



BOARD OF SUPERVISORS  
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

Department Name: Auditor-Controller  
Department No.: 061  
For Agenda Of: 04/15/14  
Placement: Administrative  
Estimated Time:  
Continued Item: No  
If Yes, date from:  
Vote Required: Majority

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TO: Board of Supervisors

FROM: Department Robert W. Geis, CPA, Auditor-Controller, 568-2100  
Director(s)  
Contact Info: Heather Fletcher, CPA, Audit Manager, 568-2456

SUBJECT: Auditor-Controller's Report on ADMHS Phone Line Overtime

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**County Counsel Concurrence**

As to form: Yes

**Auditor-Controller Concurrence**

As to form: N/A

**Other Concurrence:**

As to form: N/A

**Recommended Actions:**

That the Board of Supervisors: Receive and file the Auditor-Controller's Report (the Audit Report) on the Alcohol, Drug and Mental Health Services (ADMHS) Department's phone line overtime.

**Summary Text:**

The Audit Report is submitted pursuant to California Government Code 26883 which requires that the Auditor-Controller's audit reports be filed with the Board of Supervisors. Board Resolution No. 21387 also requires that we file a copy of any audit report with the District Attorney's Office.

During our investigation, we identified weaknesses in the Department's management of overtime. Our report concludes that two employees were overpaid amounts of overtime through the following methods:

- Overtime was claimed while working regular duty.
- Overtime was claimed for time not actually worked.

Our calculation of the overpayment of overtime to the employees amounted to approximately \$20K for one employee and \$32K for the other employee during the period under review. We recommend that ADMHS recover the amounts that were inappropriately paid to employees.

**Background:**

Certain ADMHS employees staff a 24 hour toll free phone line. The purpose of the line is to provide 24 hour mental health services to the community. Employees gather information to provide interventions regarding safety, current mental health status, substance abuse, and other non-emergency needs. Callers are referred to clinical teams for further care, and in some cases, staff members directly manage crisis with callers over the phone. From Monday through Friday, 8:00 am-5:00 pm, the phone line is answered by an employee who is on regular duty. After 5:00 pm, the calls are forwarded to an employee on regular duty, or to an employee on stand-by duty. The phone line is funded through State Mental Health Services Act (MHSA) monies.

In January of 2013, the Internal Audit Division of the Auditor Controller's Office was notified that two Alcohol, Drug and Mental Health Services (ADMHS) employees had potentially reported and been overpaid amounts of overtime. From December 12, 2011 through December 9, 2012, regular time charged for both employees amounted to approximately \$94K for the same period, while overtime charged by the two employees amounted to approximately \$84K.

As a result, Internal Audit performed an investigation to determine whether the employees were overpaid. We reviewed timecards, policies and procedures, and other communications regarding time entry, and performed interviews of certain employees. Internal Audit calculated the amount of overtime based upon the applicable Memorandum of Understanding, staff's schedules, logged call data, and phone records. Internal Audit substantiated that overpayments of overtime amounts were made to these employees due to the following:

- Overtime was claimed while working regular duty. This resulted in employees being paid at both the regular and overtime rates for the same time period worked.
- Overtime was claimed for time not actually worked. Employees claimed and were paid one hour of overtime for each call taken, regardless of the length of time worked.

ADMHS Management is working with Human Resources to resolve the matter.

**Fiscal Analysis:** See text of letter.

**Attachments:**

Auditor-Controller's Report on ADMHS Phone Line Overtime. Certain redactions were made to the report for public disclosure.

**Authored by:** Heather Fletcher, Audit Manager

**cc:** Mona Miyasato, County Executive Officer  
Terri Maus-Nisich, Assistant County Executive Officer  
Joyce Dudley, District Attorney