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COUNTY OF LOS ANGELES DEPARTMENT OF AUDITOR-CONTROLLER

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June 2, 2017

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

FROM: John Naimo
Auditor-Controller

A handwritten signature in blue ink, reading "John Naimo", written over the printed name and title.

SUBJECT: **SEMI-ANNUAL FRAUD HOTLINE STATUS REPORT – JULY 1, 2016
THROUGH DECEMBER 31, 2016**

The Los Angeles County Fraud Hotline, managed by the Auditor-Controller's Office of County Investigations (OCI), began the July 1 through December 31, 2016 reporting period with 1,041 investigative cases in progress at departments Countywide. During the period, 492 cases were completed and closed, 481 new cases were received, and the period ended with 1,030 cases in progress. The overall caseload remained consistent with the prior period, with a net decrease in open cases of approximately one percent.

OCI operates the County Fraud Hotline pursuant to Government Code Section 53087.6, and conducts criminal and administrative investigations into allegations received via the Hotline. The County Fraud Hotline website (<http://fraud.lacounty.gov>) provides County employees and the public with an online portal to report fraud, waste, or misuse of County resources at any time. The site also includes informative links to policies and laws related to fraud, waste, and abuse within County government. During this reporting period, the website had over 6,168 visitors.

The law enforcement authority of OCI investigators is described in Penal Code Section 830.13. As the lead department for investigations of criminal misconduct within County government, pursuant to Board of Supervisors (Board) Policy 9.040, OCI also reviews the final reports for cases referred to other County departments to ensure the allegations are properly investigated. OCI also tracks cases where disciplinary and/or corrective actions were pending from the prior period, and requests periodic updates from departments.

Comparison of Current Case Counts with the Prior Reporting Period

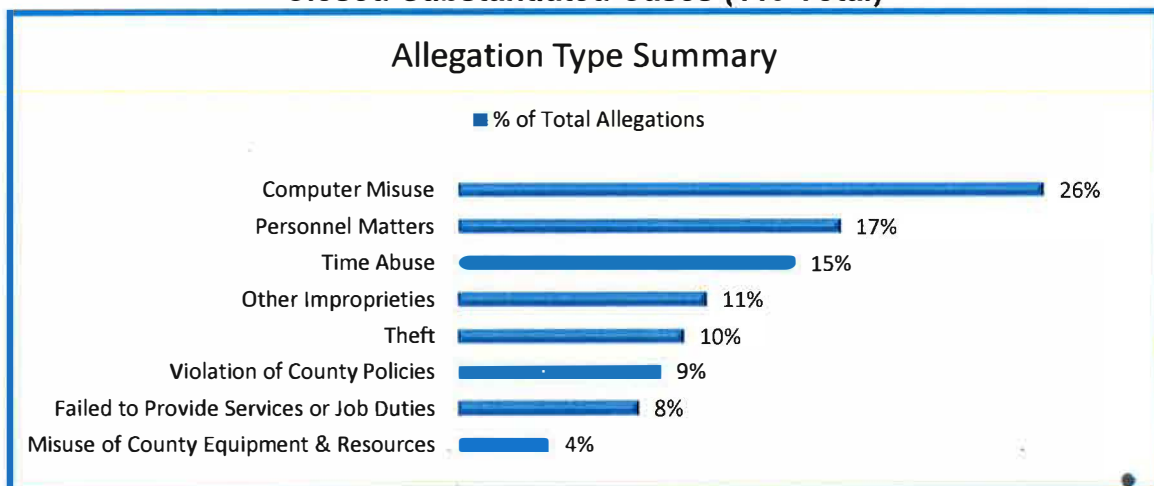
CASE STATUS	SEMI-ANNUAL PERIOD ENDING		
	6/30/2016	12/31/2016	% Increase (Decrease)
Beginning Caseload	1,038	1,041	0.3%
- Cases Closed	(595)	(492)	(17.3%)
+ New Cases Opened	598	481	(19.6%)
Ending Caseload	1,041	1,030	(1.1%)

Of the 492 closed cases (Attachment I), 348 instances of fraud and/or misconduct were investigated and as a result, 113 (32.5%) were substantiated (Attachment II) and 235 (67.5%) were not substantiated. Another 144 cases reported were ultimately not investigated because the allegations were previously investigated, a non-County agency has jurisdiction, and/or the allegations lacked sufficient detail or were determined to not be fraud related. In addition, 17 of the 144 cases were referred to the County Equity Oversight Panel, which does not report its findings to OCl.

RESULT OF CASES CLOSED	6/30/2016		12/31/2016	
Substantiated	132	35.3%	113	32.5
Not Substantiated	242	64.7%	235	67.5
Subtotal – Investigated Cases	374	100%	348	100%
Not Investigated	221		144	
Total Cases Closed	595		492	

The following chart shows the types of cases that were substantiated:

Closed Substantiated Cases (113 Total)



For the 113 cases that were substantiated during this reporting period, the following disciplinary and/or corrective actions were taken. Note that some cases may include multiple subjects and/or multiple actions taken and accordingly, there may be multiple actions taken for one substantiated case.

**Disciplinary Actions for
Substantiated Cases**

ACTION(S) TAKEN	No.	%
Counseled (verbal/written warning)	49	36.3%
Notice of Expectation/Instruction	22	16.3%
Suspended	18	13.3%
Reprimanded	15	11.1%
Resigned/Retired/Resigned in Lieu of Discharge	13	9.6%
Demoted	4	3.0%
Discharged	3	2.2%
Reimburse/Restitution/Repayment/Timecard Adjustments	3	2.2%
"Top of File" Notice in Personnel Folder	3	2.2%
Transferred/Reassigned	3	2.2%
Procedures Changed/Reinforced	2	1.6%
Total – Actions Taken	135	100%
Disciplinary/Corrective Action Pending	17	

Attachment III details the 112 prior period cases where disciplinary action was taken during the period. During this reporting period, departments made significant progress finalizing disciplinary actions for cases that were pending in prior periods (Attachment IV), reducing the number of such from 71 to 20, a decrease of more than 70%. Attachment IV identifies the 20 cases for which departments have not taken, or have not reported to us on, disciplinary action(s), 13 of which have been outstanding for more than one year. We will continue to work with the departments to assist them with taking timely action, if feasible. According to the Department of Human Resources (DHR) "Guidelines: Navigating the Discipline Process," any disciplinary action imposed is at the discretion of departmental management, and discipline decisions are subject to third-party review (which can delay the finalization of disciplinary action).

As directed by the Board, the Auditor-Controller and DHR are developing strategies and identifying resources to assist departments in reducing the number of cases open more than one year (Attachment V). Departments made notable progress in this area, reducing the total number of outstanding investigations from 390 last period to 314 currently, a 19.5% decrease. To ensure this progress continues and is sustained, we are developing formal criteria for prioritizing allegations referred to departments for investigation, and exploring opportunities for rapidly dispositioning less critical cases.

During the six-month reporting period, OCI investigators executed 24 search warrants for investigations involving 38 subjects, and filed 21 search warrant returns. We also issued 99 reports of forensic recovery and analysis of electronic evidence. These reports included reviews of computer hard drives, e-mail accounts, Internet usage logs, and other electronic records and media.

Please call me if you have any questions, or your staff may contact Robert Campbell at (213) 893-0058.

JN:PH:RGC:AMS:ms

Fraud Hotline Status ending December 31 2016.doc

Attachments

c: Sachi A. Hamai, 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, 2016 through December 31, 2016**

	Substantiated	Not Substantiated	Not Investigated *	Total	
<u>CASES INVESTIGATED BY AUDITOR-CONTROLLER:</u>					
Office of County Investigations	19	20	108	147	29.9%
<u>CASES REFERRED TO AND INVESTIGATED BY OTHER DEPARTMENTS:</u>					
Beaches and Harbors	0	0	1	1	0.2%
Board of Supervisors	0	1	0	1	0.2%
Chief Executive Office	0	2	1	3	0.6%
Child Support Services	1	3	1	5	1.0%
Children and Family Services	16	47	5	68	13.8%
District Attorney	1	0	0	1	0.2%
Fire	6	4	1	11	2.2%
Health Services	8	36	5	49	10.0%
Human Resources	0	2	0	2	0.4%
Human Resources (Countywide)	1	13	1	15	3.0%
Internal Services	2	6	2	10	2.0%
Mental Health	14	20	14	48	9.8%
Parks and Recreation	1	0	1	2	0.4%
Probation	2	9	2	13	2.6%
Public Health	3	3	0	6	1.2%
Public Library	2	3	0	5	1.0%
Public Social Services	32	47	0	79	16.1%
Public Works	2	6	1	9	1.8%
Sheriff	3	13	0	16	3.3%
Treasurer and Tax Collector	0	0	1	1	0.2%
Other Departments Total:	94	215	36	345	70.1%
Grand Total	113	235	144	492	100%

* Cases not investigated due to immateriality, the allegation was previously investigated, referred to outside agencies, or insufficient information was provided. In addition, 17 of the 144 cases were referred to the County Equity Oversight Panel (CEOP) for investigation. CEOP does not report their findings back to the 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 JULY 1, 2016 THROUGH DECEMBER 31, 2016

SUBSTANTIATED CASES INVESTIGATED BY AUDITOR-CONTROLLER

Countywide

Case Number: 20149619

Three private individuals stole, altered, and fraudulently negotiated five County warrants totaling \$6,756. OCI identified one suspect, but the check that individual cashed by itself did not meet the threshold for a felony, and the statute of limitations to file a misdemeanor charge had passed. The Auditor-Controller (A-C) obtained bank reimbursement for \$456. Additional disbursement controls were implemented, and the County has not subsequently incurred any unreimbursed losses due to fraudulent warrants.

Case Number: 201510928

Two private individuals stole and fraudulently negotiated a Los Angeles County Office of Education (LACOE) warrant in the amount of \$957. The case was referred to the Los Angeles District Attorney's Office (LADA) for prosecution, and one subject was subsequently arrested and sentenced to 16 months in jail. The A-C obtained bank reimbursement for the loss.

Case Number: 201511037

A private individual stole, altered, and fraudulently negotiated a County warrant in the amount of \$1,867. However, the perpetrator(s) could not be conclusively identified. The A-C obtained bank reimbursement for the loss.

Case Number: 201511133

A County warrant in the amount of \$21,250 was stolen and fraudulently negotiated. However, the perpetrator(s) could not be conclusively identified. The bank of first deposit reimbursed the intended payee of the warrant directly, and there was no loss to the County.

Case Number: 201511137

A County warrant in the amount of \$974 was stolen and fraudulently negotiated. However, the perpetrator(s) could not be conclusively identified. The A-C obtained bank reimbursement for the loss.

Case Number: 201511241

A private individual and an unknown co-conspirator stole and fraudulently negotiated a LACOE warrant in the amount of \$1,200. The case was referred to LADA for prosecution, and the A-C obtained bank reimbursement for the loss.

Case Number: 201511295

A private individual stole and fraudulently negotiated a County warrant in the amount of \$2,289. However, because the bank of first deposit did not retain the original warrant or surveillance images of the transaction, the perpetrators could not be conclusively identified. The A-C obtained bank reimbursement for the loss.

Summary of Substantiated Cases

Case Number: 201511296

A private individual stole and fraudulently negotiated a County warrant in the amount of \$8,000. However, because the bank of first deposit did not retain the original warrant or surveillance images of the transaction, the perpetrators could not be conclusively identified. The A-C obtained bank reimbursement for the loss.

Case Number: 201511297

A private individual stole and fraudulently negotiated a LACOE warrant in the amount of \$2,186. We referred this matter to LADA for prosecution, and the subject was subsequently arrested and sentenced to three years of probation and 400 hours of community service. LACOE was reimbursed by their bank.

Case Number: 201511342

A private individual stole and fraudulently negotiated a LACOE warrant in the amount of \$1,420. However, the perpetrators could not be conclusively identified. LACOE was reimbursed by their bank.

Case Number: 201511410

A private individual stole and fraudulently negotiated a County warrant in the amount of \$1,493. The case was referred to LADA for prosecution, and the A-C obtained bank reimbursement for the loss.

Department of Children and Family Services (DCFS)

Case Number: 201511343

A DCFS employee inappropriately received a \$5,763 reimbursement from the County for damage incurred to her personal vehicle while driving on County business, after a third-party insurer had already paid to repair the same damage. DCFS indicated that the employee retired in lieu of discharge.

Case Number: 201611900

A DCFS employee admitted to making a false claim for damage to her vehicle, and the employee was inappropriately reimbursed \$595. The case was referred to LADA for prosecution. DCFS indicated that the employee was discharged.

Fire Department (Fire)

Case Number: 20149407

Forty-nine Fire employees inappropriately disseminated written and oral interview questions used in the Fire Fighter Trainee examinations administered between 2007 and 2011. Fire indicated that 20 employees received formal discipline ranging from demotion to settlement agreements. In addition, 16 employees received a Notice of Instruction (NOI) or a Notice of Expectation (NOE), 2 employees resigned/retired, and further review determined that discipline was not warranted or could not be imposed for the remaining 11 employees.

Case Number: 201511487

A Fire supervisor inappropriately had two employees deliver County equipment, (i.e., a generator), to his residence for personal use. The supervisor also took home other County equipment (i.e., a vehicle battery, for personal use on another occasion without authorization). Fire indicated that the supervisor retired in lieu of being demoted.

Summary of Substantiated Cases

Internal Services Department (ISD)

Case Number: 201612117

An ISD employee inappropriately connected his personal laptop to the County's network and distributed copyrighted material (i.e., movies), and used his County Internet access to view sexually explicit material. ISD indicated that the employee received a 5-day suspension without pay.

Department of Mental Health (DMH)

Case Number: 201510433

A DMH employee accessed two client databases without a business need to view personal and confidential information in more than 200 client case records. DMH indicated that disciplinary action is pending.

Probation Department (Probation)

Case Number: 201612049

A Probation manager inappropriately allowed a subordinate to use sick time so the subordinate could deplete his accumulated sick time prior to retiring from County service, in violation of policy. Probation indicated that corrective/disciplinary actions are pending.

Treasurer and Tax Collector (TTC) and Coroner Department (Coroner)

Case Number: 201510953

A TTC employee and a Coroner employee each failed to properly establish the identity of an individual who claimed to be a decedent's next of kin, and inappropriately released the decedent's nominally-valued property to that individual. TTC and Coroner indicated that both employees were counseled. Coroner also revised its procedures for handling and releasing decedent personal property.

TOTAL SUBSTANTIATED CASES INVESTIGATED BY AUDITOR-CONTROLLER: 19

CASES REFERRED TO AND INVESTIGATED BY OTHER DEPARTMENTS

Chief Executive Office (CEO)

Case Number: 20138488 Investigated by Department of Human Resources (DHR)

A former CEO manager inappropriately approved an out-of-class bonus for an employee who did not meet the selection criteria for the higher-level position. The former manager also inappropriately recommended that a second employee be given an additional responsibilities bonus when the employee did not qualify for the bonus. CEO developed internal guidelines for bonus administration to ensure compliance with applicable policies, and the appropriateness of discontinuing the bonuses is pending consultation with County Counsel.

Child Support Services Department (CSSD)

Case Number: 201611992

A Microsoft Exchange account assigned to a CSSD employee may have been compromised due to the employee opening a phishing e-mail and providing her logon credentials. CSSD's review of the account determined that 12 e-mails contained personally identifiable information involving 12 individuals. CSSD indicated that impacted individuals were notified of the potential breach.

Department of Children and Family Services (DCFS)

Case Number: 20149074

A DCFS employee failed to properly perform her job duties, including not conducting timely face-to-face client visits, failing to follow manager instructions, transporting minors without a proper car seat restraint, exhibiting unprofessional behavior during meetings, and failing to contact law enforcement and initiate an immediate referral of reported child abuse. DCFS indicated that the employee was discharged, and a "Top of File" notice was placed in the employee's personnel folder.

Case Number: 20149538

Two DCFS employees admitted using their assigned County computers and Internet access to view non-County related websites, such as video and shopping sites, during work hours. DCFS indicated that both employees were counseled.

Case Number: 20149755

A DCFS employee inappropriately used an envelope with the County seal and her office return address for a personal letter, and used a County postage machine to meter the letter. DCFS indicated that the employee received a written reprimand.

Case Number: 20149976

Two DCFS employees exhibited unprofessional behavior by engaging in a verbal altercation in the workplace. DCFS indicated that both employees were counseled.

Case Number: 201510265

A DCFS employee failed to conduct a reassessment of a client's home after it was initially assessed as unsanitary and unsafe for children. DCFS indicated that the employee resigned in lieu of discipline, and a "Top of File" notice was placed in the employee's personnel folder.

Case Number: 201510273

A DCFS employee submitted fraudulent mileage claims and vehicle damage claims, used County time and resources (i.e., computer, Internet access, etc.) for personal business, left work early without authorization, failed to report outside employment, worked non-emergent overtime without authorization and against management

Summary of Substantiated Cases

instructions, and failed to carry out her supervisory duties. DCFS indicated that the employee was discharged, and a "Top of File" notice was placed in the employee's personnel folder.

Case Number: 201510513

A DCFS employee failed to provide the Children's Court with accurate information pertaining to a petition filed on behalf of a minor. DCFS indicated that the employee received a NOE.

Case Number: 201510662

A DCFS employee engaged in unacceptable and discourteous on the job behavior and violated Departmental policy by using her authority to intimidate a client. DCFS indicated that the employee received a written warning.

Case Number: 201510673

A DCFS employee accessed the Child Welfare Services/Case Management System (CWS/CMS) without a business need to view personal and confidential information in a client's case records. DCFS indicated that the employee received a written warning.

Case Number: 201510834

A DCFS employee inappropriately accessed the case of a client who was no longer assigned to him. DCFS indicated that the employee was counseled.

Case Number: 201511299

A DCFS employee failed to conduct required client contacts for a few clients and falsified client contacts in CWS/CMS. DCFS indicated that the employee resigned in lieu of discharge.

Case Number: 201511160

A DCFS employee failed to enter case contact information in CWS/CMS on numerous occasions, did not consistently visit clients, failed to provide services to clients despite multiple court orders, etc. The employee also failed to submit required reports to the Dependency Court, resulting in the Court levying \$4,500 in sanctions against the Department. DCFS indicated that the employee received a 30-day suspension without pay.

Case Number: 201511174

A DCFS employee recorded a full shift worked on a day for which there is no evidence she reported to work (i.e., no parking keycard entry, no computer logon record, etc.). The employee also violated County policy by sharing her County computer user identification and password with another employee, who used it to log on to the first employee's computer. DCFS reported that the first employee received a written warning, and the second employee was counseled.

Case Number: 201511485

A DCFS employee used her County e-mail account to send non-County business related e-mails. DCFS indicated that the employee received a NOE.

Case Number: 201611623

Two DCFS employees did not fulfill the requirements of a court order timely. DCFS indicated that the employees were counseled.

Case Number: 201611908

A DCFS employee failed to provide appropriate services to a client and failed to complete required documents prior to closing a case. The employee's supervisor failed to ensure the employee properly handled the case. DCFS indicated that the employee

Summary of Substantiated Cases

received a NOE, and the employee's supervisor was counseled.

Los Angeles District Attorney's Office (LADA)

Case Number: 20149399

A LADA employee engaged in inappropriate conduct in the workplace when he viewed a pornographic video on his personal cell phone. LADA indicated that the employee retired.

Fire Department (Fire)

Case Number: 201511229

A Fire employee habitually reported to work late, took extended lunch breaks, and/or left work early over a period of more than one year. Fire indicated that the employee received a NOI.

Case Number: 201511277

A Fire employee claimed time worked and non-compensated overtime on days she attended a management certification class for her own enrichment, totaling 10 weeks. Fire indicated that the employee received a written reprimand.

Case Number: 201611530

A Fire employee used her assigned County computer and Internet access to view non-County related websites, such as restaurant sites, during work hours. Fire indicated that the employee received an NOI.

Case Number: 201611797

A Fire employee housed his assigned County vehicle at a non-approved location. Fire indicated that the employee was counseled.

Case Number: 201612280

A Fire employee used his County e-mail account to send a personal e-mail. Fire indicated that the employee was counseled.

Case Number: 201612342

A Fire employee drove his assigned County vehicle to a private appointment, in violation of Department policy. Fire indicated the employee received a NOI.

Department of Health Services (DHS)

Case Number: 20149904

A DHS employee reported full shifts worked on a number of days when he worked only a few hours. The employee's supervisor approved the employee's timecards although she had not verified their accuracy. The employee also failed to report his outside employment. DHS indicated that timecard adjustments were submitted and disciplinary actions are pending for the employee and his supervisor.

Case Number: 201510246

A DHS employee submitted inaccurate timecards and exceeded the 24-hour per week limit on outside employment. The employee's supervisor failed to ensure that the employee complied with Department's outside employment policy. DHS indicated that the employee was counseled, and the supervisor reviewed the policy.

Case Number: 201510262

A DHS employee failed to report her outside employment, failed to report that she was related to another County employee, solicited coworkers for money, and filed harassment claims when her coworkers attempted to collect the money she owed them. DHS indicated that the employee was counseled.

Summary of Substantiated Cases

Case Number: 201510419

A DHS employee failed to report his outside employment to the Department, as required. DHS indicated that the employee retired.

Case Number: 201511004

A DHS employee exhibited a pattern of tardiness over a six-month period. DHS indicated that the employee received a written warning.

Case Number: 201611640

A DHS manager inappropriately shared her DHS data system password with a subordinate to expedite a project. The employee's action did not breach any patient Protected Health Information (PHI). DHS indicated that the employee was counseled.

Case Number: 201611739

A County telephone calling card that was issued to a DHS employee assigned to a Probation facility was compromised by unknown individual(s), resulting in \$34,000 in fraudulent long distance charges over several months. The calling card issuer waived the fees, and DHS indicated that procedures for making toll calls were changed.

Case Number: 201611927

A DHS employee engaged in outside employment while on medical and family leave of absence. The employee also failed to declare her outside employment. DHS indicated that disciplinary action is pending upon the employee's return from leave.

Internal Services Department (ISD)**Case Number: 20149782**

Two ISD employees arrived to work late, left the office for extended periods during the workday, left work early, and did not report variances on their timecards. The two employees also failed to adhere to the Department's call-in policy. One of the employees inappropriately brought a child to the workplace during her work shift. ISD indicated that one employee received a 10-day suspension without pay and the second employee received a written reprimand.

Case Number: 201510442

An ISD employee admitted to using his assigned County computer and Internet access to view non-County related websites, such as department store sites, travel sites, learning sites, etc. ISD indicated that the employee received a written reprimand.

Department of Mental Health (DMH)**Case Number: 20138375**

A DMH employee admitted using his assigned County computer password to allow other employees to access County Information Technology resources. DMH indicated that the employee received a written reprimand.

Case Number: 20138394

A DMH manager provided improper timecard coding instructions to several of her staff because she was not aware of Departmental policy. DMH indicated that the manager was counseled.

Case Number: 20138759

A DMH employee flexed her work schedule to leave work early, and inappropriately combined her breaks with her lunch time on a number of occasions. DMH indicated that the employee transferred to another County department prior to discipline being imposed.

Summary of Substantiated Cases

Case Number: 20138765

A DMH employee created a conflict of interest when she served as the Social Security benefit payee for one of her clients. To prevent conflicts, DMH's Full Service Partnership Program can serve as the payee if the client needs assistance with money management. DMH indicated that corrective and/or disciplinary action is pending upon the employee's return from leave.

Case Number: 20138783

A DMH employee used her assigned County computer and e-mail account to create personal documents (i.e., flyers) and send non-work related e-mails during work hours. The employee also used a County printer to print non-work related documents and used her Internet access to view non-County related websites, such as news and charity websites, during work hours. DMH indicated that disciplinary action is pending upon the employee's return from leave.

Case Number: 20149396

Two DMH employees and one supervisor failed to follow the County's loss of non-employee personal item policy when they directly reimbursed a client \$90 out of their own funds for the client's missing items. According to the County Fiscal Manual, the claim for reimbursement should have been submitted to the Executive Office of the Board. DMH indicated that the two employees and the supervisor were counseled.

Case Number: 20149765

A DMH employee used her assigned County computer and e-mail account to send personal e-mails, and saved personal documents to her County computer. DMH indicated that the employee was counseled.

Case Number: 20149919

A DMH employee used her assigned County computer and Internet access, and a County printer for non-County related purposes, including working on school papers and viewing non-County related websites. DMH indicated that the employee transferred to another County department prior to discipline being imposed.

Case Number: 20151156

A DMH employee used his assigned County computer and Internet access to view non-County related websites, such as sports, shopping, and music streaming sites. DMH indicated that the employee was counseled.

Case Number: 20151172

A DMH employee arrived late to work, took extended breaks on a number of occasions, and watched videos on her cellular phone during work hours. DMH indicated that disciplinary action is pending.

Case Number: 20151186

A DMH employee recorded inaccurate entries in client medical records and failed to include required supporting notes. DMH indicated that disciplinary action is pending.

Case Number: 201611991

Two DMH employees opened a phishing e-mail and provided their credentials, which may have compromised their Microsoft Exchange accounts. DMH's investigation and review of the accounts determined that the PHI of as many as 501 DMH clients may have been disclosed. DMH indicated that the 501 affected individuals were notified of the breach.

Case Number: 201612143

A DMH employee used his assigned County computer and Internet access to view non-County related websites, such as shopping and news sites, during work hours. DMH indicated that the employee received a written reprimand.

Summary of Substantiated Cases

Case Number: 201612250

A DMH student worker did not comply with the requirements of her position because she was not an enrolled student during her tenure with the Department. DMH indicated that the employee was counseled.

Parks and Recreation Department (Parks)

Case Number: 20138147

A Parks employee listed her assigned County telephone number on business cards for her outside employment. Parks indicated that the employee did not pass probation and was demoted.

Probation Department (Probation)

Case Number: 201611520

A Probation employee was observed sleeping at her desk during work hours. Probation indicated that the employee was counseled.

Case Number: 201612138

Five Probation employees used their assigned County Internet access to view non-County related websites, such as real estate and news sites, during work hours. Probation indicated that the employees were counseled.

Department of Public Health (DPH)

Case Number: 201510633

A DPH employee misreported her marital status to the Department and enrolled her ex-husband in her Options Benefit Plan when she was married to another individual. The employee revised her benefit election during a dependent eligibility verification review, qualifying for Board-approved one-time amnesty. Accordingly, no disciplinary action is warranted.

Case Number: 201511208

A DPH employee used his assigned County computer and Internet access to view non-County related websites, such as news and sports sites, during work hours. DPH indicated that the employee was counseled.

Case Number: 201511292

A DPH employee failed to conduct complaint investigations as required, and falsified a number of inspection reports. DPH intends to give the employee a 10-day suspension without pay.

Public Library (Library)

Case Number: 201611564

A Library employee entered fictitious credits on his own account on the Department's printed material payment system and then withdrew the money, totaling \$109. The Library indicated that the employee resigned prior to being disciplined.

Case Number: 201612385

A Library employee admitted to misusing the Department's automated circulation system to remove fines totaling \$79 from the accounts of four relatives. The employee also admitted to instructing a part-time temporary employee to access her account and use a supervisor override code to renew her overdue items to avoid incurring a fine. The Library intends to discharge the employee.

Summary of Substantiated Cases

Department of Public Social Services (DPSS)

Case Number: 20149799

A DPSS supervisor created a conflict of interest when he volunteered to be the Chief Executive Officer at a transitional housing agency where DPSS participants receive housing benefits. DPSS indicated that the employee received a 5-day suspension without pay.

Case Number: 201510327

A DPSS employee created a conflict of interest when he attempted to conduct exit procedures and collect the personal property of a relative (sister-in-law) who had left County service. DPSS indicated that the employee received a written reprimand.

Case Number: 201510821

A DPSS employee accessed the Los Angeles Eligibility Automated Determination Evaluation and Reporting (LEADER) system without a business need to view personal and confidential information in two participants' (her daughter's and an ex-coworker's) case records. The employee also failed to report that her daughter is a DPSS participant. DPSS indicated that the employee received a 28-day suspension without pay.

Case Number: 201510934

A DPSS employee used his assigned County computer and Internet access to view non-County related websites during work hours, including a site that streamed a sporting event. The employee also admitted to using several personal flash drives to transport data to/from his assigned County computer, and to storing personal documents on his assigned County computer. He also admitted to making an inappropriate comment about a coworker's medical condition during a meeting. DPSS indicated that the employee received a 10-day suspension without pay.

Case Number: 201510985

Two DPSS employees used their assigned County computers and Internet access to view non-County related websites, such as news sites, during work hours. One of the employees also used his Internet access to check his personal e-mail account during work hours. DPSS indicated that the two employees each received a written reprimand.

Case Number: 201511186

A DPSS employee failed to appear at scheduled client appointments, did not make necessary amendments to his field itineraries, and failed to verify client information as necessary. DPSS indicated that the employee received a 5-day suspension without pay.

Case Number: 201511283

A DPSS employee failed to follow proper performance evaluation procedures. DPSS indicated that the employee was counseled.

Case Number: 201511483

A DPSS employee solicited for her outside employment by posting flyers at a DPSS training facility, in violation of the County's Outside Employment Policy. DPSS indicated that the employee was counseled.

Case Number: 201611683

A DPSS employee used her assigned County computer and Internet access to view non-County related websites, such as news and shopping sites, during work hours. DPSS indicated that the employee received a 3-day suspension without pay.

Summary of Substantiated Cases

Case Number: 201611691

A DPSS employee created a conflict of interest when she contacted a DPSS supervisor several times concerning an investigation being conducted on the employee's relative, who is a participant. DPSS indicated that the employee received a 5-day suspension without pay.

Case Number: 201611710

A DPSS employee engaged in a personal relationship with an In-Home Supportive Services (IHSS) provider for several of his clients, in violation of the Department's conflict of interest policy. DPSS indicated that the employee received a 5-day suspension without pay.

Case Number: 201611755

A DPSS employee reported one hour of overtime on her timecard that she did not work. The employee was observed signing in and out at the same time, and leaving the building. DPSS indicated that the employee received a warning.

Case Number: 201611774

A DPSS employee failed to complete assigned work for the overtime she reported, and failed to accurately report the amount of overtime actually worked on her timecards. DPSS intends to give the employee a 10-day suspension without pay.

Case Number: 201611792

A DPSS employee failed to report her outside employment for two years (2014 and 2015), and created a conflict of interest by having a financial relationship with an IHSS participant. DPSS intends to give the employee a 30-day suspension without pay.

Case Number: 201611818

A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in a participant's (his girlfriend's) case records, and placed other participants who called seeking assistance on hold for extended time periods while he inappropriately accessed the case. The employee also failed to report that his girlfriend and her sister are DPSS participants. DPSS indicated that the employee received a 20-day suspension without pay.

Case Number: 201611827

A DPSS employee accessed the LEADER Replacement System system without a business need to view personal and confidential information in a participant's (ex-partner's) case records. DPSS indicated that the employee received a 10-day suspension without pay.

Case Number: 201611853

A DPSS employee behaved in an inappropriate manner toward a participant by touching and making sexual comments to her during an office visit. DPSS indicated that the employee resigned, and a "Top of File" notice was placed in the employee's personnel folder.

Case Number: 201611898

A DPSS employee used his assigned County computer and Internet access to view non-County related websites, such as shopping and news sites, during work hours. DPSS indicated that the employee received a written reprimand.

Case Number: 201611940

A DPSS employee accessed the Case Management, Information and Payroll System II system without a business need to view personal and confidential information in a

Summary of Substantiated Cases

participant's (her grandmother's) case records. DPSS indicated that the employee received a written reprimand.

Case Number: 201611979

A DPSS employee used a County facsimile machine for non-County business during work hours and failed to report that she is the authorized representative for a relative who receives public assistance. DPSS indicated that the employee received a written warning.

Case Number: 201611997

Two DPSS employees arrived to work late on a number of occasions and one of the employees took extended lunch breaks. The employees did not record variances on their timecards. DPSS indicated that both employees were counseled.

Case Number: 201612098

A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in two participants' (her relatives) case records. DPSS indicated that the employee received a 10-day suspension without pay.

Case Number: 201612101

A DPSS employee arrived to work late on a few occasions and failed to report variances on her timecards. DPSS indicated that the employee received a written reprimand.

Case Number: 201612123

A DPSS employee accessed the Medi-Cal Eligibility Data System (MEDS) for non-County use (i.e., to review a case linked to her Social Security number). DPSS indicated that the employee was counseled.

Case Number: 201612127

A DPSS employee inappropriately gave a participant his cell phone number, exchanged text messages, and socialized with a participant. DPSS intends to give the employee a 30-day suspension without pay.

Case Number: 201612130

A DPSS employee failed to report that she lived with a participant, and she accessed the MEDS and the LEADER systems without a business need to view personal and confidential information in the participant's case records. The employee also inappropriately contacted another government agency and disclosed information about the participant to that agency. DPSS indicated that the employee received a 10-day suspension without pay.

Case Number: 201612132

A DPSS employee engaged in conduct unbecoming a County employee when she posted negative non-specific comments (i.e., without identifying information such as names, etc.) related to her clients on a social media website during her work hours. The employee also posted photographs of herself at her County workstation making an obscene gesture. DPSS indicated that the employee received a 10-day suspension without pay.

Case Number: 201612137

A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in a participants' (her relatives) case records. DPSS intends to give the employee a 10-day suspension without pay.

Case Number: 201612142

A DPSS employee accessed the LEADER system without a business need to view

Summary of Substantiated Cases

personal and confidential information in a participant's (her son) case records. DPSS indicated that the employee received a 10-day suspension without pay.

Case Number: 201612171

A temporary contract employee for the Statewide Fingerprint Imaging System (a DPSS vendor) inappropriately accessed information in a state database without a business need. DPSS indicated the temporary agency removed the employee from her DPSS assignment.

Case Number: 201612240

A DPSS employee violated Department policy when she used her cell phone to video record a second employee in a DPSS office and posted the video to a social media website. DPSS indicated that both employees were counseled.

Case Number: 201612245

Two DPSS employees violated Departmental procedures for maintaining and replenishing blank Electronic Benefit Transfer (EBT) cards. One employee loaned the second employee (from another District) 200 EBT cards without authorization and the second employee violated procedures for safeguarding the cards. DPSS indicated that both employees received a written reprimand.

Department of Public Works (DPW)

Case Number: 201410044

A DPW employee used her assigned County computer and Internet access to send and receive personal e-mails, and used a facsimile machine to send a personal document. In addition, the employee installed non-County related applications (i.e., games) on her County-issued cell phone. DPW indicated that the employee was counseled.

Case Number: 201510309

A DPW employee completed an online traffic school course on behalf of her supervisor in 2009. DPW indicated that both the supervisor and employee were counseled, and the employee was assigned to a different supervisor.

Sheriff Department (Sheriff)

Case Number: 201510356

A Sheriff's employee arrived to work late and left work early on a number of occasions. The Sheriff indicated that the employee was counseled.

Case Number: 201511055

A Sheriff's manager, supervisor, and employee each used their County e-mail accounts to establish accounts on a dating website. The Sheriff indicated that the manager and supervisor were suspended, and the employee was reprimanded.

Case Number: 201611578

A Sheriff employee claimed an injury he suffered was work-related when in fact, he was injured while working on a non-County project. The Sheriff indicated that the employee was counseled.

Total Cases Referred to, Investigated, and Substantiated by Other Departments:
94

Total Number of Substantiated Cases from July 1, 2016 through December 31, 2016: 113



**Los Angeles County Fraud Hotline
Disciplinary and/or Corrective Actions Resolved
From Previous Semi-Annual Reports
As of December 31, 2016**

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
Department of Children and Family Services (DCFS)		
1 20126673	A DCFS employee did not conduct required home visits with clients and falsified case contact notes in the Child Welfare Services/Case Management System (CWS/CMS).	DCFS indicated that the employee retired.
2 20149251	A DCFS employee took extended lunch breaks, left work early on numerous occasions, and did not record variances on his timecards. The employee also was away from his work station and/or out of the office without authorization on a number of occasions, and failed to follow his supervisor's work instructions. DCFS indicated that timecard adjustments were requested.	DCFS indicated that the employee received a 2-day suspension without pay.
3 20149528	Two DCFS employees exhibited unprofessional behavior by engaging in a loud verbal altercation in the workplace, and one of the employees used inappropriate language during the altercation. The second employee also used her assigned County e-mail account to send inappropriate e-mails, and took extended lunch breaks without recording variances on her timecards. DCFS indicated that one employee received a 5-day suspension without pay.	DCFS indicated that the remaining employee received a 1-day suspension without pay.
4 20149631	Seven DCFS managers and one employee admitted to sharing their user identifications (IDs) and passwords for their assigned County computers, the electronic Countywide Accounting and Purchasing System, and/or Performance Net with various section staff. Also, five DCFS staff admitted to using the managers' user IDs and passwords provided to log on to various computers and systems. DCFS indicated that one employee received a Notice of Expectations (NOE).	DCFS indicated that three employees were counseled, and 10 employees received NOE.
5 20149849	A DCFS employee engaged in outside employment that conflicted with her County job, engaged in outside employment activities during her County work hours, and failed to report her outside employment to the Department as required.	DCFS indicated that the employee received a 30-day suspension without pay.
6 201510642	A DCFS manager abused his management authority when he sought a Request for Fitness for Duty regarding an employee without justifiable cause to support his request.	DCFS indicated that Internal Affairs investigated the initial substantiated allegations, found no violation, and unsubstantiated the initial allegations.

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
7 201510676	A DCFS employee violated Departmental policy by failing to return her County-issued cell phone when she went on extended medical leave, and she inappropriately used the cell phone while on medical leave.	DCFS indicated that the employee received a 5-day suspension and agreed to complete an Education Based Discipline (EBD).
8 201511000	A DCFS employee inappropriately used the Department's postage machine to meter 16 personal letters.	DCFS indicated that the employee received 1-day suspension and agreed to complete an EBD.
9 201511020	A DCFS employee admitted sending a video that contained confidential client information to her personal e-mail account, and forwarding the e-mail to several individuals outside the County who did not have a business need for the information.	DCFS indicated that the employee was counseled.
10 201511259	A DCFS employee failed to appropriately investigate allegations of child abuse, and failed to provide adequate services to a child and the child's family.	DCFS indicated that the employee received a written reprimand.
11 201511388	A DCFS employee failed to complete monthly client contacts and entered false client contact entries (i.e., blank entries) in at least nine CWS/CMS case files. The employee also failed to perform other assigned job duties.	DCFS indicated the employee resigned in lieu of discharge and a "Top of File/Do not Rehire" notice was placed in employee's personnel folder.
12 201511392	A DCFS employee was arrested for loitering.	DCFS indicated that no administrative action was warranted.
13 201511432	A DCFS employee did not conduct required site visits, did not conduct a required face-to-face meeting with a school official, and falsified these contacts in two summary reports.	DCFS indicated that the employee received a written warning.
Fire Department (Fire)		
14 20149121	A Fire employee used her assigned County computer and Internet access to view non-County related websites, such as shopping and travel sites, during work hours.	Fire indicated that the employee received a written reprimand.
15 201510162	A Fire employee brought a replica firearm into his work area and carried a firearm in his vehicle onto Department premises. The employee also used his assigned County computer and Internet access to view non-County related websites, such as sites related to guns, during work hours.	Fire indicated that the employee received a 10-day suspension without pay.

	CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
16	201510310	A Fire manager allowed a subordinate to telecommute without the appropriate, approved telecommuting agreement.	Fire indicated that the Department will provide training.
17	201511128 (OCI Investigated)	A Fire employee used his assigned County e-mail account to establish an account on a dating website, and to send and receive personal emails.	Fire indicated that the employee received a written reprimand.
Department of Health Services (DHS)			
18	20104303	A DHS employee used his County telephone to make personal calls and his County Internet access during work hours for non-County work related purposes, such as viewing shopping and travel websites.	DHS indicated that the employee was counseled.
19	20116148	A DHS employee did not consistently clock in/out, deviated from assigned work schedule without authorization, did not always respond to work related pages and calls, and may not have always worked the hours reported on the employee's timecard. In addition, the employee's supervisor was aware of the employee's inaccurate time reporting and did not take proper corrective action.	DHS indicated that the employee was transferred/reassigned and the supervisor was counseled.
20	20126702	A DHS employee falsified 21.50 overtime hours worked on nine dates on her timecards. The employee's supervisor failed to accurately verify and approve the employee's timecards.	DHS indicated that the employee received a NOE, and disciplinary action was not warranted for the supervisor.
21	20127251	A DHS employee worked between 30 minutes and 1.5 hours less than 8-hour shift on three days without reporting a variance on his timecard. The employee also did not report his outside employment to his department. In addition, the supervisor did not properly monitor the employee's time and allowed the employee to use his personal laptop while at work.	DHS indicated that the employee received a 5-day suspension without pay, and the supervisor was counseled.
22	20138258	A DHS employee arrived excessively late to work without recording the variance on her timecard.	DHS indicated that the employee received a 3-day suspension without pay.
23	20138263	A DHS employee worked from home without management approval, failed to fulfill her job duties while working from home, and took time off without authorization.	DHS indicated that the employee received a 5-day suspension without pay.
24	20138296	A DHS supervisor inappropriately borrowed money from a subordinate employee and did not repay it timely. The supervisor also accessed another subordinate's locker without authorization.	DHS indicated that the supervisor was counseled.
25	20138444	A DHS employee did not keep accurate time reporting documentation and did not consistently clock in for her work shift. The employee's supervisor did not ensure that the employee's time records are kept accurately and failed to retain the employee's time records and overtime approvals for the required retention period.	DHS indicated that the employee received a 5-day suspension without pay, and the supervisor was counseled.

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
26	20148952 Three DHS supervisors did not sign subordinates' timecards. One of these supervisors failed to properly clock in and out for his work shifts on several occasions. One employee, who served as the timekeeper, misplaced, lost, and/or did not retain copies of an employee's timecards, and inappropriately used a shift calendar rather than employee's approved timecards to enter employee time records into the electronic timekeeping system.	DHS indicated that one employee and the supervisor received an NOE, and the two remaining employees were counseled.
27	20149055 Two DHS employees failed to properly clock in and out for their work shifts and lunch breaks, and one of these employees was observed sleeping during work hours. Also, the employees' supervisor approved their timecards without ensuring that the employees accurately reported their time worked.	DHS indicated that the two employees were counseled, and no disciplinary action was warranted for the supervisor.
28	20149131 A DHS employee did not record variances on his timecards when he left work to conduct personal errands and took extended lunch breaks. The employee also failed to properly clock in and out for his work shifts. The employee's supervisor inappropriately approved the employee's timecard on a day the employee did not work and did not ensure the employee clocked in and out, as required.	DHS indicated that the employee received a 1-day suspension without pay, and the supervisor was counseled.
29	20149163 A DHS employee made false statements to Department investigators during an official administrative investigation.	DHS indicated that the employee received a NOE.
30	20149220 A DHS employee used her assigned County computer and Internet access to view non-County related websites such as shopping, video sites, etc., during work hours. The employee also socialized excessively in the workplace.	DHS indicated that the employee received a 10-day suspension without pay.
31	20149246 A DHS employee made a false allegation concerning two other employees based on office rumors.	DHS indicated that no disciplinary action was warranted.
32	20149318 A DHS employee used his assigned County computer and Internet access to view non-County related websites, such as business, news, etc., during work hours.	DHS indicated that the employee received a written reprimand.
33	20149326 Two DHS employees who are related to one another and who work in the same functional area did not consistently disclose their familial relationship as required by the Department's nepotism policy. One of the employees conducted her outside employment activities during work hours and failed to disclose her outside employment to the Department, as required. A third employee assisted this employee with her outside employment during work hours.	DHS indicated that two employees were counseled, and one employee received a NOE.
34	20149490 A DHS employee arrived to work late on a number of occasions and did not record variances on her timecards, and the employee's supervisor failed to ensure that the employee reported actual hours worked on her timecards. Another DHS employee used his assigned County computer and Internet access to view non-County related websites, such as shopping sites, during work hours. DHS indicated the first employee resigned.	DHS indicated that the second employee received a 5-day suspension without pay, and the supervisor received a written reprimand.

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
35	20149526 (DHR Investigated) A DHS employee falsified and exaggerated her job duties on a number of employment applications over a four-year period in an effort to gain a promotion. As a result, the employee was placed on one eligibility list, but was not in a reachable band.	DHS indicated that the employee was counseled.
36	20149679 A DHS employee had excessive absences over a four-year period, including excessive unauthorized absences without a doctor's note. Also, four supervisors inappropriately approved the employee's unauthorized absences over an extended time period and failed to take appropriate corrective action.	DHS indicated that the employee received an NOE, one supervisor was counseled, and no disciplinary action was warranted for the remaining supervisors.
37	20149693 Two DHS employees slept during work hours. Additionally, one of the employees sold clothing for his personal business to other staff during work hours.	DHS indicated that the two employees received a NOE.
38	20149888 A DHS employee with patient care responsibilities was observed sleeping during work hours. The supervisor was aware of the employee's behavior and failed to take appropriate corrective action.	DHS indicated that the employee received a written reprimand, and the supervisor was counseled.
39	20149906 A DHS employee with patient care responsibilities was observed sleeping during work hours. The supervisor was aware of the employee's behavior and failed to take appropriate corrective action.	DHS indicated that the employee received a 1-day suspension without pay, and the supervisor was counseled.
40	201511407 A DHS supervisor accessed a subordinate's personnel file without a business need to obtain the subordinate's confidential, personally identifiable information (PII), and used the information to impersonate the subordinate within a web-based system.	DHS indicated that the supervisor received a 10-day suspension without pay.
Internal Services Department (ISD)		
41	20149026 Two ISD employees arrived to work late and left work early, did not adhere to their scheduled start and end times when they were carpooling, and did not report actual hours worked. In addition, the employees' supervisors did not take appropriate corrective actions when the employees did not adhere to their work schedule. One supervisor retired.	ISD indicated that procedures were changed and no disciplinary action was warranted.
42	201510982 An ISD employee transported a non-County employee (a relative) in a County vehicle after her manager instructed her not to do so. In addition, the employee used the vehicle for a personal errand.	ISD indicated that the employee received a 1-day suspension without pay.

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
43	201511049 An ISD employee inappropriately drove his assigned County vehicle to his residence without authorization, took time off during the day and ended his work shift early without recording variances on his timecards, and falsified information on his mileage claims.	ISD indicated that the employee received a 15-day suspension without pay.
44	201612102 An ISD employee could not locate the security bag he used to store cash-in-transit, resulting in a cash shortage of approximately \$338 in a petty cash fund.	ISD indicated that the employee was counseled.
Department of Mental Health (DMH)		
45	20126496 A DMH employee used her assigned County computer and e-mail account to send personal e-mails to family members and friends. In addition, the employee violated Health Insurance Portability and Accountability Act (HIPAA) and Departmental policy by using her personal e-mail account to transmit protected health information (PHI) and disclosed the PHI to individuals who did not have a business need to know. The breach was reported to the County HIPAA Privacy Officer.	DMH indicated that the employee resigned.
46	20126845 A DMH employee failed to consistently provide medical certifications to excuse her absences during a two-month period.	DMH indicated that the employee received a written reprimand.
47	20126935 A DMH manager and supervisor did not notify management of a possible inappropriate relationship between an employee and a DMH client. DMH indicated that the supervisor resigned for personal reasons, and the employee resigned in lieu of discharge.	DMH indicated that the manager received a written reprimand.
48	20127040 A DMH manager approved an on-site Yoga program, and allowed at least six employees to participate in the Yoga classes during work hours.	DMH indicated that the manager received a written reprimand.
49	20127266 A DMH employee falsified a medical record by backdating a progress note to make it appear as though the service provided took place earlier than the true service date.	DMH indicated that the employee received a written reprimand.
50	20127507 A DMH employee claimed on the Service Daily Logs that she saw two clients on two separate dates; however, she did not claim hours on her timecard.	DMH indicated that the employee resigned.
51	20137685 Eight DMH employees used their assigned County computers, Internet access, and e-mail accounts, as well as County printers, for non-County business (i.e., completing schoolwork and corresponding with classmates and professors) during work hours. Each employee also used their Internet access to view non-County related websites, such as news, entertainment, and shopping sites, during work hours. Four of the employees used their County e-mail accounts to send e-mails with inappropriate racial and/or sexual content. Two employees transmitted DMH clients' PHI to their personal e-mail accounts.	DMH indicated that two employees resigned, one employee was transferred, and five employees received a written reprimand.
52	20137805 A DMH employee used her assigned County computer and e-mail account to send a non-County work related chain letter e-mail.	DMH indicated that the employee was counseled.

	CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
53	20137843	A DMH employee erroneously submitted inaccurate time records for three months, which resulted in leave time (4 1/2 hours) being inappropriately deducted from the employee's leave balances.	DMH indicated that the employee was reimbursed.
54	20137893	Twenty DMH employees used their assigned County computers and e-mail accounts to send non-work related e-mails, including chain letter e-mails. Four of these employees inappropriately sent e-mails with clients' PHI to a non-County account and/or sent unencrypted e-mails containing PHI to DMH employees. Two employees sent e-mails that contained inappropriate images to other DMH employees and/or personal e-mail accounts. Also, one employee inappropriately shared her eCAPS username and password with another DHM employee via e-mail. DMH indicated that one employee transferred to another County department, and one employee resigned.	DMH indicated that four employees resigned, one employee was transferred, two employees received a 1-day suspension without pay, one employee received a 2-day suspension without pay, one employee received a 5-day suspension without pay, one employee received a 20-day suspension without pay, one employee received a written warning, three employees received a written reprimand, and six employees were counseled.
55	20137900	Two DMH supervisors failed to ensure that their staff were properly supervised while working overtime on weekends.	DMH indicated that one supervisor retired and the remaining supervisor was counseled.
56	20137908	Fifteen DMH employees used their assigned County computers and e-mail accounts to send non-County work related e-mails, including e-mails containing chain letters, photographs, etc., to other DMH employees and/or personal e-mail account(s). In addition, one of the employees used his assigned County computer and Internet access during work hours to view non-County work related websites such as entertainment, restaurants, etc.	DMH indicated that one employee was discharged, one employee received a 1-day suspension without pay, nine employees were counseled, one employee received a written warning, and three employees received written reprimands.
57	20137981	A DMH employee used her assigned County computer and Internet access during work hours to view non-County related websites, and she slept at her work station during work hours on at least three occasions. Additionally, the manager allowed staff to use the Internet for personal use, allowed the employee to inappropriately flex her work schedule, and approved her inaccurate timesheets.	DMH indicated that the employee received a counseling memorandum.

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
58 20138071	A DMH employee used his assigned County computer and Internet access during work hours to view non-County work related websites, such as music and school research sites, and shared his County Internet password with another employee. In addition, the supervisor allowed staff to access the Internet for personal purposes.	DMH indicated that the employee transferred to another department, and the supervisor received a 1-day suspension without pay.
59 20138087	A DMH employee arrived to work late, took extended lunches, extended her afternoon breaks to conduct personal business, and failed to record variances on her timecards. The employee's supervisor was aware of her behavior and failed to take appropriate corrective action.	DMH indicated that the employee received a 5-day suspension without pay, and the supervisor received a written reprimand.
60 20138134	A DMH employee used his assigned County computer and e-mail account to send a work-related e-mail after the end of his work shift, and he failed to report the time worked on his timecard. The employee also used his personal laptop at his workstation after work hours.	DMH indicated that the employee was counseled.
61 20138157	A DMH employee reported to work late, took extended lunch breaks, left before the end of her work shift, and failed to record variances on her timecards. The employee also claimed overtime that she did not work, completed schoolwork and conducted non-County related business during overtime hours, and reported to work on her regular day off to complete schoolwork. Further, the employee used her assigned County computer, Internet access, and e-mail account to view and complete schoolwork, and used County equipment (i.e., telephone, copier, etc.) for non-County related business. The employee's supervisor failed to properly supervise the employee when she worked overtime.	DMH indicated that the employee resigned, and the supervisor received a written reprimand.
62 20138326	A DMH employee used his assigned County computer and Internet access to stream music content during work hours.	DMH indicated that the employee received a 1-day suspension without pay.
63 20138363	A DMH employee used her assigned County computer and e-mail account to send personal e-mails, and used her colleagues' work e-mail addresses without their authorization to participate in a contest.	DMH indicated that the employee received a written reprimand.
64 20138371	A DMH employee gave his personal e-mail address to a patient, had inappropriate physical contact with the same patient, and invited another patient to his home for a holiday celebration.	DMH indicated that the employee received a written reprimand.
65 20138447	A DMH employee used her assigned County computer to conduct personal business (i.e., work on a book manuscript) and used her County e-mail account to send and receive personal e-mails.	DMH indicated that the employee received a written reprimand.

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
66	20138612 A DMH employee violated State law and Departmental policy by arbitrarily waiving fees for clients who had the financial resources to pay for services. The employee also failed to properly document financial assessments in the case files of some clients that she deemed had no ability to pay for services.	DMH indicated that the employee retired.
67	20138671 A DMH employee inappropriately combined her rest breaks with her lunch breaks to take extended lunch periods without her supervisor's authorization.	DMH indicated that the employee was counseled.
68	20149086 A DMH employee used her assigned County computer and Internet access during work hours to view non-County work related websites such as online shopping, dining, real estate agencies, and celebrity news websites. Additionally, the employee used her assigned County computer to store non-County work related documents.	DMH indicated that the employee received a 6-day suspension without pay.
69	20149123 A DMH employee sent an e-mail with PHI/confidential data from a non-County e-mail account, in violation of the HIPAA. A Letter of Notification was hand delivered to the client. DMH indicated that the employee was transferred and access to electronic records was removed.	DMH indicated that the employee received a written warning.
70	20149215 A DMH employee created a conflict of interest when she received financial compensation for her private consulting work from a DMH vendor while at the same time directly overseeing the same vendor's contractual agreements as a DMH employee.	DMH indicated that the employee was counseled.
71	20149341 A DMH employee used his assigned County computer and e-mail account to send over 31,600 non-work related e-mails to a County employee and other individuals over approximately a two-year period.	DMH indicated that the employee received a 3-day suspension without pay.
72	20149370 A DMH employee arrived to work late and did not report the variances on her timecards.	DMH indicated that the employee received a 1-day suspension without pay.
73	201510503 A DMH employee used her assigned County computer, Internet access, and e-mail account for non-County related purposes, including viewing non-County related websites and sending and receiving personal e-mails.	DMH indicated that the employee received a written reprimand.
74	201510568 A DMH manager used his assigned County computer and e-mail account to send and receive non-County related e-mails, and requested that a subordinate perform personal business for him.	DMH indicated that the manager received a written warning.
75	201510588 A DMH employee used his assigned County computer to complete schoolwork during work hours, used his Internet access to view non-County related websites, and used his County e-mail account to send non-work related e-mails. The employee also remained at work after work hours without authorization or a business need. Also, the employee's supervisor failed to address the employee's misconduct. DMH indicated that the employee retired.	DMH indicated that the supervisor retired.

	CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
76	201510597	A DMH employee had excessive unscheduled absences, exhibited a pattern of tardiness, and failed to properly perform her job duties.	DMH indicated that the employee received a 5-day suspension without pay.
77	201510624	A DMH employee inappropriately took cash from a cashbox without authorization and replaced the cash amount at a later day when the cash was discovered missing.	DMH indicated that the employee was discharged.
78	201510627	A DMH employee used her assigned County computer and e-mail account to send personal e-mails to DMH staff and a personal e-mail account.	DMH indicated that the employee received a written warning.
79	201510689	A DMH employee brought her children to the workplace during her scheduled work shifts and kept her children there until the end of her shift.	DMH indicated that the employee resigned.
80	201510832	A DMH employee incorrectly worked an 8 1/2-hour work shift instead of a 9-hour work shift for approximately 7 months and as a result, was overcompensated for 99 hours of regular earnings.	DMH indicated that the employee was counseled.
81	201511316	DMH employee damaged a County vehicle and filed a false Security Incident Report, claiming that an unknown suspect broke into the vehicle.	DMH indicated that the employee was discharged.
82	201511402	A DMH employee used her assigned County computer, e-mail account, and an office printer for non-County related business during work hours, and conducted personal business during her work hours.	DMH indicated that the employee received a written reprimand.

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
Public Defender		
83 201510252 (OCI Investigated)	A PD employee inappropriately used County vehicles to commute to and from work multiple times per week over a 3-year period, and fueled the vehicles at County fueling stations. The employee also garaged the vehicles at his home without authorization, at times keeping the vehicles over weekends.	PD indicated that the employee was discharged.
Department of Public Health (PH)		
84 20127261 (OCI Investigated)	A former PH employee allowed a number of vendors to submit false/fraudulent price quotes, in violation of County purchasing policies. The former employee also received a gratuity from one of the vendors. The employee's supervisor failed to exercise proper management oversight over purchasing activities. PH indicated that the employee retired.	PH indicated that the employee retired and the supervisor received a NOE.
85 201511163	A PH employee failed to report his outside employment, and used his assigned County computer and Internet access to view non-County related websites, such as the website for his outside employment, as well as entertainment and technology sites. Also, the employee's supervisor failed to ensure the employee complied with Departmental policies, and failed to appropriately document the employee's performance issues in performance evaluations.	PH indicated that the employee was discharged, and the supervisor was counseled.
86 201511294	A PH contractor billed the County for time that his staff spent working on activities and events that were not related to the PH program, and were not included in the contractor's Scope of Work. In addition, the contractor staff time records did not accurately document the non-County activities or overtime worked.	PH indicated that the contractor reimbursed the department \$1,902.
Department of Public Social Services (DPSS)		
87 20127427	A DPSS employee did not report to the Department that she was a DPSS participant, as required by Department policy. The employee also failed to report that a CalWORKs participant (her daughter) lived with her.	DPSS indicated that the employee received a 5-day suspension without pay.
88 20148877	A DPSS employee submitted falsified medical certificates to inappropriately justify six additional days off from work.	DPSS indicated that the employee received a 15-day suspension without pay.
89 20149048	A DPSS employee accessed the Los Angeles Eligibility Automated Determination Evaluation and Reporting (LEADER) system without a business need to view personal and confidential information in several participants' case records, including her boyfriend. The employee also was found to have a DPSS client's PII at her home, and she made untruthful statements during an administrative investigation.	DPSS indicated that the employee resigned.

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
90 20149175	Nineteen DPSS employees failed to adhere to their regular and telecommute work schedules; falsified itineraries, mileage claims, and client assessments; took extended/additional rest breaks; claimed overtime that they did not work; failed to accurately update client information; and used inappropriate language at the workplace. Five managers failed to properly supervise their staff's time, to verify the accuracy of their timecards, to address concerns raised by line supervisors, and to conduct follow-ups. One supervisor received a 3-day suspension without pay, two employees each received a 10-day suspension without pay, one employee received a 15-day suspension without pay, and another employee received a 20-day suspension without pay; five employees were counseled, and another supervisor received a written reprimand. DPSS also indicated that discipline (ranging from reprimand (3), counsel (3), suspension without pay (5) and discharge (1)) was imposed for three managers and nine employees.	DPSS indicated that on employee received a 15-day suspension without pay, one employee received a 14-day suspension without pay, one employee received a 10-day suspension without pay, three employees received a 5-day suspension without pay, three employees were counseled, three employees received written reprimands, and one employee was discharged. DPSS also indicated that no disciplinary action was warranted for the remaining five employees.
91 201510377	A DPSS employee failed to properly carry out her job duties and failed to follow her supervisor's instructions.	DPSS indicated that the employee received a 20-day suspension without pay.
92 201510599	A DPSS employee altered an employment verification form to obtain a loan, and the employee's supervisor signed the inaccurate form. Also, the employee and her supervisor made misleading statements during the administrative investigation.	DPSS indicated that the employee received a written reprimand, and no disciplinary action was warranted for the supervisor.
93 201510784	A DPSS employee submitted 22 falsified medical certificates to justify her absences from work.	DPSS indicated that the employee resigned.
94 201510941	A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in a participant's (her daughter's) case records.	DPSS indicated that the employee received a 15-day suspension without pay.
95 201510966	Three DPSS employees accessed the LEADER system without a business need to view personal and confidential information in a participant's case records. DPSS indicated that one employee received a written warning and a second employee received a 10-day suspension without pay.	DPSS indicated that the third employee was counseled.

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
96	201510983 (OCI Investigated) A DPSS employee submitted a false claim for payment, attesting under penalty of perjury that she did not receive a \$175 warrant when in fact she deposited the warrant into her bank account. The claim was rejected, and the matter was referred to the District Attorney for possible prosecution.	DPSS indicated that the employee received a 10-day suspension without pay .
97	201510992 A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in two participants' (her children's) case records.	DPSS indicated that the employee received a 10-day suspension without pay.
98	201511029 A DPSS employee inappropriately told a participant to leave her two children unattended at a DPSS facility, took the participant out of the office during business hours to conduct personal business, and contacted the participant on her personal phone outside of work hours.	DPSS indicated that the employee received a 21-day suspension without pay.
99	201511087 A DPSS employee conducted personal business during County work hours.	DPSS indicated that no disciplinary action was warranted.
100	201511111 A DPSS employee failed to report her outside employment to the Department as required, and may have inappropriately engaged in outside employment while receiving Worker's Compensation benefits.	DPSS indicated that the employee received a written reprimand.
101	201511179 A DPSS employee submitted four altered medical certifications to justify her absences from work.	DPSS indicated that the employee was discharged.
102	201511243 A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in two participants' (her children) case records, and failed to report that her children are DPSS participants.	DPSS indicated that the employee received a 15-day suspension without pay.
103	201511321 A DPSS employee made inappropriate sexual comments and gestures to two other employees, and continued to do so after being told by DPSS Human Resources staff to discontinue his behavior.	DPSS indicated that the employee received a 20-day suspension without pay.
104	201611526 A DPSS employee used his assigned County computer and Internet access to view non-County related websites, such as shopping and news sites, during work hours.	DPSS indicated that the employee received a written reprimand.

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN
105 201611567	A DPSS employee accessed the LEADER system without a business need to view the personal and confidential information in two participants' case records, and she failed to report that she lived with the two participants and that she had a new address. A second DPSS employee also accessed the LEADER system to view the personal and confidential information in a participant's (her brother) case records, accessed her own benefits case multiple times, and failed to report that her daughter was a participant who was living with her.	DPSS indicated that one employee received a 10-day suspension without pay, and the remaining employee received a 15-day suspension without pay.
106 201611569	A DPSS employee accessed the LEADER system without a business need to view the personal and confidential information in a participant's (her sister) case records. The employee also was not truthful during the administrative investigation.	DPSS indicated that the employee received a 20-day suspension without pay.
107 201611616	A DPSS employee accessed the LEADER system without a business need to view the personal and confidential information in a participant's case records.	DPSS indicated that the employee received a 10-day suspension without pay.
108 201611641	A DPSS employee accessed the LEADER system without a business need to view the personal and confidential information in a participant's (her sister) case records. The employee also failed to disclose that the participant lived with her.	DPSS indicated that the employee received a 10-day suspension without pay.
109 201611712	A DPSS employee accessed the Medi-Cal Eligibility Data System and the LEADER system without a business need to view personal and confidential information in a participant's (his son) case records. The employee also failed to report that a participant lived with him.	DPSS indicated that the employee received a 5-day suspension without pay.
110 201611775	A DPSS employee accessed the LEADER system without a business need to view personal and confidential information in two participants' (her relatives) case records.	DPSS indicated that the employee received a 10-day suspension without pay.
Treasurer and Tax Collector (TTC)		
111 20148989	Two TTC employees used their assigned County computers and Internet access to view non-County related websites, such as shopping and finance websites.	TTC indicated that the two employees were counseled.
112 201511445	A TTC employee violated Departmental policy by arranging to receive personal mail at work.	TTC indicated that the employee was counseled.

Total: 112



**Los Angeles County Fraud Hotline
Disciplinary and/or Corrective Action Pending
From Previous Semi-Annual Reports
As of December 31, 2016**

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN	NUMBER OF DAYS OUTSTANDING
Alternate Public Defender (APD)			
1 20151122	An APD employee admitted to using his assigned County computer and Internet access to view non-County related websites, such as dating and pornography sites, during work hours. The employee also used his assigned County e-mail account to establish accounts on a dating website and on shopping websites.	APD indicated that disciplinary action is pending.	292
Public Defender (PD)			
2 20151124 (OCI Investigated)	A PD employee inappropriately used his County e-mail account to establish an account on a dating website. The employee also used his assigned County computer and Internet access to view the website, and to view another dating/sexually explicit website.	PD indicated that disciplinary action is pending.	257
Department of Health Services (DHS)			
3 20115399	A DHS employee inappropriately ordered controlled substances without authorization, in violation of County policy and State law. The employee used a dormant account to order the medications, which were later discovered missing. A report was filed with the Sheriff and the case was later rejected by the District Attorney's Office. DHS management failed to maintain proper internal controls over medication inventories, including promptly inventorying medication orders and restricting access to medications. DHS indicated that procedures were changed to strengthen controls over medications.	DHS indicated that disciplinary action is pending the employee's return from leave of absence. Final disposition is pending.	1004
4 20126377	A DHS employee left work early to conduct non-County related business and did not report the variance on her timecard.	DHS indicated that the employee was counseled and timecard corrections are pending. Final disposition is pending.	1341

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN	NUMBER OF DAYS OUTSTANDING
5	20148917 Two DHS employees failed to properly maintain documentation of surplus medical supplies in the hospital's perpetual inventory, and failed to properly document the disposal of surplus property. Also, one of the employees failed to keep accurate documentation of the use, transfer, and disposal of inventory, as required by the County Fiscal Manual and Departmental policies, which resulted in the submission of an inaccurate cost report. Further, this employee failed to properly perform his job duties and made misleading and/or untruthful statements during the administrative investigation. DHS indicated that one employee retired.	DHS indicated that disciplinary action is pending for the remaining employee.	473
6	20149027 A DHS manager behaved in a manner unbecoming of a County employee when she used bullying tactics and displayed a pattern of inappropriate behavior toward her staff.	DHS indicated that disciplinary action is pending upon the manager's return from medical leave. Final disposition is pending.	659
7	20149344 A DHS employee left work early on a number of occasions and had a coworker clock her out. Two other employees failed to properly clock in and out for their work shifts and lunch breaks. DHS indicated that the first employee retired after being given a Letter of Intent to Discharge.	DHS indicated that disciplinary actions are pending for the other two employees.	283
8	20149496 A DHS employee submitted inaccurate timecards and worked through lunch and left work early, in violation of Department policy. The employee and a second employee each made misleading and/or untruthful statements during an administrative investigation. The employees' supervisor failed to ensure that the employees complied with Department policy related to work schedules.	DHS indicated that disciplinary actions are pending.	590
9	20149507 A DHS employee used her assigned County computer and Internet access to conduct her outside employment activities during work hours. The employee also did not properly code her timecard for time off (5 hours) she took to conduct her outside employment.	DHS indicated that disciplinary action is pending.	585
10	20149852 A DHS supervisor did not pre-approve overtime, did not maintain proper documentation of overtime worked, and did not monitor overtime hours worked by employees.	DHS indicated that disciplinary action is pending.	584
11	201510817 A DHS employee frequently took extended lunch breaks, failed to record variances on her timecards, and socialized excessively during work hours.	DHS indicated that disciplinary action is pending.	228

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN	NUMBER OF DAYS OUTSTANDING
Department of Mental Health (DMH)			
12 20116239	A DMH employee had 2,074 claims that were disallowed because the services were not provided, were missing documentation, or the claims submitted were for clerical and administrative activities that are not billable. The disallowed claims resulted in a reduction of Federal Financial Participation and State General Fund revenues totaling \$135,577.	DMH indicated that disciplinary action is pending the employee's return from leave of absence. Final disposition is pending.	878
13 20126595	A DMH employee falsified her field itinerary and mileage claim to improperly reflect that she visited a client prior to the client's death.	DMH indicated that disciplinary action is pending.	1047
14 20138106	A DMH employee used a County facsimile machine for personal use during work hours, including sending documents to a coworker for use in litigation against the County.	DMH indicated that disciplinary action is pending.	295
15 20138365	A DMH manager admitted sharing her electronic medical record system password with a subordinate to use to complete on-going projects, and in emergencies during her absence.	DMH intends to suspend the manager upon her return from leave. Final disposition is pending.	1020
16 20149036	A DMH employee used his assigned County computer and Internet access to download music files and saved the files to a shared computer drive.	DMH indicated that disciplinary action is pending.	260
17 201510299 (OCI Investigated)	Two DMH managers misused their County credentials to circumvent facility visitor access procedures, and misused their facility access to conduct outside employment activity. Also, their outside employment created a conflict of interest with their County job duties, and the managers used their assigned County computers and Internet access for non-work related purposes. A third manager failed to report his outside employment, and used his assigned County computer and Internet access for non-County related business. Another DMH employee used her assigned County computer and Internet access for non-work related purposes. One manager retired and one resigned.	DMH indicated that disciplinary actions are pending concerning one manager and the employee.	318

CASE NUMBER	SUBSTANTIATED CASE SUMMARIES-ORIGINALLY REPORTED STATUS	DISCIPLINARY AND/OR CORRECTIVE ACTION TAKEN	NUMBER OF DAYS OUTSTANDING
Department of Public Health (PH)			
18 20138482	Two PH employees were unprofessional when they interacted with their clients.	PH indicated that 1 employee was counseled, and the remaining employee intends to resign upon receiving settlement agreement. Therefore, resignation is held in abeyance until Board approves settlement payment. Final disposition is pending.	780
19 201510213	A PH employee exhibited inappropriate and threatening behavior toward his coworkers during work hours.	PH indicated that the employee intends to resign upon receiving settlement agreement. Therefore, resignation is held in abeyance until Board approves settlement payment. Final disposition is pending.	411
20 201510762	Two PH employees exhibited discourteous and unprofessional behavior toward their supervisors and coworkers.	PH indicated that 1 employee was counseled, and the remaining employee intends to resign upon receiving settlement agreement. Therefore, resignation is held in abeyance until Board approves settlement payment. Final disposition is pending.	411

= Total: 20



**LOS ANGELES COUNTY FRAUD HOTLINE
CASES OPEN OVER ONE YEAR
BY DEPARTMENT
AS OF MAY 11, 2017**

Department	Cases
Alternate Public Defender	2
Assessor's Office	11
Department of Auditor-Controller (Admin and CCMD)	3
Chief Executive Office - Workers' Compensation	41
Chief Executive Office	4
Chief Information Office (Countywide)	1
Department of Animal Care and Control	7
Department of Children and Family Services	40
Department of Health Services	41
Department of Human Resources	3
Department of Human Resources (Countywide)	46
Department of Medical Examiner-Coroner	5
Department of Mental Health	30
Department of Military and Veterans Affairs	4
Department of Parks and Recreation	16
Department of Public Social Services	7
Department of Public Works	14
District Attorney's Office	1
Fire Department	3
Internal Services Department	1
Office of County Counsel	1
Probation	1
Public Defender	4
Public Library	1
Registrar-Recorder/County Clerk	6
Sheriff's Department	8
Treasurer and Tax Collector	3
Workforce Development, Aging and Community Services	10
Total Number of Cases Outstanding Over One Year	314