



ARLENE BARRERA
AUDITOR-CONTROLLER

COUNTY OF LOS ANGELES DEPARTMENT OF AUDITOR-CONTROLLER

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

April 16, 2020

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

FROM: Arlene Barrera *Arlene Barrera*
Auditor-Controller *AB*

SUBJECT: **FRAUD HOTLINE SEMI-ANNUAL REPORT – JULY 1, 2019 THROUGH
DECEMBER 31, 2019**

The Auditor-Controller's Office of County Investigations (OCI) operates the Los Angeles County (County) Fraud, Waste, and Abuse Hotline (Hotline) pursuant to California Government Code Section 53087.6. Pursuant to California Penal Code Section 830.13 and Board of Supervisors (Board) Policy 9.040, OCI investigates or refers out for investigation alleged criminal and administrative misconduct within County government. OCI also tracks and compiles the results of Hotline investigations referred to and conducted by other County departments to ensure the allegations are properly investigated. This report summarizes investigations concerning allegations of fraud, waste, and abuse of resources that were completed between July and December 2019.

Investigative Results

Investigative Activity

- 658 Cases Completed Countywide
 - 141 **Substantiated** (21.4%)
- 756 New Cases Reported (11.3% **increase** from prior period)
- 1,075 Cases Under Active Investigation (10.0% **increase** from prior period)

*Help Conserve Paper – Print Double-Sided
"To Enrich Lives Through Effective and Caring Service"*



BE COUNTED ✓

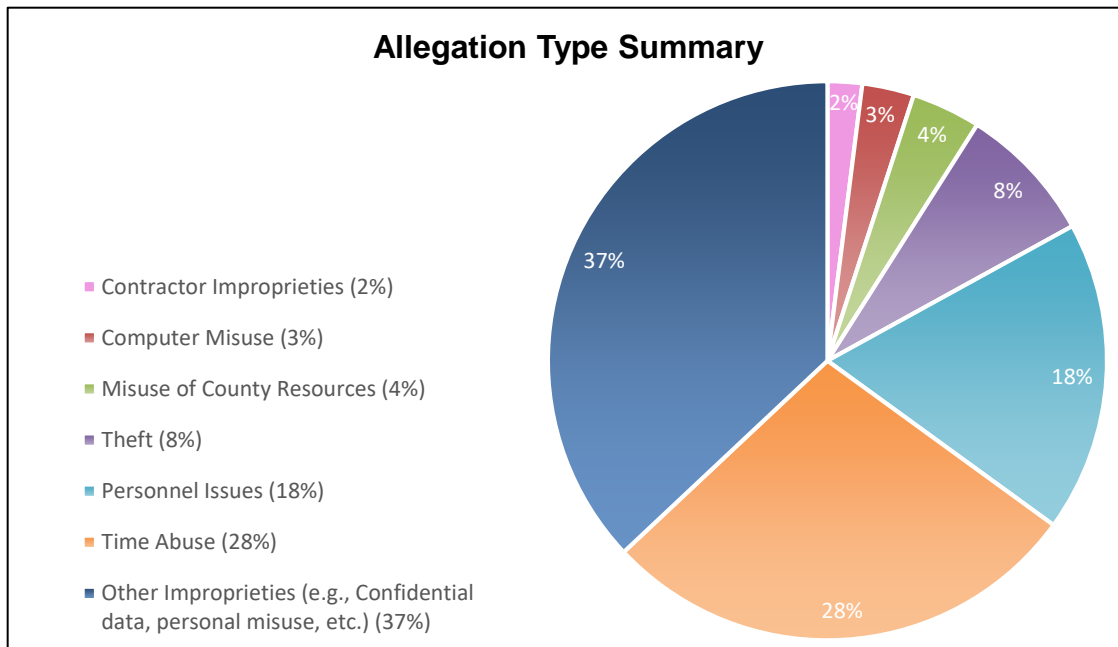
<http://census.lacounty.gov>

dispositioned 230 other cases (categorized as Not Investigated on Attachment I) involving issues that either were not jurisdictional to OCI (which were referred to other agencies, as appropriate), or did not include sufficiently detailed information that would allow us to conduct a meaningful investigation.

Comparison of Current Case Counts with the Prior Reporting Period

CASE STATUS	SEMI-ANNUAL PERIOD ENDING		
	6/30/2019	12/31/2019	% Increase (Decrease)
Beginning Caseload	842	977	16.0%
- Cases Closed	(544) ¹	(658)	21.0%
+ New Cases Opened	679	756	11.3%
Ending Caseload	977	1,075	10.0%

Allegation Types – Substantiated Cases



- The **Other Improproprieties** category includes document falsification, outside employment violations, as well as other violations of County or departmental policies and/or procedures.

New Participating Agency – Los Angeles Homeless Services Authority

¹ This differs from the number of closed cases included in the preceding Semi-Annual report to account for the addition of three unsubstantiated cases closed in the prior period.

The Los Angeles Homeless Services Authority (LAHSA) is an independent, joint powers authority created by the County and the City of Los Angeles to provide homelessness-related services throughout the County. Historically, the Hotline has received occasional allegations concerning LAHSA nonprofit partner agencies and these allegations were referred to LAHSA, but investigative results were not tracked or reported on by the Auditor-Controller. With the recent expansion of LAHSA programs, partner agencies, and funding to assist people experiencing homelessness, there is an increased risk that LAHSA funds may be subject to misuse, waste, or fraud.

To support LAHSA in its efforts to ensure the integrity of its programs, and to conduct appropriate investigations, follow-up, and oversight concerning fraud allegations, in September 2019 the Board approved the Auditor-Controller to enter into an agreement with LAHSA to provide Hotline and certain investigative services. Going forward, the Hotline will serve as the mechanism for reporting fraud, waste, and abuse allegations concerning LAHSA and/or LAHSA-funded agencies. According to the agreement, OCI will assess, triage, and monitor allegations, as well as provide assistance to LAHSA and if appropriate, conduct investigations on LAHSA's behalf. As these cases are closed, the results of LAHSA-related investigations and corrective/disciplinary actions taken will be reported by OCI along with the results from County departments. There were six LAHSA cases open and no cases closed in the current period.

Disciplinary and/or Corrective Actions

- Of the 141 cases substantiated during this reporting period, departments reported that they finalized and imposed 92 separate disciplinary actions. In addition, of the 46 cases closed in prior periods where discipline/corrective actions were resolved in the current period, 63 separate disciplinary actions were finalized. The number of separate disciplinary actions may exceed the number of closed cases because some cases involve more than one subject.
- For all actions finalized, **approximately 54%** resulted in **significant disciplinary actions**, including **discharges**, being imposed.²

² Disciplinary actions reported accurately as of the date of this report. All administrative actions may be appealed, and thus may later change as a result of civil service processes.

ACTION(S) TAKEN	Current Period 7/1/19 to 12/31/19	Prior Periods	Total	%
Significant Disciplinary Action				
Discharged	2	4	6	4%
Resigned/Retired/Resigned in Lieu of Discharge	11	8	19	12%
Notice in Personnel Folder (Do Not Rehire or other restrictions)	4	3	7	5%
Suspended - 15 to 30 Days	3	7	10	6%
Suspended - Less than 15 Days	22	18	40	26%
Subtotal	42	40	82	53%
Moderate Corrective Action				
Counseled, Notice of Expectation, Procedures Changed/Reinforced, Training, Reprimanded/Warning, No Action Warranted, etc.	50	23	73	47%
TOTAL ACTIONS TAKEN:	92	63	155	100%

Case Turnover

- The number of cases **closed** during the period **increased by approximately 21%** over the prior 6-month period.
- Also, the number of cases **open more than one year increased by approximately 22%** since the prior reporting period.

Prosecutions and Criminal Convictions

- Two former managers of a Workforce Development, Aging and Community Services (WDACS) contractor were each convicted of one count grand theft in a scheme that involved overbilling WDACS more than \$850,000 for On-the-Job Training services. The District Attorney's Office (LADA) reported that later in 2020, the two subjects are expected to be sentenced to formal probation, community service, and to pay restitution. The LADA also reported that the former Chief Executive Officer (CEO) of the contractor faces charges including embezzlement and misappropriation of public funds related to his receipt of approximately \$1 million in retirement and \$136,000 in improper pay and benefits after he retired from the agency.

- *Investigative efforts by OCl in partnership with other local law enforcement entities resulted in the LADA accepting for prosecution four new cases for which we found evidence that the subjects have committed crimes against the County.*
- *In addition, another 14 cases remain in progress with various prosecutorial agencies (County and local District Attorneys).*

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

Status	Number of Cases
Beginning Caseload	19
- Cases Adjudicated ³	(6)
+ New Cases Referred	5
Ending Caseload	18

Index of Attachments

Attachment I – Closed Case Summary: Substantiated, not substantiated, and cases not investigated, by department.

Attachment II – Substantiated case narratives, by investigating department.

Attachment III – Disciplinary/correction action(s) resolved and pending, by department and case number.

Attachment IV – Active investigations open over one year, by department.

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

AB:PH:RGC:AMS:ms

Fraud Hotline Status ending 12/31/19

Attachments

c: Sachi A. Hamai, Chief Executive Officer
Department Heads
Audit Committee
Countywide Communications

³ Cases adjudicated may include referrals rejected by prosecutorial agency.



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER
LOS ANGELES COUNTY FRAUD HOTLINE
CLOSED CASE SUMMARY
July 1, 2019 through December 31, 2019**

	<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated *</i>	<i>Totals</i>				
<u>CASES INVESTIGATED BY AUDITOR-CONTROLLER:</u>								
Office of County Investigations	13	14	163	190	28.9%			
Administrative Services Division	0	2	0	2	0.3%			
	13	16	163	192	29.2%			
<u>CASES REFERRED TO AND INVESTIGATED BY OTHER DEPARTMENTS:</u>								
Agricultural Commissioner/ Weights and Measures	1	2	0	3	0.5%			
Animal Care and Control	1	1	0	2	0.3%			
Beaches and Harbors	1	0	0	1	0.2%			
Child Support Services	1	4	0	5	0.7%			
Children and Family Services	36	68	16	120	18.2%			
County Counsel	0	1	0	1	0.2%			
Fire	3	11	4	18	2.7%			
Health Services	18	51	23	92	14.0%			
Human Resources	0	1	1	2	0.3%			
Human Resources (Countywide)	0	18	1	19	2.9%			
Mental Health	11	6	5	22	3.3%			
Parks and Recreation	2	6	2	10	1.5%			
Probation	1	15	3	19	2.9%			
Public Defender	0	1	0	1	0.2%			
Public Health	4	7	2	13	2.0%			
Public Library	0	1	0	1	0.2%			
Public Social Services	49	63	8	120	18.2%			
Public Works	0	9	1	10	1.5%			
Treasurer and Tax Collector	0	6	1	7	1.0%			
Other Departments Total:	128	271	67	466	70.8%			
Grand Total	141	21.4%	287	43.6%	230	35.0%	658	100%

* Cases not investigated due to immateriality, the allegation was previously investigated, referred to outside agencies, or insufficient information was provided. In addition, 40 of 230 cases were referred to the County Equity Oversight Panel (CEOP) for investigation. CEOP does not report their findings back to Office of County Investigations and therefore should be contacted directly for further information.



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

SUMMARY OF SUBSTANTIATED CASES

FOR THE PERIOD JULY 1, 2019 THROUGH DECEMBER 31, 2019

SUBSTANTIATED CASES INVESTIGATED BY AUDITOR-CONTROLLER

Department of Children and Family Services (DCFS)

Case Number: 20127389

Two DCFS vendors fraudulently billed the Department for services they did not provide and misappropriated at least \$43,625 in County funds over a two-year period. The case was referred to the Los Angeles County District Attorney's Office (LADA), which declined to prosecute. The matter was subsequently referred to and is being reviewed by County Counsel for appropriate civil action against the two vendors. In addition, a former DCFS employee who was responsible for awarding work for this program inappropriately accepted a gratuity from one of the vendors and misused her position to distribute donations to ineligible organizations, including those run by her family and/or associates. DCFS indicated that the employee resigned in lieu of discharge.

Countywide

Case Number: Various

The Office of County Investigations investigated eight cases involving ten stolen, altered, fraudulently negotiated or counterfeit warrants issued on behalf of the County and the Los Angeles County Office of Education. Our investigations positively identified suspects for three of the cases, two of which were accepted by the LADA for prosecution.

Department of Mental Health (DMH)

Case Number: 201713089

A DMH manager failed to properly fulfill her job duties when she did not report an alleged fraud, i.e., fraudulent billings by a DMH contractor, to the County Fraud, Waste, and Abuse Hotline (Hotline). DMH indicated that the employee retired.

Department of Public Social Services (DPSS)

Case Number: 201712858

A DPSS clerk knowingly failed to include her husband's employment and income information on her welfare applications, which allowed her to receive \$40,122 in welfare benefits to which she was not entitled. The LADA filed charges against the employee.

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

Case Number: 201511427

A contractor overbilled WDACS more than \$850,000 for On-the-Job Training services. In addition, the former CEO of the contractor received approximately \$1 million in monthly retirement allowance and approximately \$136,000 in improper pay and benefits after he retired from the contractor, in violation of the Government Code. Two former managers of the agency were each convicted of one count of grand theft, and the LADA indicated sentencing is expected later in 2020. The LADA also filed multiple charges against the former CEO, who is pending trial.

Summary of Substantiated Cases

Case Number: 201814685

A WDACS employee was paid \$615 after she submitted fraudulent mileage claims for days she did not work. WDACS indicated that the employee received a 15-day suspension without pay and recovery of the overpayment is pending. Also, WDACS indicated staff will be reminded of/trained on the policies requiring departments to report all known/suspected misconduct to the Hotline.

TOTAL SUBSTANTIATED CASES INVESTIGATED BY AUDITOR-CONTROLLER: 13

Summary of Substantiated Cases

CASES REFERRED TO AND SUBSTANTIATED BY OTHER DEPARTMENTS

Agricultural Commissioner/Weights and Measures

Investigative Results:

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

Substantiated Cases:

Primary Allegation Type(s)	No.
Time abuse/falsification of time records	1
Total:	1

High Risk / Impact Case Summaries

None

Fraud Hotline Cases Open Over One Year:	0
--	----------

Summary of Substantiated Cases

Department of Animal Care and Control

Investigative Results:

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

Substantiated Cases:

Primary Allegation Type(s)	No.
Violation of policies and procedures	1
Total:	1

High Risk / Impact Case Summaries

None

Fraud Hotline Cases Open Over One Year:	3
--	----------

Summary of Substantiated Cases

Department of Beaches and Harbors (Beaches)

Investigative Results:

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

Substantiated Cases:

Primary Allegation Type(s)	No.
Vendor/contractor fraud	1
Total:	1

High Risk / Impact Case Summaries

Case Number: 201814833 – Vendor/contractor fraud

An employee of a Beaches parking contractor gave out expired and/or pre-printed parking receipts that incorrectly reflected a reduced fee paid. The customers paid full price, and it is suspected the contractor employee stole the difference. The contractor also failed to conduct “undercover shopper” checks of its operations, as required by their quality plan. Beaches indicated that any losses will be recovered from the contractor, per their contract, and that the contractor employee resigned.

Fraud Hotline Cases Open Over One Year:	0
--	----------

Summary of Substantiated Cases

Child Support Services Department (CSSD)

Investigative Results:

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

Substantiated Cases:

Primary Allegation Type(s)	No.
Misuse of County equipment/resources	1
Total:	1

High Risk / Impact Case Summaries

Case Number: 201915566 – Misuse of County equipment/resources

A CSSD employee used County equipment and supplies (i.e., computer, printer, special paper, etc.) for a personal project that he worked on during County work hours. As a result, the employee did not properly and timely complete his job duties. CSSD indicated that the employee received a 5-day suspension without pay.

Fraud Hotline Cases Open Over One Year:	4
--	----------

Summary of Substantiated Cases

DCFS

Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
36	68	16	120

Substantiated Cases:

Primary Allegation Type(s)	No.
Theft	1
Personnel Issues	1
Time Abuse	6
Other Improprieties	28
Total:	36

High Risk / Impact Case Summaries

Case Number: 201915507 – Failure to provide services/perform job duties

A DCFS employee failed to properly perform a significant number of his job duties related to at least five case referrals, which placed other children in the family at risk of abuse/neglect. The employee also falsified documentation in client case records and inappropriately approved the closure of a number of emergency response cases. Additionally, two of the employee's supervisors failed to exercise appropriate supervision of the employee. DCFS indicated that the employee retired, and disciplinary actions are pending for the two supervisors.

Case Number: 201915557 – Falsification of time records

A DCFS employee admitted to submitting a fraudulent medical certification to justify his absence for approximately three weeks. The employee also failed to correct the time off indicated on his timecards upon his return to work. DCFS indicated that disciplinary action is pending.

Case Number: 201915594 – Failure to provide services/perform job duties

A DCFS employee failed to properly fulfill his job duties (i.e., missed or incomplete case contacts, failed to timely document contacts, failed to link clients to services outlined in the case plan, etc.) for his entire case load. DCFS indicated that disciplinary action is pending.

Case Number: 201915648 – Failure to provide services/perform job duties

A DCFS employee failed to properly complete her job duties, i.e., did not conduct monthly client visits, falsified contacts in the Child Welfare System/Case Management System, did not ensure the needs of client children were met, etc. The employee's supervisor also failed to provide services or job duties. DCFS indicated that disciplinary actions are pending.

Summary of Substantiated Cases

Case Number: 201915748 – Theft

A DCFS employee stole various items (i.e., boxes of diapers, clothing, etc.) from a non-profit agency that provides these items to DCFS clients (and others). The employee visited the agency's warehouse on at least 12 occasions on her regular days off, and there are no records indicating the employee was conducting DCFS case work on those days. DCFS indicated that the employee resigned.

Case Number: 201915829 – Violation of policies and procedures

A DCFS employee failed to disclose on her pre-employment documents that her driver license was suspended, in violation of Departmental policies. The employee also failed to notify her supervisor when her license was suspended again, and drove for County business, including transporting minor children, while her license was suspended. DCFS indicated that disciplinary action is pending.

Case Number: 201915987 – Violation of policies and procedures

A DCFS employee failed to report that he was arrested and had his driver license suspended for driving under the influence while in another state. DCFS indicated that disciplinary action is pending.

Fraud Hotline Cases Open Over One Year:	0
--	----------

Summary of Substantiated Cases

Fire Department (Fire)

Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
3	11	4	18

Substantiated Cases:

Primary Allegation Types	No.
Theft	1
Personnel Issues	1
Other Improprieties	1
Total:	3

High Risk / Impact Case Summaries

Case Number: 201915988 – Falsification of County records

A Fire employee submitted an unofficial and unapproved performance evaluation as evidence of work duties for a promotional exam application. This evaluation was not the same official document located in his personnel folder. Fire intends to give the employee a 30-day suspension without pay.

Fraud Hotline Cases Open Over One Year:	1
--	----------

Summary of Substantiated Cases

Department of Health Services (DHS)

Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
18	51	23	92

Substantiated Cases:

Primary Allegation Types	No.
Theft	1
Time Abuse	10
Misuse of County resources	2
Computer Misuse	2
Other Improprieties	3
Total:	18

High Risk / Impact Case Summaries

Case Number: 201814254 – Conflict of interest

A DHS manager inappropriately accepted gratuities (valued at approximately \$200) from a County vendor and engaged in activities that constituted a conflict of interest. DHS indicated that the employee was counseled.

Case Number: 201814475 – Abuse of overtime

A DHS supervisor failed to follow overtime assignment procedures and abused overtime by failing to assign it to the appropriate level staff and assigning it to himself instead. The supervisor's manager was aware of the overtime abuse but failed to take appropriate corrective action. DHS indicated that the supervisor resigned prior to imposing discipline and his manager retired.

Case Number: 201814613 – Violation of policies and procedures

A DHS manager showed favoritism toward an employee by allowing the staff to transfer from a night to day shift, without ensuring that the required voluntary demotion was processed. DHS indicated that the manager received a written reprimand.

Case Number: 201814831 – Misuse of work schedule

A DHS employee worked on school assignments during work hours and was late to work. DHS indicated that the employee transferred to another department, and DHS placed a "Do Not Send List/Do Not Rehire" notice in the employee's personnel folder.

Case Number: 201915254 – Misuse of work schedule

Four DHS employees left work before the end of their assigned work shifts and did not report the variances on their timecards. DHS indicated that the employees each received a Notice of Expectation.

Fraud Hotline Cases Open Over One Year:	31
--	-----------

Summary of Substantiated Cases

DMH

Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
11	6	5	22

Substantiated Cases:

Primary Allegation Types	No.
Contractor Improprieties	1
Time Abuse	9
Misuse of County Resources	1
Total:	11

High Risk / Impact Case Summaries

Case Number: 201712818 – Abuse of work schedule

A DMH manager instructed staff to attend and participate in their non-County sponsored charity events during County work hours. DMH indicated that disciplinary action is pending.

Case Number: 201713508 – Abuse of County resources

A DMH supervisor allowed a DMH employee to use a County vehicle on a regular basis for her commute to and from work. The employee also used the vehicle to drive to a promotional exam. DMH indicated that disciplinary action is pending.

Fraud Hotline Cases Open Over One Year:	53
--	-----------

Summary of Substantiated Cases

Department of Parks and Recreation (Parks)

Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
2	6	2	10

Substantiated Cases:

Primary Allegation Types	No.
Time Abuse	1
Misuse of County Resources	1
Total:	2

High Risk / Impact Case Summaries

Case Number: 201814935 – Misuse of County Resources

A Parks employee improperly used an unauthorized, non-County vehicle for County business purposes, in violation of Departmental and County policies. Parks intends to suspend the employee.

Fraud Hotline Cases Open Over One Year:	2
--	----------

Summary of Substantiated Cases

Probation Department

Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
1	15	3	19

Substantiated Cases:

Primary Allegation Types	No.
Misuse of County Resources	1
Total:	1

High Risk / Impact Case Summaries

None

Fraud Hotline Cases Open Over One Year:	0
--	----------

Summary of Substantiated Cases

Department of Public Health (DPH)

Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
4	7	2	13

Substantiated Cases:

Primary Allegation Type(s)	No.
Theft	1
Time Abuse	3
Total:	4

High Risk / Impact Case Summaries

Case Number: 201814655 – Theft - mileage claims/Falsification of County records

A DPH employee submitted inaccurate Departmental forms and mileage claims. DPH indicated that the employee resigned and a “Top of File” notice will be placed in the employee’s personnel folder.

Case Number: 201915508 – Falsification/forgery of County records

A DPH employee failed to submit accurate mileage claims, timesheets, and failed to communicate with his supervisor concerning his whereabouts. DPH indicated that the employee was discharged.

Fraud Hotline Cases Open Over One Year:	1
--	----------

Summary of Substantiated Cases

DPSS

Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
49	63	8	120

Substantiated Cases:

Primary Allegation Types	No.
Personnel Issues	1
Time Abuse	10
Misuse of County Resources	2
Computer Misuse (Confidential data)	23
Other Improprieties	13
Total:	49

High Risk / Impact Case Summaries

Case Number: 201814232 – Misuse/unauthorized access confidential data/Violation of policy and procedures

A DPSS employee failed to report that two public assistance participants, who are her relatives, previously resided in her home while receiving aid. In addition, on multiple occasions the employee improperly accessed the LEADER Replacement System (LRS) to view the personal and confidential information in the participants' case records without authorization or a legitimate County business need. DPSS indicated that the employee received a 15-day suspension without pay.

Case Number: 201814622 – Conduct unbecoming of a County employee

A DPSS employee used County telephones to make an excessive number of personal calls, including calls for travel-related services, calls to her spouse, etc. The employee also failed to fully cooperate during the administrative investigation. DPSS indicated that the employee was received 10-day suspension without pay.

Case Number: 201814821 – Misuse/unauthorized access confidential data/Violation of policy and procedures

A DPSS employee improperly accessed the LRS system to view the personal and confidential information in their family member's case record without authorization or a legitimate County business need. In addition, the employee failed to report that a participant lives at her residence. DPSS indicated that the employee received 10-day suspension without pay.

Case Number: 201814998 – Misuse/unauthorized access confidential data

A DPSS employee improperly accessed the LRS system to view the personal and confidential information in a participant's case record without authorization or legitimate County business need. The employee also inappropriately advised the participant on how to report information to be eligible for benefits, and she failed to report that she also applied for public assistance. DPSS indicated that disciplinary action is pending.

Summary of Substantiated Cases

Case Number: 201915007 – Misuse/unauthorized access confidential data

Two DPSS employees improperly accessed the LRS system to view the personal and confidential information in two participants' case records without authorization or a legitimate County business need, and one employee failed to report living with participants. DPSS indicated that the employees each received a 10-day suspension without pay.

Case Number: 201915068 – Misuse of County equipment/County resources

A DPSS employee used her County computer to send and receive e-mails related to her outside employment during County business hours and used a County printer for personal business. DPSS indicated that the employee received a 10-day suspension without pay.

Case Number: 201915291 – Failed to adhere to the Attendance & Punctuality policy/falsification of time records

A DPSS employee submitted a falsified document to justify arriving late to work. Based on this and other misconduct demonstrated by the employee (excessive unauthorized absences and tardiness, discourtesy toward management and coworkers, other unprofessional conduct in the workplace), DPSS indicated that the employee received a 25-day suspension without pay.

Case Number: 201915294 – Misuse/unauthorized access confidential data

A DPSS employee violated confidentiality requirements by sharing civil service exam questions they helped develop with exam candidates. DPSS indicated that disciplinary action is pending.

Case Number: 201915519 – Conduct unbecoming of a County employee

A DPSS employee engaged in inappropriate conduct with a public assistance participant. DPSS indicated that the employee received a 10-day suspension without pay.

Case Number: 201915527 – Misuse/unauthorized access confidential data

A DPSS employee improperly accessed the LRS system to view the personal and confidential information in her family member's case record without authorization or a legitimate County business need. In addition, the employee failed to report that her family member is a public assistance participant who resides with the employee. DPSS indicated that the employee received a 10-day suspension without pay.

Case Number: 201915617 – Falsification of time records

A DPSS employee submitted seven fraudulent medical certifications to excuse his absences from work. DPSS indicated that disciplinary action is pending.

Case Number: 201915679 – Falsification of time records

A DPSS employee submitted 15 fraudulent medical certifications to excuse her absences from work. DPSS indicated that disciplinary action is pending.

Case Number: 201915862 – Violation of policy and procedures/Misuse/unauthorized access confidential data

A DPSS employee improperly accessed the LRS system to view personal and confidential information in a participant's case records without authorization or a legitimate County business need. The employee also failed to report that she lived with a participant while that person was receiving public assistance. DPSS indicated that the employee received a 10-day suspension without pay.

Summary of Substantiated Cases

Case Number: 201915909 – Misuse/unauthorized access confidential data

A DPSS employee improperly accessed the LRS system to view personal and confidential information in a participant's case records without authorization or a legitimate County business need. In addition, the employee failed to report living with the participant. DPSS indicated that the employee received a 10-day suspension without pay.

Case Number: 201915914 – Misuse/unauthorized access confidential data

A DPSS employee improperly accessed the LRS system to view personal and confidential information in a participant's (her son's family's) case records without authorization or a legitimate County business need. A second DPSS employee failed to report that her family members are participants. DPSS indicated that the employees each received a 10-day suspension without pay.

Case Number: 201915915 – Misuse/unauthorized access confidential data

A DPSS employee improperly accessed the LRS system to view the personal and confidential information in a participant's case record without authorization or a legitimate County business need. Also, a second employee failed to report that the participant lives with her and is receiving aid. DPSS indicated that the first employee received a 10-day suspension without pay and disciplinary action is pending concerning the second employee.

Case Number: 201915920 – Misuse/unauthorized access confidential data

A DPSS employee improperly accessed the LRS system to view the personal and confidential information in a family member's case record without authorization or a legitimate County business need. Also, the employee failed to report that the participant lived with her while receiving aid. DPSS indicated that the employee received a 10-day suspension without pay.

Case Number: 201915961 – Misuse/unauthorized access confidential data

Two DPSS employees improperly accessed the LRS system to view personal and confidential information in a participant's case records without authorization or a legitimate County business need. DPSS indicated that one employee received a 7-day suspension without pay and the second employee received a 10-day suspension without pay.

Case Number: 201916007 – Misuse/unauthorized access confidential data/Violation of policy and procedures

A DPSS employee improperly accessed the LRS system to view personal and confidential information in a participant's (his mother's) case records without authorization or a legitimate County business need. The employee also failed to report that his relative is a participant. DPSS indicated that the employee received a 10-day suspension without pay.

Case Number: 201916152 – Conduct unbecoming of a County employee

A DPSS employee engaged in a sexual act with an In-Home Supportive Services provider during a home visit he conducted during regular work hours. DPSS indicated that the employee was discharged.

Fraud Hotline Cases Open Over One Year:	4
--	---



LOS ANGELES COUNTY FRAUD HOTLINE
Resolved and Pending Disciplinary/Corrective Actions
From Previous Semi-Annual Reports
As of December 31, 2019

Department	Resolved Cases - Discipline/Corrective Action Taken	Pending Cases - Discipline/Corrective Action	Number of Days Outstanding
Animal Care and Control	1	0	
	201814735		
Assessor	0	1	
		201814157	453
Beaches and Harbors	1	0	
	201713399		
Board of Supervisors	0	1	
		201814080	426
Children and Family Services	15	14	
	201713038	201510494	378
	201814033	201510557	536
	201814037	201612539	369
	201814038	201712608 (1)	694
	201814208	201713549	617
	201814218	201813996	607
	201814380	201814013	461
	201814419	201814455	439
	201814502	201814757	295
	201814653	201814895	256
	201814723	201814930	323
	201814770	201915098	293
	201814811	201915101	197
	201814889	201915190	212
	201915488		
Fire	1	1	
	201713194	201814015	406
Health Services	1	3	
	201814061 (1)	201712726	546
		201713599	672
		201713716	595
Mental Health	2	5	
	201712697	201611522	777
	201713107	201612408	812
		201612426	803
		201713221	390
		201713395	740



LOS ANGELES COUNTY FRAUD HOTLINE
Resolved and Pending Disciplinary/Corrective Actions
From Previous Semi-Annual Reports
As of December 31, 2019

Department	Resolved Cases - Discipline/Corrective Action Taken	Pending Cases - Discipline/Corrective Action	Number of Days Outstanding
Probation	3	1	
	201713335 (1)	201814273	412
	201713343		
	201813894		
Public Defender	0	1	
		201511124 (1)	1352
Public Health	2	1	
	201712629	201915213	209
	201814074		
Public Social Services	17	2	
	201813837	201814053	467
	201814360	201814665	187
	201814440		
	201813870		
	201814276		
	201814385		
	201814517		
	201814576		
	201814768		
	201814836		
	201814843		
	201814858		
	201814873		
	201814999		
	201915008		
	201915096		
	201915240		
Public Works	1	3	
	201813858	201814040	341
		201915043	211
		201915163	188
Treasurer and Tax Collector	2	0	
	201713727		
	201814370		



**LOS ANGELES COUNTY FRAUD HOTLINE
Resolved and Pending Disciplinary/Corrective Actions
From Previous Semi-Annual Reports
As of December 31, 2019**

Department	<i>Resolved Cases - Discipline/Corrective Action Taken</i>	<i>Pending Cases - Discipline/Corrective Action</i>	<i>Number of Days Outstanding</i>
Workforce Development, Aging and Community Services	0	1	
		201612390	453
Departments Total:	46	34	

(1) Case Investigated by OCI.



LOS ANGELES COUNTY FRAUD HOTLINE
Cases Actively Under Investigation
Open Over One Year, By Department
As of February 26, 2020

Department	Cases *
Alternate Public Defender	2
Animal Care and Control	3
Assessor	11
Auditor-Controller	2
Chief Executive Office	4
Child Support Services	4
Consumer and Business Affairs	2
County Counsel	1
District Attorney	2
Fire	1
Health Services	31
Human Resources	1
Human Resources (Countywide)	25
Internal Services	23
LACERA	4
Medical Examiner-Coroner	2
Mental Health	53
Military and Veterans Affairs	2
Museum of Art	1
Parks and Recreation	2
Public Defender	10
Public Health	1
Public Social Services	4
Regional Planning	4
Registrar-Recorder/County Clerk	10
Sheriff	23
Treasurer and Tax Collector	0
Workforce Development, Aging and Community Services	5

Total Number of Cases Outstanding Over One Year 233

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