



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

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March 23, 2022

TO: Supervisor Holly J. Mitchell, Chair  
Supervisor Hilda L. Solis  
Supervisor Sheila Kuehl  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

FROM: Arlene Barrera   
Auditor-Controller

SUBJECT: **FRAUD HOTLINE SEMI-ANNUAL REPORT – JULY 1 THROUGH  
DECEMBER 31, 2021**

The Auditor-Controller's Office of County Investigations (OCI) operates the Los Angeles County (County) Fraud, Waste, and Abuse Hotline (Hotline) pursuant to California Government Code Section (§) 53087.6. Pursuant to California Penal Code § 830.13 and Board of Supervisors Policy 9.040, OCI investigates or refers out for investigation alleged criminal and administrative misconduct within County government.

OCI also tracks and compiles the results of Hotline investigations referred to and conducted by other County departments to ensure the allegations are properly investigated.

This report summarizes investigations concerning allegations of fraud, waste, and abuse of resources that were completed between July and December 2021, including statistical summaries, criminal prosecution results, and disciplinary and/or corrective actions imposed.

## Investigative Results

### Investigative Activity

- 422 Cases Completed Countywide
  - 96 **Substantiated** (22.7%)
- 465 New Cases Reported (4.7% **decrease** from prior period)
- 842 Cases Under Active Investigation (5.4% **increase** from prior period)

The following chart summarizes Hotline case investigative activity for the current period, which ended with **842 open cases** under investigation.

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

CASE STATUS	SEMI-ANNUAL PERIOD ENDING		
	6/30/2021	12/31/2021	% Increase (Decrease)
Beginning Caseload	869	799	(8.1%)
- Cases Closed	(558)	(422)	(24.4%)
+ New Cases Opened	488 <sup>1</sup>	465	(4.7%)
<b>Ending Caseload</b>	<b>799<sup>1</sup></b>	<b>842</b>	<b>5.4%</b>

We also dispositioned 119 other cases (categorized as Not Investigated on Attachment I) involving issues that were either not jurisdictional to OCI (which were referred to other agencies, as appropriate), or did not include sufficiently detailed information that would allow a meaningful investigation to be conducted.

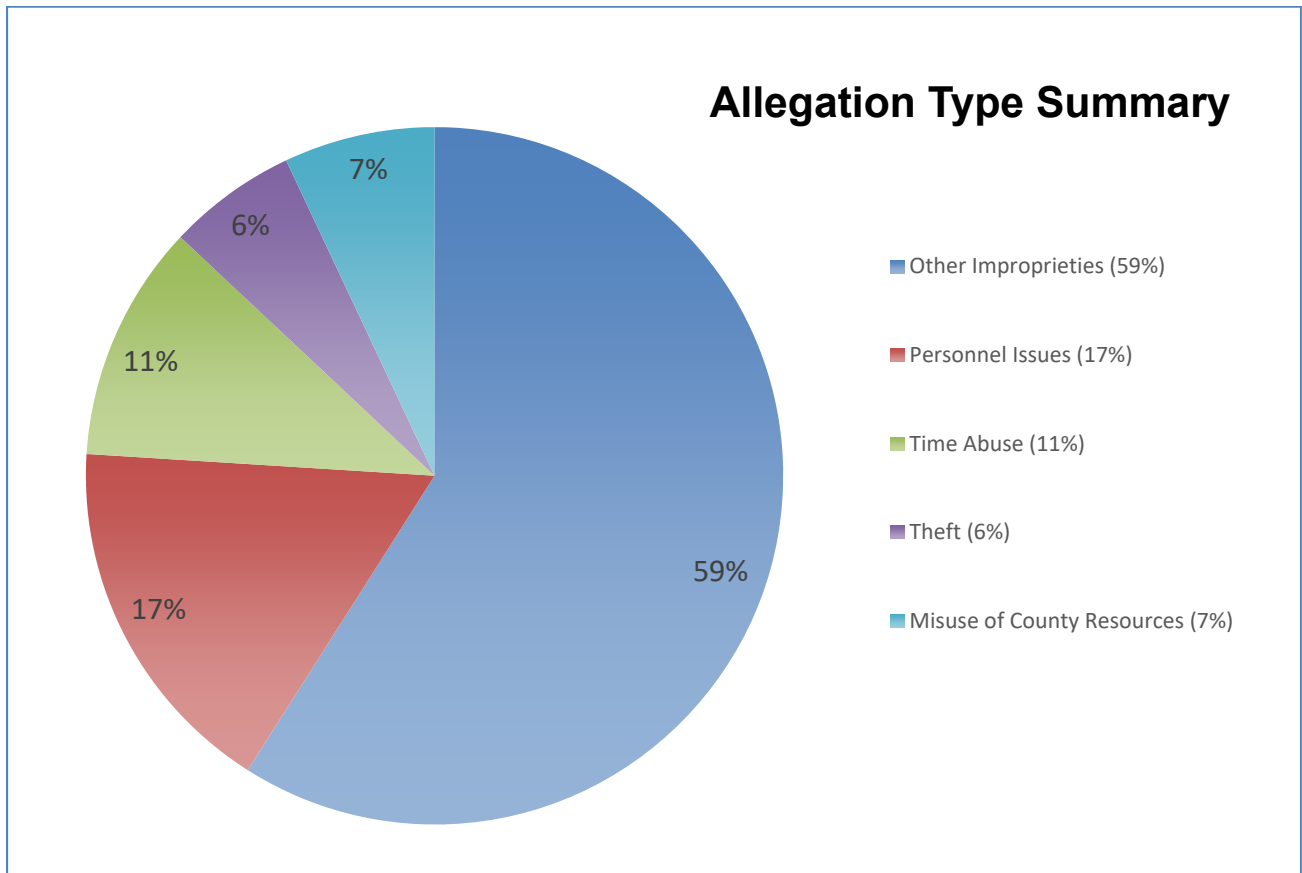
### Case Turnover

- The number of cases **closed** during the period **decreased by approximately 24%<sup>2</sup>** over the prior 6-month period.
- Also, the number of cases **open more than one year increased by approximately 5%** since the prior reporting period.

<sup>1</sup> This differs from the amount reported for the preceding reporting period as three instances of additional information for previously existing cases were inadvertently counted as unique new cases in prior period.

<sup>2</sup> This decrease is due to a change in accounting for instances of additional information for previously existing cases. Starting this reporting period, such instances of additional information are excluded from the total number of cases opened and closed.

## Allegation Types – Substantiated Cases



- The **Other Improprieties** category includes the following most commonly substantiated subcategories:
  - Misuse of confidential data (33%)
  - Falsification of medical certificates and/or County records (28%)
  - Violations of County or departmental policies and/or procedures (23%)
  - Failure to perform job duties (7%)
- The **Personnel Issues** category includes the following most commonly substantiated subcategories:
  - Falsification of time records (31%)
  - Misuse of benefits (6%)
  - Conflict of interest (6%)

## Disciplinary and/or Corrective Actions

- Of the 96 cases substantiated during this reporting period, departments reported that they finalized and imposed 68 separate disciplinary actions. In addition, of the 32 cases closed in prior periods where discipline/corrective actions were resolved in the current period, 47 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 and/or corrective/disciplinary action taken.

- For all actions finalized, **approximately 54%** resulted in **significant disciplinary actions**, including **discharges**, being imposed.<sup>3</sup>

ACTION(S) TAKEN	Current Period 7/1/21 to 12/31/21	Prior Periods	Total	%
<b>Significant Disciplinary Action</b>				
Discharged	2	2	4	3%
Resigned/Retired/Resigned in Lieu of Discharge	14	9	23	20%
Notice in Personnel Folder (Do Not Rehire or other restrictions)	6	5	11	9%
Suspended - 15 to 30 Days	2	10	12	11%
Suspended - Less than 15 Days	6	6	12	11%
<b>Subtotal</b>	<b>30</b>	<b>32</b>	<b>62</b>	<b>54%</b>
<b>Moderate Corrective Action</b>				
Counseled, Notice of Expectation, Procedures Changed/Reinforced, Training, Reprimanded/Warning, etc.	<b>38</b>	<b>15</b>	<b>53</b>	<b>46%</b>
<b>TOTAL ACTIONS TAKEN:</b>	<b>68</b>	<b>47</b>	<b>115</b>	<b>100%</b>

## Prosecutions and Criminal Convictions

- A private individual was convicted of one count of grand theft for stealing and altering a County warrant in the amount of \$1,705. The subject was sentenced to pay full restitution to the County, as well as formal probation and community service.
- Investigative efforts by OCI in partnership with other local law enforcement entities resulted in the Los Angeles District Attorney's Office accepting for prosecution six (6) new cases for which we found evidence that the subjects committed crimes against the County.
- In addition, another 29 cases remain in progress with various prosecutorial agencies (County and local prosecutorial agencies).

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

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

<b>Status</b>	<b>Number of Cases</b>
Beginning Caseload	25
+ New Cases Referred	6
- Cases Adjudicated	
• Convicted/Sentenced	(2)
• Not Prosecuted	(0)
<b>Ending Caseload</b>	<b>29</b>

***Index of Attachments***

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

**Attachment II** – Substantiated case narratives, by investigating department.

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

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

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

AB:OV:RGC:AMS:cdr  
Fraud Hotline Status ending 12/31/2021

Attachments

c: Fesia A. Davenport, Chief Executive Officer  
Celia Zavala, Executive Officer of the Board of Supervisors  
Department Heads  
Audit Committee  
Countywide Communications



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER  
LOS ANGELES COUNTY FRAUD HOTLINE  
CLOSED CASE SUMMARY  
July 1, 2021 through December 31, 2021**

	<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated *</i>	<i>Totals</i>	
<b><u>CASES INVESTIGATED BY AUDITOR-CONTROLLER:</u></b>					
Office of County Investigations	10	10	70	90	21.3%
Audit Division	1 **	0	0	1	0.3%
Administrative Services Division	0	3	0	3	0.7%
	<b>11</b>	<b>13</b>	<b>70</b>	<b>94</b>	<b>22.3%</b>

**CASES REFERRED TO AND INVESTIGATED BY OTHER DEPARTMENTS:**

Animal Care and Control	0	2	0	2	0.5%
Child Support Services	1	1	0	2	0.5%
Children and Family Services	23	38	13	74	17.6%
Consumer and Business Affairs	0	3	1	4	0.9%
County Counsel	1	1	0	2	0.5%
Fire	1	5	0	6	1.4%
Health Services	17	43	5	65	15.4%
Human Resources (Countywide)	0	12	2	14	3.3%
Internal Services	2	9	0	11	2.6%
LA County Library	2	1	1	4	0.9%
Medical Examiner	1	0	0	1	0.3%
Mental Health	2	3	11	16	3.8%
Probation	0	4	0	4	0.9%
Public Health	4	15	11	30	7.1%
Public Social Services	31	46	1	78	18.5%
Public Works	0	6	0	6	1.4%
Registrar-Recorder/County Clerk	0	1	3	4	0.9%
Sheriff	0	3	1	4	0.9%
Treasurer and Tax Collector	0	1	0	1	0.3%
Other Departments Total:	<b>85</b>	<b>194</b>	<b>49</b>	<b>328</b>	<b>77.7%</b>

**Grand Total**

<b>96</b>	<b>22.7%</b>	<b>207</b>	<b>49.1%</b>	<b>119</b>	<b>28.2%</b>	<b>422</b>	<b>100%</b>
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\* Cases not investigated due to immateriality, the allegation was previously investigated, referred to outside agencies, or insufficient information was provided. In addition, 11 of 119 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.

\*\* Case excluded from Attachment II because the nature of the allegations did not rise to the level of misconduct or fraud.



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

**SUMMARY OF SUBSTANTIATED CASES**

*FOR THE PERIOD JULY 1, 2021 THROUGH DECEMBER 31, 2021*

**SUBSTANTIATED CASES INVESTIGATED BY AUDITOR-CONTROLLER**

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

**Case Number: 202118139**

A DACC employee altered an e-mail message sent via a County account and subsequently provided the altered e-mail as evidence to support their lawsuit against the County. The case was referred to the Los Angeles District Attorney's Office (LADA) for possible prosecution. DACC indicated that disciplinary action is pending.

**Office of the Assessor (Assessor)**

**Case Number: 202016751**

An Assessor employee improperly used 568 hours of 100% sick leave immediately prior to retirement without providing medical certification(s), resulting in an overpayment of \$14,094. Two Assessor managers were aware of and approved the employee's use of sick leave and did not require the employee to provide medical certifications to support the leave benefit usage as required by County policy. Assessor indicated that disciplinary actions are pending for the two managers. The Department indicated that after discussion with County Counsel, they do not plan to recover the overpayment.

**Countywide**

**Case Number: Various**

The Office of County Investigations (OCI) investigated two cases where warrants issued by the County and by the Los Angeles County Office of Education were fraudulently negotiated. Our investigations positively identified a suspect who stole and negotiated a warrant for \$95,200, and we referred the matter to the LADA for prosecution.

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

**Case Number: 202017293**

A DCFS employee inappropriately e-mailed DCFS client and caregiver information outside the County, in violation of County and DCFS Confidentiality and Information Security policies. DCFS indicated that disciplinary action is pending.

**Department of Medical Examiner-Coroner (ME)**

**Case Number: 202117891**

An ME employee stole County janitorial supplies they had access to as part of their assigned job duties on at least two occasions. The employee also failed to cooperate with the investigation and made false and misleading statements to investigators, in violation of County Policy. The case was referred to the LADA for possible prosecution. ME indicated that the employee retired from County service prior to being discharged.

**Department of Public Defender (PD)**

**Case Number: 202016990**

A former PD manager routinely allowed exempt, salaried subordinates to accrue compensatory time-off (CTO) using an unauthorized CTO accrual method which

## Summary of Substantiated Cases

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resulted in employees accruing CTO for hours they did not actually work. The manager used the same unauthorized method to accrue more than 600 hours of CTO for themselves over a three-year period. Additionally, the manager failed to discontinue use of this unauthorized method after being notified by the Auditor-Controller and the Chief Executive Office that the practice did not comply with County policy. Another former PD employee improperly shared confidential information with a former PD manager without authorization or a legitimate County business need. Both employees transferred to other County departments and disciplinary actions are pending.

### Department of Public Health (DPH)

#### Case Number: 202017269

A former DPH employee received reimbursements from both the County and their insurance carrier for damage to their personal vehicle. The employee retained the duplicate reimbursement of \$2,138 for approximately 19 months until they were notified of the investigation and returned it. The employee also made repeated false statements to investigators to conceal their misconduct and manufactured and submitted falsified documents to support their false statements. The matter was referred to the LADA for prosecution. The employee has since transferred to another department, and that department indicated disciplinary action is pending.

### Department of Public Social Services (DPSS)

#### Case Number: 201916172 – Other Improprieties

A DPSS employee submitted 18 falsified medical certifications covering 47 days of unexcused absences between April and November 2019. DPSS indicated that the employee resigned from County service before the Department could finalize the employee's discharge.

### Special District

#### Case Number: 201814499

Managers of a County Special District (District) who were also family members embezzled more than \$695,000 in District funds for personal use over a nine-year period (2010-2018). A lack of internal controls and separation of duties allowed this fraud to occur and go undetected. The case was referred to the LADA prosecution, and felony charges have been filed against the involved parties.

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**TOTAL SUBSTANTIATED CASES INVESTIGATED BY AUDITOR-CONTROLLER: 11<sup>1</sup>**

## CASES REFERRED TO AND SUBSTANTIATED BY OTHER DEPARTMENTS

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<sup>1</sup> One case summary was excluded from this section because the nature of the allegations did not rise to the level of misconduct or fraud.



## Summary of Substantiated Cases

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### Child Support Services Department (CSSD)

#### Investigative Results:

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

#### Substantiated Cases:

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

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

**Case Number: 202017121** – Other Improprieties

A CSSD employee worked on outside employment activities on approximately seven dates while they were out on approved medical leave. CSSD indicated that timecard adjustments were initiated, and the Department intends to give the employee a five-day suspension without pay upon the employee's return.

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

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### DCFS

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
23	38	13	74

#### Substantiated Cases:

<b>Primary Allegation Type(s)</b>	<b>No.</b>
Other Improprieties	11
Personnel Issues	7
Time Abuse	5
<b>Total:</b>	<b>23</b>

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

##### **Case Number: 202017478** – Time Abuse

A DCFS employee abused their regular work hours by leaving work during the day and setting their computer to indicate they were working, and/or by having someone else sign in on their behalf. The employee also conducted personal business during County work hours and failed to accurately report actual time worked on their timecards. Further, the employee's supervisor improperly approved the employee's timecards although he was aware they were not accurate and failed to take corrective/disciplinary action concerning the employee's time abuse. DCFS indicated that disciplinary actions are pending for the supervisor and the employee.

##### **Case Number: 202117809** – Other Improprieties

A DCFS employee failed to conduct required monthly client home visits and falsified entries in the Child Welfare System/Case Management System (CWS/CMS). The employee also brought her minor grandchild with her to a client home visit and accepted food from the client for the grandchild. DCFS indicated that disciplinary action is pending.

##### **Case Number: 202117977** – Time Abuse

A DCFS employee who was deployed as a Disaster Services Worker (DSW) recorded full shifts worked on their timecards for days they did not perform any work for DCFS or as a DSW over an approximate four-month period, failed to complete required DSW training, and failed to notify their Departmental supervisor that they were not performing any work as a DSW. DCFS intends to discharge the employee.

##### **Case Number: 202118066** – Other Improprieties

A DCFS supervisor and employee breached confidentiality by accessing a DCFS client's CWS/CMS case files without authorization or a legitimate County business need. The employee also improperly accessed the DCFS client's electronic court-related case files without a business need and provided the confidential case information to law enforcement without following Departmental policy and procedures for disclosing the information to an outside agency. DCFS indicated the supervisor was issued a written warning and the employee was issued a Notice of Expectations.

## Summary of Substantiated Cases

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**Case Number: 202118116** – Other Improprieties

A DCFS supervisor forged the signatures of two DCFS clients on Departmental forms and backdated the forms to match the date of a client family assessment, to show that the clients agreed to the assessment when one parent did not agree. DCFS indicated that disciplinary action is pending.

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**Case Number: 202118118** – Other Improprieties

A DCFS employee submitted two fraudulent medical certifications to excuse their absences from work for a total of 24 days. DCFS intends to issue a 30-day suspension without pay.

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**Case Number: 202118121** – Other Improprieties

A DCFS employee submitted a report to the court with non-factual information and without a supervisor's knowledge or required approval/signature on two occasions. During one of the two instances, the employee submitted the court report and falsely indicated "Refuses to sign" on the supervisory signature line, when a supervisor had not reviewed or approved the report. DCFS indicated that disciplinary action is pending.

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**Case Number: 202118135** – Other Improprieties

A DCFS employee failed to conduct a mandatory monthly in-person client visit, falsely documented in CWS/CMS that they conducted the visit, and falsified a mileage claim to be reimbursed for driving to the client visit they did not complete. DCFS indicated that disciplinary action is pending.

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**Case Number: 202118201** – Personnel Issues

A DCFS employee consistently exhibited a pattern of unacceptable off-duty behavior, including being arrested on multiple occasions, in violation of the Department's code of conduct policy. The employee also was not forthcoming during an administrative interview. DCFS indicated that disciplinary action is pending.

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**Case Number: 202118228** – Other Improprieties

A DCFS employee submitted false information regarding adoption readiness assessments on court reports on two occasions. DCFS indicated that disciplinary action is pending.

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

DCFS investigated three additional cases involving nine different employees who improperly accessed CWS/CMS to view DCFS clients' personal and confidential information without authorization or a legitimate County business need. For one of these cases, the employee also failed to timely report to the Department that a DCFS client was living with them. DCFS indicated that disciplinary actions are pending for all nine employees.

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

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### County Counsel

#### 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.
Personnel Issues	1
<b>Total:</b>	<b>1</b>

### High Risk / Impact Case Summaries

None

<b>Fraud Hotline Cases Open Over One Year:</b>	<b>2</b>
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## Summary of Substantiated Cases

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### Fire Department

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
1	5	0	6

#### Substantiated Cases:

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

### High Risk / Impact Case Summaries

None

<b>Fraud Hotline Cases Open Over One Year:</b>	<b>13</b>
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## Summary of Substantiated Cases

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### Department of Health Services (DHS)

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#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
17	43	5	65

#### Substantiated Cases:

<b>Primary Allegation Types</b>	<b>No.</b>
Other Improprieties	8
Personnel Issues	2
Time Abuse	4
Misuse of County Resources/Vehicles	3
Total:	17

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

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**Case Number: 201916487** – Misuse of County Resources

Two DHS employees abused County time and resources by repeatedly using their County e-mail during work hours to send and receive personal correspondence. A review of their e-mail messages indicates that the employees engaged in a romantic relationship over a ten-year period, including during a period when one of the subject employees supervised the other, in violation of Department policy. In addition, one of the employees routinely participated in sports gambling using their assigned County computer and this activity occurred during work hours. DHS indicated that one employee resigned from County service at the beginning of the investigation, and disciplinary action is pending for the second employee.

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**Case Number: 202016884** – Misuse of County Resources (Vehicles)

A DHS employee misused a County vehicle designated only for field use by driving the vehicle overnight for personal use on two occasions, in violation of County Code. DHS indicated that disciplinary action is pending.

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**Case Number: 202017011** – Other Improprieties

A DHS employee falsified a patient's medical chart by indicating she provided services to the patient when she did not. DHS indicated that disciplinary action is pending.

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**Case Number: 202017133** – Other Improprieties

A DHS employee improperly accessed a patient's personal and confidential medical record without authorization or a legitimate County business need, and sent an e-mail to the patient asking if they were interested in selling their prescription medications. DHS indicated that the employee resigned in lieu of discharge, and a Do Not Rehire/Top of File notice was placed in the employee's personnel folder.

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**Case Number: 202017429** – Other Improprieties

A DHS employee used their assigned County computer to view and store sexually explicit images and videos, viewed the images and videos during County work hours, and allowed a County inmate to view the videos. DHS indicated that the employee resigned in lieu of discharge.

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## Summary of Substantiated Cases

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**Case Number: 202118416** – Other Improprieties

A DHS employee submitted a falsified medical certification to excuse absences from work. DHS indicated that employee retired, and a Top of File notice was placed in the employee's personnel folder.

**Case Number: 202118458** – Personnel Issues

A DHS supervisor required contract physician staff to take 30-minute unpaid lunch breaks. DHS indicated that negotiations are in progress with labor representatives to resolve this issue.

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<b>Fraud Hotline Cases Open Over One Year:</b>	<b>63</b>
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## Summary of Substantiated Cases

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### Internal Services Department (ISD)

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
2	9	0	11

#### Substantiated Cases:

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

### High Risk / Impact Case Summaries

**Case Number: 202016673** – Misuse of County Resources

An ISD employee used his assigned County computer and Internet to obtain illicit software which was subsequently used to improperly access and manipulate (i.e., “jailbreak”) one or more non-County issued smartphones. ISD indicated the employee was discharged.

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<b>Fraud Hotline Cases Open Over One Year:</b>	<b>28</b>
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## Summary of Substantiated Cases

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### LA County Library (Library)

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
2	1	1	4

#### Substantiated Cases:

Primary Allegation Type(s)	No.
Theft	2
<b>Total:</b>	<b>2</b>

#### High Risk / Impact Case Summaries

**Case Number: 201916310 and 201916311** – Theft

A County laptop and toner cartridges, valued at a combined total of \$13,816, were stolen from the storage/shipping area of a Library branch and from Library headquarters. Due to lack of surveillance cameras and security, Library was unable to identify the suspect or any involvement by Library staff. Both thefts were reported to local law enforcement. Library is implementing corrective actions to improve internal controls over shipping/receiving procedures and security controls for high-valued inventory.

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

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**ME**

### Investigative Results:

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

### Substantiated Cases:

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

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

**None**

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

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### Department of Mental Health (DMH)

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
2	3	11	16

#### Substantiated Cases:

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

### High Risk / Impact Case Summaries

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#### **Case Number: 201915645** – Other Improprieties

A DMH contract employee submitted a fraudulent/inflated billing claim to the Department for a DMH program. DMH indicated that they terminated the contract employee, and corrective actions are pending, including recovering the overpayment and improving Department oversight of the program.

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<b>Fraud Hotline Cases Open Over One Year:</b>	<b>92</b>
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## Summary of Substantiated Cases

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### DPH

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
4	15	11	30

#### Substantiated Cases:

<b>Primary Allegation Types</b>	<b>No.</b>
Personnel Issues	3
Time Abuse	1
<b>Total:</b>	<b>4</b>

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

**Case Number: 202117797** – Personnel Issues

A DPH employee knowingly misidentified two private individuals as County employees to security personnel at a COVID-19 vaccination site so they could obtain early access to the COVID-19 vaccine. As a result, the two individuals received the vaccine although they did not meet the eligibility requirements at the time. DPH indicated that the employee received a 30-day suspension without pay.

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

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### DPSS

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
31	46	1	78

#### Substantiated Cases:

<b>Primary Allegation Types</b>	<b>No.</b>
Other Improprieties	28
Personnel Issues	2
Misuse of County Resources	1
<b>Total:</b>	<b>31</b>

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

**Case Number: 201916259** – Other Improprieties

A DPSS employee created a conflict of interest when he assigned a housing assistance applicant, who was his acquaintance, to himself, determined the acquaintance's eligibility, and processed their assistance application. The employee also accessed the client's case on the California Statewide Automated Welfare System (CalSAWS) without authorization or a legitimate County business need. In addition, a second DPSS employee failed to properly perform their job responsibilities and manipulated CalSAWS and eligibility documents to ensure the approval of the same client's public assistance application, which resulted in the approval of additional assistance benefits that the client was not eligible to receive. DPSS indicated that disciplinary actions are pending for both employees.

**Case Number: 202017433** – Misuse of County Resources

A DPSS employee engaged in a conflict of interest and violated the Department's confidentiality policy by accessing the public assistance cases of 30 DPSS clients, some of whom were family members or acquaintances, without authorization or a legitimate County business need. The employee also inappropriately accessed their own public assistance case and failed to report they were a DPSS client. In addition, the employee made unauthorized changes and updates to one DPSS client's case record. DPSS indicated that disciplinary action is pending.

**Case Number: 202117998** – Other Improprieties

A DPSS employee submitted a falsified death certificate to justify their five-day bereavement absence from work. DPSS indicated that the employee received a 10-day suspension without pay.

**Case Number: 202118068** – Other Improprieties

A DPSS employee vandalized the personal residences of two DPSS clients and accessed the confidential case records of one of the clients without authorization or a legitimate County business need. The employee also submitted a falsified Family and

## Summary of Substantiated Cases

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Medical Leave Act document. DPSS intends to suspend the employee without pay upon the employee's return from leave.

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**Case Number: 202118092** – Other Improprieties

A DPSS employee inappropriately accessed CalSAWS on several occasions without authorization or a County business need, to process case records of a DPSS participant at the request of their co-worker, who is a family member of the DPSS participant. The employee also created system notifications to expedite the processing of the participant's case. DPSS indicated that disciplinary actions are pending for both employees.

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

DPSS investigated 14 separate cases involving 14 different employees who improperly accessed CalSAWS to view personal and confidential information in participants' case records without authorization or a legitimate County business need. In four of these cases, the subject employees also failed to report that the participants were relatives and/or failed to report that the participants lived with them while receiving aid. DPSS indicated that one employee received a 15-day suspension without pay, five employees received 10-day suspensions without pay, three employees received counseling, a reprimand, or a Top of File notice in their personnel file, and disciplinary action is pending for the other five employees.

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**Case Number: Various** – Other Improprieties

DPSS investigated three separate cases involving three different employees who falsified a total of nine medical certifications to excuse their absences from work. DPSS indicated that one employee resigned during the investigation and a Top of File notice was placed in their personnel file, and disciplinary action is pending for the remaining two employees.

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<b>Fraud Hotline Cases Open Over One Year:</b>	<b>4</b>
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**LOS ANGELES COUNTY FRAUD HOTLINE**  
**Resolved and Pending Disciplinary/Corrective Actions**  
**From Previous Semi-Annual Reports**  
**As of December 31, 2021**

Department	Resolved Cases - Discipline/Corrective Action Taken	Pending Cases - Discipline/Corrective Action	Number of Days Outstanding (1)
<b>Animal Care and Control</b>	<b>1</b>	<b>0</b>	
	201611901		
<b>Assessor</b>	<b>0</b>	<b>2</b>	
		201814157	1184
		201916283	498
<b>Auditor-Controller</b>	<b>1</b>	<b>0</b>	
	202016798		
<b>Board of Supervisors</b>	<b>1</b>	<b>0</b>	
	201814080		
<b>Children and Family Services</b>	<b>6</b>	<b>9</b>	
	201712608 (2)	201915177	610
	201915888	201915880 (3)	660
	201916147	201916207	660
	201916437	201916541	681
	202017219	202016998	455
	202017245	202017078 (3)	430
		202017360 (3)	310
		202017457 (3)	295
		202017497	297
<b>Fire</b>	<b>3</b>	<b>0</b>	
	201814015		
	201915988		
	201916003		
<b>Health Services</b>	<b>9</b>	<b>19</b>	
	201712726	201915180 (3)	562
	201814941	201915398	560
	201915161	201915504	568
	201915850	201915611	562
	201916089	201915803	191
	201916520	201915853	366
	202016893	201915896 (3)	567
	202016910	201915993	373
	202017339	201916091	185
		201916204 (3)	557
		201916257	596
		201916286	479
		201916293	191
		201916420 (3)	557
		201916479	191
		201916527	187
		202016984	196
		202017043	191
		202017109 (3)	185

(1) This data is reported by departments to the Office of County Investigations (OCI). Per protocols issued by the Department of Human Resources (DHR), each department's management is responsible for prioritizing outstanding cases based on the level of discipline. OCI is not responsible for evaluating the cause or reasonableness of the delays. OCI's role is to follow-up with departments for a status of pending discipline for inclusion in this report.

(2) Case Investigated by OCI.

(3) Discipline is pending due to the employee(s)' leave of absence. DHR has issued protocols to assist departments with managing the disciplinary process with employees on leave. DHR has also recommended that each department consult with DHR and County Counsel on cases that involve discipline and employee leaves to determine the appropriate administrative actions to resolve such cases timely.



**LOS ANGELES COUNTY FRAUD HOTLINE**  
**Resolved and Pending Disciplinary/Corrective Actions**  
**From Previous Semi-Annual Reports**  
**As of December 31, 2021**

Department	Resolved Cases - Discipline/Corrective Action Taken	Pending Cases - Discipline/Corrective Action	Number of Days Outstanding (1)
<b>Internal Services</b>	<b>1</b>	<b>0</b>	
	201915205		
<b>Mental Health</b>	<b>3</b>	<b>11</b>	
	201713528	201713708	759
	201915019	201713728	619
	201915051	201713732	549
		201814403	211
		201814963	190
		201814964	191
		201916304	452
		201916419	275
		202016578	270
		202017366	263
		202017531	219
<b>Military and Veterans Affairs</b>	<b>0</b>	<b>1</b>	
		201915047 (2)	464
<b>Parks</b>	<b>1</b>	<b>5</b>	
	201814935	201713312	640
		201713594	312
		201915793	393
		201916102 (4)	261
		201916400	393
<b>Probation</b>	<b>0</b>	<b>2</b>	
		201915926	767
		202017227	219
<b>Public Social Services</b>	<b>5</b>	<b>2</b>	
	201814100	201915699	210
	201814665	201916512	273
	201916084		
	202016498		
	202016869		
<b>Public Works</b>	<b>1</b>	<b>1</b>	
	201814392	202017384	
<b>Workforce Development, Aging and Community Services</b>	<b>0</b>	<b>2</b>	
		201915470 (2)	610
		201915964	745
<b>Departments Total:</b>	<b>32</b>	<b>54</b>	

(1) This data is reported by departments to OCI. Per protocols issued by DHR, each department's management is responsible for prioritizing outstanding cases based on the level of discipline. OCI is not responsible for evaluating the cause or reasonableness of the delays. OCI's role is to follow-up with departments for a status of pending discipline for inclusion in this report.

(2) Case Investigated by OCI.

(3) Not used on page 2.

(4) Case investigated by DHR (Countywide).





**LOS ANGELES COUNTY FRAUD HOTLINE**  
**Cases Actively Under Investigation**  
**Open Over One Year, By Department**  
**As of February 2, 2022**

Department	Cases *
Animal Care and Control	2
Auditor-Controller	1
Chief Executive Office	2
Children and Family Services	1
County Counsel	2
Fire	13
Health Services	63
Human Resources (Countywide)	5
Internal Services	28
LA County Library	1
Los Angeles County Employees Retirement Association	11
Los Angeles Homeless Services Authority	5
Mental Health	92
Military and Veterans Affairs	3
Museum of Art	1
Parks and Recreation	2
Probation	4
Public Defender	5
Public Social Services	4
Sheriff	9
Workforce Development, Aging and Community Services	18

***Total Number of Cases Outstanding Over One Year    272***

\* **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.