



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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October 21, 2020

TO: Supervisor Kathryn Barger, Chair  
Supervisor Hilda L. Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Sheila Kuehl  
Supervisor Janice Hahn

FROM: Arlene Barrera *Arlene Barrera*  
Auditor-Controller

SUBJECT: **FRAUD HOTLINE SEMI-ANNUAL REPORT – JANUARY 1, 2020  
THROUGH JUNE 30, 2020**

The Auditor-Controller's Office of County Investigations (OCI) operates the Los Angeles County (County) Fraud, Waste, and Abuse Hotline (Hotline) pursuant to California Government Code Section (§) 53087.6. Pursuant to California Penal Code § 830.13 and Board of Supervisors Policy 9.040, OCI investigates or refers out for investigation alleged criminal and administrative misconduct within County government. OCI also tracks and compiles the results of Hotline investigations referred to and conducted by other County departments to ensure the allegations are properly investigated.

This report summarizes investigations concerning allegations of fraud, waste, and abuse of resources that were completed between January and June 2020, and also provides statistical summaries of case turnover and disciplinary and/or corrective actions imposed by departments for cases closed in the current and prior periods.

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## ***Investigative Results***

### **Investigative Activity**

- 636 Cases Completed Countywide
  - 173 **Substantiated** (27.2%)
- 479 New Cases Reported (36.6% **decrease** from prior period)
- 895 Cases Under Active Investigation (16.7% **decrease** from prior period)

We observed a significant decrease in new cases reported to the Hotline during this period. The COVID-19 pandemic, the Safer at Home order, and a widespread shift to teleworking throughout the County occurred approximately halfway through the reporting period and appears to have impacted both the volume and nature of allegations reported.

For example, we noted that time abuse allegations decreased by approximately 41% from the prior period, and personnel-related allegations decreased by about 36%. At the same time, reports involving workplace safety issues, compliance with Health Officer orders, and procurement-related improprieties became more common.

OCI will consider these changes in reporting patterns and volume as an opportunity to diversify outreach to County employees, contractors, and members of the public who are working in new ways, to ensure that they continue to be mindful of and know how to report fraud, waste, and abuse within County government.

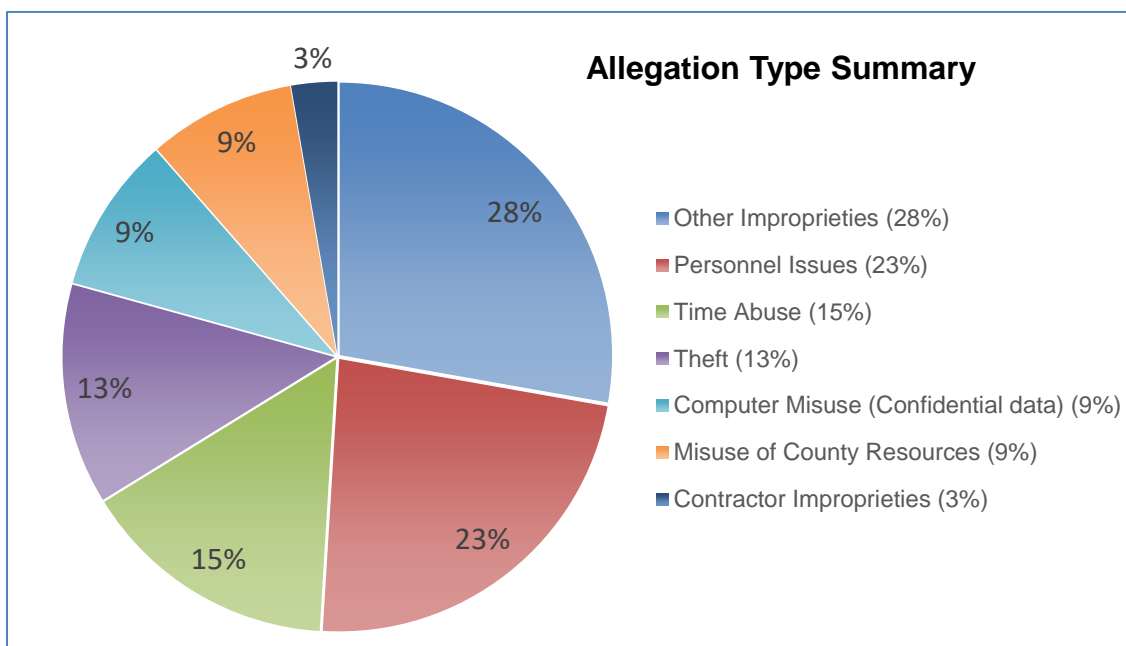
The County's pandemic response included significant, time-sensitive new procurements of essential services, supplies and equipment, sometimes from new vendors. To help address these unique risks, at the outset of the County's response we initiated a review of new vendors, procurement activity, and payments to verify whether time-sensitive and critical items were received, and that these purchases were from legitimate vendors. Our review of a sample of such activity found that Departments appear to be following established procurement processes/requirements, and that the County is taking the necessary precautions when procuring essential supplies and services within a higher-risk environment.

The following chart summarizes Hotline case activity for the current period, which ended with **895 open cases** under investigation. We also dispositioned 193 other cases (categorized as Not Investigated on Attachment I) involving issues that either were not jurisdictional to OCI (which were referred to other agencies, as appropriate), or did not include sufficiently detailed information that would allow us to conduct a meaningful investigation.

### Comparison of Current Case Counts with the Prior Reporting Period

CASE STATUS	SEMI-ANNUAL PERIOD ENDING		
	12/31/2019	6/30/2020	% Increase (Decrease)
Beginning Caseload	977	1,052 <sup>1</sup>	7.7%
- Cases Closed	(658)	(636)	(3.3)%
+ New Cases Opened	756	479	(36.6)%
Ending Caseload	1,075	895	(16.7)%

### Allegation Types – Substantiated Cases



- The **Other Improperities** category includes falsification of County records, outside employment violations, as well as other violations of County or departmental policies and/or procedures.
- The **Personnel Issues** category includes failure to perform job duties, breach of confidentiality, and various forms of workplace-related misconduct.

<sup>1</sup> This number differs from the Ending Caseload of 1,075 stated in the prior period Semi-Annual Report due to programming inconsistencies in closing dates for 23 cases that were identified in the current period.

## Disciplinary and/or Corrective Actions

- Of the 173 cases substantiated during this reporting period (Attachment I), departments reported that they finalized and imposed **170 separate disciplinary actions**<sup>2</sup>.
- In addition, for the 54 cases closed in prior periods where discipline/corrective actions were resolved in the current period (Attachment III), **80 separate disciplinary actions**<sup>2</sup> were finalized.
- For all actions finalized, **approximately 43%** resulted in **significant disciplinary actions**, including **discharges**, being imposed.<sup>3</sup>

ACTION(S) TAKEN	Current Period 1/1/20 to 6/30/20	Prior Periods	Total	%
<b>Significant Disciplinary Action</b>				
Discharged	6	7	13	5%
Resigned/Retired/Resigned in Lieu of Discharge	16	12	28	11%
Notice in Personnel Folder (Do Not Rehire or other restrictions)	7	13	20	8%
Suspended - 15 to 30 Days	1	6	7	3%
Suspended - Less than 15 Days	26	14	40	16%
<b>Subtotal</b>	<b>56</b>	<b>52</b>	<b>108</b>	<b>43%</b>
<b>Moderate Corrective Action</b>				
Counseled, Notice Of Expectation, Procedures Changed/Reinforced, Training, Reprimanded/Warning, No Action Warranted, etc.	114	28	142	57%
<b>TOTAL ACTIONS TAKEN:</b>	<b>170</b>	<b>80</b>	<b>250</b>	<b>100%</b>

## Case Turnover

- The number of cases **closed** during the period **decreased by approximately 3%** over the prior 6-month period.
- Also, the number of cases **open more than one year increased by approximately 19%** since the prior reporting period.

<sup>2</sup> The number of disciplinary actions may exceed the number of closed cases as some cases involve more than one individual and/or corrective/disciplinary action taken.

<sup>3</sup> Disciplinary actions reported accurately as of the date of this report. All administrative actions may be appealed, and thus may later change as a result of civil service processes.

## ***Prosecutions and Criminal Convictions***

- *OCI forensic staff assisted the Sheriff's Department and the Department of Health Services in an investigation of a former contract employee who stole \$6,700 of the prescription drug hydroxychloroquine from a County hospital pharmacy. The former contract employee was arrested and the Los Angeles District Attorney's Office (LADA) is prosecuting him for the theft.*
- *Investigative efforts by OCI in partnership with other local law enforcement entities resulted in the LADA accepting for prosecution three (3) new cases for which we found evidence that the subjects committed crimes against the County.*
- *In addition, another 22 cases remain in progress with various prosecutorial agencies (County and local District Attorneys). Such cases include felony violations of false government claims, theft of public funds, theft of County property, and depositing counterfeit and/or fraudulent County checks.*

### **Open Cases Referred for Prosecution – District Attorney and Other Agencies**

<b>Status</b>	<b>Number of Cases</b>
Beginning Caseload	18
- Cases Adjudicated <sup>4</sup>	(1)
+ New Cases Referred	8
<b>Ending Caseload</b>	<b>25</b>

## ***Index of Attachments***

- Attachment I** – Closed Case Summary: Substantiated, not substantiated, and cases not investigated, by department.
- Attachment II** – Substantiated case narratives, by investigating department.
- Attachment III** – Disciplinary/correction action(s) resolved and pending, by department and case number.
- Attachment IV** – Active investigations open over one year, by department.

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<sup>4</sup> Cases adjudicated may include referrals rejected by prosecutorial agencies.

We thank Departmental management and staff for their assistance and cooperation during our Hotline case investigation and tracking process. Please call me if you have any questions, or your staff may contact Robert Campbell at (213) 893-0058 or [rcampbell@auditor.lacounty.gov](mailto:rcampbell@auditor.lacounty.gov).

AB:OV:PH:RGC:AMS:cdr  
Fraud Hotline Status ending 06/30/20

#### Attachments

c: Fesia Davenport, Acting Chief Executive Officer  
Department Heads  
Audit Committee  
Countywide Communications



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER  
LOS ANGELES COUNTY FRAUD HOTLINE  
CLOSED CASE SUMMARY  
January 1, 2020 through June 30, 2020**

	<i>Substantiated</i>		<i>Not Substantiated</i>		<i>Not Investigated *</i>		<i>Totals</i>	
<b><u>CASES INVESTIGATED BY AUDITOR-CONTROLLER:</u></b>								
Office of County Investigations	26		20		127		173	27.2%
<b><u>CASES REFERRED TO AND INVESTIGATED BY OTHER DEPARTMENTS:</u></b>								
Agricultural Commissioner/ Weights and Measures	0		2		0		2	0.3%
Animal Care and Control	0		1		0		1	0.2%
Beaches and Harbors	1		0		0		1	0.2%
Child Support Services	4		1		0		5	0.8%
Children and Family Services	49		77		17		143	22.5%
County Counsel	0		1		0		1	0.2%
District Attorney	0		4		0		4	0.6%
Fire	4		4		0		8	1.2%
Health Services	29		41		9		79	12.4%
Human Resources	1		3		2		6	0.9%
Human Resources (Countywide)	3		12		0		15	2.3%
Internal Services Department	1		3		8		12	1.9%
LA County Library	1		0		0		1	0.2%
Los Angeles Homeless Services Authority	0		0		4		4	0.6%
Medical Examiner-Coroner	2		2		1		5	0.8%
Mental Health	5		9		12		26	4.1%
Parks and Recreation	2		11		0		13	2.0%
Probation	0		6		3		9	1.4%
Public Health	2		10		5		17	2.7%
Public Social Services	37		52		6		95	14.9%
Public Works	5		5		0		10	1.6%
Regional Planning	1		2		0		3	0.5%
Registrar-Recorder/County Clerk	0		2		0		2	0.3%
Treasurer and Tax Collector	0		1		0		1	0.2%
Other Departments Total:	147		249		67		463	72.8%
Grand Total	173	27.2%	269	42.3%	194	30.5%	636	100%

\* Cases not investigated due to immateriality, the allegation was previously investigated, referred to outside agencies, or insufficient information was provided. In addition, 26 of 194 cases were referred to the County Equity Oversight Panel (CEOP) for investigation. CEOP does not report their findings back to Office of County Investigations and therefore should be contacted directly for further information.



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER  
LOS ANGELES COUNTY FRAUD HOTLINE**

**SUMMARY OF SUBSTANTIATED CASES**

*FOR THE PERIOD JANUARY 1, 2020 THROUGH JUNE 30, 2020*

**SUBSTANTIATED CASES INVESTIGATED BY AUDITOR-CONTROLLER**

**Department of Animal Care & Control (DACC)**

**Case Number: 201814064**

A DACC manager allowed a DACC employee to adopt an animal at a price significantly below its fair market value, in violation of Departmental policy. DACC indicated that the employee resigned during the investigation, and disciplinary action is pending for the manager.

**Department of Children and Family Services (DCFS)**

**Case Number: 201915177**

Two family members of a deceased adoptive parent stole a total of \$103,052 in adoption benefit payments over a 7-year period (late 2008 to early 2016) after the adoptive parent's death. One of the family members also committed identity theft by forging the deceased parent's signature on adoption benefit forms, submitting false claims to the County, and depositing the payments in their personal bank accounts. The matter was referred to the Los Angeles District Attorney's Office (LADA) for prosecution, and the two family members were each charged with three felony counts of theft of public funds, grand theft, and forgery. In addition, a DCFS employee failed to perform their job duties in connection with the adopted child. DCFS indicated that disciplinary action is pending for the employee.

**Countywide**

**Case Number: Various**

The Office of County Investigations (OCI) investigated 11 cases involving 15 stolen, altered, fraudulently negotiated or counterfeit warrants issued on behalf of the County, and the Los Angeles County Office of Education. OCI also investigated one additional case involving a false claim of non-receipt of a County warrant. Our investigations positively identified suspects for five of the cases, one of which was accepted by the LADA for prosecution.

**Case Number: Various**

OCI investigated two cases where private individuals falsified County direct deposit forms for three County vendors, in an attempt to divert direct deposit payments to their personal bank accounts. The falsified forms were detected before the County made any payments to the vendors. Our investigations positively identified one suspect for one of the cases, which we referred to the LADA for prosecution.

**Internal Services Department (ISD)**

**Case Number: 201510436**

An ISD manager improperly approved procurement requests and issued multiple purchase orders for services which were outside the scope of the agreement. The ISD manager also inappropriately informed his subordinate supervisor of an allegation made



## Summary of Substantiated Cases

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against the supervisor. ISD indicated that the manager was discharged, and disciplinary action is pending for the subordinate supervisor.

### **ISD and Department of Health Services (DHS)**

#### **Case Number: 201510649 and 201713262**

Three ISD managers and one DHS supervisor engaged in various procurement schemes with five County vendors to defraud the County, including misappropriation of County funds, embezzlement, bid-rigging, and false government claims. Two ISD managers retired in lieu of discharge, one ISD manager was discharged, and the DHS supervisor resigned in lieu of discharge. Two County vendors were permanently debarred, and debarment hearings for the remaining three vendors are pending. The LADA accepted the case for prosecution.

### **LA County Library (Library)**

#### **Case Number: 201814489**

A private individual obtained Library printer toner cartridges valued at \$1,412 and sold them on an online auction website. OCI was unable to determine how the private individual obtained the County property. Library management was notified and implemented corrective actions to strengthen internal controls. The matter was referred to the Los Angeles County Sheriff's Department for additional investigation concerning the private individual.

### **Department of Parks and Recreation (Parks)**

#### **Case Number: 201713312**

Three Parks employees gave court-ordered community service workers credit for hours they did not actually work by releasing them early from their work assignments, and misreporting that they worked full eight-hour shifts on court documents. Parks indicated that disciplinary actions are pending for the three employees.

### **Probation Department (Probation)**

#### **Case Number: 201915503**

A Probation contracted non-profit agency commingled funding from various sources, including the County, and engaged in improper financial transactions including disbursing non-County agency funds to a business/legal entity created and controlled by the agency's principals. Probation indicated that the agency's contract was terminated.

#### **Case Number: 201915681**

A Probation employee violated County purchasing policies by contracting for training without obtaining a purchase order and directing the vendor to split the invoice to keep the transaction under procurement thresholds. The employee also exercised poor judgment in allowing the training to be held at a high-cost venue when more economical options were available, and the employee's supervisor failed to properly review the training costs. Probation indicated that disciplinary actions are pending for the employee and the supervisor.

### **Department of Public Health (DPH)**

#### **Case Number: 201915535**

A DPH employee received reimbursements from both the County and a third-party private insurer for the same damage to their personal vehicle. The employee also made false statements during an official County investigation. We referred this matter to the LADA for possible prosecution, and DPH indicated that disciplinary action is pending.

## Summary of Substantiated Cases

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### **Treasurer and Tax Collector (TTC) and Department of Mental Health (DMH)**

#### **Case Number: 201915110**

Two packages mailed to TTC containing valuables associated with the estates of separate decedents were lost or stolen. Due to lack of documentation and weaknesses in the handling and tracking incoming mail at the County mailroom, OCI could not determine whether TTC's Public Administrator or DMH's Public Guardian actually received the packages, and could not identify the person(s) responsible for losing or stealing them. DMH management agreed to implement corrective actions to strengthen controls over mail handling.

### **Workforce Development, Aging and Community Services (WDACS formerly CSS)**

#### **Case Number: 201915470**

A WDACS employee failed to properly perform their job duties during an investigation of alleged elder abuse. WDACS indicated that disciplinary action is pending.

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**TOTAL SUBSTANTIATED CASES INVESTIGATED BY AUDITOR-CONTROLLER: 26**

## Summary of Substantiated Cases

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### CASES REFERRED TO AND SUBSTANTIATED BY OTHER DEPARTMENTS

#### Department of Beaches and Harbors

##### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
1	0	0	1

##### Substantiated Cases:

<b>Primary Allegation Type(s)</b>	<b>No.</b>
Personnel Issues	1
<b>Total:</b>	<b>1</b>

#### High Risk / Impact Case Summaries

None

<b>Fraud Hotline Cases Open Over One Year:</b>	<b>0</b>
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## Summary of Substantiated Cases

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### Child Support Services Department (CSSD)

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
4	1	0	5

#### Substantiated Cases:

Primary Allegation Type(s)	No.
Time Abuse	1
Other Improprieties	3
<b>Total:</b>	<b>4</b>

### High Risk / Impact Case Summaries

**Case Number: 201916431** – Other Improprieties

A CSSD employee submitted 51 fraudulent medical notes to excuse 186 full shift absences over a one-year period. The employee also submitted inaccurate timecards by coding sick time off, for which CSSD subsequently completed timecard amendments. CSSD indicated that the employee retired.

**Case Number: 202016680** – Other Improprieties

A CSSD employee selected and obtained services from a vendor without following proper procurement procedures, used a vendor that did not have the appropriate credentials for the service to be provided, and created a conflict of interest by paying the vendor for services to the County using his private business account. CSSD indicated that the employee received a 5-day suspension without pay.

<b>Fraud Hotline Cases Open Over One Year:</b>	<b>0</b>
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## Summary of Substantiated Cases

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### DCFS

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#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
49	77	17	143

#### Substantiated Cases:

<b>Primary Allegation Type(s)</b>	<b>No.</b>
Misuse of County Resources	2
Computer Misuse	4
Time Abuse	8
Other Improprieties	17
Personnel Issues	18
<b>Total:</b>	<b>49</b>

#### High Risk / Impact Case Summaries

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**Case Number: 201915688** – Other Improprieties

A DCFS employee created a conflict of interest by recruiting and providing services to DCFS clients, including some of her own former DCFS clients, through her outside business. The employee also conducted her outside business during County work hours and while on medical leave, using County resources, and failed to timely report her outside employment (OE). DCFS indicated that the employee received a written reprimand.

**Case Number: 201915982** – Other Improprieties

A DCFS employee falsified information on overtime forms, field itineraries, mileage claims, and timecards, and failed to properly fulfill her job duties (i.e., did not complete required monthly client visits and failed to properly document visits in the Child Welfare System/Case Management System (CWS/CMS)). DCFS indicated that disciplinary action is pending.

**Case Number: 201916021** – Other Improprieties

A DCFS employee falsified his timecards by indicating full shifts worked on 29 days for which there is no evidence he actually performed work. DCFS indicated that employee was issued a 5-day suspension without pay and Education Based Discipline.

**Case Number: 201916227** – Other Improprieties

A DCFS employee impeded a child abuse investigation by notifying the subject family of DCFS's planned visit. The employee also provided inaccurate information to the Child Protection Hotline on several occasions, did not complete a request for child services, and failed to attend at a home visit. The Department indicated that disciplinary action is pending.

**Case Number: 201916251** – Other Improprieties

A DCFS employee allowed a client to reside with a parent in violation of a court order, and shared confidential case information with an outside party without a County

## Summary of Substantiated Cases

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business reason. The employee also inappropriately coached a client on how to respond to a social worker conducting an investigation. DCFS indicated that disciplinary action is pending.

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### **Case Number: 201916313** – Personnel Issues

A DCFS employee failed to complete monthly case contacts, entered incomplete contacts in CWS/CMS, and missed required visits with clients and caregivers. In addition, the employee's supervisor failed to provide appropriate supervision and guidance to the employees in their unit. DCFS indicated that disciplinary actions are pending for both employees.

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### **Case Number: 201916437** – Computer Misuse (Confidential data)

A DCFS employee improperly accessed CWS/CMS to view the personal and confidential information of a DCFS client without authorization or a County business need. The employee also inappropriately shared confidential case information during a non-DCFS related court proceeding. DCFS indicated that disciplinary action is pending.

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### **Case Number: 201916445** – Other Improprieties

A DCFS employee failed to exercise sound judgment when she did not seek medical attention for DCFS children in her care after being involved in a traffic collision with the children in the car, during the course of her employment. DCFS indicated that disciplinary action is pending.

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### **Case Number: 202016669** – Other Improprieties

A DCFS employee inappropriately detained a child without exigency and behaved in an unprofessional manner toward several clients. The employee also improperly accessed the CWS/CMS system to view the personal and confidential information in a former client's case records without authorization or a County business need. DCFS indicated that disciplinary action is pending.

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### **Case Number: 202016781** – Personnel Issues

A DCFS manager failed to deliver services and fulfill her job duties by denying funding for DCFS Transitional Age Youth without proper justification on multiple occasions, thereby placing the youth in a dangerous situation. The manager also exhibited unprofessional behavior and created a hostile work environment. DCFS indicated that disciplinary action is pending.

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### **Case Number: 202016785** – Other Improprieties

Two DCFS employees failed to properly review detention documents, which resulted in two children being improperly removed from their home for several days without exigent circumstances, consent, or an approved removal warrant. DCFS indicated that each employee was counseled.

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<b>Fraud Hotline Cases Open Over One Year:</b>	<b>0</b>
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## Summary of Substantiated Cases

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### Fire Department (Fire)

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
4	4	0	8

#### Substantiated Cases:

<b>Primary Allegation Types</b>	<b>No.</b>
Time Abuse	1
Contractor Improprieties	1
Misuse of County Resources	2
<b>Total:</b>	<b>4</b>

### High Risk / Impact Case Summaries

**Case Number: 201916403** – Misuse of County Resources

A Fire manager misused a fire truck to provide non-emergency assistance to a member of the public. Fire indicated that the manager received a Notice of Instruction and was reminded of the emergency vehicle response policy.

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<b>Fraud Hotline Cases Open Over One Year:</b>	<b>10</b>
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## Summary of Substantiated Cases

### DHS

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
30 <sup>1</sup>	41	9	80

#### Substantiated Cases:

<b>Primary Allegation Types</b>	<b>No.</b>
Misuse of County Resources	1
Other Improprieties	2
Personnel Issues	13
Time Abuse	14
<b>Total:</b>	<b>30</b>

#### **High Risk / Impact Case Summaries**

**Case Number: 201814906** – Other Improprieties

A DHS employee improperly received honoraria (i.e., payments for providing guest speaking engagements) totaling approximately \$9,500 without obtaining pre-approval from management and failed to donate the payments to an eligible organization, in violation of DHS policy. DHS indicated that disciplinary action is pending.

**Case Number: 201915551** – Personnel Issues

A DHS employee reported to work for a call-back after drinking alcohol at home. DHS indicated that disciplinary action is pending.

**Case Number: 201915588** – Personnel Issues

A DHS supervisor inappropriately clocked her staff in and out of work and edited their work hours by improperly accessing the unit's electronic timekeeping system. The employee also denied a subordinate's requests for time off for medical reasons and failed to inform the employee of leave benefit options under FMLA, in violation of Departmental policies. DHS indicated that disciplinary actions is pending against the supervisor.

**Case Number: 201916333** – Personnel Issues

A DHS employee engaged in OE on multiple days while on medical leave and on days that he was on unauthorized absence. The employee's OE also constituted a conflict of interest. DHS indicated that the employee resigned, and DHS will review its OE policies with the employee's supervisor and review approved OE forms to ensure that other employees are not in conflict with their County employment.

<b>Fraud Hotline Cases Open Over One Year:</b>	<b>32</b>
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<sup>1</sup> One substantiated case was investigated by the Department of Human Resources (DHR).



## Summary of Substantiated Cases

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**DHR**

### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
1	3	2	6

### Substantiated Cases:

<b>Primary Allegation Types</b>	<b>No.</b>
Time abuse	1
<b>Total:</b>	<b>1</b>

### **High Risk / Impact Case Summaries**

None

<b>Fraud Hotline Cases Open Over One Year:</b>	<b>0</b>
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## Summary of Substantiated Cases

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### ISD

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
2 <sup>2</sup>	3	8	13

#### Substantiated Cases:

<b>Primary Allegation Types</b>	<b>No.</b>
Other Improprieties	1
Misuse of County Resources	1
<b>Total:</b>	<b>2</b>

#### **High Risk / Impact Case Summaries**

**Case Number: 201712898** – Other Improprieties

Over a three-year period, a former ISD employee inappropriately claimed and was paid \$14,686 in mileage reimbursement to which he was not entitled. ISD indicated that corrective action is pending.

**Case Number: 201915205** – Misuse of County Resources

An ISD employee created and used false usernames and e-mail addresses to improperly access exam content for a County exam she subsequently competed in, which may have resulted in an unfair advantage. The employee also allowed family members to use her assigned County laptop at home for non-business purposes and did not properly safeguard her County login credentials. ISD indicated that disciplinary action is pending.

<b>Fraud Hotline Cases Open Over One Year:</b>	<b>31</b>
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<sup>2</sup> One substantiated case was investigated by DHR.

## Summary of Substantiated Cases

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### Library

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
1	0	0	1

#### Substantiated Cases:

Primary Allegation Type(s)	No.
Other Improprieties	1
<b>Total:</b>	<b>1</b>

### High Risk / Impact Case Summaries

**Case Number: 201915816** – Other Improprieties

A Library vendor paid for airfare for a Library employee to attend a conference, and the employee failed to notify Department management that they would be representing the Department as a presenter at the conference. Library indicated that the employee was counseled.

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<b>Fraud Hotline Cases Open Over One Year:</b>	<b>0</b>
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## Summary of Substantiated Cases

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### Medical Examiner-Coroner Department

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
2	2	1	5

#### Substantiated Cases:

<b>Primary Allegation Types</b>	<b>No.</b>
Time Abuse	1
Other Improprieties	1
<b>Total:</b>	<b>2</b>

### High Risk / Impact Case Summaries

None

<b>Fraud Hotline Cases Open Over One Year:</b>	<b>1</b>
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## Summary of Substantiated Cases

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### DMH

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
5	9	12	26

#### Substantiated Cases:

<b>Primary Allegation Types</b>	<b>No.</b>
Other Improprieties	1
Computer Misuse	2
Time Abuse	2
<b>Total:</b>	<b>5</b>

#### **High Risk / Impact Case Summaries**

**Case Number: 201713728** – Computer Misuse

A DMH employee used his assigned County computer and Internet access to view non-County business related websites and to send and receive e-mails from his personal e-mail account during work hours. The employee also falsified a case note in a DMH client system. DMH indicated that disciplinary action is pending.

**Case Number: 201915019** – Other Improprieties

A DMH employee submitted a fraudulent vehicle damage claim to the Department, and violated the California Vehicle Code by hitting a parked vehicle without leaving contact or insurance information for the owner of that vehicle. DMH indicated that disciplinary action is pending.

<b>Fraud Hotline Cases Open Over One Year:</b>	<b>59</b>
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## Summary of Substantiated Cases

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### Parks

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
2	11	0	13

#### Substantiated Cases:

<b>Primary Allegation Types</b>	<b>No.</b>
Computer Misuse	2
<b>Total:</b>	<b>2</b>

#### **High Risk / Impact Case Summaries**

**Case Number: 201814559** – Computer Misuse/Time Abuse

A Parks employee arrived late to work on numerous occasions and enlisted a co-worker to assist her in falsifying their worksite sign-in log. The employee also misused a County computer to conduct her OE. Both employees were not truthful during the administrative investigation. Parks indicated that disciplinary action for the first employee is pending, and the co-worker was reassigned.

<b>Fraud Hotline Cases Open Over One Year:</b>	<b>1</b>
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## Summary of Substantiated Cases

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### DPH

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
2	10	5	17

#### Substantiated Cases:

<b>Primary Allegation Type(s)</b>	<b>No.</b>
Misuse of County Resources	1
Time Abuse	1
<b>Total:</b>	<b>2</b>

#### High Risk / Impact Case Summaries

**Case Number: 201915404** – Misuse of County Resources

A DPH employee improperly accessed sexually explicit materials using their County-assigned computer and information technology resources over a five-month period, in violation of DPH and County policy. DPH indicated that disciplinary action is pending.

<b>Fraud Hotline Cases Open Over One Year:</b>	<b>3</b>
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## Summary of Substantiated Cases

### Department of Public Social Services (DPSS)

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
37	52	6	95

#### Substantiated Cases:

<b>Primary Allegation Types</b>	<b>No.</b>
Theft	1
Time Abuse	2
Misuse of County Resources	3
Personnel Issues	7
Other Improprieties	11
Computer Misuse (Confidential data)	13
<b>Total:</b>	<b>37</b>

#### **High Risk / Impact Case Summaries**

**Case Number: 201915126** – Other Improprieties

A DPSS employee went to her worksite while on medical leave without authorization, signed for receipt of a locked bag containing employee pay and tax documents, and inappropriately accessed the bag and removed several documents for herself and a relative. DPSS indicated that disciplinary action is pending.

**Case Number: 201915403** – Theft

A DPSS employee committed welfare fraud and stole over \$200,000 in CalWorks and CalFresh benefits by creating multiple fictitious welfare recipients and altering existing case information in the LEADER Replacement System (LRS) system. DPSS indicated the employee was discharged and the case will be referred to the LADA for prosecution.

**Case Number: 201915524** – Computer Misuse (Confidential data)

A DPSS employee asked another employee to access the Case Management Information and Payrolls System (CMIPS) II to view and provide her with personal and confidential information from an In-Home Supportive Services (IHSS) consumer's case record without authorization or a County business need. The two employees also exchanged images via text message of the IHSS consumer's personal identifiable information (PII) and confidential CMIPS II case information using personal cell phones. DPSS indicated that each employee received a 10-day suspension without pay.

**Case Number: 201915546** – Other Improprieties

A DPSS employee created a conflict of interest by accepting a lunch paid for by a County vendor during a time when the employee was in a position to make purchasing decisions. DPSS indicated that the employee received a written warning.



## Summary of Substantiated Cases

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**Case Number: 201916114** – Personnel Issues

A DPSS employee misused his County identification badge to identify himself while he was conducting OE activities with his wife at a private facility. DPSS indicated that the employee received a 10-day suspension without pay.

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**Case Number: 202016731** – Other Improprieties

A DPSS employee removed confidential documents containing participants' PII from a district office without authorization and failed to report that she lost the documents in a public place. A private individual reported the incident and the documents were recovered and returned to the Department. DPSS indicated that disciplinary action is pending.

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**Case Number: Various** – Computer Misuse (Confidential data)

DPSS investigated 14 cases involving 16 employees who improperly accessed LRS to view personal and confidential information in participants' case records without authorization or a County business reason. For two of these cases, the employees also failed to report that DPSS participants lived with them while receiving aid. DPSS indicated that 10 employees received suspensions without pay ranging from three to 20 days, one employee resigned, and disciplinary action is pending for the remaining five employees.

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**Case Number: Various** – Other Improprieties

DPSS investigated five cases involving five employees who falsified a total of 51 medical certifications and/or notes to excuse their absences from work or to justify reduced work hours. DPSS indicated that one employee received a 10-day suspension without pay, one employee resigned, and disciplinary action is pending for the remaining three employees.

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<b>Fraud Hotline Cases Open Over One Year:</b>	6
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## Summary of Substantiated Cases

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### Department of Public Works (DPW)

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#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
5	5	0	10

#### Substantiated Cases:

<b>Primary Allegation Type(s)</b>	<b>No.</b>
Personnel Issues	1
Time Abuse	1
Misuse of County Resources	1
Other Improprieties	2
<b>Total:</b>	<b>5</b>

#### High Risk / Impact Case Summaries

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**Case Number: 201916273** – Other Improprieties

A DPW employee violated conflict of interest and code of ethics rules by using and/or attempting to use her County position to obtain information about a DPW project in order to make a personal investment decision. DPW indicated that disciplinary action is pending.

**Case Number: 201916530** – Other Improprieties

Two DPW employees circumvented County purchasing policies by making multiple credit card purchases from the same vendors on the same days (i.e., splitting purchases) to keep each transaction under purchasing limits. DPW indicated that the two employees were counseled.

**Case Number: 202016619** – Misuse of County Resources

A DPW employee used a County vehicle without authorization to complete a personal errand during work hours and requested a reimbursement for protective equipment with an invalid receipt. DPW indicated disciplinary action is pending.

<b>Fraud Hotline Cases Open Over One Year:</b>	<b>1</b>
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## Summary of Substantiated Cases

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### Department of Regional Planning

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
1	2	0	3

#### Substantiated Cases:

Primary Allegation Type(s)	No.
Personnel Issues	1
<b>Total:</b>	<b>1</b>

### High Risk / Impact Case Summaries

None

<b>Fraud Hotline Cases Open Over One Year:</b>	<b>4</b>
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## Summary of Substantiated Cases

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### WDACS

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
1 <sup>3</sup>	0	0	1

#### Substantiated Cases:

<b>Primary Allegation Type(s)</b>	<b>No.</b>
Other Improprieties	1
<b>Total:</b>	<b>1</b>

### High Risk / Impact Case Summaries

None

<b>Fraud Hotline Cases Open Over One Year:</b>	<b>7</b>
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<sup>3</sup> The substantiated case was investigated by DHR.



**LOS ANGELES COUNTY FRAUD HOTLINE**  
**Resolved and Pending Disciplinary/Corrective Actions**  
**From Previous Semi-Annual Reports**  
**As of June 30, 2020**

Department	Resolved Cases - Discipline/Corrective Action Taken	Pending Cases - Discipline/Corrective Action	Number of Days Outstanding
<b>Assessor</b>	<b>0</b>	<b>1</b>	
		201814157	635
<b>Board Executive Office</b>	<b>0</b>	<b>1</b>	
		201814080	608
<b>Children and Family Services</b>	<b>26</b>	<b>15</b>	
	201510557	201510494	560
	201612539	201712608 (1)	876
	201813996	201713549	799
	201814757	201814013	643
	201814895	201814455	621
	201915101	201814930	505
	201915320	201915098	475
	201915329	201915190	394
	201915331	201915242	280
	201915372	201915493	323
	201915454	201915648	221
	201915475	201915689	273
	201915507	201915812	202
	201915514	201915827	264
	201915557	201915829	221
	201915594		
	201915649		
	201915686		
	201915831		
	201915891		
	201915969		
	201915985		
	201915987		
	210916027		
	201916055		
	201916106		
<b>Fire</b>	<b>0</b>	<b>2</b>	
		201814015	588
		201915988	211
<b>Health Services</b>	<b>2</b>	<b>4</b>	
	201713599	201712726	728
	201814480	201713716	777
		201814149	348
		201814941	351



**LOS ANGELES COUNTY FRAUD HOTLINE**  
**Resolved and Pending Disciplinary/Corrective Actions**  
**From Previous Semi-Annual Reports**  
**As of June 30, 2020**

Department	Resolved Cases - Discipline/Corrective Action Taken	Pending Cases - Discipline/Corrective Action	Number of Days Outstanding
<b>Mental Health</b>	<b>5</b>	<b>11</b>	
	201713221	201611522	959
	201713508	201612408	994
	201813848	201612426	985
	201813910	201712818	265
	201813983	201713065	452
		201713395	922
		201713528	532
		201713708	210
		201813969	424
		201814052	399
		201916159	264
<b>Parks</b>	<b>0</b>	<b>1</b>	
		201814935	393
<b>Probation</b>	<b>0</b>	<b>2</b>	
		201814273	594
		201915926	218
<b>Public Defender</b>	<b>0</b>	<b>1</b>	
		201511124 (1)	1534
<b>Public Health</b>	<b>0</b>	<b>2</b>	
		201915213	391
		201914655	
<b>Public Social Services</b>	<b>17</b>	<b>3</b>	
	201814690	201814053	649
	201814888	201814665	369
	201814998	201915581	203
	201915129		
	201915145		
	201915294		
	201915325		
	201915350		
	201915405		
	201915480		
	201915617		
	201915679		
	201915820		
	201916006		
	201916012		
	201916049		
	201916074		



**LOS ANGELES COUNTY FRAUD HOTLINE**  
**Resolved and Pending Disciplinary/Corrective Actions**  
**From Previous Semi-Annual Reports**  
**As of June 30, 2020**

<b>Department</b>	<i>Resolved Cases - Discipline/Corrective Action Taken</i>	<i>Pending Cases - Discipline/Corrective Action</i>	<i>Number of Days Outstanding</i>
<b>Public Works</b>	<b>3</b>	<b>0</b>	
	201814040		
	201915043		
	201915163		
<b>Workforce Development, Aging and Community Services</b>	<b>1</b>	<b>0</b>	
	201612390		
<b>Departments Total:</b>	<b>54</b>	<b>43</b>	

(1) Case Investigated by OCI.



**LOS ANGELES COUNTY FRAUD HOTLINE**  
**Cases Actively Under Investigation**  
**Open Over One Year, By Department**  
**As of August 3, 2020**

<b>Department</b>	<b>Cases *</b>
Alternate Public Defender	2
Animal Care and Control	3
Assessor	14
Auditor-Controller	1
Chief Executive Office	4
Consumer and Business Affairs	6
County Counsel	2
District Attorney	1
Executive Office of the Board	1
Fire	10
Health Services	32
Human Resources (Countywide)	23
Internal Services	31
LACERA	11
Medical Examiner-Coroner	1
Mental Health	59
Military and Veterans Affairs	2
Museum of Art	1
Parks and Recreation	1
Public Defender	10
Public Health	3
Public Social Services	6
Public Works	1
Regional Planning	4
Registrar-Recorder/County Clerk	13
Sheriff	28
Workforce Development, Aging and Community Services	7

***Total Number of Cases Outstanding Over One Year    277***

**\* NOTE:** These represent cases referred to County departments by the Office of County Investigations as the nature of the allegations are such that they more appropriately reviewed by the department.