



Richmond Office of the City Auditor

Office of the Inspector General

Fighting government waste, fraud and abuse

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Richmond City Auditor/Inspector General

January 26, 2017

Ms. Selena Cuffee-Glenn – Chief Administrative Officer
City of Richmond

The Office of the Inspector General (OIG) has completed an investigation within the Department of Social Services, as it relates to the abuse of authority. This report presents the results of the investigation.

Legal & City Policy Requirements:

1. In accordance with the Code of Virginia, §15.2-2511.2, the City Auditor is required to investigate all allegations of fraud, waste, and abuse. Also, City Code section 2-231 requires the Office of the Inspector General to conduct investigations of alleged wrongdoing. In addition, during this investigation the investigator referred to the following regulations VA. Code: §18.2-152.5. *Computer invasion of privacy; penalties.*

Allegation:

The complaint alleged that a Richmond Department of Social Services (RDSS) Case Manager Supervisor, abused their authority by accessing the Virginia Department of Social Services' (VDSS) automated system for personal gain.

Findings:

The employee had authorization to access the VDSS system. This authority is provided to a limited number of employees only for performing their official duties.

The investigator obtained information from the VDSS Information Technology Department (IT) regarding the information accessed by the subject employee. According to them, the subject employee accessed the complainant's information from the Department of Motor Vehicles, Virginia Employment Commission, and other systems. VDSS IT provided evidence of these occurrences. Accessing this information enabled the subject employee to gain knowledge about financial and other information pertinent to an individual known to the employee, without their permission. The complainant informed the investigator that the subject employee had confronted them with information related to their income and other resources, which subject employee would not have known.

The investigator conducted an interview with the subject employee regarding the allegation. During the interview, the subject employee denied using the system for personal use and stated that they typically are on loan to other agencies within the state which would require them to access other person's information. Upon inquiry, the Director of DSS stated that the employee had not been on loan to any outside agencies due to employee shortage and hiring freeze, therefore refuting the subject employee's assertion.

According to VA. Code §18.2-152.5, "*A person is guilty of the crime of computer invasion of privacy when he uses a computer or computer network and intentionally examines without authority any employment, salary, credit or any other financial or identifying information...*"

Due to the various systems used by the employee to access information about the victim without their knowledge and consent, the investigator was able to obtain a criminal arrest warrant for the subject employee.

Conclusion:

Based on the findings, the OIG concludes that the allegation is substantiated. This case is being referred to the Commonwealth Attorney's Office for further action.

If you have any questions, please contact me at extension 5616.

Sincerely,

Umesh Dalal

Umesh Dalal, CPA, CIA, CIG
City Auditor/Inspector General

cc: City Council Members
City Audit Committee
Deborah Gardner, DCAO Human Services
Shunda Giles, Director, DSS