



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

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June 13, 2024

TO: Supervisor Lindsey P. Horvath, Chair  
Supervisor Hilda L. Solis  
Supervisor Holly J. Mitchell  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

FROM: Oscar Valdez  
Auditor-Controller

SUBJECT: **FRAUD HOTLINE SEMI-ANNUAL REPORT – JULY 1 THROUGH  
DECEMBER 31, 2023**

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. OCI investigates, or refers for investigation, alleged criminal and administrative misconduct within County government pursuant to California Penal Code § 830.13 and Board of Supervisors Policy 9.040. 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.

### ***Investigative Results***

This report summarizes investigations concerning allegations of fraud, waste, and abuse of resources that were completed between July and December 2023, as well as criminal prosecution and disciplinary and/or corrective actions imposed during the period. A summary of investigative activity tracked by the Fraud Hotline this period is as follows:

- **651 Cases Completed Countywide (23.1% increase<sup>1</sup> from prior period)**
  - **142 Substantiated (21.8% of completed cases)**
- **537 New Cases Reported (1.6% decrease from prior period)**
- **834 Cases Under Active Investigation (12.0% decrease from prior period)**
  - **351 Cases open more than one year (42.5% of active cases)**

The following chart compares Hotline-tracked investigative activity for the current period against the prior reporting period.

### Comparison of Case Counts Between Reporting Periods

CASE STATUS	SEMI-ANNUAL PERIOD ENDING		
	06/30/2023	12/31/2023	% Increase (Decrease)
Beginning Caseload	931	948	1.8%
- Cases Closed	(529)	(651)	23.1%
+ New Cases Opened	546	537	(1.6)%
<b>Ending Caseload</b>	<b>948</b>	<b>834</b>	<b>(12.0)%</b>

**167** of the cases closed were categorized as “Not Investigated” on Attachment I because they were not jurisdictional to OCI (and were referred to appropriate external agencies for follow-up), or because the complaints lacked sufficient information to identify involved parties or specific misconduct and the informant did not provide contact information or was unable/unwilling to provide additional detail.

### Allegation Types – Substantiated Cases

- The most common allegation types for substantiated cases are as follows:
  - Computer Misuse (36%)<sup>2</sup>
  - Violations of County or departmental policies and/or procedures (21%)
  - Time Abuse (12%)
  - Misuse of County Resources (8%)
  - Falsification of County Records (7%)
  - Theft (5%)

<sup>1</sup> This increase reflects completion of 156 backlogged workers compensation cases by Chief Executive Office, Risk Management and does not reflect the normal six-month volume.

<sup>2</sup> We did not specifically track the subcategories of computer misuse, but we have observed that a significant number of these cases involve improper access of confidential data.

### Disciplinary and/or Corrective Actions<sup>3</sup>

- Of the **142** cases substantiated during this reporting period, departments reported that they finalized and imposed **136** separate disciplinary or corrective actions. In addition, departments reported **67** disciplinary or corrective actions administered in the current period that resulted from cases closed in prior periods.
- **Approximately 64%** of disciplinary or corrective actions can be categorized as **significant**, including **discharge**.<sup>4</sup>

ACTION(S) TAKEN	Current Period 07/01/2023 to 12/31/2023	Prior Periods	Total	%
<b>Significant Disciplinary Action<sup>5</sup></b>				
Discharged	11	6	17	8%
Resigned/Retired/Resigned in Lieu of Discharge	18	11	29	14%
Notice in Personnel Folder (Top of File, Do Not Rehire or other restrictions)	21	11	32	16%
Suspended - 15 to 30 Days	4	9	13	6%
Suspended - Less than 15 Days	22	16	38	19%
<b>Subtotal</b>	<b>76</b>	<b>53</b>	<b>129</b>	<b>64%</b>
<b>Moderate Corrective Action<sup>6</sup></b>				
Counseled, Notice of Expectation, Procedures Changed/Reinforced, Training, Reprimanded/Warning, etc.	60	14	74	36%
<b>TOTAL ACTIONS TAKEN:</b>	<b>136</b>	<b>67</b>	<b>203</b>	<b>100%</b>

### Prosecutions and Criminal Convictions

- OCI referred **nine (9)** new cases to the Los Angeles County District Attorney's Office for criminal prosecution.
- **Thirty-three (33)** cases remain in progress with various prosecutorial agencies.

<sup>3</sup> 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.

<sup>4</sup> 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.

<sup>5</sup> "Significant Disciplinary Actions" involve the loss of County pay (such as suspensions) or employment.

<sup>6</sup> "Moderate Corrective Actions" do not result in the loss of County pay or employment.

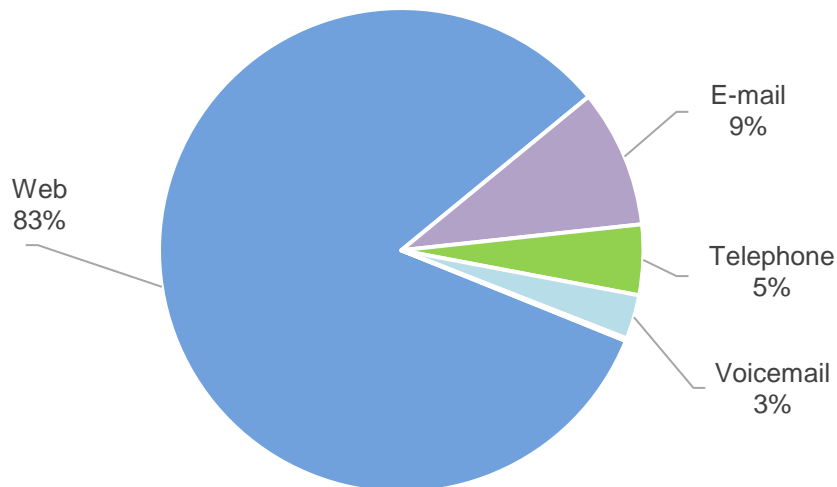
**Status of Cases Referred for Criminal Prosecution<sup>7</sup>**

Status	Number of Cases
Beginning Caseload	27
+ New Cases Referred	9
- Cases Adjudicated	-
• Convicted/Sentenced	-
• Negotiated Disposition (Restitution and/or Community Service)	-
• Not Prosecuted	(3)
<b>Ending Caseload<sup>8</sup></b>	<b>33</b>

**Fraud Hotline Operation**

According to the Association of Certified Fraud Examiners' Report to the Nations 2024<sup>9</sup>, 43% of fraud cases originate with a tip from a whistleblower. To facilitate reporting from employees, vendors, and constituents, the Fraud Hotline accepts tips via website, e-mail, telephone, and mail. Informants may remain anonymous.

**Fraud Hotline Referral Sources for the Period Ending 12/31/2023**



<sup>7</sup> Includes reported status of all cases received by the Hotline, including cases investigated by OCI and cases ultimately investigated and referred for criminal prosecution by another law enforcement agency.

<sup>8</sup> Ending Caseload includes cases pending a filing decision by the prosecutorial agency, cases in various stages of court proceedings, and cases in which criminal charges have been filed with the Court and awaiting apprehension or surrender of the subject(s).

<sup>9</sup> <https://legacy.acfe.com/report-to-the-nations/2024/>

## **Language Access**

Our website is accessible in 100+ languages via web browser (e.g., 149 languages via Google Chrome and 126 languages via Apple Safari). E-mails we may receive in a language other than English (LOTE), are easily translated. The Fraud Hotline has personnel who can immediately accept calls in English, Spanish, and Armenian, and we utilize external resources to communicate with callers in LOTE. During this reporting period, we received 20 phone calls in a LOTE (18 Spanish and 2 Russian), one of which resulted in the opening of a case. We did not receive any allegations in a LOTE via our website or e-mail.

### ***Index of Attachments***

- Attachment I*** Closed Case Summary (substantiated, not substantiated, and not investigated, by department)
- Attachment II*** Summary of Substantiated Cases (case narratives, by department bearing loss).
- Attachment III*** Resolved and Pending Disciplinary/Corrective Actions (by department and case number).
- Attachment IV*** Assigned Investigations Open Over One Year (by departmental investigative unit).

We thank management and staff at each County department for their assistance and cooperation during our investigations and case tracking process. If you have any questions please call me, or your staff may contact Greg Hellmold at (213) 893-0243 or [ghellmold@auditor.lacounty.gov](mailto:ghellmold@auditor.lacounty.gov).

OV:CY:RGC:GH:TW:cm

Fraud Hotline Status Report ending 12/31/2023

Attachments (4)

c: Fesia A. Davenport, Chief Executive Officer  
Edward Yen, Executive Officer, Board of Supervisors  
Department Heads  
Dr. Va Lecia Adams Kellum, Los Angeles Homeless Services Authority  
Audit Committee  
Countywide Communications



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER  
LOS ANGELES COUNTY FRAUD HOTLINE  
CLOSED CASE SUMMARY  
July 1, 2023 through December 31, 2023**

Departmental Investigation Unit	Substantiated	Not Substantiated	Not Investigated <sup>1</sup>	Totals
Agricultural Commissioner/Weights and Measures	1	0	0	1
Alternate Public Defender	0	1	0	1
Assessor	1	7	0	8
Beaches and Harbors	0	1	0	1
Chief Executive Office	0	3	0	3
Child Support Services	0	2	2	4
Children and Family Services	22	47	13	82
District Attorney	0	2	0	2
Economic Opportunity	0	1	0	1
Fire	3	7	2	12
Health Services	24	22	16	62
Internal Services Department	4	13	1	18
LA County Library	0	1	0	1
Los Angeles Homeless Services Authority	2	1	0	3
Medical Examiner	0	0	3	3
Mental Health	2	8	1	11
Parks and Recreation	0	4	0	4
Public Health	3	10	5	18
Public Social Services	64	36	0	100
Public Works	1	7	4	12
Regional Planning	0	1	0	1
Registrar-Recorder/County Clerk	1	3	1	5
Sheriff	0	8	4	12
Treasurer and Tax Collector	1	0	0	1
<b>County Departments Total:</b>	<b>129</b>	<b>185</b>	<b>52</b>	<b>366</b>

Countywide Investigative Unit	Substantiated	Not Substantiated	Not Investigated <sup>1</sup>	Totals
Office of County Investigations	8	2	98	108
Chief Executive Office - Risk Management <sup>2</sup>	4	135	17	156
County Counsel - Employment Investigations	0	0	0	0
Economic Opportunity - Office of Small Business	0	0	0	0
Human Resources - Departmental Support	1	20	0	21
Sheriff - Court Services Division	0	0	0	0
<b>Countywide Investigative Units Total:</b>	<b>13</b>	<b>157</b>	<b>115</b>	<b>285</b>

Total Investigated Cases Closed	142 21.8%	342 52.5%	167 25.7%	651 100.0%
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**Footnote:**

(1) Cases are not investigated for various reasons, including a lack of jurisdiction, immateriality, duplication of a prior investigation(s), or insufficient information. 34 of 167 cases designated as "not investigated" were referred to the County Equity Oversight Panel (CEOP). CEOP does not report their findings back to Office of County Investigations and should be contacted directly for additional information.

(2) The Fraud Hotline has historically referred cases involving allegations of malfeasance regarding the workers' compensation claims to the Chief Executive Office (CEO) for appropriate follow up, since they oversee this County function. The CEO has not historically reported the outcomes of these investigations back to OCI and only recently began doing so. Therefore, the statistics reported during this period are not representative of a normal six-month volume. In addition, OCI did not review and evaluate CEO-Risk Managements assertions that the allegations were appropriately considered and addressed.



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER  
LOS ANGELES COUNTY FRAUD HOTLINE  
HIGH-IMPACT SUBSTANTIATED CASES  
July 1, 2023 through December 31, 2023**

**SUBSTANTIATED CASES INVESTIGATED BY AUDITOR-CONTROLLER**

**Countywide**

**Case Number: 202319947** – Other Improprieties

An unknown perpetrator attempted to extort the Fraud Hotline with a false ransomware claim. The County traced the e-mail to an Internet Protocol (IP) address in Jakarta, Indonesia, and determined the e-mail was generated by an Internet Bot. The County blocked the IP address from accessing County webpages and implemented additional verification systems to webpages to prevent online Bots from submitting similar extortion e-mails.

**Department of Health Services (DHS)**

**Case Number: 202218777** – Theft (Identity)

A private individual stole the identities of a County employee and a member of the public (both victims in this case), used the stolen identities to file fraudulent Unemployment Insurance (UI) claims with the California Employment Development Department (EDD), and received \$60,737 in illicit UI-related benefit payments. Approximately \$6,300 of this amount was paid by and is a loss to the County. These fraudulent claims were submitted during and exploited the enhanced benefits and reduced UI claim scrutiny imposed by the State in response to the COVID-19 pandemic. This matter was referred to the Los Angeles County District Attorney's Office (LADA), which filed four felony charges. We also referred this matter to the State and requested they reimburse the County for the loss.

**Department of Mental Health (DMH)**

**Case Number: 202218889** – Time Abuse (Falsification of Time Records)

A DMH employee intentionally miscoded 46 separate timecards over a 41-month period to claim standby pay they were ineligible for. The miscoded standby pay resulted in improper/overpayments to the employee totaling \$283,563. The matter was referred to LADA for prosecution. DMH indicated that the employee resigned from County service, and a Top of File notice was placed in their personnel folder. We have recommended DMH work with Counsel to pursue civil avenues for reimbursement.

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

**Case Number: 202219724** – Theft (Benefits)

A former Parks employee filed a fraudulent UI claim and falsely claimed to have no income when in fact they were employed continuously by the County and therefore ineligible for UI benefits. As a result, they received \$14,648 in illicit UI benefits. Approximately \$11,648 of this amount was paid by and is a loss to the County. These fraudulent claims were submitted during and exploited the enhanced benefits and reduced UI claim scrutiny imposed by the State during the COVID-19 pandemic. This matter was referred to LADA for prosecution. We also referred this matter to the State

## Summary of Substantiated Cases

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and requested they reimburse the County for the loss. Parks indicated that the employee resigned in lieu of discharge, and a Top of File notice was placed in their personnel folder.

### Department of Public Health (DPH)

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**Case Number: 202118452** – Other Improprieties

Two DPH employees inappropriately provided a restaurant an “A” grade on a health inspection despite major health code violations, and failed to conduct required follow-up actions per DPH food inspection procedures. While we did not find overt evidence that the employees’ actions resulted from corruption or bribery, we could not determine the reason(s) for their negligence, policy violations, and improper actions. The Office of County Investigations issued an Improvement Opportunities Report to the Department to strengthen procedures and controls for ensuring that future follow-up inspections and other enforcement actions are completed timely. DPH indicated that disciplinary and corrective actions are pending for the involved employees.

### Department of Social Services (DPSS)

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**Case Number: 202219615** – Misuse of County Resources

A DPSS employee misused their California Statewide Automated Welfare System (CalSAWS) access to inappropriately access DPSS client cases without a business need. The employee admitted inappropriately accessing client cases and creating lists containing Personal Identifiable Information (PII) for a large number of clients, but provided no reasonable explanation for their actions. We referred this matter to LADA. DPSS indicated that the employee was discharged, and a Top of File notice was placed in their personnel folder.

### Department of Public Works (DPW)

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**Case Number: 202118524** – Theft (Benefits)

A DPW employee filed a fraudulent UI claim and falsely claimed to have no income when in fact they were employed continuously by the County and therefore ineligible for UI benefits. As a result, they received \$29,200 in illicit UI benefits. Approximately \$10,400 of this amount was paid by and is a loss to the County. These fraudulent claims were submitted during and exploited the enhanced benefits and reduced UI claim scrutiny imposed by the State during the COVID-19 pandemic. Additionally, the employee made false statements to investigators and falsified their annual outside employment declarations filed with the County. We referred this case to the LADA, which filed two felony charges. We also requested the State reimburse the County for the loss. DPW indicated that disciplinary action is pending.

**Case Number: 202219208** – Theft

DPW staff mishandled a \$1,754 cash payment from an airport tenant. While we could not locate the missing cash or determine the person(s) responsible for its loss, we identified and addressed with the department a lack of sufficient controls and deficient business processes over the receipt of rental payments and other cash handling procedures.

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**TOTAL SUBSTANTIATED CASES INVESTIGATED BY AUDITOR-CONTROLLER: 8**



## Summary of Substantiated Cases

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### CASES REFERRED TO AND SUBSTANTIATED BY OTHER DEPARTMENTS

#### Agricultural Commissioner/Weights and Measures (AC/WM)

##### Investigative Results:

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

##### Substantiated Cases:

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

#### High Risk / Impact Case Summaries

**Case Number: 202320342** – Time Abuse

An AC/WM employee cared for their children during County work hours for two days while his wife attended a conference. The employee did not request time off and reported full shifts on his timecard, which was approved by their supervisor. AC/WM indicated that the employee resigned prior to the completion of the investigation, and a Top of File notice was placed in their personnel folder. The employee's supervisor will be reminded of the Timekeeping Policy.

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## Summary of Substantiated Cases

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### Assessor's Office (Assessor)

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
1	7	0	8

#### Substantiated Cases:

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

### High Risk / Impact Case Summaries

**Case Number: 202218712** – Misuse of County Resources

An Assessor employee failed to follow departmental Information Technology procedures and wiped two computers prior to receiving approval, resulting in the loss of County business data. The employee also made false statements to investigators. The Assessor indicated that disciplinary action is pending.

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## Summary of Substantiated Cases

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### Chief Executive Office – Risk Management (CEO/RM)

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
4	135	17	156

#### Substantiated Cases:

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

### High Risk / Impact Case Summaries

None

## Summary of Substantiated Cases

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

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
22	47	13	82

#### Substantiated Cases:

<b>Primary Allegation Type(s)</b>	<b>No.</b>
Other Improprieties	9
Personnel Issue	6
Computer Misuse	3
Time Abuse	2
Misuse of County Resources	1
Theft	1
<b>Total:</b>	<b>22</b>

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

**Case Number: 202219414** – Other Improprieties

A DCFS employee used their position to further their personal business interests and did so on County time. DCFS indicated that disciplinary action is pending.

**Case Number: 202219547** – Other Improprieties

A DCFS employee failed to disclose their outside employment and adjusted their regular work hours without approval. DCFS indicated that the employee received a 5-day suspension without pay.

**Case Number: 202319900** – Personnel Issue

A DCFS employee failed to maintain clear and professional boundaries by inappropriately invoking their DCFS experience and authority in providing personal testimony on behalf of a foster caregiver. DCFS indicated that disciplinary action is pending.

**Case Number: 202319973** – Other Improprieties

A DCFS employee engaged in unreported outside employment while on leave. DCFS indicated that the employee retired, and a Top of File notice was placed in the employee's personnel folder.

**Case Number: 202320017** – Theft

A DCFS employee stole a keycard and parking validations and damaged the security gate at their office building. DCFS indicated that the employee resigned pending discharge and a Top of File notice was placed in the employee's personnel folder.

**Case Number: 202320025** – Misuse of County Resources

A DCFS employee advertised their personal business services using a DCFS facility address and continued to do so after their resignation from County service. DCFS indicated that County Counsel issued a cease-and-desist letter to the former employee.

## Summary of Substantiated Cases

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### DCFS High Risk / Impact Case Summaries (Continued)

**Case Number: 202320072** – Other Improprieties

A DCFS employee falsified client contacts they had not actually conducted. DCFS indicated that the employee resigned pending discharge, and a Top of File notice was placed in the employee's personnel folder. DCFS also issued the employee's supervisor a written reprimand.

**Case Number: 202320076** – Personnel Issue

A DCFS employee violated departmental off-duty conduct policy by operating a motor vehicle on a public roadway while under the influence of alcohol. DCFS indicated that the employee was issued a 5-day suspension without pay.

**Case Number: 202320118** – Computer Misuse (Confidential)

A DCFS employee accessed and searched a law enforcement database without authorization or a business need. The employee also failed to report outside employment. DCFS indicated that the employee was reprimanded.

**Case Number: 202320127** – Computer Misuse (Confidential)

A DCFS employee accessed court documents without a business need and inappropriately provided a court document to a private individual who was not their client. DCFS indicated that disciplinary action is pending.

**Case Number: 202320136** – Computer Misuse (Computer)

A DCFS employee improperly accessed child welfare records and shared confidential information with a client without a business need. DCFS indicated that the employee received a 30-day suspension without pay.

**Case Number: 202320148** – Other Improprieties

A DCFS employee failed to cooperate with an administrative investigation. DCFS indicated that the employee was discharged for another unrelated issue.

**Case Number: 202320237** – Personnel Issue

A DCFS employee was involved in an off-duty traffic collision while driving under the influence of alcohol. DCFS indicated that criminal prosecution and disciplinary action are pending.

**Case Number: 202320321** – Other Improprieties

A DCFS employee created a conflict of interest by engaging in unreported outside employment activity as the Director of a DCFS-contracted agency. DCFS indicated that the employee retired pending investigation, and a Top of File notice was placed in their personnel folder.

**Case Number: 202320424** – Other Improprieties

A DCFS employee failed to generate a child abuse investigation timely. DCFS indicated that the employee resigned prior to imposition of discipline, and a Top of File notice was placed in their personnel folder.

**Case Number: 202320480** – Personnel Issue

A DCFS employee submitted a falsified medical certificate to justify their absence. DCFS indicated that disciplinary action and/or timecard corrections are pending.

## Summary of Substantiated Cases

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### High Risk / Impact Case Summaries (Continued)

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**Case Number: 202320512** – Time Abuse

A DCFS employee falsified time records and was paid for working while attending six personal appointments (therapy sessions) that occurred during work hours. The employee also admitted to offering to pay their supervisor “a few dollars” to overlook this conduct. DCFS indicated that time records were corrected for the six days in question, and disciplinary action for the employee is pending.

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## Summary of Substantiated Cases

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### Fire Department (Fire)

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#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
3	7	2	12

#### Substantiated Cases:

<b>Primary Allegation Type(s)</b>	<b>No.</b>
Misuse of County Resources	1
Personnel Issues	1
Other Improprieties	1
<b>Total:</b>	<b>3</b>

### High Risk / Impact Case Summaries

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#### **Case Number: 202016745** – Personnel Issues

Three Fire employees photographed a fatal accident scene without authorization and/or inappropriately shared those photos with fellow department employees in private. One of the employees retired prior to discharge, and a Top of File<sup>1</sup> notice was placed in their personnel folder. Fire also demoted one employee and issued a Letter of Reprimand to the other. Fire submitted a corrective action plan, which included the implementation of a new policy.

#### **Case Number: 202219143** – Other Improprieties

A Fire employee engaged in outside employment while on leave and failed to submit an outside employment form as required by the Department and the County. Fire indicated that the employee was counseled and submitted an updated outside employment form.

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<sup>1</sup> A Top of File memo documents information relevant to the employee's work history (i.e., including misconduct that occurred prior to the employee's resignation). The memo is placed at the top of the employee's personnel file so that anyone who reviews the file will be immediately aware of the information contained in the memo.

## Summary of Substantiated Cases

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### Department of Health Services (DHS)

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
24	22	16	62

#### Substantiated Cases:

<b>Primary Allegation Type(s)</b>	<b>No.</b>
Time Abuse	8
Other Improprieties	7
Misuse of County Resources	5
Personnel Issue	4
<b>Total:</b>	<b>24</b>

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

**Case Number: 201916050** – Time Abuse

A DHS physician conducted unreported outside employment activities on County time and failed to fulfill their patient supervision duties. DHS is currently working with County Counsel on a settlement agreement with the employee (including possible repayment) and will remind physician staff of relevant policies.

**Case Number: 202218438** – Time Abuse

A DHS employee was paid at least \$400 for overtime hours they did not work. DHS indicated they will not seek reimbursement due to the difficulty of calculating the exact overage, but disciplinary actions are pending for the subject employee and their manager, and a second manager was discharged. We recommend DHS seek reimbursement for the \$400 in unsupported overtime hours they identified.

**Case Number: 202219240** – Other Improprieties

A DHS employee violated departmental nepotism policy by hiring and supervising their daughter's fiancé. DHS indicated that disciplinary action is pending.

**Case Number: 202219529** – Other Improprieties

A DHS employee failed to report outside employment for four years and conducted non-County business during County work hours. DHS indicated that disciplinary action is pending.

**Case Number: 202319881** – Other Improprieties

A DHS employee engaged in unreported outside employment while on leave. DHS indicated that the employee retired during the investigation, and a Top of File notice was placed in their personnel folder.

**Case Number: 202319940** – Time Abuse

A DHS employee failed to clock-in as required when they were regularly late to work over a one-month period. DHS indicated that the employee submitted time corrections and received a 10-day suspension without pay.



## Summary of Substantiated Cases

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### **DHS High Risk / Impact Case Summaries (Continued)**

**Case Number: 202320260** – Personnel Issue

A DHS employee submitted falsified medical certifications to justify their absence from work. DHS indicated that disciplinary action is pending.

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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>
4	13	1	18

#### Substantiated Cases:

<b>Primary Allegation Type(s)</b>	<b>No.</b>
Other Improprieties	2
Personnel Issue	1
Time Abuse	1
<b>Total:</b>	<b>4</b>

### High Risk / Impact Case Summaries

**Case Number: 201713718** – Time Abuse

An ISD employee falsely claimed more than 300 hours on their timecards for time they did not work, and their direct supervisor failed to hold the employee accountable. ISD indicated they did not finalize their investigation timely, which may impact their ability to impose disciplinary action and obtain reimbursement.

**Case Number: 201814124** – Personnel Issue

An ISD employee submitted a falsified medical certification to justify their absence. ISD indicated that the employee was discharged.

**Case Number: 202319871** – Other Improprieties

An ISD employee applied their manager's electronic signature to renew an expiring contract without the manager's knowledge or consent. The investigation did not find any evidence of malicious intent or negative impact to the County. ISD implemented new policy guidance regarding the use of electronic signatures, and disciplinary action is pending.

## Summary of Substantiated Cases

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### Los Angeles Homeless Services Authority (LAHSA)

#### Investigative Results:

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

#### Substantiated Cases:

<b>Primary Allegation Type(s)</b>	<b>No.</b>
Personnel Issue	1
Theft	1
<b>Total:</b>	<b>2</b>

### High Risk / Impact Case Summaries

**Case Number: 202320203** – Personnel Issue

A LAHSA employee engaged in inappropriate conduct (e.g., drug use and sexual relations) with clients. LAHSA indicated that the employee was discharged.

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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	8	1	11

#### Substantiated Cases:

<b>Primary Allegation Type(s)</b>	<b>No.</b>
Other Improprieties	1
Time Abuse	1
<b>Total:</b>	<b>2</b>

### High Risk / Impact Case Summaries

#### **Case Number: 201916085** – Other Improprieties

A DMH employee falsified 15 claims totaling approximately \$1,000 for mileage reimbursement between August 1 and November 29, 2018. DMH indicated that the County reclaimed the funds via payroll deductions. The employee subsequently left County service for an unrelated reason, and a Top of File notice was placed in their personnel folder.

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## Summary of Substantiated Cases

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### Department of Public Defender (PD)

#### Investigative Results:

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

#### Substantiated Cases:

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

### High Risk / Impact Case Summaries

**Case Number: 202320443** – Other Improprieties

A PD attorney failed to report their Minimum Continuing Legal Education to the State Bar of California timely and continued practicing for 21 days while their license was inactive, including appearing in court to represent clients. Disciplinary action is pending.

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<sup>2</sup> One substantiated case was investigated by the Department of Human Resources (DHR).

## Summary of Substantiated Cases

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### Department of Public Health (DPH)

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
3	10	5	18

#### Substantiated Cases:

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

### High Risk / Impact Case Summaries

None

## Summary of Substantiated Cases

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### Department of Public Social Services (DPSS)

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
64	36	0	100

#### Substantiated Cases:

<b>Primary Allegation Type(s)</b>	<b>No.</b>
Computer Misuse	47
Other Improprieties	9
Misuse of County Resources	4
Personnel Issues	2
Time Abuse	2
<b>Total:</b>	<b>64</b>

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

**Case Number: 202118436** – Misuse of County Resources

A DPSS employee provided false information on their own application for CalFresh benefits and failed to report they lived with other recipients of DPSS-administered benefits. The employee also conducted unreported work as an In-Home Supportive Services provider during their scheduled work hours. Furthermore, the employee also falsely reported the mother of their child as a domestic partner to enroll them as a dependent for County health benefits while legally married to another DPSS employee. These married employees failed to report one another as relatives in accordance with DPSS policy. DPSS intends to discharge the first employee and suspend the spouse for 10 days without pay.

**Case Number: 2021218304** – Computer Misuse

A DPSS employee improperly accessed CalSAWS to view 40 case records of personal friends without authorization or a business need. The employee also used their County issued laptop inappropriately. DPSS indicated that the employee received a 20-day suspension without pay.

**Case Number: 202219397** – Other Improprieties

A DPSS employee failed to report outside employment and failed to cooperate with the administrative investigation. DPSS indicated that disciplinary action is pending.

**Case Number: 202219575** – Personnel Issue

A DPSS employee submitted a total of 33 falsified medical certifications over a 10-month period to justify their absences from work. DPSS discharged the employee, and a Top of File notice was placed in their personnel folder.

**Case Number: 202319799** – Personnel Issue

A DPSS employee falsified six medical certifications between October 2022 and March 2023 to justify their absences. DPSS indicated that disciplinary action is pending.

## Summary of Substantiated Cases

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### DPSS High Risk / Impact Case Summaries (Continued)

**Case Number: 202319965** – Computer Misuse

A DPSS employee accessed their work locations after-hours without authorization and used their County-issued equipment to conduct personal business during and after work hours. DPSS indicated that the employee received a 10-day suspension without pay.

**Case Number: 202320427** – Misuse of County Resources

A DPSS employee used their assigned County computer, e-mail account, and office printer to conduct personal business during scheduled work hours. DPSS indicated that disciplinary action is pending.

**Case Number: 202320594** – Misuse of County Resources

A DPSS employee used their assigned County computer, e-mail account, and office printer to conduct personal business during scheduled work hours. The employee also misused their County position to request personal information regarding their ex-spouse under the guise of an official County inquiry. DPSS indicated that the employee was discharged, and a Top of File notice was placed in their personnel folder.

**Case Number: 202320628** – Other Improprieties

A DPSS employee misused their authority by inappropriately acquiring cell phones and electronic tablets for DPSS clients under an alleged benefit program that was not administered by the County. In addition, the employee admitted to receiving at least ten cell phones and six tablets as gratuities from the outside vendor over a two-year period and claimed they shared these devices with DPSS clients who were ineligible for the alleged program. DPSS indicated that disciplinary action is pending.

**Case Number: Various** – Computer Misuse

DPSS investigated 45 cases involving 45 employees who improperly accessed CalSAWS and/or the Medi-Cal Eligibility Data System to view clients' confidential case records without authorization or a legitimate County business need and/or employees did not report that either they and/or their relatives and/or friends received DPSS benefits. In 33 of these cases, the employees failed to report that the participants were relatives/friends and/or that participants received benefits while residing with the employee, and/or did not report they themselves were participants who received benefits. DPSS indicated that:

- 3 employees retired/resigned/discharged from County service and a Top of File placed,
- 1 employee received a 30-day suspension without pay,
- 1 employee received a 20-day suspension without pay,
- 14 employees received a 10-day suspension without pay,
- 1 employee received a 5-day suspension without pay,
- 4 employees received reprimands,
- 21 employees have disciplinary actions pending,
- 1 employee transferred to another department and the receiving department will consider discipline, and
- 1 matter was referred to LADA for possible prosecution.



## Summary of Substantiated Cases

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### Department of Public Works (DPW)

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
1	7	4	12

#### Substantiated Cases:

<i>Primary Allegation Type(s)</i>	<i>No.</i>
Theft	1
<b>Total:</b>	<b>1</b>

### High Risk / Impact Case Summaries

#### **Case Number: 202320631** – Theft

A forklift was stolen from a DPW location. The theft was reported to the Los Angeles County Sheriff's Department; however, the perpetrators could not be identified. DPW intends to install new cameras and lighting.

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## Summary of Substantiated Cases

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

#### Investigative Results:

<i>Substantiated</i>	<i>Not Substantiated</i>	<i>Not Investigated</i>	<i>Total</i>
1	3	1	5

#### 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

## Summary of Substantiated Cases

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### Treasurer and Tax Collector (TTC)

#### Investigative Results:

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

#### Substantiated Cases:

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

### High Risk / Impact Case Summaries

None



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER  
LOS ANGELES COUNTY FRAUD HOTLINE  
RESOLVED AND PENDING DISCIPLINARY / CORRECTIVE ACTIONS  
FROM PREVIOUS SEMI-ANNUAL REPORTS  
As of March 14, 2024**

Department	Resolved Cases Discipline/Corrective Action Taken	Pending Cases Discipline/Corrective Action	Number of Days Outstanding (1)
<b>Aging and Disabilities</b>	<b>0</b>	<b>3</b>	
		201915470 (2)	1340
		201915964 (4)	1475
		202219034 (2)	220
<b>Chief Executive Office</b>	<b>0</b>	<b>2</b>	
		202118136 (2)	612
		202219418	284
<b>Children and Family Services</b>	<b>12</b>	<b>8</b>	
		201915177 (2)	1340
		202016998	1185
		202017078 (3)	1160
		202118201	752
		202218649 (3)	571
		202218833	514
		202219119	416
		202319939	207
<b>Economic Opportunity</b>	<b>0</b>	<b>1</b>	
		201915415	796
<b>Fire</b>	<b>1</b>	<b>1</b>	
		202118113	543
<b>Health Services</b>	<b>16</b>	<b>20</b>	
		201612270	354
		201915127	727
		201915283	727
		201915583	727
		201915896 (3)	1297
		201916091	915
		202016820	552
		202016836	375
		202017483	558
		202117607	558
		202117677	375
		202118274	381
		202118393	188
		202118417	186
		202118483	242
		202118515	550
		202219002	244
		202219306	186
		202219551	184
		202219709	186

Department	Resolved Cases Discipline/Corrective Action Taken	Pending Cases Discipline/Corrective Action	Number of Days Outstanding (1)
Internal Services	0	1	
		202016990 (2)	797
Medical Examiner	0	1	
		202117821	538
Mental Health	1	8	
		201713708	1489
		201814792	549
		201814962	390
		201814974	335
		201915645	753
		202017239	640
		202117945	598
		202118006	242
Probation	0	1	
		202219032 (2)	296
Public Defender	0	1	
		202017385 (2)	671
Public Health	1	0	
Public Social Services	15	2	
		202118068 (3)	803
		202218687	382
Public Works	2	0	
Registrar-Recorder/County Clerk	1	0	
<b>Department Total:</b>	<b>49</b>	<b>49</b>	

(1) Calculated from date department issued investigation report. 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. Office of County Investigations (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 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 of an employee on leave to resolve such cases timely.

(4) Case investigated by DHR (Countywide).



**COUNTY OF LOS ANGELES**  
**DEPARTMENT OF AUDITOR-CONTROLLER**  
**LOS ANGELES COUNTY FRAUD HOTLINE**  
**OPEN CASE AGING REPORT BY INVESTIGATIVE UNIT**  
*As of December 31, 2023*

Departmental Investigative Units	Open Cases	Greater Than One Year <sup>1</sup>		
		Open Cases	Median Days Open	Average Days Open
Aging and Disabilities	6	3	1,502	1,183
Agricultural Commissioner/Weights and Measures	4	1	683	683
Animal Care and Control	2	1	523	523
Assessor	3	0	-	-
Auditor-Controller	2	2	581	581
Board of Supervisors	1	0	-	-
Chief Executive Office	5	4	841	1,462
Child Support Services	3	0	-	-
Children and Family Services	53	1	396	396
County Counsel - Internal Affairs	5	1	511	511
District Attorney	1	0	-	-
Economic Opportunity <sup>2</sup>	2	2	1,086	1,086
Fire	37	13	433	644
Health Services	187	71	609	601
Internal Services	39	27	817	961
LA County Library	4	0	-	-
Los Angeles Homeless Services Authority	11	5	564	893
Medical Examiner	6	4	648	660
Mental Health	103	78	1,046	1,012
Military and Veterans Affairs	2	2	2,861	2,861
Parks and Recreation	5	0	-	-
Probation	31	4	570	602
Public Defender	13	10	1,017	1,198
Public Health	19	3	500	482
Public Social Services	109	4	540	700
Public Works	10	0	-	-
Registrar-Recorder/County Clerk	2	0	-	-
Sheriff	21	10	1,394	1,167
<b>Sub Total</b>	<b>686</b>	<b>246</b>		

Countywide Investigative Units <sup>3</sup>	Open Cases	Greater Than One Year <sup>1</sup>		
		Open Cases	Median Days Open	Average Days Open
Office of County Investigations	81	37	656	817
Chief Executive Office - Risk Management	4	3	747	1,462
County Counsel - Employment Investigations	20	16	618	702
Economic Opportunity - Office of Small Business	6	6	1,044	1,069
Human Resources - Departmental Support	27	6	527	569
Sheriff - Court Services Division	1	1	711	711
<b>Sub Total</b>	<b>139</b>	<b>69</b>		

<b>Grand Total</b>	<b>825</b>	<b>315</b>
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**Footnotes:**

- (1) Cases Open Over One Year includes cases received by the Fraud Hotline prior to December 31, 2022 and the corresponding review and/or investigation is not completed.
- (2) Transferred from the Department of Workforce Development, Aging and Community Services (WDACS).
- (3) Cases assigned to Countywide Investigative Units generally have a higher number of days open for cases due to the complexity of the issues involved. In addition, these aging statistics may reflect cases that were reassigned to a Countywide unit after significant review/investigation by a departmental unit, or are being held open for tracking during legal abeyance or other delay.