



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

KENNETH HAHN HALL OF ADMINISTRATION  
500 WEST TEMPLE STREET, ROOM 525  
LOS ANGELES, CALIFORNIA 90012-3873  
PHONE: (213) 974-8301 FAX: (213) 626-5427

WENDY L. WATANABE  
AUDITOR-CONTROLLER

ASST. AUDITOR-CONTROLLERS

ROBERT A. DAVIS  
JOHN NAIMO  
JAMES L. SCHNEIDERMAN  
JUDI E. THOMAS

March 28, 2012

TO: Supervisor Zev Yaroslavsky, Chairman  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe  
Auditor-Controller

SUBJECT: **SEMI-ANNUAL FRAUD HOTLINE STATUS REPORT – JULY 1, 2011  
THROUGH DECEMBER 31, 2011**

The Los Angeles County Fraud Hotline managed by Auditor-Controller's (A-C) Office of County Investigations (OCI), began the July 1 through December 31, 2011, reporting period with 624 carryover pending cases. During the period, OCI opened 570 new cases and closed 473 cases, resulting in an end-of-period caseload of 721. This caseload count is an increase of 97 (15.5%) from the end of the previous reporting period.

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

CASE STATUS	SEMI-ANNUAL PERIOD ENDING	
	6/30/2011	12/31/2011
Beginning Caseload	649	624
+ New Cases Opened	565	570
- Cases Closed	-590	-473
Ending Caseload	624	721 (15.5%)
<b>Conclusion of Cases Closed:</b>		
Substantiated	116 (20%)	118 (25%)
Not Substantiated	326 (55%)	205 (43%)
Not Investigated	148 (25%)	150 (32%)
Cases Closed	590	472

Of the 473 cases closed (Attachment I) during this reporting period, 118 (25%) were substantiated (Attachment II), 205 (43%) were not substantiated, and 150 (32%) were not investigated. Of the 118 substantiated cases, the following actions were taken:

### Substantiated Cases (118)

<b>ACTION TAKEN</b>	<b>No.</b>
Disciplinary/Corrective Action Pending	118
Counseled (verbal/written warning)	21
Suspended	16
Resigned/Retired/Resigned in Lieu of Discharge	10
Reprimand Letter	5
Discharged	4
Notice of Instruction/Reinforcement	2
Procedures Changed/Reinforced	2
Restitution/Repayment	2
Transferred/Reassigned/Demoted	2
Criminal Charges Filed by Law Enforcement	1
Demoted	1
Referred to the District Attorney	1

*Note: Some cases may include multiple suspects and multiple dispositions.*

The 150 cases not investigated by the County are due to the allegations having previously been investigated, the case is jurisdictional to a non-County agency, and/or case information is insufficient or immaterial. In addition, 17 of the 150 cases were referred to the County Equity Oversight Panel (CEOP) for investigation. CEOP does not report their findings to the OCI at completion and, therefore, for tracking purpose we simply log the referral.

As the lead department for County fraud investigations relative to employees and contractors, the A-C also oversees and reviews the final reports for cases referred to, and investigated by, other County departments to ensure the allegations are properly investigated. The OCI also contacts designated departmental staff on a regular basis to obtain updates on cases where disciplinary and/or corrective actions are resolved or are still pending (Attachments III and IV) from previous semi-annual reports. Attachment III indicates the 22 prior reporting period cases that have been completed with disciplinary actions taken. Attachment IV shows there are 72 cases from previous reporting periods that are still waiting for final disciplinary decisions (1/1/09 to 12/31/11). OCI follows up with departments every 90 days to obtain final disciplinary decisions made by each department and reports the results in this status report.

Board of Supervisors  
March 28, 2012  
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Please call me if you have any questions, or your staff may contact Guy Zelenski at (213) 893-0058.

WLW:JET:GZ

Fraud Hotline Status ending Dec 31 2011.doc

#### Attachments

c: William T Fujjoka, Chief Executive Officer  
Department Heads  
Audit Committee  
Public Information Office



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER  
LOS ANGELES COUNTY FRAUD HOTLINE  
CLOSED CASE SUMMARY  
July 1, 2011 through December 31, 2011**

	<i>Not Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated *</i>	<i>Total</i>	
<b><u>CASES INVESTIGATED BY AUDITOR-CONTROLLER:</u></b>					
Office of County Investigations	16	23	132	171	<b>36.2%</b>
<b><u>CASES REFERRED TO AND INVESTIGATED BY OTHER DEPARTMENTS:</u></b>					
Agricultural Commissioner/ Weights and Measures	1	0	0	1	<b>0.2%</b>
Animal Care and Control	0	3	0	3	<b>0.6%</b>
Assessor	0	2	0	2	<b>0.4%</b>
Chief Executive Office	1	1	2	4	<b>0.8%</b>
Child Support Services	2	13	2	17	<b>3.6%</b>
Children and Family Services	21	33	4	58	<b>12.3%</b>
Community and Senior Services	1	1	0	2	<b>0.4%</b>
Consumer Affairs	0	1	0	1	<b>0.2%</b>
District Attorney	0	1	0	1	<b>0.2%</b>
Health Services	9	30	2	41	<b>8.7%</b>
Human Resources (Countywide)	1	7	0	8	<b>1.7%</b>
Internal Services Department	8	17	0	25	<b>5.3%</b>
Mental Health	13	2	0	15	<b>3.2%</b>
Parks and Recreation	0	4	0	4	<b>0.8%</b>
Probation Department	0	10	3	13	<b>2.7%</b>
Public Health	5	4	1	10	<b>2.1%</b>
Public Library	0	3	0	3	<b>0.6%</b>
Public Social Services	35	40	1	76	<b>16.1%</b>
Public Works	2	4	0	6	<b>1.3%</b>
Registrar-Recorder/County Clerk	3	1	1	5	<b>1.1%</b>
Sheriff's	0	5	2	7	<b>1.5%</b>
Other Departments Total:	<b>102</b>	<b>182</b>	<b>18</b>	<b>302</b>	<b>63.8%</b>
<b>Grand Total</b>	<b>118</b>	<b>205</b>	<b>150</b>	<b>473</b>	<b>100.0%</b>

\* Cases not investigated due to immateriality, the referral was previously investigated, referred to outside agencies, or insufficient information was provided. In addition, 17 of 150 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 would have to 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 JULY 1, 2011 THROUGH DECEMBER 31, 2011*

**SUBSTANTIATED CASES INVESTIGATED BY AUDITOR-CONTROLLER**

**Department of Auditor-Controller (A-C)**

**Case Number: 20115687**

An A-C employee used her assigned County computer, telephone, and Internet access to conduct non-County related business during work hours. A-C indicated that the employee received a three-day suspension without pay.

**Case Number: 20126601**

An A-C employee informed his supervisor he would be conducting work at a County contractor's location, but instead went home for personal reasons. The employee subsequently provided false statements to department managers on several occasions about his whereabouts that day, and submitted a timecard that did not reflect his actual hours worked. It was also determined that the employee had gone home for personal reasons on several other occasions without notifying his supervisor. The employee received a 30-day suspension, and was demoted.

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

**Case Number: 20104619**

A DCFS employee engaged in outside employment while off work from the County on paid sick leave and vacation, using 1,584.5 hours of benefit time valued at approximately \$13,507 over the past four years. The employee also violated the County's 24-hour per week limit on outside employment for 69 weeks during the past four years. DCFS indicated that disciplinary action is pending.

**Case Number: 20105040**

DCFS discovered gift cards, valued at \$125, missing from an office safe that had been found unlocked. Due to insufficient internal controls, it was not possible to conclusively determine the accountability for the gift cards, or if the gift cards were in-fact stolen. DCFS indicated that corrective action is pending.

**Case Number: 20115236A**

A DCFS employee submitted falsified mileage claims and forged her supervisors' signatures on the claims. The employee submitted mileage claims for trips on days when time records indicate she was not at work and received \$5,856 in mileage reimbursement. The District Attorney (DA) filed criminal charges against the employee, and DCFS indicated that the employee was discharged.

**Case Number: 20115236B**

Two DCFS employees submitted mileage claims for trips on days when time records indicate they were not at work. In both cases, supervisors were complicit in allowing employees to work off the books time for future off the books compensatory time off, thereby compromising accountability between days actually worked for which mileage reimbursement was also claimed. DCFS indicated that disciplinary actions are pending against the employees and the supervisors.

**Case Number: 20115236C**

A DCFS employee submitted falsified mileage claims. The employee submitted mileage claims for trips on days when time records indicate he was not at work and received \$3,865 in mileage reimbursement. His supervisor approved the mileage claims for completeness and mathematical accuracy, but did not compare the claimed mileage to actual days worked. The

## Summary of Substantiated Cases

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case was referred to the DA for possible prosecution. DCFS indicated that the employee was discharged and the supervisor was counseled.

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### **Case Number: 20115236D**

A DCFS employee submitted falsified mileage claims and forged her supervisor's signature on the claims. The employee submitted mileage claims for trips on days when time records indicate she was not at work and received \$3,160 in mileage reimbursement. The case was referred to the DA for possible prosecution and DCFS indicated that the employee resigned.

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### **Case Number: 20115236E**

A DCFS employee submitted mileage claims for trips on days when time records indicate he was not at work. Supervisors were complicit in allowing the employee to work off the books time for future off the books compensatory time off, thereby compromising accountability between days actually worked for which mileage reimbursement was also claimed. The employee also submitted falsified mileage claims for trips on days when time records indicate he was not at work and received \$1,052 in mileage reimbursement. DCFS indicated that disciplinary actions are pending against the employee and his supervisor.

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### **Case Number: 20104554**

A former DCFS supervisor violated the Department's conflict of interest policy by twice renting her property to two co-workers, both of whom she initially knew when the two were foster youth. One of the workers was her subordinate employee at the time she rented him the property. DCFS indicated that the supervisor retired.

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### **Case Number: 20115621**

Two DCFS employees failed to report outside employment with a community-based provider that receives funding from DCFS, thus creating a conflict of interest with the County employees' job duties. DCFS indicated that disciplinary actions are pending.

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## **Community and Senior Services (CSS)**

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### **Case Number: 20104769**

A CSS employee inappropriately influenced two staff to give a vendor a favorable rating/score during the evaluation of vendors' bids in response to a Request for Proposals (RFP) process. The RFP was canceled, a new RFP was released, and the vendor previously favored did not rebid. CSS indicated that disciplinary action is pending.

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## **Fire Department (Fire)**

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### **Case Number: 20115310**

A Fire manager bypassed County procurement policies and approved the installation into some non-emergency fleet vehicles of purported gas saving and emission reducing valves valued at \$5,000. The manager's boyfriend was the sales consultant for the valve vendor, creating a conflict of interest. The manager continued to advocate for expansion of the valve program despite questionable performance results from the currently installed valves. Fire indicated that disciplinary action is pending.

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

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### **Case Number: 20115612**

Two DHS employees failed to report two missing laptop computers to law enforcement. In addition, another DHS employee failed to ensure the facility's computer inventory was accurate, and that all portable devices are immediately encrypted and assigned a property tag. The missing laptops did not contain confidential or Health Insurance Portability and Accountability Act (HIPAA) related information. DHS indicated that disciplinary actions are pending.

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

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### **Case Number: 20104657**

A Parks employee was overpaid \$1,754 after he overstated the distances he drove on his

## Summary of Substantiated Cases

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mileage claims, and claimed mileage on days he did not work. The employee also inappropriately shared his County gasoline card and the card's personal identification number with other Parks employees for work-related purposes. Parks indicated that disciplinary action is pending.

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

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#### **Case Number: 20115477**

A Probation employee assigned to a DCFS program stole funds totaling \$17,417 from youth who were part of the employee's supervision caseload. The funds were intended to be held in a County trust account for the youths' benefit as they transitioned toward independent living. The theft was discovered subsequent to the employee passing away. DCFS arranged for the replenishment of funds for all youth impacted by the theft. DCFS indicated that a Corrective Action Plan has been implemented to strengthen internal controls over monies collected from youth.

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**TOTAL SUBSTANTIATED CASES INVESTIGATED BY AUDITOR-CONTROLLER: 16**

## Summary of Substantiated Cases

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### CASES REFERRED TO AND INVESTIGATED BY OTHER DEPARTMENTS

#### **Department of Agricultural Commissioner/Weights and Measures (AC/WM)**

**Case Number: 20104929**

An AC/WM employee used her assigned County computer to access the Internet for non-County related purposes (e.g., images, news, maps, and personal banking) during work hours. The employee also used her personal laptop computer, with her own wireless Internet device, for personal use while at her desk during work hours. AC/WM indicated that the employee was verbally counseled.

#### **Chief Executive Office (CEO)**

**Case Number: 20105138**

A CEO employee submitted falsified timecards for days he did not work as a County Poll Worker. CEO indicated that the employee received a 30-day suspension without pay.

#### **Child Support Services Department (CSSD )**

**Case Number: 20093933**

A CSSD employee inappropriately used his assigned County LexisNexis access to view personal and confidential information, without a business need to know, relating to two co-workers. CSSD indicated that the employee received a two-day suspension without pay.

**Case Number: 20093953**

A CSSD employee retained approximately 15 confidential client records in an office file cabinet that he had no business need to possess, and which he claims he used to pray for the clients. In addition, the employee at times used profanity or sexual innuendo in the presence of co-workers and clients in violation of CSSD's Employee Conduct Policy. CSSD indicated that the employee received a letter of reprimand.

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

**Case Number: 20104887**

A DCFS employee took a County-purchased bus pass for her personal use. Another DCFS employee was aware of this situation and did not report it. DCFS indicated that one employee received a 15-day suspension without pay, and the other employee received a five-day suspension without pay.

**Case Number: 20104925**

A DCFS employee used her assigned County computer and Internet access to visit non-County related websites including social networking, entertainment, and shopping websites, while on County time. DCFS indicated that the employee was counseled.

**Case Number: 20105075**

Five DCFS employees accepted 223 personal collect calls on County telephones, costing the County \$1,020.84. The incoming collect calls originated from friends or relatives who were inmates in jail or prison facilities. DCFS indicated that one employee retired, and disciplinary actions and reimbursements to the Department are pending for the remaining four employees.

**Case Number: 20115239**

A DCFS employee falsified on the Child Welfare Services/Case Management System (CWS/CMS) documentation for a face-to-face contact he did not have with a child. DCFS indicated that the employee resigned.

**Case Number: 20115269**

A DCFS employee attempted to access the CWS/CMS system without a business need to view personal and confidential information in a client's (employee's relative) case record. DCFS indicated that the employee received a warning.



## Summary of Substantiated Cases

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**Case Number: 20115295**

A DCFS employee documented false or inaccurate information in a client's case record in the CWS/CMS system. DCFS indicated that disciplinary action is pending.

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**Case Number: 20115318**

A DCFS employee was arrested and charged with knowingly violating federal law by engaging in illegal human trafficking in exchange for profit. The act occurred while the employee was off duty. DCFS indicated that the employee received a 15-day suspension without pay.

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**Case Number: 20115319**

Two DCFS employees interfered with an on-going investigation for which they had no business need to be involved. DCFS indicated that the employees were counseled.

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**Case Number: 20115337**

A DCFS employee exhibited unprofessional behavior towards her co-workers. DCFS indicated that disciplinary action is pending.

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**Case Number: 20115363**

An unidentified individual used a non-County user identification and publicly accessible DCFS computer to access inappropriate websites. DCFS has strengthened controls to further restrict access to inappropriate websites.

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**Case Number: 20115368**

A DCFS employee borrowed money from her co-worker, creating a conflict of interest, and in violation of Department policy. The employee further used the co-worker's checking account information, without authorization, to set up multiple automatic payments to pay personal bills totaling \$500, without authorization. The co-worker did not file a police report. DCFS indicated that disciplinary action is pending.

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**Case Number: 20115425**

A DCFS employee inappropriately accessed the CWS/CMS system without a business need to view personal and confidential information in a client's (employee's relative) case record. DCFS indicated that the employee received a written warning.

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**Case Number: 20115485**

Three DCFS managers failed to provide appropriate oversight of contracted services, resulting in retroactive contracts due to expenditures exceeding Board-approved funding. DCFS indicated that disciplinary actions are pending.

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**Case Number: 20115590**

A DCFS employee placed her hands around a co-worker's shoulders for a brief amount of time. The co-worker expressed that the contact was unwelcome. DCFS indicated that disciplinary action is pending.

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**Case Number: 20115608**

A DCFS employee violated Department procedures by not promptly reporting to the Child Protection Hotline a child's allegations of her foster parent's inappropriate conduct. DCFS indicated that the employee received a written warning.

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**Case Number: 20115622**

An off-duty DCFS employee interfered with and attempted to direct portions of a DCFS Social Worker's safety investigation involving two children of the employee's neighbor. DCFS indicated that the employee received a written reprimand.

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**Case Number: 20115631**

A DCFS Social Worker created an ongoing conflict of interest by maintaining outside employment as a community-based treatment provider who treated families she knew were also DCFS clients. In addition, the Social Worker did not consistently disclose her outside employment, as required by County policy. DCFS indicated that disciplinary action is pending.

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## Summary of Substantiated Cases

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**Case Number: 20115677**

A DCFS employee falsified records of home visits that did not occur, and did not enter case contacts in the CWS/CMS system in a timely manner, in violation of the Department's Procedural Guide. DCFS indicated that disciplinary action is pending.

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**Case Number: 20115729**

A DCFS employee, while working in the field, was arrested for solicitation of prostitution during his regular work hours. DCFS indicated that disciplinary action is pending.

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**Case Number: 20115828**

A DCFS employee inappropriately accessed the CWS/CMS system without a business need to view personal and confidential information in a client's case record. DCFS indicated that the employee received a written reprimand.

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**Case Number: 20116052**

A DCFS employee violated Department policy by taking a friend (a non-County employee) in her vehicle while she transported foster children. DCFS indicated that disciplinary action is pending.

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### Community and Senior Services (CSS)

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**Case Number: 20104508**

A CSS employee falsified his field itinerary and corresponding client visit case notes, and submitted a falsified mileage claim for two trips he did not make to the same client. The client died in a hospital six days before the falsified visit by the CSS employee. CSS indicated that disciplinary action is pending.

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### Department of Health Services (DHS)

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**Case Number: 20082372**

DHS identified 142 instances, beginning in January 2008, where emergency room patients with mental health needs were provided with care by County part-time psychiatric physicians in a County emergency room. They were then referred for outpatient care on the same day in a clinic run on adjoining County hospital premises by the Department of Mental Health (DMH) that was staffed by University physicians through an affiliation agreement. It was possible these 142 instances could have resulted in redundant payments from third-party insurers for services provided by County part-time physicians working at the emergency room and for those same physicians working within the clinic as employees of the University on the same day. The University would not provide its billing records, so DHS could not confirm if duplicate payments had been received. However, the University had not yet established a mechanism for billing Medi-Cal or Medicare, so these two insurers could not have been double billed. Also, for approximately six months the clinic would refer patients back to the County hospital pharmacy, at DHS expense, because DMH had not established, until June 2008, a pharmacy system for clinic patients needing prescription medication. The University affiliation agreement for clinic operations was terminated in March 2009.

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**Case Number: 20093364**

Six DHS employees were not working their full scheduled hours and not accurately reflecting their actual hours worked when completing daily sign-in/out logs and their pay period timecards. The time abuse included one employee who called out sick, but recorded a full shift worked on his timecard. DHS implemented procedures to ensure supervisory oversight and staff compliance with time and attendance policies. In addition, bio-hazardous waste was not consistently stored in accordance with regulatory standards, resulting in instances of accumulated excess bags of hazardous waste in publicly accessible areas of a health facility. Bio-hazardous waste is now managed in accordance with policy. DHS indicated that the employees were counseled on appropriate waste handling procedures.

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## Summary of Substantiated Cases

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**Case Number: 20093866**

A DHS employee was conducting outside employment activities during County work hours, and failed to disclose his outside employment to the Department. DHS indicated that the employee resigned from County service.

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**Case Number: 20094004**

A DHS employee did not obtain overtime authorization prior to changing the work pattern of his weekly shift. The employee submitted his timecard reflecting his actual hours worked consistent with his unauthorized work pattern. A manager changed the employee's timecard to reflect the approved work pattern without the employee's or supervisor's consent, violating Department policy and Family Labor Standards Act time keeping standards for covered employees. DHS indicated that both the employee and the manager received a Notice of Instruction, and a timecard adjustment has been made to compensate the employee for actual hours worked.

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**Case Number: 20104323**

A DHS employee did not report to work when medical certification cleared her to return to work with restrictions. In addition, the employee did not disclose her outside employment, as required by DHS policy. DHS indicated that disciplinary action is pending.

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**Case Number: 20104418**

A DHS employee was excessively tardy and absent from work without authorization. In addition, the employee failed to comply with written instructions to report to her supervisor upon arrival to work. DHS indicated that the employee received a 10-day suspension without pay and was reassigned. The employee subsequently resigned.

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**Case Number: 20104569**

A DHS employee supervised her relative employee in violation of the Department's nepotism policy. DHS indicated that the subordinate employee has been reassigned to another work area, and disciplinary action is pending against the supervisor.

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**Case Number: 20105081**

A DHS employee continued to sell jewelry during County work hours despite previously having received verbal counseling. Additionally, the employee did not disclose her outside employment activities to the Department, as required. DHS indicated that disciplinary action is pending.

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**Case Number: 20115492**

A DHS employee prepared and submitted two fraudulent letters using Department letterhead and a fraudulent County timecard in order to collect payment for a personal insurance claim. The employee also accepted unused Metro vouchers from University staff affiliated with the hospital where she works. DHS indicated that disciplinary action is pending.

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**Case Number: 20115824**

A DHS employee failed to provide medical statements for her absences, has been unresponsive to calls from her supervisor, and is working for a private home health provider. The employee was placed on unauthorized absence without pay, and subsequently, resigned in lieu of discharge.

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### Internal Services Department (ISD)

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**Case Number: 20104590**

An ISD employee took home office supplies (e.g., computer ink, CDs, DVDs, and file folders). ISD indicated that the employee was counseled.

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**Case Number: 20104967**

An ISD employee had a consistent pattern of late arrival to work. ISD indicated that the employee was counseled.

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## Summary of Substantiated Cases

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**Case Number: 20105065**

An ISD employee reported to work late, and did not adhere to established work schedules even after receiving verbal and written notifications from her supervisor. ISD indicated that the employee retired.

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**Case Number: 20115377**

Two County-owned external hard drives were stolen from an ISD employee's personal vehicle. Several thousand case files were stored on the hard drives. ISD indicated that the employee received a five-day suspension without pay.

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**Case Number: 20115682**

An ISD employee consistently reported to work late. ISD indicated that the employee received a three-day suspension without pay.

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**Case Number: 20115776**

An unknown individual used the County Internet portal and wireless system to download a copyrighted movie. The individual responsible could not be identified. ISD permanently blocked the computer and software program that made it possible for the individual to download the movie file.

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**Case Number: 20115845**

An ISD employee used her assigned County vehicle for personal use and to transport her son (a non-County employee). ISD indicated that the employee received a written warning.

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**Case Number: 20115848**

Two ISD supervisors allowed staff to combine their rest periods (morning and afternoon breaks) into their lunch times, in violation of County policy. ISD indicated that the supervisors were counseled, and instructed employees to take their morning and afternoon breaks.

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### Department of Mental Health (DMH)

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**Case Number: 20104301**

A DMH employee submitted a fraudulent Vehicle Damage Reimbursement Claim to seek compensation for pre-existing damage on his personal vehicle. The claim was denied. DMH indicated that disciplinary action is pending.

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**Case Number: 20104582**

A DMH employee used her assigned County computer to access the Internet for non-work-related websites, shared with her husband the password for her County issued portable storage device (USB flash drive), and transmitted and/or received offensive and non-work-related e-mails including one containing sexually explicit images. A potential HIPAA violation was referred to the HIPAA Privacy Unit for investigation. DMH indicated that disciplinary action is pending.

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**Case Number: 20104628**

A DMH employee used her County e-mail account to send and receive non-County related messages, including e-mails during work hours related to her outside employment, in violation of Department policies. DMH indicated that disciplinary action is pending.

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**Case Number: 20104720**

A DMH employee abused his regular work schedule by leaving work early and reporting full shifts worked on his timecards. In addition, the employee used County vehicles for non-County related purposes. DMH indicated that disciplinary action is pending.

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**Case Number: 20104779**

A DMH employee used her assigned County computer and Internet access to send over 1,000 personal e-mails and visit numerous non-County related websites. DMH indicated that the employee received a 10-day suspension without pay.

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## Summary of Substantiated Cases

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**Case Number: 20105149**

A DMH employee used his assigned County computer to access the Internet and e-mail for non-County related purposes, including messages containing religious material, photographs, chain letters, and attachments of a sexually suggestive nature. DMH indicated that disciplinary action is pending.

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**Case Number: 20115325**

Two DMH employees used County equipment to access non-County related Internet websites, scan non-work related documents, and send and receive non-work related e-mails. DMH indicated that one employee resigned, and disciplinary action is pending for the other employee.

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**Case Number: 20115568**

A DMH employee stole \$200 in cash from a cash box. The employee reimbursed the County when confronted with the theft. DMH indicated that the employee was discharged.

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**Case Number: 20115604**

A DMH employee used his assigned County computer and e-mail account to send six non-work related e-mails to co-workers and non-County employees. DMH indicated that disciplinary action is pending.

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**Case Number: 20115634**

A DMH employee did not follow appropriate procedures for securing four Disneyland tickets (\$192 value) intended for use in the department's Workplace Giving Program, resulting in the tickets being lost. DMH indicated that disciplinary action is pending.

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**Case Number: 20115819 (Department of Human Resources (DHR) investigated)**

A DMH employee falsified the contents of an e-mail to DHR in order to get her exam application appeal accepted for review. However, her application had already been rejected. DMH indicated that the employee received a five-day suspension without pay.

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**Case Number: 20115838**

A DMH employee used her assigned County computer, e-mail, and Internet access for non-County related purposes including visiting non-work related websites, scanning personal documents, e-mailing personal documents to non-County employees, and creating and saving personal documents to her computer. The employee has been previously admonished for viewing non-work related websites. DMH indicated that disciplinary action is pending.

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**Case Number: 20115843**

A DMH employee used his assigned County computer and Outlook e-mail account to send an inappropriate and unprofessional e-mail to co-workers. The employee also violated a confidentiality admonishment when he discussed an investigation with a co-worker. DMH indicated that disciplinary action is pending.

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**Case Number: 20116035**

A DMH employee used her assigned County computer, e-mail, and Internet access to view non-work related websites (i.e., news, entertainment, shopping, and school), and to send at least 110 personal and two chain e-mails. DMH indicated that disciplinary action is pending.

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**Department of Public Health (DPH)**

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**Case Number: 20104764**

A DPH employee indirectly supervises her nephew, in violation of the Department's nepotism policy. In addition, the supervisor, nephew, and another DPH employee did not disclose, as required by DPH policy, that they had other relatives who also work for the Department. DPH indicated that one employee received a three-day suspension without pay and the other two employees received two-day suspensions without pay.

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## Summary of Substantiated Cases

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### **Case Number: 20105031**

A DPH employee used his assigned County computer and e-mail account to promote his personal business during County work hours, and would leave his work place during work hours for sales activity related to his personal business. During the course of the investigation, it was discovered that this same employee and a co-worker transmitted sexually explicit images using their County computers and e-mail accounts. DPH indicated that suspension letters are pending for both employees.

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### **Case Number: 20115228**

A DPH employee attempted to use her County employment status to avoid receiving a traffic citation. During the traffic stop, the employee exhibited defiant and argumentative conduct toward the police officer. DPH indicated that the employee was counseled.

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### **Case Number: 20115699**

A DPH employee submitted a fraudulent claim for vehicle damage and car rental costs for an accident that was not work-related. The employee also provided false and misleading information during the administrative review. She subsequently admitted the wrongdoing and withdrew her claim prior to the investigation interview. DPH indicated that they intend to give the employee a 15-day suspension without pay.

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## **Department of Public Social Services (DPSS)**

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### **Case Number: 20061394**

Four DPSS employees accessed the Los Angeles Eligibility Automation Determination Evaluation and Reporting (LEADER) system without a business need to view personal and confidential information in a participant's case record. DPSS indicated that disciplinary actions are pending.

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### **Case Number: 20104359**

A DPSS employee stole welfare benefits of approximately \$122 using an Electronic Benefits Transfer (EBT) card created but never issued to a program participant. DPSS indicated that the employee was discharged for other reasons, the theft has been referred to the DA for possible prosecution, and a notice not to re-hire was placed at the top of the now former employee's master personnel file.

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### **Case Number: 20104785**

Four DPSS employees used their assigned County computers to access the Internet to view non-County related websites for personal use during work hours. DPSS indicated that disciplinary actions are pending.

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### **Case Number: 20104935**

A DPSS employee stole a participant's EBT card and gave it to her husband to purchase groceries totaling \$162. The employee also accessed the LEADER system without a business need to update the personal and confidential information screens of the participant from whom she stole the EBT card. DPSS indicated that disciplinary action is pending.

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### **Case Number: 20105042**

Five DPSS employees took extended breaks, lunches, and left work before their shift ended without reporting timecard variances. DPSS indicated that disciplinary actions are pending.

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### **Case Number: 20105051**

A DPSS employee used his assigned County computer to access the Internet to view unauthorized websites for personal use, including viewing his outside employer's website. Additionally, the employee also engaged in outside employment during work hours, and did not report his outside employment to the Department in a timely manner. DPSS indicated that disciplinary action is pending.

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## Summary of Substantiated Cases

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**Case Number: 20105068**

A DPSS employee accessed the Medi-Cal Eligibility Data System (MEDS) without a business need to view personal and confidential information in a participant's case record. DPSS indicated that disciplinary action is pending.

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**Case Number: 20105094**

A DPSS employee issued temporary homeless assistance benefits in excess of what the participant was qualified to receive, resulting in an overpayment of \$455. In addition, the employee's supervisor authorized the case without reviewing it. DPSS indicated that disciplinary actions are pending.

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**Case Number: 20105183**

Two DPSS employees, one a staff and the other her supervisor, reported to work late, took extended lunch breaks, and left work early on numerous occasions, and did not report variances on their timecards. In the course of the investigation, it was further discovered that this same staff had presented her supervisor with a temporary disability restriction for which the supervisor failed to initiate an interactive meeting, and failed to place the employee on Family and Medical Leave Act status. DPSS indicated that disciplinary actions are pending.

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**Case Number: 20105201**

A DPSS employee falsified 25 medical certificates to cover extensive absenteeism from March 2009 to January 2011. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115237**

A DPSS employee used her assigned County computer to access the Internet to view non-County related websites for personal use during work hours. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115246**

A DPSS supervisor deliberately left her LEADER access session logged on when she departed work for the day, did not inform her manager that she was leaving early that day, and instructed a subordinate staff to perform the supervisor's case authorization function using the supervisor's LEADER session. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115314**

A DPSS employee reported to work late, did not report variances on his timecard, and was observed sleeping at his desk during work hours. The employee has been previously counseled for similar findings. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115343**

A DPSS employee used her assigned County computer to access the Internet for personal non-work related purposes during work hours. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115362**

A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in two participants' case records. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115371**

A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in a participant's case record. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115383**

A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in a participant's case record, and shared the information with a relative (brother). The employee also shared her LEADER password with a co-worker, in violation of Department policy. DPSS indicated that disciplinary action is pending.

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## Summary of Substantiated Cases

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**Case Number: 20115404**

A DPSS employee did not report that she lived with a participant, as required by Department policy. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115412**

A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in a participant's case record. In addition, the employee did not report that she lived with a California Work Opportunity and Responsibilities to Kids participant, as required by Department policy. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115413**

A DPSS employee accessed the LEADER system without a business need to view her own personal and confidential Medi-Cal case record. In addition, the employee did not report to the Department that she receives Medi-Cal benefits for herself and her family, as required by Department policy. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115469**

A DPSS employee used her assigned County computer to access the Internet to view non-County related websites for personal use during work hours. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115548**

A DPSS employee took a confidential document containing a participant's personal and confidential information outside of a County office. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115554**

A DPSS employee accessed the LEADER system without a business need to view her own personal and confidential Medi-Cal case record. In addition, the employee also used her system log-on privileges to provide another employee with access to LEADER, in violation of Department policy. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115594**

A DPSS employee did not secure participants' cash repayments throughout the day, resulting in a \$100 cash shortage. Another employee also failed to follow basic procedures to count the money before it was transferred to her custody, and thus the Department was unable to determine the person responsible for the theft. DPSS indicated that disciplinary actions are pending.

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**Case Number: 20115618**

A DPSS employee failed to report as required by Department policy that she was a welfare recipient and that she was living with a participant. Two other DPSS employees accessed the LEADER system without a business need to view personal and confidential information in participants' case records. DPSS indicated that disciplinary actions are pending.

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**Case Number: 20115624**

A DPSS employee used her assigned County computer to access the Internet to view non-County related websites for personal use during work hours. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115625**

A DPSS contract employee had a personal relationship with a participant. DPSS indicated that the contract employee was terminated.

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**Case Number: 20115695**

A DPSS employee was observed sleeping at his desk during his work hours, and was taking extended breaks. DPSS indicated that disciplinary action is pending.

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## Summary of Substantiated Cases

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**Case Number: 20115697**

Thirteen DPSS employees used their County e-mail account to send and forward a chain letter. DPSS indicated that disciplinary actions are pending.

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**Case Number: 20115702**

A DPSS employee submitted mileage claims for home visits that he did not make. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115713**

A DPSS employee borrowed money from her subordinates, in violation of Department policy. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115727**

A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in a participant's case record. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115733**

A DPSS contract employee viewed her open Medi-Cal case profile without a business need. DPSS indicated that the contract employee was terminated.

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**Case Number: 20115739**

A DPSS employee accessed the LEADER system without a business need to view and print personal and confidential information in a participant's case record. DPSS indicated that disciplinary action is pending.

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**Case Number: 20115740**

A DPSS employee accessed the LEADER system without a business need to view her own personal and confidential CalFresh case record. DPSS indicated that disciplinary action is pending.

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### Department of Public Works (DPW)

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**Case Number: 20105020**

A DPW employee did not disclose a criminal conviction on his employment application 20 years ago. The conviction had no nexus to the employee's job responsibilities. DPW indicated that the employee received a written reprimand.

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**Case Number: 20115737**

A DPW employee used an assigned County vehicle to commute between home and work. DPW indicated that disciplinary action is pending.

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### Registrar-Recorder/County Clerk (RR/CC)

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**Case Number: 20104841**

A routine RR/CC audit revealed matching marriage license numbers issued to two couples. Upon further review, RR/CC determined that the employee involved in the processing of both marriage licenses could not account for three full cost payments made by the two couples for the two marriage licenses. Circumstantial evidence suggests one of the couples may have paid twice for their marriage license, but the extra payment could not be conclusively verified. The same employee could not explain the re-use of a cash receipt and could not explain alterations made to one of the marriage licenses in violation of Department policy. RR/CC indicated that the employee involved in all three transactions was demoted and reassigned to a work area that does not involve cash handling responsibilities.

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**Case Number: 20115380**

Two RR/CC employees used County resources (i.e., computer, printer, supplies) during work hours to print flyers for a non-County related event. RR/CC indicated that one employee received a written reprimand, and the other employee was counseled.

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## **Summary of Substantiated Cases**

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**Case Number: 20115577**

A RR/CC employee submitted a falsified medical certificate, was absent twenty-seven days without authorization, and misused sick leave benefits. RR/CC indicated that disciplinary action is pending.

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**Total Cases Referred To, Investigated and Substantiated By Other Departments: 102**

**TOTAL NUMBER OF SUBSTANTIATED CASES JULY 1, 2011 – DECEMBER 31, 2011: 118**



**Los Angeles County Fraud Hotline**  
**Disciplinary and/or Corrective Actions Resolved**  
**From Previous Semi-Annual Reports**  
**As of December 31, 2011**

**Attachment III**

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-PREVIOUSLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
<b>Office of the Assessor (Assessor)</b>		
20104337	A private property owner made renovations to her property without reporting the improvements to the Assessor. The Assessor increased the assessed value by \$1.1 million and assessed prior years' property taxes of \$44,000. The property owner has paid \$31,000 and payment of the remaining \$13,000 is pending.	Assessor increased the assessed value on the property by \$1.1 million, and assessed prior years' property taxes of \$44,000. The property owner has made all the payments and is up to date on the property taxes.
<b>Chief Executive Office (CEO)</b>		
20115268 A&B (OCI)	A CEO employee used a counterfeit parking pass to park in a County parking lot. Also, an Internal Services Department (ISD) employee rescinded a citation given to the CEO employee for using the counterfeit parking pass. The CEO indicated that disciplinary action is pending for their employee. ISD determined that their employee's actions were within policy existing at the time the citation was issued, and has since strengthened written policy for handling and oversight of parking violations.	CEO indicated that the employee received a reprimand.
<b>Coroner Department (Coroner)</b>		
20104652	A Coroner employee misused his assigned County computer and e-mail account to send several inappropriate e-mails.	Coroner indicated that the employee received a 15-day suspension without pay.
<b>Fire Department (Fire)</b>		
20093406	A Fire employee was overpaid \$4,609 after he falsely reported 150 hours worked when he was actually on vacation. The employee also used his assigned County computer, Internet access, and e-mail account to conduct his outside employment, and failed to report his outside employment for five years. In addition, the employee accrued \$252 in unreimbursed charges when he used his assigned County cellular telephone for non-County related business. The employee also failed to pay a \$160 parking citation he received while using his assigned County vehicle. Fire indicated that the employee retired and the benefits overpayment of \$4,609 was paid in full.	Fire indicated that a collection letter was sent to the former employee for the cell phone charges and parking citation.

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-PREVIOUSLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
20104498	A Fire manager gave a contractor inside bid information, failed to follow the County competitive bidding process when he awarded the contract, and did not obtain Board approval for change orders to the contract. Also, the manager and a subordinate circumvented the County's contracting and purchasing guidelines when they acquired fixed assets. The manager inappropriately socialized with consultants and vendors that had active contracts. The Fire manager is no longer with the County.	Fire indicated that the employee was discharged.
20104695 (OCI)	A civilian Fire employee wrote a personal letter to her homeowners' association using Fire letterhead. The employee received a written reprimand for this offense. In a separate incident, the same Fire employee threatened to use a key intended only for use by emergency responders to gain access to the condominium complex where she resides if she was not provided with an entry gate pass code. For security purposes, condominium residents are provided with a remote control device for gate access to the complex, and the gate pass code is only provided for specialized service providers and residents with disability accommodation needs. The Fire employee also repeatedly parked her assigned County vehicle at her residence overnight in violation of Fire policy and instructions given to her to park the vehicle at a designated fire station.	Fire indicated that the employee received a 10-day suspension without pay.
20104705	A Fire manager allowed a subordinate employee to work excessive overtime and to attend school during work hours. The subordinate employee also admitted to creating his own verification of employment letter when he was appointed. The manager allowed two other employees to take their assigned County vehicles home and inappropriately authorized a fourth employee to work an out-of-class assignment although he lacked the minimum qualifications. One employee was removed from the out-of-class position and two employees were instructed to discontinue taking their County vehicles home. Fire indicated that the manager is no longer with the County.	Fire indicated that the subordinate was discharged.
20104781 (OCI)	A Fire employee used a County pool vehicle, fuel, and Fed Ex services for personal use, ordered his subordinates to run his personal errands on County time, and misused County information technology resources. The employee also gave subordinates his username and password to log-on to his County computer to notify his supervisor that he was at work when he was actually late.	Fire indicated that the employee was discharged.
<b>Department of Health Services (DHS)</b>		
20104666	A DHS employee used her assigned County computer and several other County computers to conduct personal business.	DHS indicated that after further review the employee accessed the Internet with managements' consent for work-related purposes.

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-PREVIOUSLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
<b>Department of Mental Health (DMH)</b>		
20082548	Two DMH employees and one manager used their assigned County computers and e-mail accounts to send and receive inappropriate, non-County related material including pictures, chain letters, etc.	DMH indicated that both employees received a 15-day suspension without pay. Additionally, the manager received a 30-day suspension without pay.
20104446	A DMH employee used her assigned County computer and Internet access for non-County related purposes on County time.	DMH indicated that the employee received a 15-day suspension without pay.
20104495	Two DMH employees used their assigned County computers and the computers of others to access non-County related Internet sites. Both employees also interfered with the normal course of business within the workplace. One sent approximately 1,800 personal e-mails, including some e-mails containing inappropriate terminology in reference to co-workers and management. The second employee also failed to secure confidential documentation, and failed to cooperate with the investigation.	DMH indicated that both employees received a 15-day suspension without pay.
20115297	A DMH employee used his assigned County computer, Internet access, and e-mail account for non-County related purposes. The employee also created a conflict of interest by coaching his friend on how to bid for County contracts on County time. In addition, the employee conducted outside employment during County time, and misused his sick time to handle a personal matter.	DMH indicated that the employee was discharged.
<b>Department of Parks and Recreation (Parks)</b>		
20093694	A Parks supervisor took home County equipment for personal use and allowed other employees to take home equipment for personal use. Most of the equipment was returned to Parks; however, the Department determined a public address system and a camcorder are unaccounted for.	Parks indicated that the supervisor received a 30-day suspension without pay.
20104818	A Parks employee used County supplies and equipment for personal use and gave County supplies and equipment to his son, also a Parks employee, for use at the son's outside employment. The employee also approved his son's timecard that reflected 12 hours worked that the son claimed was volunteer time. The employee created a conflict when his son worked for him during a Departmental training event. In addition, the employee threatened his staff.	Parks indicated that the employee (father) was discharged.
20104849	A Parks employee abused his work hours by stopping by his residence before and after completing his field duties without reporting a timecard variance.	Parks indicated that the employee received a two-day suspension without pay.

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-PREVIOUSLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
20104934	Two Parks employees played golf during County business hours. The specific days they played golf during County business hours could not be identified, therefore, we could not determine if the employees used variance (i.e., sick, vacation) time while golfing. The two employees denied golfing during business hours. Other Parks employees corroborated the allegation. Parks indicated that one employee (a seasonal employee) was informed his services were no longer needed.	Parks indicated that the other employee was discharged.
20105012	A temporary Parks employee falsified her time records by having co-workers sign her in and out of work.	Parks indicated that the temporary employee was discharged.
<b>Probation Department (Probation)</b>		
20104235	A Probation employee used a County vehicle for daily personal commuting purposes.	Probation indicated that the employee was counseled.
20104877	A Probation employee used his assigned County laptop computer, Internet access, and e-mail account for non-County related purposes.	Probation indicated that the employee received a five-day suspension without pay.
<b>Department of Public Works (DPW)</b>		
20104747 (OCI)	A DPW employee received a \$500 finder's fee from a leasing company after a County contractor leased a jobsite office. In addition, the contractor provided the DPW employee a laptop computer, a cellular phone, and a camera for use during a construction job. Another County contractor provided the same employee with a camera for a construction job. DPW issued/distributed new policies to staff, and the employee has been enrolled in the County's online ethics training class.	DPW indicated that the employee returned the \$500 finder's fee, returned the equipment to the contractors, and received a one-day suspension without pay.
<b>Treasure and Tax Collector (TTC)</b>		
20105185 and 20115423 (OCI)	Fifteen TTC employees used a vendor's database on County time for non-County related purposes. TTC will monitor future use of the database.	TTC indicated that one employee retired, three employees received written reprimands, and eleven employees received suspensions without pay ranging from one to five days.

Total: 22



**Los Angeles County Fraud Hotline**  
**Disciplinary and/or Corrective Action Pending**  
**From Previous Semi-Annual Reports**  
**As of December 31, 2011**

**Attachment IV**

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-PREVIOUSLY REPORTED STATUS	STATUS OF DISCIPLINARY AND/OR CORRECTIVE ACTION	NUMBER OF DAYS OUTSTANDING
<b>Department of Children and Family Services (DCFS)</b>			
<b>20082908</b>	A DCFS employee inappropriately received a \$1,918 reimbursement for damage to her vehicle sustained in an accident that did not occur during County work hours. The Department changed its procedures to require employees to submit their time records along with damage claims.	DCFS indicated that disciplinary action and restitution are pending the employee's return from leave of absence.	942
<b>20093538</b>	A DCFS employee accessed the Child Welfare Services/Case Management System to view the personal and confidential information in participants' case records without authorization.	DCFS indicated that disciplinary action is pending the employee's return from leave of absence.	946
<b>20094006</b>	A DCFS employee did not disclose her criminal conviction on her County employment application.	DCFS indicated that disciplinary action is pending the employee's return from leave of absence.	739
<b>20104269</b>	A DCFS supervisor gave her eCAPS password to her secretary and allowed the secretary to approve her own timecard and the timecards of seven other employees.	DCFS indicated that disciplinary action is pending.	347
<b>20104906</b>	A DCFS employee falsified client home visits, falsified his mileage claims, and did not report outside employment that conflicted with his County job duties.	DCFS indicated that disciplinary action is pending.	355
<b>20104961</b>	Two DCFS employees each inaccurately reported, during five separate inspections over an approximate three-year period, that a family was living in a single residence when the family was actually living in two separate apartments, one upstairs and one downstairs, in the same building. A potential safety concern for the family's children living in one of the apartments separated from an appropriate age caregiver was determined to be unfounded. Three older siblings, ages 18, 17, and 16, were living in an upstairs apartment and determined to be appropriately supervised, and the younger children lived in the downstairs apartment with the primary caregiver.	DCFS indicated that disciplinary actions for both employees are pending.	204

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-PREVIOUSLY REPORTED STATUS	STATUS OF DISCIPLINARY AND/OR CORRECTIVE ACTION	NUMBER OF DAYS OUTSTANDING
20104963	A DCFS employee used her assigned County computer and e-mail account for non-County related purposes.	DCFS indicated that disciplinary action is pending.	344
20105036	A DCFS employee behaved in an unprofessional, inappropriate, and threatening manner toward a co-worker.	DCFS indicated that disciplinary action is pending.	332
20105109	DCFS discovered that a money bag containing \$90 in revolving funds was stolen. The perpetrator(s) could not be identified.	DCFS indicated that corrective action is pending to strengthen internal controls over cash handling.	232
20105124	A DCFS employee used a County computer, printer, and Internet access to print non-County related documents during work hours.	DCFS indicated that disciplinary action is pending.	270
20105161	A DCFS employee used her assigned County computer and Internet access for non-County related purposes.	DCFS indicated that disciplinary action is pending.	213
20105186	Six DCFS employees used their assigned County computers and e-mail accounts for non-County related purposes.	DCFS indicated that disciplinary actions for the six employees are pending.	290
20115211	A DCFS employee attempted to obtain confidential information on her relatives' case records from her co-worker.	DCFS indicated that disciplinary action is pending.	204
20115305	DCFS incurred approximately \$8,000 in fraudulent cellular phone charges over a one-year period because an employee did not know her cellular phone was stolen. The employee had never used her cellular phone, and did not realize for several months that the phone had been stolen from her desk. DCFS did not review or distribute cellular phone bills to employees for review. The individual responsible for the theft could not be identified. DCFS subsequently implemented a procedure requiring that all cellular phone bills are to be forwarded each month to the respective regional offices for review and monitoring.	DCFS indicated that disciplinary action is pending.	255
20115378	A DCFS employee used his assigned County computer and Internet access for non-County related purposes during work hours.	DCFS indicated that disciplinary action is pending.	229
<b>Community and Senior Services (CSS)</b>			
20105155 (DHR)	A CSS employee conducted himself in an unprofessional manner by routinely yelling at his staff.	CSS indicated that disciplinary action is pending.	240



CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-PREVIOUSLY REPORTED STATUS	STATUS OF DISCIPLINARY AND/OR CORRECTIVE ACTION	NUMBER OF DAYS OUTSTANDING
<b>Coroner Department (Coroner)</b>			
20104969 (OCI)	A Coroner employee violated Department policy by removing a keepsake dollar bill from the property of a decedent and replacing it with a regular dollar bill. The employee later returned the keepsake bill to the decedent's property after Coroner management spoke to him about the incident.	Coroner indicated that disciplinary action is pending.	229
<b>Fire Department (Fire)</b>			
20094232 A&B (OCI)	Two Fire employees used County equipment for personal use when they fabricated motorcycle parts at a Fire shop. In addition, a Fire employee circumvented the procurement process and approved his own request for two sole source purchases totaling \$2,901, in violation of County and Department policy.	Fire intends to give one employee a 15-day suspension without pay, and indicated that disciplinary action is pending for the other employee.	320
20104356 (OCI)	An Internal Services Department (ISD) employee installed a private County telephone line at the request of a Fire employee without following established Fire requisition and ISD work order authorization procedures. ISD has since removed the telephone line. ISD indicated that the employee received a written warning.	Fire indicated that disciplinary action is pending against the employee.	285
<b>Department of Health Services (DHS)</b>			
20082704	Two DHS employees claimed full shifts worked on their timecards for three and four days they did not work, respectively. In addition, 15 discrepancies were found for eight other employees who reported more hours worked on their timecards than what was indicated on their sign-in sheets.	DHS indicated that disciplinary action is pending for one supervisor. The other employees, including the other supervisor, received a Letter of Determination and/or Notice of Expectation. Timecard corrections were made.	718
20093381	A DHS employee used his assigned County computer and Internet access for non-County related purposes.	DHS indicated that disciplinary action is pending.	204
20093539	A DHS employee signed patients' names on nine Medi-Cal application forms in order to expedite the ordering of equipment and supplies for the patient.	DHS indicated that disciplinary action is pending.	723
20093564	A DHS employee fraudulently diverted 419 prescriptions on the pharmacy system using 67 patient records, and at least one password was compromised. There was no evidence the patients should have received the medications. The patient pharmacy records were corrected. The employee was reassigned to restrict his access to patient information and pharmacy employees have been required to change their passwords. The Sheriff determined that insufficient evidence exists to file criminal charges against any employee.	DHS indicated that the case is under review by County Counsel (CC) and Department of Human Resources Advocacy Unit, and disciplinary action is pending.	662

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-PREVIOUSLY REPORTED STATUS	STATUS OF DISCIPLINARY AND/OR CORRECTIVE ACTION	NUMBER OF DAYS OUTSTANDING
20093580	Eighteen DHS employees accessed the the Los Angeles Eligibility Automation Determination Evaluation and Reporting (LEADER) and Medi-Cal Eligibility Data System (MEDS) systems to view the personal and confidential information in a DPSS participant's case records without authorization. Also, 11 of the 18 DHS employees violated Department policy by failing to keep their LEADER and MEDS passwords secure, or by sharing their passwords.	DHS indicated that seven employees received suspensions. Disciplinary actions which may include suspensions are pending for the remaining employees.	795
20093558	A DHS employee recorded full shifts worked for days she was absent. The Department is determining the amount of restitution.	DHS indicated that disciplinary action is pending.	536
20094190	A DHS employee conducted outside employment activities during work hours and did not disclose his outside employment. In addition, the employee's timecards did not accurately reflect actual hours worked.	DHS indicated that the case is under CC review and disciplinary action is pending.	460
20093721	A DHS library computer was inappropriately left logged on to the Internet and an employee used the Internet access for non-work related purposes.	DHS indicated that disciplinary action is pending.	253
<b>Department of Mental Health (DMH)</b>			
20093392	Two DMH employees used their County e-mail and Internet accounts to solicit other DMH employees to purchase products from or to participate in an outside business.	DMH indicated that one employee was discharged, and a 15-day suspension without pay is pending for the second employee.	325
20093418	A DMH employee was observed arriving late to and leaving early from work without reporting a timecard variance. The supervisor did not provide proper supervision.	DMH indicated that disciplinary actions for both employees are pending.	368
20093433	Three DMH employees used their assigned County computers, e-mail accounts, and Internet access for non-County related business.	DMH indicated that one employee was discharged and a 15-day suspension without pay for the other two employees are pending.	325
20093554	A DMH employee used her assigned County cellular phone for 145 outgoing and 53 incoming out-of-state personal calls.	DMH indicated that disciplinary action and reimbursement to the County are pending.	207
20094200	A DMH employee used her assigned County computer and Internet access for non-County related business use during work hours.	DMH indicated that disciplinary action is pending.	533
<b>Probation Department (Probation)</b>			
20104235	A Probation employee used a County vehicle for daily personal commuting purposes.	Probation indicated that disciplinary action is pending.	51

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-PREVIOUSLY REPORTED STATUS	STATUS OF DISCIPLINARY AND/OR CORRECTIVE ACTION	NUMBER OF DAYS OUTSTANDING
20104537 (DHR)	A Probation employee used her County identification badge for a personal matter to inappropriately identify herself as a process server and was involved in a verbal and physical altercation with the person served. The employee also worked a flexible work schedule without approval and did not report her outside employment. In addition, the employee was not assigned to a supervisor and the employee's timecards for a six-month period were not maintained. Probation indicated that the employee received a 15-day suspension without pay.	Probation indicated that disciplinary action is pending against the manager for failure to properly supervise.	239
20104538	A Probation employee used his assigned County computer and e-mail account to send non-work related e-mails to other County employees.	Probation indicated that disciplinary action is pending.	394
<b>Department of Public Health (DPH)</b>			
20104900 (OCI)	A DPH employee used his assigned County computer and Internet access for non-County related purposes including viewing sexually explicit material and downloading music from CDs during work hours. DPH reissued its acceptable computer use policy to reinforce awareness among all employees.	DPH indicated that the employee's County Internet access was cancelled and DPH intends to give the employee an intent to discharge letter.	261
20105258 (OCI)	A DPH employee used his assigned County computer and Internet access for non-County related purposes including viewing sexually explicit material, his personal e-mails, listening to music, and visiting non-County related websites. In addition, he stored sexually explicit material and television shows on his County computer.	DPH indicated that the employee received an intent to discharge letter.	247
<b>Department of Public Social Services (DPSS)</b>			
20093910	A DPSS employee accessed the MEDS system to obtain the personal and confidential information in a participant's case records without authorization and gave the information to a DCFS employee.	DPSS indicated that disciplinary action is pending.	687
20094015	A DPSS employee did not report outside employment as an In-Home Supportive Services (IHSS) provider and exceeded the 24-hour per week limit on outside employment.	DPSS indicated that disciplinary action is pending.	655
20093345	Two DPSS employees accessed the LEADER system without a business need to view personal and confidential information in a participant's case record. One of the employees also failed to disclose her personal relationship with the participant, and approved Medi-Cal services that the participant was not eligible to receive. In addition, a third employee failed to follow basic procedures for authorizing participants' Medi-Cal benefits.	DPSS intends to give one employee a ten-day suspension without pay, and disciplinary actions are pending against the other two employees.	319

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-PREVIOUSLY REPORTED STATUS	STATUS OF DISCIPLINARY AND/OR CORRECTIVE ACTION	NUMBER OF DAYS OUTSTANDING
20093346	Two DPSS employees did not follow procedures and falsified documentation when processing an application for expedited Food Stamps for the daughter of a DPSS employee. In addition, the mother of a DPSS client accessed the LEADER system without a business need to view personal and confidential information in her daughter's case record. A Food Stamp overpayment of \$155 was recovered from the client.	DPSS indicated that disciplinary actions for both employees are pending.	368
20093399	A DPSS employee did not report to the Department that she was a Medi-Cal and California Work Opportunities and Responsibilities to Kids (CalWORKs) participant. In addition, the employee accessed the LEADER system without a business need to view personal and confidential information in three participants' case records and her own case record.	DPSS indicated that disciplinary action is pending.	134
20093582	A DPSS employee accessed the LEADER system and Client Index Numbers without a business need to view personal and confidential information in several participants' case records.	DPSS intends to give the employee a five-day suspension without pay.	275
20093808	A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in a participants' (employee's relative) case record. In addition, the employee did not disclose, as required by Department Policy, that the participant-relative lives with her.	DPSS indicated that disciplinary action is pending.	275
20094013	A DPSS employee did not report that she was an IHSS provider to her mother, and exceeded the County's 24-hour per week outside employment limit. The employee also provided false medical certificates extending her medical leave for three months.	DPSS intends to give the employee a 30-day suspension without pay.	284
20104521 (OCI)	A DPSS supervisor neglected to remove an employee from an out-of-class bonus assignment after the employee failed the position examination and therefore was ineligible to be placed on the promotion eligibility list. Upon promulgation of the eligibility list, the supervisor should have removed the employee from the out-of-class assignment to an assignment commensurate with the employee's existing payroll classification.	DPSS indicated that disciplinary action is pending for the supervisor, and overpayment reimbursement is being sought from the employee.	243
20104525 (OCI)	A DPSS employee downloaded music files to his assigned County computer and shared his computer password with another County employee in violation of Department policy.	DPSS indicated that disciplinary action is pending.	224
20104625 (OCI)	A DPSS employee was convicted of two petty theft crimes while working for the County and did not report the convictions as required by DPSS policy.	DPSS indicated that disciplinary action is pending.	311

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-PREVIOUSLY REPORTED STATUS	STATUS OF DISCIPLINARY AND/OR CORRECTIVE ACTION	NUMBER OF DAYS OUTSTANDING
20104672	A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in a participants' (employee's relative) case record. The employee also instructed staff to access her relative's LEADER record, and to conduct her personal errands during County work hours. The employee also solicited loans from staff and discussed a confidential internal investigation with them. In addition, the employee expedited the approval of Homeless Prevention benefits for her relative.	DPSS intends to discharge the employee.	320
20104722	A DPSS employee used his assigned County computer and Internet access for non-County related purposes.	DPSS indicated that disciplinary action is pending.	368
20104788	A DPSS employee did not report her outside employment activities as an IHSS provider for her son, a General Relief participant, to the Department and exceeded the County's 24-hour per week limit for outside employment. In addition, the employee accessed the MEDS system to view the personal and confidential information in a participant's case records without authorization. The employee is no longer an IHSS provider for her son.	DPSS indicated that disciplinary action is pending.	452
20104793	A DPSS employee did not report her outside employment as an IHSS provider to the Department and also failed to report that she lives with an IHSS participant.	DPSS indicated that disciplinary action is pending.	459
20104800	A DPSS employee did not report her outside employment as an IHSS provider to her Department.	DPSS indicated that disciplinary action is pending.	441
20104843	Two DPSS employees accessed the LEADER system to view personal and confidential information in two participants' case records.	DPSS indicated that disciplinary actions for both employees are pending.	334
20104892	A DPSS employee submitted two fraudulent medical certifications excusing her for 44 days of work.	DPSS indicated that reimbursement to the County and disciplinary action are pending.	299
20105893	A DPSS employee did not report that she resides with family members who are also benefit participants, and has had previous unreported periods of family member-participants residing with her. In addition, the employee accessed the LEADER system without a business need to view personal and confidential family member-participants' case records. The DPSS employee also utilized one family member-participant's Electronic Benefit Transfer card to purchase food for an office cultural celebration and requested and received cash reimbursement for the food purchase from funds raised through employee contributions toward the celebration.	DPSS indicated that disciplinary action is pending.	366

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-PREVIOUSLY REPORTED STATUS	STATUS OF DISCIPLINARY AND/OR CORRECTIVE ACTION	NUMBER OF DAYS OUTSTANDING
20104915	Two DPSS employees accessed the LEADER system without a business need to view personal and confidential information in a participant's case record.	DPSS indicated that disciplinary actions for both employees are pending.	366
20105007	A DPSS employee posted an inappropriate picture on his assigned County computer.	DPSS indicated that disciplinary action is pending.	375
20105022	A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in a participant's case record. In addition, the employee did not disclose that she lived with the participant.	DPSS indicated that disciplinary action is pending.	310
20105046	A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in a participant's case record.	DPSS indicated that disciplinary action is pending.	294
20105048	A DPSS employee used his assigned County computer and Internet access for non-County related purposes.	DPSS indicated that disciplinary action is pending.	275
20105050	A DPSS employee used his assigned County computer and Internet access for non-County related purposes. In addition, the employee did not disclose his outside employment, as required by Department policy.	DPSS indicated that disciplinary action is pending.	277
20105052	A DPSS employee used his assigned County computer and Internet access for non-County related purposes. In addition, the employee did not disclose his outside employment, as required by Department policy.	DPSS indicated that disciplinary action is pending.	277
20105066	A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in a participant's case record.	DPSS indicated that disciplinary action is pending.	284
20105067	A DPSS employee claimed five-and-one-half overtime hours that she did not work.	DPSS indicated that disciplinary action is pending.	227
20105093	A DPSS employee did not report to the Department that she resides with her mother, who is a DPSS participant, and that the employee is an authorized representative for her mother's Medi-Cal case. In addition, the employee accessed the LEADER system without a business need to view personal and confidential information in her mother's case record.	DPSS indicated that disciplinary action is pending.	288
20105122	A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in two participants' case records. In addition, the employee did not report to the Department, as required, that she received foster care benefits.	DPSS indicated that disciplinary action is pending.	275
20105137	A DPSS employee accessed the LEADER and MEDS systems without a business need to view personal and confidential information in a participant's case records.	DPSS indicated that disciplinary action is pending.	285

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-PREVIOUSLY REPORTED STATUS	STATUS OF DISCIPLINARY AND/OR CORRECTIVE ACTION	NUMBER OF DAYS OUTSTANDING
20105144	Two DPSS employees accessed the LEADER system without a business need to view personal and confidential information in a participant's case record.	DPSS indicated that disciplinary actions for both employees are pending.	284
20105156	A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in a participant's case record.	DPSS indicated that disciplinary action is pending.	305
20105198	A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in a participant's (employee's relative) case record.	DPSS indicated that disciplinary action is pending.	305
<b>Department of Public Works (DPW)</b>			
20094186 (OCI)	A DPW employee inspected a property outside his assigned work area and allowed the contractor to demolish the property and begin new construction without the required building permits.	DPW indicated that a Notice of Discharge is pending.	282

Total: 72