



To: Board of Supervisors
 From: Phyllis Taynton, CPA, Auditor-Controller
 Date: October 11, 2023
 Subject: Significant Issues Update

1) Whistleblower Program, January 1, 2023 – June 30, 2023

The County Auditor-Controller’s Internal Audit Division (Division) administers the County’s Whistleblower Program (Program). The Program includes a special hotline number (866) 384-TIPS and a website for submission of complaints. The complaints received were reviewed by the Audit Division in cooperation with Appointed and Elected Department Heads and the County Administrator as deemed appropriate.

From January 1, 2023, through June 30, 2023, the Division received 50 complaints of perceived incidents of fraud, waste, and abuse, or violations of County policy or law through the Whistleblower Program. Of the 50 complaints, 28 were determined not to be County Whistleblower matters because the complaint failed to provide sufficient information, or the allegation was not within the scope of the County’s Whistleblower Program. As a result, there were 22 cases reviewed this period.

In addition to the 22 new complaints, there were 4 complaints from our last report still under review. This brought the total caseload to 26.

The 26 WB complaints reviewed are summarized by category as follows:

- 8 Violations of law and/or County policy
- 12 Welfare fraud
- 1 Management Conduct
- 5 Other

Of the 26 complaints:

- 9 Were substantiated and found to have merit
- 8 Were determined to not have merit
- 9 Are open with active investigation

Details about the 9 complaints found to have merit are as follows:

<i>Complaint Allegation(s)</i>	<i>Resolution</i>
A total of 12 complaints of alleged welfare fraud were referred to H&SS Special Investigations Bureau (SIB) for investigation.	The complaints were investigated by SIB and 7 complaints were found to have merit.
Two complaints alleging County employees were teleworking from out-of-state and violating County and telework policies.	The complaints were investigated and determined to be true; however, no County policies were violated. A recommendation was given to update the telework policies.

The Whistleblower Program continues to serve as a successful tool to aide in the identification of County-related matters of potential fraud, waste, and abuse. The Program looks at and addresses controls and

promotes accountability and oversight throughout the County by providing a process for employees and other County citizens to report perceived incidence of fraud, waste, and abuse in policy and practice.

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