

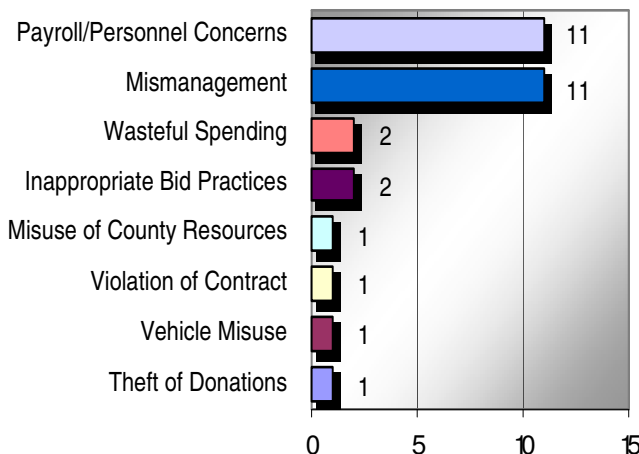
## SEMI-ANNUAL REPORT OF EMPLOYEE FRAUD HOTLINE ACTIVITY JANUARY THROUGH JUNE 2009

### RESULTS IN BRIEF:

During January through June 2009, the Employee Fraud Hotline received 44 new complaints of improper activity, of which we pursued 30 (68%). Fourteen of the new issues were not pursued because the complainants were redirected to other hotlines or other appropriate agencies.

The 30 new complaints that we pursued involved the following types of issues:

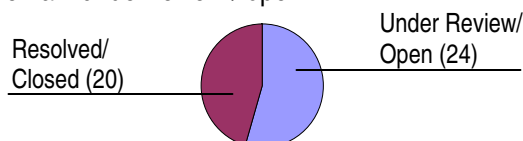
#### Types and Number of New Hotline Issues Pursued



Most of the 44 new complaints were made by telephone:

Phone.....	59%
In Person.....	21%
U.S. or Brown Mail .....	18%
E-Mail.....	2%

As of June 30, 2009, most of the 44 new issues remain under review / open:



For most of the 44 new issues, the complainants chose to remain anonymous:

Anonymous.....	70%
Not Anonymous.....	30%

During January through June 2009, we resolved/closed a total of 35 Hotline issues out of the 67 total complaints that were under review/open (44 new complaints and 23 complaints from prior periods):

#### Summary Outcomes of 35 Hotline Issues Resolved/Closed during January-June 2009

Substantiated (see description below) .....	2
Unsubstantiated .....	18
Redirected to Other Hotlines/Agencies....	15

**DESCRIPTION OF SUBSTANTIATED COMPLAINTS:** The two Hotline issues that were substantiated during January through June 2009 resulted in the following:

1. **Improper Client Re-Certification.** A supervisor improperly re-certified a client for public assistance benefits outside of the established program guidelines. The supervisor was counseled and instructed to seek approval from program administrators in the future before approving exceptions to program policies.
2. **Inappropriate Use of Vendor Gift Cards.** Three employees were found to be involved in receiving vendor gift cards totaling \$500 based on County purchases and improperly using the cards for personal purposes. The two employees directly named in the complaint were terminated, the third employee received a pay reduction, and the division manager was counseled. The department also contacted the vendor to explore options for avoiding future incidents.