Whistleblower Program Quarterly Report

October 1 Through December 31, 2022

AUDITS DIVISION

March 29, 2023

City & County of San Francisco
Office of the Controller
City Services Auditor

About the Audits Division

The City Services Auditor (CSA) was created in the Office of the Controller through an amendment to the Charter of the City and County of San Francisco (City) that voters approved in November 2003. Within CSA, the Audits Division ensures the City's financial integrity and promotes efficient, effective, and accountable government by:

- Conducting performance audits of city departments, contractors, and functions to assess efficiency and effectiveness of service delivery and business processes.
- Investigating reports received through its whistleblower hotline of fraud, waste, and abuse of city resources.
- Providing actionable recommendations to city leaders to promote and enhance accountability and improve the overall performance and efficiency of city government.

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Whistleblower Program Authority

CSA conducts investigations under the authority of the San Francisco Charter, Appendix F, which requires that CSA receive individual complaints concerning the quality and delivery of government services, wasteful and inefficient city government practices, the misuse of city government funds, and improper activities by city government officers and employees.

Executive Summary

INVESTIGATION HIGHLIGHTS

The Whistleblower Program of the City and County of San Francisco (City) received 143 new reports in Quarter 2 (October 1 through December 31, 2022).

The Whistleblower Program closed 125 reports in Quarter 2 and did so in an average of 54 days.

- The program closed 110 (88 percent) of the 125 reports within 90 days of receipt.
- Of the 125 reports closed, 74 (59 percent) reached closure after an investigation.
- Of the 74 investigations closed, 34 (46 percent) resulted in a city department or contractor taking 34 corrective or preventive actions that have been completed or are currently pending.
- The program substantiated a diverse and complex set of allegations, including those concerning an employee being physically and verbally abusive toward colleagues on multiple occasions, employees having unauthorized secondary employment, and a department's website not functioning properly, preventing users from accessing the department's online services.

At the end of Quarter 2, the Whistleblower Program had 79 reports open, 65 (82 percent) of which were 90 days old or less at that time.

To continue to manage the sustained, high number of reports received, the program has a multidisciplinary Controller's Office (Controller) team, along with a coordinated referral and follow-up process with the City Attorney's Office (City Attorney), District Attorney's Office (District Attorney), Ethics Commission, and others with jurisdictional oversight, that collectively possesses the experience and expertise to address the diverse range of allegations received.

FISCAL YEAR 2022-23 OUTREACH AND EDUCATION HIGHLIGHTS

In October 2022 the Whistleblower Program hosted a webinar, Embezzlement and Procurement Fraud in the Public Sector – A Case Study, to promote leading fraud hotline operational practices and effective investigative techniques to jurisdictions throughout the United States.

Other planned outreach and education during the remainder of fiscal year 2022-23 includes a webinar in June 2023.

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Quarter 2 – Key Statistics

REPORT VOLUME

In Quarter 2 the Whistleblower Program received 143 new reports. Exhibit 1 summarizes the program's receipt of new reports, by quarter, since fiscal year 2013-14, and Exhibit 2 shows the reports received in Quarter 2, by department.

Exhibit 1: Reports received, by quarter, since fiscal year 2013-14

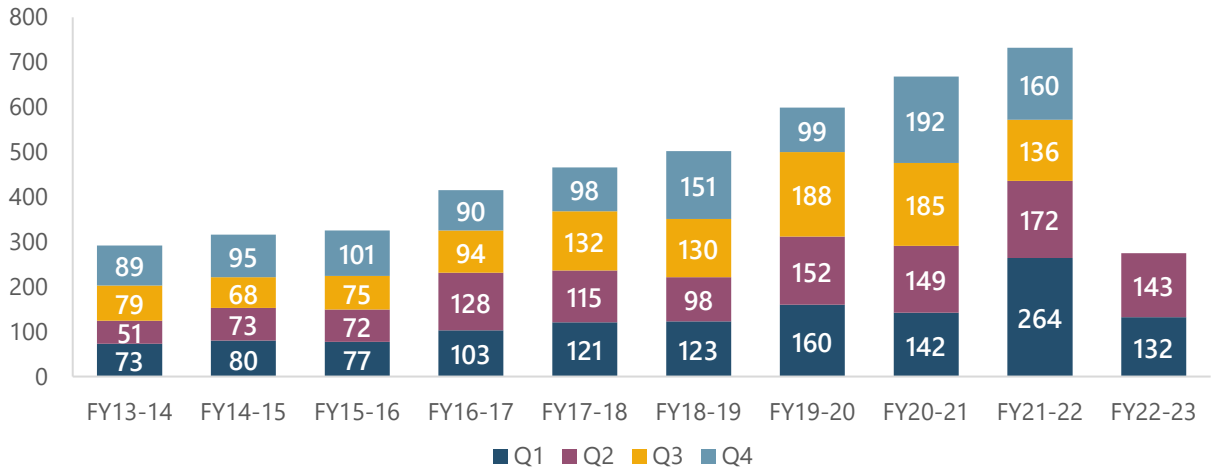
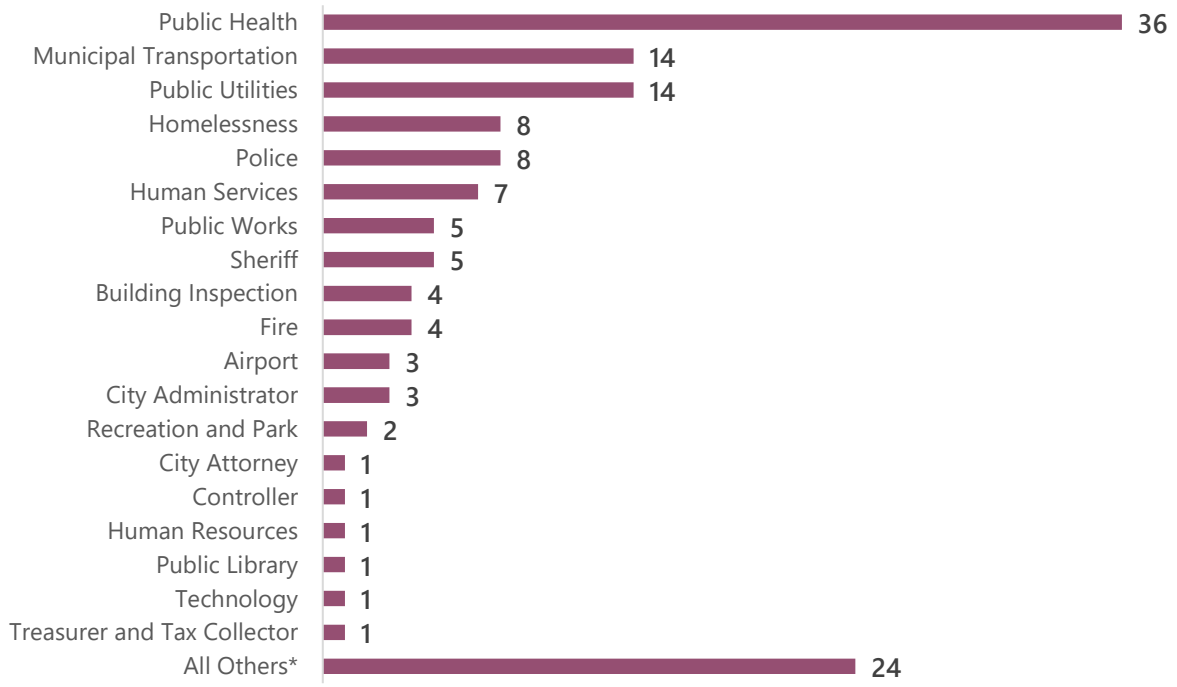


Exhibit 2: Reports received in Quarter 2, by department



Note: *Includes reports received about departments with fewer than 200 authorized full-time equivalent (FTE) positions. The names of these departments are excluded to protect the confidentiality of those who reported. The City has over 50 departments, of which 26 have fewer than 200 FTE positions.

Exhibit 3 shows the allegation categories reporters used when filing reports that the Whistleblower Program investigated and closed.

Exhibit 3: Allegation categories of reports investigated and closed in Quarter 2

Department	Quarter 2 of Fiscal Year 2022-23						
	Improper Activities by City Employees	Misuse of City Funds	Wasteful and Inefficient Government Practices	Quality and Delivery of Government Services	Other	Multiple Allegation Categories	**Total**
Public Health	5	1	3	1	2	6	**18**
Municipal Transportation	1	-	-	1	3	4	**9**
Public Utilities	2	1	-	1	2	1	**7**
Building Inspection	1	-	-	1	-	4	**6**
Homelessness	1	1	-	-	-	1	**3**
Human Services	2	-	-	-	-	1	**3**
Planning	1	-	-	1	-	1	**3**
Public Works	-	-	-	-	-	3	**3**
Sheriff	1	-	-	-	-	2	**3**
Fire	1	-	-	-	-	1	**2**
Human Resources	-	-	-	-	-	2	**2**
Airport	-	-	-	-	-	1	**1**
City Administrator	-	-	1	-	-	-	**1**
Police	-	-	-	-	-	1	**1**
Recreation and Park	-	-	-	-	-	1	**1**
Technology	1	-	-	-	-	-	**1**
All Others*	3	1	-	1	-	5	**10**
Total	19	4	4	6	7	34	74

Note: * Includes reports received about departments with fewer than 200 authorized FTE positions. The names of these departments are excluded to protect the confidentiality of those who reported. The City has over 50 departments, of which 26 have fewer than 200 FTE positions.

The Whistleblower Program has a multidisciplinary team of Controller staff that uses a coordinated referral and follow-up process with the City Attorney, District Attorney, Ethics Commission, and others with jurisdictional oversight. Together, the Whistleblower Program and its partners collectively possesses the experience and expertise to address the diverse range of allegations received. Further, this multiagency, coordinated referral and follow-up process creates safeguards that mitigate investigative conflicts of interest when complaints are received about certain departments or department heads.

REPORT INTAKE CHANNEL

Of the 143 reports filed in Quarter 2, 108 (76 percent) came through the Whistleblower Program's online report form. The majority (104, or 73 percent) of reports were filed anonymously.

Exhibit 4 summarizes reporters' use of various channels to file reports with the Whistleblower Program.

Exhibit 4: 108 of the 143 reports received in Quarter 2 came through the online report form

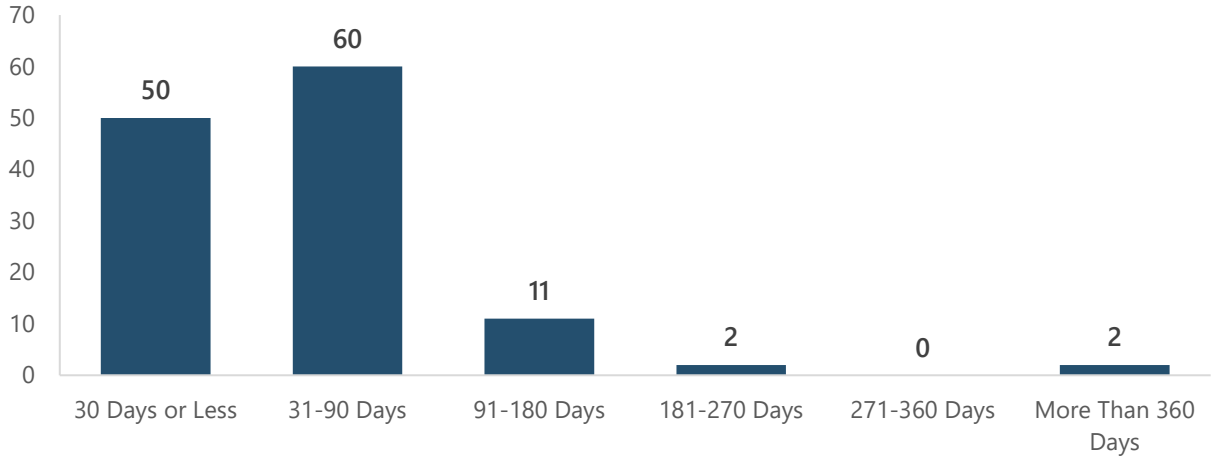
Channel	Reports Filed		Reports Filed Anonymously	
 Online	108	76%	78	55%
 Mail	16	11%	15	10%
 Phone	15	10%	10	7%
 E-mail	3	2%	1	1%
Other (Fax and Walk-In)	1	1%	0	0%
Total	143	100%	104	73%

Regardless of the reporting channel used, each report is assigned a unique tracking number and is systematically reviewed so it can be resolved as efficiently and effectively as possible while also ensuring investigation protocols and ethical safeguards are met. Having the Whistleblower Program as the City's central point for report intake and coordinated referrals helps ensure that reports are promptly assigned and investigated so city management can address them and identify risk trends.

Report Closure Time

In Quarter 2 the Whistleblower Program closed 125 reports and did so in an average of 54 days. The program closed 110 (88 percent) of the 125 reports within 90 days of receipt, exceeding its goal to close at least 75 percent of all reports within 90 days. Exhibit 5 shows the age of reports closed in Quarter 2.

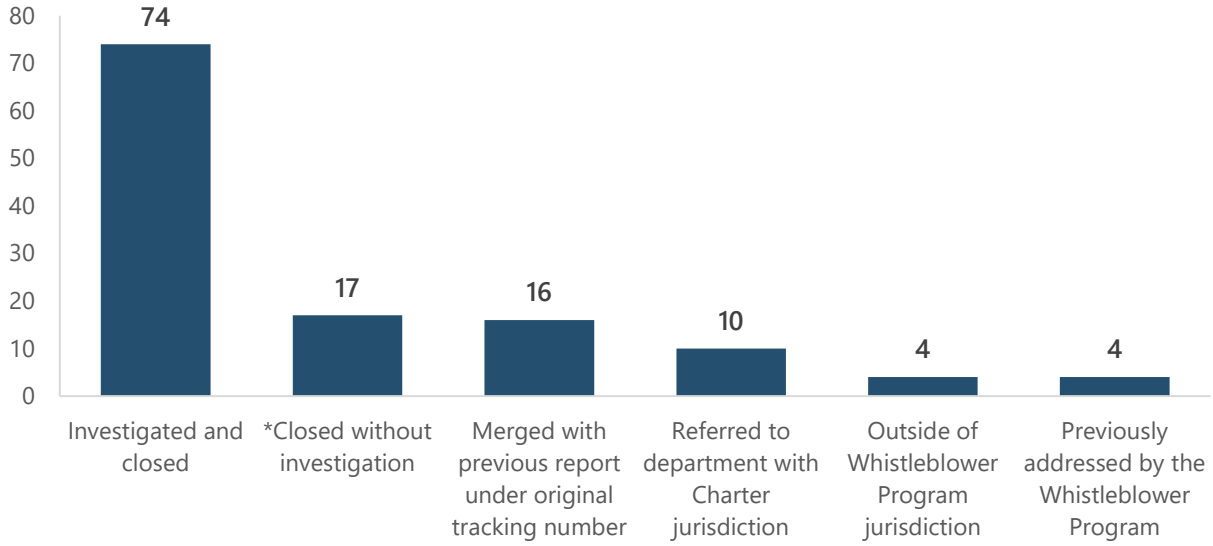
Exhibit 5: 88 percent of reports closed in Quarter 2 were closed within 90 days



DISPOSITION OF CLOSED REPORTS

Exhibit 6 summarizes the disposition of the 125 reports the program closed in Quarter 2. Of these reports, 74 (59 percent) reached closure after an investigation by the Whistleblower Program.

Exhibit 6: 74 of the 125 reports closed in Quarter 2 were investigated



Note: * Closed without investigation refers to complaints that contain insufficient information for investigators to meaningfully address through investigation or referral.

Reports Investigated and Closed, by Department

The Whistleblower Program investigated and closed 74 reports in Quarter 2. The majority (64, or 86 percent) of the investigations occurred at city departments with more than 200 authorized FTE positions. Exhibit 7 summarizes the number of reports investigated and closed at these departments in the last four quarters (January 2022 through December 2022).

Exhibit 7: Reports investigated and closed in the last four quarters, by department

Department	Reports Investigated and Closed in the Last Four Quarters (January 2022 – December 2022)	Ratio of the Percentage of Reports Investigated and Closed Divided by Department's Percentage of City Workforce[a]
Public Health	68	1.05
Municipal Transportation	36	0.68
Building Inspection	35	13.95
Public Utilities	25	1.21
Human Services	14	0.73
Public Works	14	1.23
Sheriff	12	1.32
City Administrator	9	1.08
Fire	8	0.50
Planning	8	4.26
Homelessness	7	3.52
Human Resources	6	2.76
Police	5	0.21
Controller	4	1.59
Emergency Management	4	1.51
Airport	3	0.20
Technology	3	1.29
Assessor-Recorder	2	1.24
Public Library	2	0.34
Recreation and Park	2	0.24
District Attorney	1	0.38
Port	1	0.40
All Others[b]	32	2.32
Total	301	

Notes:

[a] Per its annual salary ordinances, the City had the following authorized FTE positions:

Fiscal Year	Number of FTE Positions
2022-23	39,813
2021-22	38,549

The ratio assigns value to 2021-22 and 2022-23 FTE totals based on the number of fiscal year quarters included in the ratio.

[b] Includes reports investigated and closed at departments with fewer than 200 authorized FTE positions. The names of these departments are excluded to protect the confidentiality of those who reported. The City has over 50 departments, of which 26 have fewer than 200 FTE positions.

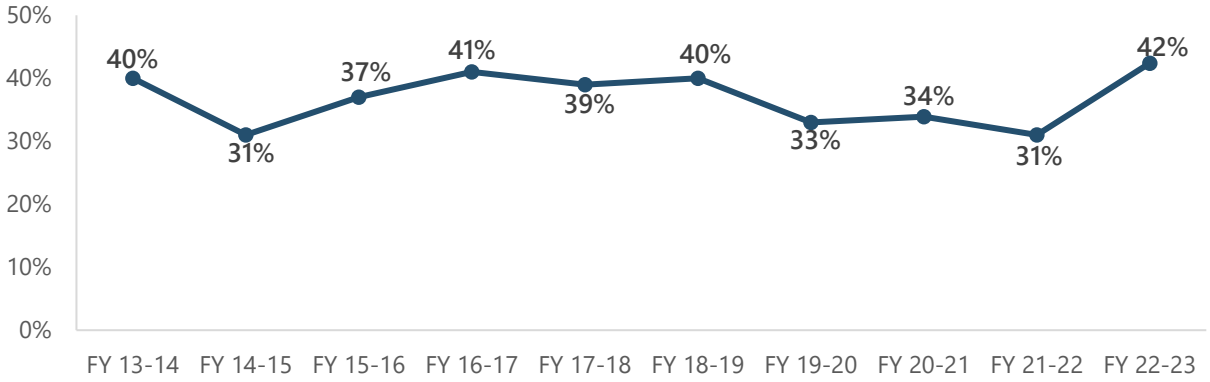
Ratio Legend	
</= 1	Low
>1 but </= 1.25	Medium
>1.25	High

A lower ratio means there are fewer reports in comparison to total FTEs, while a higher ratio means there are more reports in comparison to total FTEs.

REPORT OUTCOMES

Of the 74 investigations closed in Quarter 2, 34 (46 percent) resulted in a department taking 34 corrective or preventive actions. Exhibit 8 shows the percentage of investigated reports that resulted in a corrective or preventive action each year since fiscal year 2013-14.

Exhibit 8: Percentage of investigated reports that resulted in corrective or preventive action*



Note: *For fiscal year 2022-23, the line graph reflects the year-to-date percentage through Quarter 2.

The Whistleblower Program also hosts a semiannual webinar series to promote leading fraud hotline operational practices and effective investigation techniques to jurisdictions throughout the United States. In October 2022 the Whistleblower Program hosted a webinar, Embezzlement and Procurement Fraud in the Public Sector – A Case Study. The next webinar is planned for June 2023.

Exhibit 9 shows the 34 corrective or preventive actions taken and pending by departments in response to 34 investigations in Quarter 2.

Exhibit 9: Report outcomes in Quarter 2

Action Taken	Quarter 1	Quarter 2	Total
Personnel Action			
Employee Counseled (Verbal/Written Warning)	4	2	6
Employee Suspended	-	-	-
Employee Terminated	-	-	-
Contractor Employee Terminated[a]	-	-	-
Employee Resigned During Investigation	-	1	1
Personnel Action Pending	12	14	26
Other Corrective Action[b]	-	-	-
Restitution/Repayment	1	-	1
Polices/Procedures Changed/Reinforced	18	17	35
Referred to Audit	-	-	-
Total	35	34	69

Notes:
[a] Employees of city contractors may also be the subject of whistleblower complaints and face personnel actions.
[b] Includes corrective actions such as requiring employees to attend training or to submit additional employment paperwork or for departments to develop and administer a performance improvement plan for an employee.

REPORTS REFERRED TO OTHER AGENCIES

The Whistleblower Program must refer some of the reports it receives to other organizations that are required by law, contract, or policy to resolve them. The Whistleblower Program retained and investigated 74 (59 percent) of 125 reports closed in Quarter 2. Exhibit 10 shows the number of reports the program referred to other agencies in the quarter.

Exhibit 10: Reports referred to other city departments and oversight units in Quarter 2[a]

Department to Which Report Was Referred	Quarter 1	Quarter 2	Total	Total % of Referrals
Civil Service	9	3	12	27%
City Attorney	7	2	9	20%
Human Resources	6	3	9	20%
Ethics	5	1	6	14%
Police Accountability	2	-	2	5%
Department of Building Inspection	1	-	1	2%
District Attorney	1	-	1	2%
Human Services	-	1	1	2%
Mayor's Office on Disability	1	-	1	2%
Police	-	1	1	2%
Sunshine Ordinance Task Force	-	1	1	2%
Total	32	12	44	100%[b]

Notes:

[a] Includes reports that the Whistleblower Program investigated and closed in this fiscal year that were referred to other city departments and oversight units for appropriate action. These reports are recorded as investigated and closed but are also included in the number of reports referred to these agencies.

[b] Percentages may not sum to total shown due to rounding.

The Whistleblower Program also tracks outcomes related to reports that were referred to other city departments with jurisdiction over certain allegations filed with the program. The Whistleblower Program must refer these reports to those departments. Exhibit 11 shows how many of the referred reports over the last two fiscal years remain open at the time of this report.

Exhibit 11: Status of reports referred to other departments over the last two fiscal years

Department to Which Report Was Referred	Number of Referrals	Number of Referrals Closed[a]	Closed Referrals Resulting in Corrective Action[a]	% of Closed Referrals Resulting in Corrective Action
Human Resources	40	23	3	13%
Civil Service	37	33	3	9%
Ethics	20	19	2	11%
City Attorney	11	7	2	29%
District Attorney	11	11	-	-
Police	7	5	1	20%
Police Accountability	4	1	-	-
Sunshine Ordinance Task Force	2	2	1	50%
Building Inspection	1	1	-	-
Economic and Workforce Development	1	1	1	100%
Health Service System	1	1	-	-
Human Services	1	1	1	100%
Mayor's Office on Disability	1	1	1	100%
Sheriff	1	1	-	-
Total	138	107	15	14%

Note:

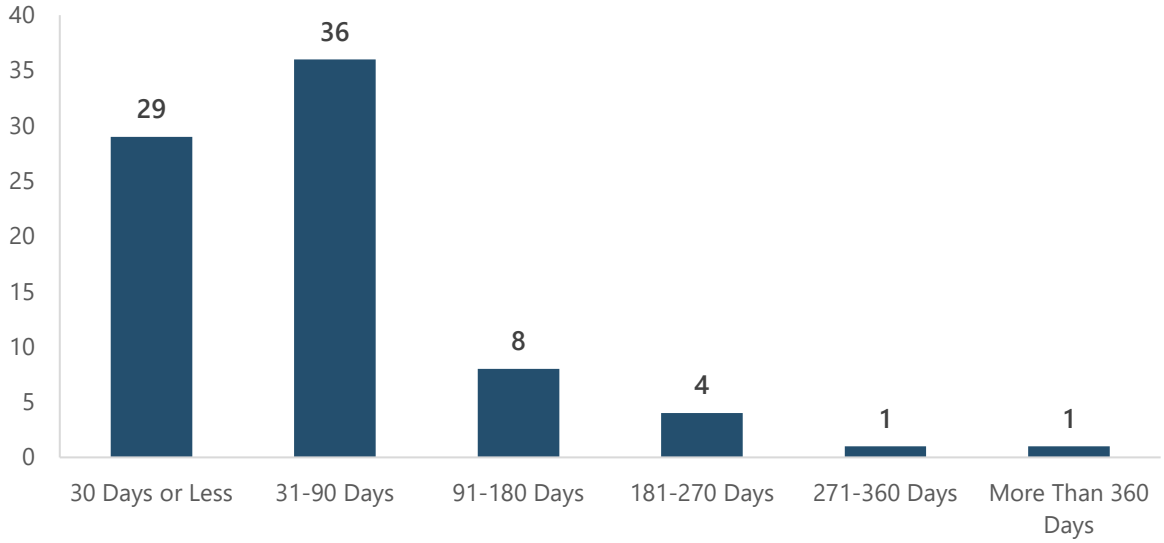
[a] The Whistleblower Program will follow up with departments and update the values in this column quarterly.

Source: The departments that asserted jurisdiction over allegations from reports referred per San Francisco Campaign and Governmental Conduct Code, Section 4.107(b).

REPORTS OPEN WITH THE WHISTLEBLOWER PROGRAM ON DECEMBER 31, 2022

Of the 79 reports open at the end of Quarter 2, 65 (82 percent) were 90 days old or less at that time. Exhibit 12 shows the age of reports open on December 31, 2022.

Exhibit 12: 65 of the 79 reports open at the end of Quarter 2 were 90 days old or less



The Whistleblower Program examines the factors that delay report closure and, in some cases, works with the leaders of departments to address these issues. The program has focused on training departmental staffs responsible for investigating reports to standardize the investigation processes they use, increase their investigative skillsets, and ensure they have a uniform understanding of the responsibilities entrusted to them to carry out Whistleblower Program investigations.

WHISTLEBLOWER RETALIATION

Retaliation against whistleblowers is illegal. Protections exist for city officers and employees who in good faith file, or attempt to file, reports with the Whistleblower Program, Ethics Commission, District Attorney, City Attorney, or their own department, or who provide any information in connection with or otherwise cooperate with a whistleblower investigation.[1]

Whistleblower protections also apply to city contractors and their employees who file reports with any supervisor in a city department or who provide any information in connection with or otherwise cooperate with a whistleblower investigation.[2]

The Ethics Commission is the city department responsible for investigating reports alleging whistleblower retaliation. Exhibit 13 summarizes the results reported by the Ethics Commission, including the seven retaliation reports (two related to the Whistleblower Program) that were open on December 31, 2022, and the number of retaliation reports the Ethics Commission received, closed, and sustained in Quarter 2.

Exhibit 13: Whistleblower retaliation reports the Ethics Commission received and closed in Quarter 2

Retaliation Reports With the Ethics Commission	All Retaliation Reports	Retaliation Reports Related to the Whistleblower Program
Open on Oct 1, 2022	8	3
Received	1	-
Closed	2	1
Sustained *(of those closed)*	-	-
Open on December 31, 2022	7	2

Source: Ethics Commission

To establish retaliation, a reporter must demonstrate by a preponderance of the evidence that the reporter's engagement in a protected activity was a substantial motivating factor for an adverse action that a city officer or employee took against the reporter. Reports of retaliation must be filed within two years after the date of the alleged retaliation.[3]

The Ethics Commission's website has more information on whistleblower protections, retaliation investigations, and available remedies in the event retaliation occurred.

[1] San Francisco Campaign and Governmental Conduct Code, Article IV, Section 4.115(a).
[2] Ibid., Section 4.117(a).
[3] Ibid., Section 4.115(b)(i).

Investigation Results

Investigations highlighted in this section resulted in a department taking corrective or preventive action. The diversity of these allegations and resolutions demonstrates the breadth and complexity of the Whistleblower Program's investigative work. A complete list of reports published in previous reporting periods can be found on the Whistleblower Program Summary Reports page.

SUMMARY OF ALL INVESTIGATIONS RESULTING IN CORRECTIVE OR PREVENTIVE ACTION IN QUARTER 2

The investigations highlighted in this section addressed allegations that resulted in a department taking corrective or preventive action in Quarter 2.

Allegation	Resolution Based on Investigation
Allegations Fully Substantiated	
A department did not properly install protective equipment.	The investigation substantiated the allegation. The department will remove the equipment.
Employees arrive five to ten minutes late to work every day.	The investigation substantiated at least one instance of tardiness. Staff was verbally reminded of the time and attendance standards and given a written memorandum.
An employee endangered public safety by failing to correctly perform their job duties.	The investigation substantiated the allegation. The department coached and counseled the employee and initiated a development plan to address their job performance.
A department failed to enforce a policy that requires certain information to be made available to the public.	The investigation substantiated the allegation. The department acted to enforce the policy.
A manager inappropriately refused to approve an employee's time and attendance submissions.	The investigation found that the manager did not process the time and attendance records in accordance with departmental policy and that the employee did not adhere to time reporting policy. The employee received a pay adjustment to correct the underpayment caused by the noncompliance with policy. Corrective action is pending for both the manager and the employee.
A department's website did not function properly and prevented users from accessing the department's online services.	The investigation substantiated the allegation. The department corrected the issue.
A city program's website and phone system were structured in a manner that created unnecessary difficulty for clients to communicate with staff and receive services.	The investigation substantiated the allegation. The program modified its website and phone system to make it easier for clients to reach staff and receive services.

Allegation	Resolution Based on Investigation
Two employees had unauthorized secondary employment.	The investigation substantiated the allegation. The employees submitted new requests for authorization of secondary employment.
An employee wears clothing in the workplace which displays an offensive graphic.	The investigation substantiated the allegation. The department will ask the employee to refrain from wearing clothing with offensive graphics. Corrective action is pending.
An employee inappropriately used COVID-19 leave instead of vacation leave and, while on this leave, was seen socializing outside of work.	The investigation substantiated the allegation. The employee resigned during the investigation. The department is attempting to restrict the former employee from future employment at the department and is attempting to recover the value of the misused leave. Corrective action is pending.
An employee used obscene language toward a member of the public.	The investigation substantiated the allegation. The department took corrective action by instructing the employee to complete trainings on implicit bias, harassment prevention, and proper workplace conduct.
An employee inappropriately parks a city vehicle where they should not.	The investigation substantiated that the employee inappropriately parked the city vehicle assigned to them where they should not have. The department reminded the employee to comply with all parking laws.
An employee received a departmental award for which they were ineligible.	The investigation substantiated the allegation. If feasible, the department will rescind the award. Corrective action is pending.
Allegation	**Resolution Based on Investigation**
Allegations Partially Substantiated	
A city contractor stopped providing services as required under its contract, diverted use of equipment from one service area to another without the contracting department's approval, violated its contract by not ensuring that program participants meet eligibility requirements, and has purposefully failed to disclose this misconduct to the department.	The investigation substantiated that the contractor stopped providing contractually obligated services and diverted use of equipment without notifying the department. The department has implemented a plan to more closely monitor the contractor's expenditures, provision of obligated services, and use of equipment. The investigation did not substantiate the other allegations.
An employee supervises a relative and assigns them overtime and special assignments. Management knows this and allows it to happen.	The investigation found that the employee is in the same reporting structure as their relative but does not have the authority to adjust employees' schedules or assign overtime. The department is creating a management plan for these employees. Corrective action is pending.

Allegation	Resolution Based on Investigation
A manager approves pay for a supervisor for days the supervisor does not work. Also, the manager uses a personal vehicle on city time to conduct personal business. (The manager uses a personal vehicle rather than a city vehicle to avoid detection by the Global Positioning System (GPS) equipment installed on city vehicles.) The supervisor pays an employee for days the employee does not work. The manager's manager knows that employees falsify time and attendance records but allows it to happen.	The investigation did not substantiate that the manager approves pay for the supervisor for days they do not work or that the supervisor pays an employee for days they do not work. The investigation found that the supervisor did not use their assigned city vehicle on work time because they are required to—but had failed to—return the vehicle's keys daily. The investigation also found the employee failed to adhere to time and attendance policies by returning their assigned city vehicle two to three hours before the end of their shift. Last, the investigation confirmed the manager did use a personal vehicle for city work purposes but could not substantiate that they conduct personal business on city time. Corrective action is pending.
An employee supervises a relative and assigns them overtime.	The investigation found that the employee is in the same reporting structure as their relative but does not have the authority to adjust employees' schedules or assign overtime. The department is creating a management plan for these employees. Corrective action is pending.
Departmental management: • Did not properly respond to an issue, causing an employee to resolve the issue instead. • Allowed an employee to bring their pet to work. • Is retaliating against the employee for exposing the mismanagement. • Discriminates against an employee based on their status in a protected category. A manager does not wear their uniform and is not prepared to begin work on time.	The investigation did not substantiate that the department unfairly or inappropriately directed the employee to resolve the issue, which was within the employee's job duties. The investigation partially substantiated that the employee brings a pet to work. The employee was unaware this was improper and has since formally requested to bring the pet to work as an accommodation. The allegations concerning retaliation and discrimination were referred to the departments with Charter authority in these matters. The investigation did not attempt to substantiate that a manager does not wear their uniform as they are not required to be in uniform at all times.
An employee drove a city vehicle aggressively and unsafely and exceeded the posted speed limit.	The investigation did not substantiate the allegation of aggressive and unsafe driving but did find that the employee exceeded the posted speed limit. The department counseled the employee and provided them with safe driving resources.
An employee physically and verbally abused colleagues on multiple occasions. The department is aware of these incidents but took no action to address them.	The investigation substantiated that the employee was physically and verbally abusive toward colleagues but did not substantiate that the department took no action on this matter. It was found that the department previously disciplined the employee for similar behavior. Additional corrective action is pending.

Allegation	Resolution Based on Investigation
A department allowed a project to continue despite the project not having all the prerequisite approvals.	The investigation did not substantiate the allegation. The department's required approval occurred before the project began, but the approval was not documented as part of the final sign-off. The department took corrective action by reminding staff of the importance of data entry and that approvals must be documented as part of the final sign-off.
A supervisor was late for a shift but submitted a time and attendance record indicating they had worked the full shift.	The investigation did not substantiate the allegation but did identify deficiencies in the department's timekeeping policies and procedures. Corrective action is pending.
An employee steals supplies from their worksite.	The investigation did not substantiate the allegation. However, the investigation found there are no inventory controls in that location. The department will establish a system to better monitor inventory. Corrective action is pending.
An employee falsified their time and attendance records, and management was pressured to refrain from investigating this matter. Multiple employees in this division regularly fail to follow departmental policy on the appropriate use of city equipment.	The investigation did not substantiate that the employee falsified time and attendance records or that any manager was pressured to refrain from investigating this matter. However, the investigation did find that multiple employees in this division regularly fail to follow required departmental policy on the use of city equipment. The department reinforced to employees their obligation to follow relevant equipment use policies.
A manager has not adequately performed their job duties for the last ten to twelve years. The manager did not appropriately supervise vendors.	The investigation found that the manager insufficiently supervised vendors. Finding that management had documented no performance (or disciplinary) issues regarding the employee, the investigation did not substantiate the allegation that they had failed to perform their job duties for the last ten to twelve years. Corrective action is pending.
Allegations Not Substantiated but That Led to Preventive or Corrective Actions	
Employees inappropriately take city vehicles home.	The investigation did not substantiate the allegation. However, the department issued policy reminders to the employees.
An asset was lost due to negligence by a department and its vendor. Also, contrary to its contract, the vendor replaced the lost asset with a different asset.	The investigation did not substantiate that the asset was lost due to negligence. Instead, the loss occurred due to factors outside the department's and vendor's control. The vendor complied with the contract by replacing the lost asset.

Allegation	Resolution Based on Investigation
An employee solicited bribes from job seekers and acted unprofessionally. Another employee took kickbacks to refer those seeking jobs on city-funded projects.	The investigation did not substantiate the allegation that an employee took kickbacks. However, all staff in the employee's division were reminded of the applicable policies and procedures concerning conflicts of interest and ethical obligations. The allegations concerning an employee soliciting bribes and acting unprofessionally were referred to the City Attorney for appropriate action.
An employee sleeps on duty.	The investigation did not substantiate the allegation. However, the department will counsel supervisory staff about the city's policy prohibiting sleeping while on duty.
An employee was inattentive while on duty, and their manager was aware of this but did not address it.	The investigation did not substantiate the allegations. However, the department implemented new requirements for supervisors to provide more direct physical supervision of and support to employees working late shifts.
Surplus equipment at a facility presents an environmental hazard.	The investigation did not substantiate that the equipment threatens the environment. However, the department is developing a contingency plan should this ever occur.
Employees failed to follow appropriate procedures in approving a customer's request.	The investigation did not substantiate the allegation. However, management reminded staff of the appropriate procedures to follow so that the perceptions of misconduct do not recur.
A manager was promoted despite having a problematic history of how they treat staff.	The investigation did not substantiate the allegation. However, the department reissued the City's Equitable, Fair, and Respectful Workplace Policy to the employee for their review.
An employee violated the City's prohibition on drugs and alcohol in the workplace at a work event. The employee was unprofessional and disrespectful during the work event. Also, the employee has unauthorized secondary employment.	The investigation did not substantiate the allegations. However, the department reminded everyone in the employee's division of their obligations to adhere to the City's secondary employment policy and the department's Statement of Incompatible Activities.

File a Whistleblower Report

Report the misuse of funds, waste, or mismanagement in City and County of San Francisco programs and operations by contacting the Whistleblower Program.

Internet: http://sfcontroller.org/whistleblower-program

Telephone: 311 or, if outside the 415 area code, 415-701-2311

OR download a report form and return it via:

E-Mail: whistleblower@sfgov.org

Mail: Office of the Controller
Attention: Whistleblower Program
1 Dr. Carlton B. Goodlett Place, Room 316
San Francisco, CA 94102

Fax: 415-554-7856

INVESTIGATIONS ARE CONFIDENTIAL.
REPORTERS MAY REMAIN ANONYMOUS.

Whistleblower Program Contact Information

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Eryl Karr	*Audit Manager*	415-610-5044	eryl.karr@sfgov.org
Steven Muñoz	*Audit Manager*	415-636-7798	steven.munoz@sfgov.org
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Lillian Saunders	*SF Fellow*	628-239-1093	lillian.saunders@sfgov.org

File a Public Integrity Tip

Report public integrity tips by e-mail at publicintegrity@sfgov.org or by phone at (415) 554-7657. All tips may be submitted anonymously and will remain confidential.