



Richmond City Council

The Voice of the People

Richmond, Virginia

Office of the Inspector General

August 5, 2021

Mr. Lincoln Saunders
Acting Chief Administrative Officer
City of Richmond

The Office of the Inspector General (OIG) has completed an investigation within the Department of Social Services. This report presents the results of the investigation.

Allegations

The Office of the Inspector General initiated an investigation involving a Department of Social Services (DSS) employee who answered the telephone stating Department of Motor Vehicles (DMV) while working for DSS.

Legal and City Policy Requirements

- 1) In accordance with the Code of Virginia §15.2-2511.2, the Inspector General is required to investigate all allegations of fraud, waste, and abuse.
- 2) City Code section 2-231 requires the Office of the Inspector General to conduct investigations of alleged wrongdoing.
- 3) Administrative Regulations 5.5 Outside Employment Section III Procedure (5) Employees shall not engage in any outside employment during on-duty hours. This includes the sale of products, consulting, or scheduling appointments to meet with customers.
(8) Employees are required to seek written approval of the CAO or his designee prior to engaging in any outside employment, activity, or enterprise. A copy of such approval will be actively maintained in the employees' City personnel files. The absence of said approval from the Employees City personnel files shall create a presumption that the employees failed to obtain the written approval required in this section.

Findings

The investigator identified the employee as a Business System Analyst assigned to the Department of Social Services. The investigator contacted the Director of Direct Contact Center for DMV. The Director advised that the subject employee was teleworking only for DMV as a Customer Service Representative. This is a part-time position not to exceed 29 hours per week. The Director was able to provide the investigator with the hours the subject employee worked for DMV which coincide with his/her working hours for DSS. This is a violation of Administrative Regulation 5.5 Section III (5) Employees shall not engage in any outside employment during on-duty

hours. This includes the sale of products, consulting, or scheduling appointments to meet with customers.

The investigator interviewed the subject employee who admitted to working for DMV. The subject employee stated they worked part-time for DMV answering phone calls. The investigator asked the subject employee if he/she filled out the outside employment request form. The subject employee said they did not fill out the form. This is in violation of Administrative Regulation 5.5 Section III (8) Employees are required to seek written approval of the CAO or his designee prior to engaging in any outside employment, activity, or enterprise. A copy of such approval will be actively maintained in the employee's City personnel files. The absence of said approval from the Employees City personnel files shall create a presumption that the employees failed to obtain the written approval required in this section.

The subject employee advised the investigator that they were resigning from their position with DMV and was returning all property belonging to DMV back to them.

The chart below depicts the number of hours where the subject employee was working both jobs at the same time:

Date	Hours worked at DMV	Hours worked at City of Richmond	Lunch	Hours of Overlap
June 28, 2021	8:30am-2:15pm	7:00am-3:30pm	30 min	5 hrs. and 15 min.
June 29, 2021	8:30am-2:15pm	7:00am-3:30pm	30 min	5 hrs. and 15 min.
July 1, 2021	8:30am-2:15pm	7:00am-3:30pm	30 min	5 hrs. and 15 min.
July 6, 2021	8:30am-2:15pm	7:00am-3:30pm	30 min	5 hrs. and 15 min.
July 7, 2021	8:30am-2:15pm	7:00am-3:30pm	30 min	5 hrs. and 15 min.
July 8, 2021	8:30am-2:15pm	7:00am-3:30pm	30 min	5 hrs. and 15 min.
July 9, 2021	8:30am-2:15pm	7:00am-3:30pm	30 min	5 hrs. and 15 min.
July 14, 2021	8:30am-2:21pm	7:00am-3:30pm	30 min	5 hrs. and 21 min.
July 15, 2021	8:30am-2:15pm	7:00am-3:30pm	30 min	5 hrs. and 15 min.
July 16, 2021	8:30am-2:14pm	7:00am-3:30pm	30 min	5 hrs. and 14 min.
July 19, 2021	8:45am-4:32pm	7:00am-3:30pm	30 min	6 hrs. and 15 min.
July 20, 2021	8:45am-5:26pm*	7:00am-3:30pm	30 min	5 hrs. and 15 min.
July 21, 2021	8:45 am-5:14pm	7:00am-3:30pm	30 min	6 hrs. and 15 min.
July 22, 2021	8:45am-5:17pm	7:00am-3:30pm	30 min	5 hrs. and 15 min.
TOTALS				75 hrs. and 35 min.

*Subject employee was logged out of DMV for an additional 1hour and 28 minutes.

Conclusion

Based on the findings, the OIG concludes that the allegation is substantiated against the Business System Analyst for violating Administrative Regulation 5.5 Section III (5) Employees shall not engage in any outside employment during on duty-hours. This includes the sale of products, consulting, or scheduling appointments to meet with customers. And (8) Employees are required to seek written approval of the CAO or his designee prior to engaging in any outside employment, activity or enterprise. A copy of such approval will be actively maintained in the employee's City personnel files. The absence of said approval from the Employees City personnel files shall create a presumption that the employees failed to obtain the written approval required in this section.

Recommendation

The OIG recommends the Department of Social Services take appropriate disciplinary action on the subject employee for violation of City of Richmond Administrative Regulations 5.5 Outside Employment.

Should you have any questions, please contact me at extension 1840.

Submitted,



James Osuna
Inspector General

CC: Reginald Gordon, DCAO of Human Services
Shaunda Giles, Director of Social Services
Honorable Members of City Council