

## Office of the City Auditor FY20 Summary of Substantiated Fraud, Waste, and Abuse Cases

|   | Allegation                    | Department     | Summary of Findings  | Action Taken/Discipline  |
|---|-------------------------------|----------------|--|--|
| 1 | Misuse of City Resources      | Human Services | Three employees overstated time worked, resulting in overpayment.  | <ul style="list-style-type: none"> <li>• Employee #1 received a one-day suspension, as this was a repeated issue.</li> <li>• The two other employees received a counseling letter, as this was the first offense.</li> </ul> |
| 2 | Misuse of City Resources      | Public Works   | <p>In lieu of working an employee walked during work hours to earn BeWell points; slept on the job; brought a gun into the workplace; dressed/cleaned a dead deer on City property; and created a hostile work environment where crew members felt threatened.</p> <p>Employee's supervisor lacked in their managerial duties and rarely conducted visits to check up on the departments crew.</p> | <ul style="list-style-type: none"> <li>• Employee resigned, pending termination.</li> <li>• Supervisor received a 40-Hour suspension, later overturned by the Personnel Board.</li> </ul>                                    |
| 3 | Human Resource Related Issues | Human Services | An employee made derogatory posts on Facebook about their co-worker. Other co-workers who saw the posts felt concerned about their safety in the aftermath of the May 31, 2019 tragedy.  | Both employees were counseled. Department ensured that employees felt safe by issuing a memo to all staff addressing who to contact with any safety concerns.  |
| 4 | Policy &/or Procedure Related | IT             | <p>The department was in breach of contract by hiring an employee and covering the employee's salary with the contractor until they started working for the City.</p> <p>The employee's supervisor was responsible for this breach. The supervisor also assigned the employee as the Acting Operations Manager against the advice of Human Resources.</p>  | Supervisor resigned.   |

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| 5  | Fraud and/or Theft         | Planning and Community Development | Employee filed a false workers compensation claim indicating they were in Building 2 during the May 31, 2019 tragedy when they had already left for the day.                         | Employee retired pending termination.   |
| 6  | Outside of Jurisdiction    | Citizen Inquiry                    | Employee did not have a business license for their secondary employment catering business.   | Employee was required to obtain business license from the Commissioner of Revenue's Office.   |
| 7  | Falsification of Documents | Parks & Recreation                 | A contracted employee overstated time worked, resulting in overpayment.  | Contracted employee resigned during the investigation. Timesheet was corrected with Abacus.   |
| 8  | Falsification of Documents | Parks & Recreation                 | Employee overstated time worked, resulting in overpayment for a two-month period and falsified cost reports.   | Employee received an 80 – hour suspension.  |
| 9  | Falsification of Documents | Public Works                       | Over a two-month period through excessive stop and drive time of a City vehicle, three employees falsely recorded time worked on work orders. Collectively falsifying over 80 hours. | <ul style="list-style-type: none"> <li>• Two employees received a three-day suspension.</li> <li>• Third employee received a two-day suspension.</li> </ul> |
| 10 | Financial Irregularities   | Parks & Recreation                 | Money unaccounted for in a cash register till.   | <ul style="list-style-type: none"> <li>• Employee was given verbal counseling.</li> <li>• Team discussions emphasizing cash handling practices.</li> </ul>  |
| 11 | Falsification of Documents | Parks & Recreation                 | Employee left work early with no prior authorization or leave submitted.   | Based on extenuating circumstances and through lengthy discussions with HR and City Attorney's Office no disciplinary action taken.                         |

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| 12 | Policy &/or Procedure Related | Parks & Recreation | Employee brought a gun to work because they felt unsafe working in certain park areas in the evening.   | Employee was given a counseling letter. Department intends to provide additional staff during evening shifts and will notify HR directly if similar incidents occur in the future.   |
| 13 | Policy &/or Procedure Related | Public Works       | <p>Numerous automotive parts unaccounted for during an inventory count. Poor internal controls.</p> <p>A shop employee had secondary employment that was a conflict of interest to his current work responsibilities.</p> | <ul style="list-style-type: none"> <li>• Management will secure all inventory in the main parts room, ensure appropriate stock levels are maintained and have an accurate inventory management system in place. All parts ordered for the shop will be approved by a supervisor or administrator.</li> <li>• Employee with a conflict of interest was re-assigned to another shop. Any further conflicts of interest will be forwarded to the City Attorney’s Office and Human Resources.</li> </ul> |
| 14 | Falsification of Documents    | Public Utilities   | A contracted employee overstated time worked on multiple occasions resulting in overpayment.  | <ul style="list-style-type: none"> <li>• Contracted Employee was terminated.</li> <li>• Department implemented new procedures to track time worked of contracted employees and actual work completed.</li> </ul>   |

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| 15 | Falsification of Documents | Human Services       | Employee falsified timesheets. Failed to properly supervise clients, failed to provide documentation on activities that took place between clients and falsified documents concerning client services.   | Employee was terminated.   |
| 16 | Human Resource Issue(s)    | Economic Development | Employee took multiple days of leave without having the accrued time available.  | <ul style="list-style-type: none"> <li>Approval was given by the Department Director, Deputy City Manager and previous City Manager to make-up/recapture time.</li> <li>No disciplinary action taken.</li> </ul> |
| 17 | Falsification of Documents | Parks & Recreation   | Employee falsified an accident report and made claims of bullying and harassment.  | <ul style="list-style-type: none"> <li>Human Resources did not find evidence to support claims of bullying or harassment.</li> <li>Employee was terminated over a separate issue.</li> </ul>                     |
| 18 | Falsification of Documents | Human Services       | Employee lied about interviewing a representative from a non-profit organization on behalf of six clients in need of benefits. Employee falsely inputted into the Virginia Case Management System that they had conducted the interviews without assuring that the clients were eligible for services. | Employee was terminated.   |
| 19 | Misuse of a City Resources | Public Utilities     | Employee improperly used a City vehicle for personal use after work hours.   | Employee was terminated.   |

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| 20 | Falsification of Documents    | Parks & Recreation | Employee overstated time worked on multiple occasions, resulting in overpayment.  | Employee received a five-day suspension  |
| 21 | Falsification of Documents    | Public Works       | Employee falsified work logs for work unaccounted for.  | Employee resigned pending discipline.  |
| 22 | Falsification of Documents    | Parks & Recreation | Employee overstated time worked, resulting in overpayment.  | Employee resigned pending termination.   |
| 23 | Falsification of Documents    | Public Works       | Employee falsified multiple work orders. Instead of completing the work, the employee used their City vehicle for personal business.  | Employee was terminated.   |
| 24 | Policy &/or Procedure Related | Human Services     | <p>Employee had 152 hours of leave that were not inputted into InSITE in a timely manner by Admin Asst.</p> <p>From the total hours, 16 of them the employee failed to submit leave slips. The remainder hours were from leave slips submitted in a timely manner to the supervisor and administrative assistant for approval but never inputted.</p> | <ul style="list-style-type: none"> <li>• The supervisor and administrative assistant each received a letter of expectations.</li> <li>• Employee received a letter of counseling.</li> </ul> |
| 25 | Policy &/or Procedure Related | Parks & Recreation | Employee violated the city's policy on excessive idling in a vehicle.   | Employee received a written reprimand.   |

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| 26 | Policy and/or Procedure Related | Parks & Recreation     | Employee violated the city's policy on excessive idling in a vehicle. Both the employee and supervisor provided false information during the investigation.   | <ul style="list-style-type: none"> <li>Employee received a 40-hour suspension.</li> <li>Supervisor received a written reprimand.</li> </ul>   |
| 27 | Policy &/or Procedure Related   | Parks & Recreation     | Employee brought their children to work at a City recreation center. The children did not have a paid membership, nor did they pay for a day pass.  | Employee received a letter of counseling.   |
| 28 | Financial Irregularities        | Human Services         | Employee recorded the incorrect start time on their timesheets on multiple occasions.   | Employee was counseled.   |
| 29 | Fraud/and or Theft              | City Attorney's Office | Employee submitted false/altered medical notes to Occupational Health to cover unexcused absences from work.  | Employee resigned.  |
| 30 | Misuse of City Resources        | Human Services         | <p>Employee overstated time worked, resulting in overpayment.</p> <p>The employee refused to show up for a scheduled follow-up meeting with the Office of the City Auditor to produce supporting documentation to cover the time in question.</p> | <ul style="list-style-type: none"> <li>Employee retired pending termination.</li> <li>The department was able to recoup a portion of the time for a total of \$1,686.06.</li> </ul> |

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| 31 | Misuse of City Resources   | Public Utilities           | Two employees improperly left work early on multiple occasions.  | Both employees received a written reprimand and were required to submit leave slips to pay back their time.   |
| 32 | Falsification of Documents | Convention Visitors Bureau | The supervisor allowed employees to leave early without obtaining authorization from management on multiple occasions and instructing other employees to add time to their timesheets. | The supervisor received a two-day suspension.   |
| 33 | Falsification of Documents | Human Services             | A contracted employee overstated time worked on their telework daily logs, resulting in overpayment.   | <ul style="list-style-type: none"> <li>• Contracted employee was terminated.</li> <li>• The contracting agency reimbursed \$3,172.65 to the City as a result of the falsified hours.</li> </ul> |
| 34 | Fraud and or Theft         | Public Utilities           | Employee falsified two doctor's notes submitted Occupational Health to cover Public Health Emergency (PHE) leave.  | Employee was terminated.  |