



CHAMPIONING BETTER GOVERNMENT PERFORMANCE

STATE FRAUD, WASTE AND ABUSE HOTLINE

Office of the State Inspector General • P.O. Box 1151 • Richmond, VA 23218

The purpose of the State Fraud, Waste and Abuse Hotline

The Office of the State Inspector General, as authorized by Executive Order Number 52 (2012), operates a toll-free telephone number to encourage state employees and citizens to report situations where fraud, waste or abuse may have occurred in Virginia executive branch agencies and institutions.

The toll-free State Fraud, Waste and Abuse Hotline provides an anonymous and confidential method for state employees and citizens to report suspected fraud, waste, abuse or corruption in state agencies and institutions.

How to contact the Hotline

Citizens and state employees may call the Hotline toll-free at 800-723-1615, Monday - Friday, 8:00 a.m.- 4:30 p.m., excluding state holidays, and speak with an OSIG investigator. In addition, voicemail is available during non-business hours.

Other ways to report fraud, waste and abuse

- Email at COVHotline@osig.virginia.gov
- Web form at [Hotline website form.](#)
- Mail: State Fraud, Waste and Abuse Hotline, Office of the State Inspector General, PO Box 1151, Richmond, VA 23218
- Fax: 804-371-0165

Types of complaints to report

Callers should report the following activities occurring in Virginia executive branch agencies and institutions:

- Illegal or fraudulent conduct.
- Waste of funds.
- Abuse of state property or resources.
- Gross mismanagement.
- Gross neglect of duty.



Fraud, waste and abuse defined

Fraud is defined as the intentional deception by an individual (or individuals) or organization(s) that could result in a benefit to themselves, others or the Commonwealth or could cause detriment to others or the Commonwealth. Fraud includes false representation of fact (whether by words or conduct), making false or misleading statements, or by concealment of something that should have been disclosed, which deceives and is intended to deceive.

Waste is defined as the thoughtless or careless expenditure, consumption, mismanagement, use or squandering of Commonwealth resources to the detriment (or potential detriment) of the Commonwealth. Waste also includes incurring unnecessary costs resulting from inefficient or ineffective practices, systems or controls.

Abuse is defined as excessive or improper use of something or to use something in a manner contrary to the common or legal rules for its use. Including the intentional destruction, diversion, manipulation, misapplication, maltreatment or misuse of Commonwealth resources, or the extravagant or excessive

use as to abuse one's position or authority. Abuse can occur in financial or non-financial settings.

Some examples of fraud, waste and abuse include:

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

Why someone should contact the Hotline

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

How the Hotline process works

When someone calls the Hotline, they can remain anonymous and an OSIG investigator assigns a Hotline case number to the call. The investigator will listen to the allegation and ask pertinent questions about it. After the initial call to the Hotline, the caller – using the assigned Hotline case number – can call the Hotline phone number during regular business hours to provide additional information or to inquire about the status of the case.

The information provided by a caller goes through a screening process 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.

A Hotline caller should have the following information available when contacting the Hotline:

- Circumstances of the incident.
- The agency and the subject(s) involved.
- Any available evidence and documentation.
- Dates, times, names and places.
- Credible witnesses.
- Any other pertinent information.

How callers are protected

The OSIG investigator will never ask the caller to provide his or her name when calling the Hotline, nor is the call traceable. There will be no attempt to try to identify the caller.

If someone suspects or identifies a Hotline caller, retaliation is prohibited. The caller can report any retaliation through the grievance process.

What the Hotline cannot investigate

The Hotline does not accept calls of allegations that involve the legislative branch, the judicial branch, personnel issues or disciplinary actions within state government, localities or private businesses. In these instances, OSIG will refer the caller to the appropriate agency or entity.

Who investigates Hotline cases

OSIG staff, agency internal auditors or other appropriate investigative personnel may conduct investigations that come through the Hotline.

How 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 and corrective action is recommended to rectify the cause or control weaknesses that allowed it to occur.

Executive branch agency management is advised to take corrective action on all recommendations to improve controls over situations where fraud, waste or abuse has occurred.

An investigation is completed

OSIG does not publish investigative reports on its website due to the sensitive nature of investigative reports. Redacted copies of reports may be released through a FOIA request.

For more information

If you would like more information about the Hotline, please contact OSIG at 804-625-3278.

