action Necessary	7/6/20
A landlord-tenant issue was not in the purview of the Fraud Hotline. The Fraud Hotline reporter was advised about the purview of the City's Fraud Hotline.						
3	Safety and Sanitation	224674498401	Received	7/6/20	No Further Action Necessary	7/8/20
A report regarding unidentified short-term visitors violating health protocols was reviewed by the Fraud Hotline Intake and Review committee and determined to be outside the purview of the Fraud Hotline. The report was closed with no further action necessary due to the lack of detail provided.						
4	Safety and Sanitation	563380779901	Received	7/8/20	No Further Action Necessary	7/22/20
An allegation of improper health practices at a City department was closed as a duplicate of 504631548701.						
5	Miscellaneous	270273966501	Received	7/10/20	No Further Action Necessary	7/22/20
An allegation of hostile behavior from neighbors was not in the purview of the City's Fraud Hotline and had previously been reported to the appropriate government agencies.						

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
6	Abuse	705271271701	Received	7/20/20	No Further Action Necessary	7/20/20
	Duplicate of 634646945301.					
7	Miscellaneous	579977593101	Received	7/26/20	No Further Action Necessary	7/27/20
	Information regarding a non-US official was not in the purview of the City's Fraud Hotline.					
8	Abuse	965406403101	Received	7/27/20	No Further Action Necessary	7/28/20
	An allegation regarding an apartment rental scam was not in the purview of the Fraud Hotline. The reporter was referred to the San Diego Police Department.					
9	Fraud	440648341001	Received	7/27/20	No Further Action Necessary	7/28/20
	An allegation regarding unemployment fraud was no in the purview of the Fraud Hotline. The reporter was referred to the appropriate government agencies.					
10	Fraud	310405071101	Received	7/28/20	No Further Action Necessary	7/29/20
	Duplicate of 440648341001.					
11	Abuse	849139249401	Received	7/31/20	No Further Action Necessary	8/3/20
	Duplicate of 756657750701.					
12	Miscellaneous	235393163701	Received	8/7/20	No Further Action Necessary	8/7/20
	An allegation regarding a private business transaction was not in the purview of the City's Fraud Hotline. The reporter was notified and the case was closed.					
13	Waste	522880193501	Received	8/10/20	No Further Action Necessary	8/10/20
	Duplicate of 747463773701.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
14	Safety and Sanitation	715985250701	Received	8/10/20	No Further Action Necessary	8/11/20
	A caller reporting illegal trash dumping was referred to the City's Get It Done reporting system.					
15	Abuse	426905485601	Received	8/12/20	No Further Action Necessary	8/12/20
	Duplicate of 634646945301.					
16	Abuse	605564727801	Received	8/20/20	No Further Action Necessary	9/30/20
	An allegation regarding supervisors, managers, and department directors citywide not performing their job responsibilities lacked details that would permit an investigation. No response to our request for more information was received within 30 days. Therefore, the report was closed.					
17	Abuse	643903000001	Received	8/25/20	No Further Action Necessary	8/25/20
	An allegation regarding abuse by a private business was not in the purview of the City's Fraud Hotline and the report was closed.					
18	Miscellaneous	985429682201	Received	9/6/20	No Further Action Necessary	9/8/20
	Allegation regarding a neighbor dispute was not in the purview of the Fraud Hotline and had already been reported to the SDPD.					
19	Fraud	591194326801	Received	9/10/20	No Further Action Necessary	9/10/20
	An allegation regarding rental assistance fraud was not in the purview of the Fraud Hotline. The reporter was referred to the appropriate government agency.					
20	Miscellaneous	442265281001	Received	9/15/20	No Further Action Necessary	9/16/20
	A report regarding a private business owner was not in the purview of the City's Fraud Hotline. The caller was notified.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
21	Fraud	993987932101	Received	9/25/20	No Further Action Necessary	9/29/20
An allegation regarding a fraudulent private merchandise sale was not in the purview of the Fraud Hotline. The Fraud Hotline reporter was referred to the retailer to report the issue.						

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 2021, we have applied approximately 976 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,



Kyle Elser

Interim City Auditor

cc: Honorable Mayor Kevin Faulconer
 Honorable Members of the City Council
 Honorable Mara Elliott, City Attorney
 Aimee Faucett, Interim Chief Operating Officer
 Jeff Sturak, Assistant Chief Operating Officer
 Matthew Helm, Chief Compliance Officer
 Andrea Tevlin, Independent Budget Analyst
