Dear Fellow State Employee:

In order to encourage effective and efficient government practices and wise stewardship of taxpayer dollars in the Commonwealth of Virginia’s executive branch agencies, state employees and citizens have the opportunity to anonymously report suspected instances of fraud, waste, and/or abuse of state resources through the Office of the State Inspector General’s (OSIG) State Fraud, Waste, and Abuse Hotline — (800) 723-1615. In addition, new for this year is a voice mail feature for the Hotline, and a web form found at Hotline Web Form. In this year’s announcement, OSIG is requesting that you complete a survey of the Hotline process found at Hotline Survey 2017. Your input is valuable to improve Hotline effectiveness and efficiency, please take a few moments to complete the survey.

Definitions of Fraud, Waste and Abuse

- **Fraud** involves intentional deception by an individual or organization, which may result in a benefit to an individual or the Commonwealth, or possible detriment to others or the Commonwealth. Fraud includes false representation of a matter of fact, which deceives and is intended to deceive, through:
  - Words (false or misleading statements),
  - Conduct, or
  - Concealment of that which should have been disclosed.

- **Waste** involves actions — intentional or not — that may be detrimental to the Commonwealth, such as:
  - Thoughtless or careless expenditures,
  - Careless consumption, mismanagement, thoughtless use, or squandering of Commonwealth resources, or
  - Unnecessary costs as a result of inefficient or ineffective practices, systems, or controls.

- **Abuse** involves excessive, extravagant, or improper use of an individual's position or authority, or employment of something in a manner contrary to its natural or legal use. Abuse may occur in financial settings and include intentional destruction, diversion, manipulation, misapplication, maltreatment, and/or misuse of Commonwealth resources. Abuse may also occur when state or agency policies are not followed.
Examples of Fraud, Waste and Abuse

- Personal use of state-owned vehicles, supplies, or equipment,
- Violations of state procurement policy and contract fraud,
- Excessive or unnecessary purchases and inappropriate expenditures,
- Conducting personal business on state time,
- Falsification of official documents (timesheets, leave reports, travel vouchers, etc.), and
- Embezzlement.

OSIG invites you to take advantage of the online training course developed to provide information to state employees regarding the State Fraud, Waste, and Abuse Hotline. The training is available by going to the Hotline Training Course and setting up a training account.

State employees are encouraged to first report incidents of fraud, waste, and/or abuse to management within their assigned agency. If confidentiality or fear of retaliation is a concern, employees should call the Hotline to report suspected instances of fraud, waste, or abuse. Hotline calls are not traceable, and a caller is given a case number to ensure anonymity. Executive Order 52 (2012) prohibits retaliation against anyone for calling the Hotline. Those who choose to use the Hotline should do so as soon as they first learn of or witness an incident to ensure the accuracy and timeliness of information.

Please note that calls related to personnel or disciplinary action issues should not be made to the Hotline, but should be reported to the appropriate agency’s Human Resource office or to the Office of Employment Dispute Resolution.

Citizens and state employees in Virginia may anonymously call the toll-free Hotline at (800) 723-1615, Monday through Friday from 8 a.m. to 5 p.m. (except on state holidays).

Finally, you are encouraged to look at the attachments; one of which provides questions and answers about the State Fraud, Waste and Abuse Hotline, while the second one is a poster to help promote the Hotline within your agency.

For questions or further information concerning the Hotline, please visit OSIG’s website at State Hotline or contact OSIG at (804) 625-3268.

Thank you for the continued support of the Hotline. Working together, we can ensure that Virginia government is successful in protecting state resources.

Sincerely,

Michael Westfall, CPA
Acting State Inspector General

Attachments: State Fraud, Waste, and Abuse Hotline fact sheet, FWA Hotline flyer
OFFICE OF THE STATE INSPECTOR GENERAL

HOTLINE

FOR REPORTING

Fraud, Waste, and Abuse

CALL: 800-723-1615
EMAIL: covhotline@osig.virginia.gov
VISIT: osig.virginia.gov