



# FRAUD, WASTE & ABUSE HOTLINE

Internal Audit • P.O. 470 • Hanover, VA 23069 • (804) 365-6813

## ***What is the purpose of the Hanover County Fraud, Waste & Abuse Hotline?***

The County operates the confidential (and anonymous if preferred) Fraud, Waste & Abuse Hotline to encourage employees and citizens to report possible fraud, waste and abuse within Hanover County Government and Hanover County Schools.

## ***How does someone contact the Fraud, Waste & Abuse Hotline?***

All calls to the Hotline are routed to a voice mail messaging system. Citizens and employees may call any time at (804) 365-6813 to leave a voice mail message. Staff members answer messages Monday through Friday, 8:30 a.m. - 5 p.m. (excluding County holidays).

## ***Are there other ways to report fraud, waste & abuse?***

Yes. There are a number of other ways to report fraud, waste & abuse including:

- By email at [InternalAudit@HanoverCounty.gov](mailto:InternalAudit@HanoverCounty.gov)
- By web form at [fraud, waste & abuse online form](#)
- By printing and completing the [fraud, waste & abuse \(PDF\) form](#) and submitting per the instructions on the form
- By visiting Internal Audit at 7507 Library Drive, Hanover, VA 23069. We recommend that you call ahead to schedule an appointment to ensure a staff member is available.

## ***What types of complaints should be reported?***

The following conduct occurring in Hanover County Government and Schools should be reported:

- Illegal or fraudulent conduct
- Theft of County funds or other County assets
- Abuse of County time, property or resources
- Inefficient operations
- Falsification of Records

## ***Fraud, Waste & Abuse Defined:***

**Fraud** is the intentional deception by an individual (or individuals) or organization(s), which could result in a benefit to the individual, others, or the County, or could cause detriment to others or the County. Fraud includes a false representation of a

matter of fact, whether by words or by conduct, by false or misleading statements, or by concealment of that which should have been disclosed, which deceives or is intended to deceive.

Some examples of fraud, waste and abuse include:

- Personal use of County-owned vehicles
- Personal use of County telephones, including long distance personal calls
- Personal use of County-owned supplies or equipment
- Violations of County procurement policy
- Excessive or unnecessary purchases
- Falsification of official documents (timesheets, leave reports, travel vouchers, benefit forms, etc.)
- Contract fraud
- Conducting personal business on County time
- Inappropriate expenditures
- Embezzlement

## ***Who operates the County Fraud, Waste & Abuse Hotline?***

Internal Audit (IA) administers the Hotline and conducts investigations as required. Upon completion of an investigation, a report is issued to the appropriate authorities.

The Hotline helps Internal Audit evaluate County and school operations and identify needed improvements.

## ***Why should someone contact the County Fraud, Waste & Abuse Hotline?***

When there is fraud, waste or abuse in County Government or in the Schools, everyone — taxpayers and County employees alike — pays. Citizens expect an honest, effective and efficient County Government. Every County employee has an obligation to report fraud, waste, and abuse to management. However, if an employee is uncomfortable reporting to management, a call to the Hotline provides a method to report anonymously.

## ***Who can call the Fraud, Waste & Abuse Hotline?***

Any citizen or County employee may call the Hotline to report fraud, waste and abuse in Hanover County Government and Schools.

### ***When should someone call the Fraud, Waste & Abuse Hotline?***

Citizens and employees are encouraged to call the Hotline as soon as they become aware of potential fraud, waste, or abuse in County Government and Schools. The more time elapses between the incident and the time it is reported, the more difficult it becomes to investigate.

### ***What happens when someone calls the Fraud, Waste & Abuse Hotline?***

Callers will be prompted to leave a detailed voice mail message. Staff members do not directly answer the call – all calls go to voice mail. Unless it is necessary to forward the message to another authority, such as the Sheriff's Office, IA staff will review the message and document details on the Fraud, Waste & Abuse Reporting Form. A case number is assigned to all calls. If the caller provided his/her contact information and additional details are needed, a staff member will contact that individual.

The information a caller provides is reviewed and screened to determine if it is sufficient and significant enough to conduct an effective investigation. The more information a caller provides, the more effective the investigation can be.

A Hotline caller should provide the following information when contacting the Hotline:

- Circumstances of the incident
- Department or agency and the subject(s) involved
- Any evidence that is available
- Any available documentation and location of documentation
- Dates, times, names, places
- Names of credible witnesses
- Factual information including who, what, when, where, why, how and how often

### ***How are callers protected?***

Any information reported through the Hotline is confidential and will be kept confidential by Internal Audit in order to maintain the integrity of the Fraud, Waste & Abuse Hotline reporting and investigation process. Because Fraud, Waste & Abuse Reporting Forms, when completed, contain investigative notes and information furnished in confidence to Internal Audit, the completed form and its contents are excluded from mandatory

disclosure under the Virginia Freedom of Information Act. Virginia Code § 2.2-3705.3(7); §§ 2.2-3700 et seq.

Callers are encouraged to provide their names, phone numbers and email addresses in case more information is needed. However, callers may remain anonymous if they wish. Caller ID and call back features have been disabled to protect those wishing to remain anonymous.

Retaliation against known or suspected Hotline callers is prohibited. Retaliation against anyone for calling the Hotline can be reported through the grievance process.

### ***What shouldn't be reported?***

The Hotline is not intended for allegations that involve personnel issues or disciplinary actions within County Government, Schools or private businesses. The caller will be referred to the appropriate agency for those calls.

### ***Who can investigate cases?***

IA staff or other appropriate investigative personnel may conduct investigations of complaints reported through the Hotline. Once an investigation is undertaken and it has been determined that a reasonable possibility exists that a significant fraud has occurred, the appropriate Commonwealth Attorney and law-enforcement agencies are notified.

### ***What happens when an investigation is conducted?***

When the information provided by the caller passes the screening process, a thorough investigation is conducted. If the allegation of fraud, waste, or abuse is substantiated, a report is issued. IA may provide suggestions for corrective action, but management is responsible for taking corrective action to improve controls in situations where fraud, waste, or abuse has occurred.

***What happens when an investigation is completed?*** If an investigative report has been issued, it will be available upon request.

### ***Need more information?***

If you would like more information about the Hotline, please contact Internal Audit at (804) 365-6863.