

Date of Report	Report No.	Type of Report	Report Summary	Recommendation(s)	Status/Outcome
08/14/2020	20-003	Accountability	Improper decertification of a nature council by the Board of Recreation and Parks.	The Board should adopt new policies and procedures that address recertification, decertification and appeals for recreation and nature councils.	The Board adopted a new policy governing the appeal process on July 10, 2024. Policies for recertification and decertification are anticipated to be adopted in the fall of 2024.
10/21/2020	20-020	Waste	At least 20 employees were identified who were simultaneously collecting a salary and pension benefits in violation of two separate statutes of the Baltimore County Code.	<p>A process should be implemented to track the retired rehired employees.</p> <p>There should be formalized communications between the Office of Human Resources and the Retirement Office.</p>	<p>Retired rehired employees were included within the Critical Position Review Process in late spring 2021.</p> <p>The Critical Position Review Process includes a committee, which oversees the Retirement Office, that facilitates communication.</p>
12/08/2020	20-018	Waste	Joint investigation with the Baltimore City Office of the Inspector General related to thousands of digital water meters that were not fully functional. Also, there were more than 8,000 open “tickets” pertaining to County water accounts that had not been addressed by the City of Baltimore. There were also approximately 22,000 non-functioning water meters – 8,000 of which were County meters.	<p>The open tickets and non-functioning water meters need to be addressed.</p> <p>There should be continued communication between the County and Baltimore City on water-related matters.</p>	<p>As of July 20, 2023, all 8,000 open tickets had been resolved. As of June 2024, 1,200 of the 8,000 non-functioning County meters had been repaired or replaced under the County’s contract with a third party.</p> <p>The County and City meet weekly to discuss billing and related issues. A joint Preventative Maintenance plan has been approved by the County and City and will be active later this</p>

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01/25/2021	20-014-1	Waste	The County spent over 1.1 million dollars to purchase commercial farming equipment and build a greenhouse that were put to limited use. Further, many items were never recorded on the County's Fixed Asset Inventory System.	No specific recommendations were made.	As of August 11, 2023, all of the farming equipment referenced in the report had been added to the County's Fixed Asset Inventory System. Additionally, programs and other initiatives were put into place to begin to fully utilize the greenhouse.
03/11/2021	20-014-2	Misconduct	Thirty-eight purchase card transactions by two employees that violated the County's purchase card policies and procedures as well as 10 purchased items that were missing.	<p>There should be a training requirement for purchase card approvers.</p> <p>There should be an annual email reminding employees of frequently violated purchased card rules.</p> <p>There should be more scrutiny for purchases by employees with past violations</p>	<p>Numerous trainings have been conducted for purchase card holders and approvers since spring of 2021.</p> <p>The trainings include a section titled "Restricted Purchases," which addresses frequently violated rules.</p> <p>The Office of Budget and Finance has recently created a process that includes a report to help identify split purchases and other purchase card violations. It is anticipated that this new process will be available in fiscal year 2025.</p>
04/01/2021	21-003	Misconduct	Internal report detailing employee's misuse of the County's Electronic Communications Policy.	No specific recommendations were made.	See report 24-010.

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04/15/2021	20-014-3	Misconduct	Internal report detailing employee misconduct.	No specific recommendations were made.	Not applicable.
07/30/2021	21-002	Accountability	At times, entities participating in the Group Leadership Program, which is administered by the Department of Recreation and Parks, owed the County in excess of \$400,000.	Address the outstanding balances. A decision should be made as to whether Group Leadership employees should remain County employees but have to adhere to the same requirements, responsibilities, and oversight assigned to traditional County employees, or go back to being independent contractors who work directly for the Recreation Councils.	As of August 7, 2023, all of the outstanding monies owed to the County had been paid. Effective July 1, 2024, the Group Leadership Program was discontinued.
09/24/2021	20-027	Misconduct	Internal report detailing improper conduct by a supervisor concerning the hiring of their relative, hiding the familial relationship from other employees, and protecting the relative from being disciplined.	No specific recommendations were made.	In June 2023, the County put into effect a new Hiring of Relatives policy in an effort to avoid conflicts of interest as well as the appearance of conflicts of interest.
11/04/2021	20-015	Accountability	Gaps in the Employment Background Program were identified that were creating vulnerabilities for the County.	Implement the Arrest and Conviction Policy to self-report. Prioritize the backlog of general employees' background checks.	In August 2023, the County implemented the Arrest and Conviction Policy. The Policy mandates that employees immediately report any arrest, conviction, or pending charges. Completed.

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11/12/2021	22-005	Accountability	Two reports were issued concerning a Councilmember violating the residency requirement of the County Charter.	Obtain an opinion from the Office of Law regarding the violation. County Council should consider updating the language in the County Charter to be consistent with other jurisdictions.	Opinion issued by the Office of Law dated April 8, 2022 that the Councilmember violated the County Charter. This recommendation is still pending.
01/04/2022	20-013	Accountability & Misconduct	Millions of dollars in securities and fees were improperly waived for the developer of the Metro Centre at Owings Mills by the former Director of Permits, Approvals, and Inspections. During the timeframe of the project, the Director received benefits from the developer.	Provide proper notice to County Council of fee waiver. A determination should be made about refunding the fees that were collected by the County during the Metro Centre project.	The County Council passed Bill 41-22, which became effective August 29, 2022, which changed the definition of “fee waiver” as well as the reporting requirements for such waivers. The County will not be refunding any of the fees that were paid by the developer during the Metro Centre project.
03/09/2022	22-008	Accountability	Violation of the County’s Electronic Communications Policy by a Councilmember.	The County’s legislative branch should adopt a formal set of policies and procedures addressing the requirement that there be a strict delineation between a Councilmember’s County-related duties and their campaign-related activities.	This recommendation is still pending.
03/25/2022	20-002-1	Accountability & Misconduct	Unsubstantiated allegation of preferential treatment	The County should increase the opportunities	Property Management completed a training

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			<p>being given to one of the Tier 2 on-call plumbing companies during the period covered by the original master agreement. During the course of the investigation, the Office identified an employee who was sharing bid-related information in violation of the County's procurement rules.</p>	<p>for procurement training for employees whose duties and responsibilities include procurement-related activities.</p> <p>Property Management should establish formal policies and procedures that incorporate the relevant sections from the County Purchasing Manual as they pertain to the handling of bid solicitations and proposals for on-call contractors.</p>	<p>with all staff who handle contracts in December 2023.</p> <p>Property Management established formal policies and procedures in fiscal year 2024.</p>
03/30/2022	22-004	Misconduct	<p>Violation of the County's Electronic Communications policy by an employee who used the County computer system for their private law practice.</p>	<p>The County should develop a plan to increase awareness among employees that they have a duty not to misuse County resources, including the computer system and its related elements, as detailed in the Electronic Communications Policy.</p>	<p>See report 24-010.</p>
04/20/2022	22-011	Accountability	<p>There were 838 employees assigned to various County agencies who inadvertently did not receive the 2% cost-of-living adjustment that was effective in January 2022.</p>	<p>The Administration should devise a plan to address how the affected employees could be made whole for the 2% COLA they should have received beginning in January 2022.</p>	<p>By January 2023, all 838 employees had received their 2% cost-of-living adjustment.</p>
04/26/2022	20-002-2	Fraud	<p>Concerns that a company that had an on-call plumbing contract with the County was misrepresenting itself as a Minority Business Enterprise (MBE).</p>	<p>Referral to the Maryland Department of Transportation (MDOT) and the City of Baltimore's Minority and Women's Business Opportunity Office for whatever action those agencies deemed necessary based on the</p>	<p>In May 2023, MDOT issued a Notice of Intent to Decertify the company as an MBE as a result of the Office's report. In lieu of contesting the Notice, the company opted to voluntarily withdraw from the</p>

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				findings in the report.	MBE program.
06/06/2022	21-001-1	Accountability & Misconduct	Preferential treatment to a prominent developer, against the advice of senior staff in Zoning Review, that a proposed project met the definition of an Accessory Use or Structure per the Baltimore County Zoning Regulations. Project also received priority review at the Soil Conservation District.	No specific recommendations were made.	Not applicable.
08/21/2022	22-003	Misconduct	Violation of the County's Electronic Storage system and Communications Policy by an employee for their private business.	The County should develop a plan to increase awareness among employees that they have a duty not to misuse County resources, including the computer system and its related elements, in accordance with the Electronic Communications Policy.	See report 24-010.
10/17/2022	22-012	Accountability & Misconduct	Against the advice of the subject matter expert in the Alley Reconstruction Program within the Department of Public Works and Transportation, the County authorized and funded the repaving of a commercial alley even though it did not meet the criteria or the spirit of the Program.	All property owners adjacent to the commercial alley should be assessed the \$750 fee over the course of the 15-year warranty period.	All of the adjacent properties are being assessed.
01/04/2023	23-007	Misconduct	Internal report detailing an employee's misuse of the County's Electronic Communications Policy.	Continue to reinforce to employees, through on-line trainings and other forms of instruction, the policies pertaining to the proper usage of the County's electronic	See report 24-010.

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				<p>communications system and the need to protect sensitive County data from unauthorized data leaks.</p> <p>Consider other proactive measures such as having supervisors re-enforce these policies to their employees during annual performance reviews.</p>	
05/03/2023	23-008	Misconduct	Internal report concerning a supervisor within the Department of Health who authorized a non-employee to participate in hands-on patient care in 2017.	No specific recommendations were made.	Not applicable.
05/04/2023	23-169	Misconduct	Internal report concerning misconduct by a physician with the Department of Health	Referral to the Maryland State Board of Physicians regarding the alleged conduct.	To date, the Office has not received any follow up from the State Board of Physicians on this matter.
05/19/2023	23-009	Fraud	A company falsely reported to the County the amount of money it had paid to an MBE subcontractor during the course of a roofing project.	The County should undertake an operational audit of the MBE/WBE program in an effort to identify other companies that have made false statements or misrepresentations to the County in an effort to secure contracts.	As of August 2023, the County has implemented a practice to identify when primary contractors are in good standing with the County's MBE/WBE program prior to contract award or renewal.
06/20/2023	23-009	Accountability	Internal report detailing a second roofing project that was awarded to the company that was the subject of the public report dated 05/19/2023. The concern was that the	The County should consider implementing a practice of checking to see whether a primary contractor is in good standing with the County's MBE program	As of August 2023, the County has implemented a practice to identify when primary contractors are in good standing with the

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			County made the award even though it was aware of the Office's investigation into the company's fraudulent conduct.	before selecting them for a contract award.	County's MBE/WBE program prior to contract award or renewal.
07/19/2023	23-010	Accountability & Misconduct	Lack of adherence to the Vehicle Management Policy and supervision of employees within the Department of Public Works and Transportation's Bureau of Utilities.	<p>The Department should draft specific policies and procedures for NexTraq.</p> <p>All Bureau of Utilities' supervisors, who manage operational personnel, should have NexTraq accounts and training.</p> <p>Management should start utilizing reports in Cityworks to track productivity.</p> <p>There should be standard practices for completing work orders in the Grinder Pump Section.</p> <p>Consider having the Office of the County Auditor perform a review of the County's NexTraq program to determine if the program is also being underutilized in other departments and agencies across County government.</p>	<p>The Department of Public Works and Transportation's NexTraq Vehicle Usage Policy went into effect on August 14, 2023.</p> <p>Training of all Bureau of Utilities staff on NexTraq was completed in February 2024.</p> <p>The Bureau of Utilities has created a report in Cityworks to identify open work orders and workload.</p> <p>An internal reporting system was initiated and standard operating procedures were created for regular reporting.</p> <p>This recommendation is OPEN.</p>

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08/28/2023	23-018	Accountability	Internal report about whether an employee, who handled time and attendance, had inappropriately capped the number of hours of compensatory time employees could earn; and whether the employee's subsequent termination was based on incomplete information.	No specific recommendations were made.	Not applicable.
09/29/2023	23-014	Accountability & Misconduct	Internal report detailing the use of an answer key by certain Department of Health personnel to pass the Health Insurance Portability and Accountability Act (HIPAA) test.	<p>The Department of Health should redesign the HIPAA testing process to ensure employees are truly appreciating the importance of HIPAA, their role and responsibility in protecting individuals' health information, and the ramifications to the County of violating HIPAA.</p> <p>The Department of Health, in accordance with HHS Standard Operating Procedure #008, should ensure that meaningful HIPAA training is being provided to all employees on an annual basis and not just when employees are first onboarded.</p>	<p>The County's Privacy Officer modified the exam and will continue to do so periodically for the open book test format. The privacy officer and their back up are the only individuals with access to the answer key.</p> <p>As of December 2023, all HIPAA training and testing is being administered by the Privacy Officer.</p>
11/14/2023	23-197	Misconduct	Internal report detailing possible misconduct by an employee.	The matter was sent to the Administration for whatever action they deemed appropriate.	The Office of Human Resources conducted an investigation into the alleged conduct, and the employee received "appropriate disciplinary action."
11/27/2023	24-002	Misconduct	A Bureau of Highways	The Bureau of Highways	The Department of

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			employee misused their assigned County dump truck over an extended period of time.	<p>should implement a vehicle usage policy that employees must sign prior to being issued a vehicle. The Bureau of Highways should also consider having its employees reacknowledge the policy every year as part of their performance appraisal.</p> <p>All crew chiefs in the Bureau of Highways should be given access to NexTraq so they can monitor their crewmembers as needed.</p>	<p>Public Works and Transportation (DPWT) created an agencywide Vehicle Usage Policy in March 2024. As of June 2024, the Policy was being distributed and acknowledged by DPWT employees.</p> <p>As of December 2023, all Bureau of Highways crew chiefs have access to NexTraq.</p>
02/13/2024	23-017	Accountability & Misconduct	Internal report of misconduct by multiple County employees and their misuse of the County's Electronic Communications Policy.	The Administration should remind all employees of their obligation to abide by the County's information technology policies, to include ensuring that County computers, drives, and email accounts are used solely for County-related business. Employees should also be reminded of the ramifications of not abiding by these policies and how violations of such policies could affect their future employment with the County.	See report 24-010.
02/22/2024	24-003	Accountability & Misconduct	Internal report addressing allegations that an employee had inappropriately received "acting pay" for a position they were not qualified to hold; and about employees who were allegedly placed in acting positions as a	The Administration should consider updating Subsection E of Regulation 10.02, which is titled "Higher Class Substitution Pay," to help ensure fairness when individuals are being considered for acting	This recommendation is still pending.

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			reward for having done personal favors for their supervisor.	roles.	
03/22/2024	23-019	Accountability & Misconduct	Numerous inconsistencies with a clerk's time and attendance records.	<p>Recommendation that any time and attendance information captured on internal forms or documents be used to verify the information in Workday at the end of each pay period for the clerk and other employees assigned throughout the Bureau of Highways.</p> <p>The Bureau of Highways should update its policies and procedures as it relates to time and attendance.</p>	<p>This recommendation is still pending.</p> <p>The Bureau of Highways attendance policy was updated in June 11, 2024.</p>
04/15/2024	24-014	Accountability	Failure to notify County Council of several amendments to a Master Agreement, which materially changed the original agreement, in violation of the County's procurement rules.	No specific recommendations were made.	On July 1, 2024, a notification of the Amendments was included in the packet of information sent by the Administration to County Council. A letter to the Chair of County Council was also sent.
04/26/2024	24-010	Accountability	Summary of previous reports about misuse of the County's Electronic Communication Policy.	<p>The Employee Handbook should be updated to include all policies that concern employee conduct, including all relevant OIT policies.</p> <p>All employees should be given a hard copy of the Employee Handbook when they are onboarded.</p>	<p>Administration is currently updating the Employee Handbook and will provide a link to access electronically.</p> <p>A link to an electronic Employee Handbook is provided during onboarding. Employees receive copies of the policies once they are signed.</p> <p>See above.</p>

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				<p>Employees should be given an overview of the Handbook when onboarded.</p> <p>The Centralized Acknowledgement Form, which lists a multitude of policies, should be replaced by a single acknowledgement form that is tied to the Employee Handbook. Once signed by the employee, the single acknowledgement form should be made part of the employee's official personnel record.</p> <p>Section 1.10.3 of the County's Electronic Communication Policy should be updated to include specific language to describe misuse to include: inappropriately accessing, sharing, or transmitting non-public County information to family members, associates, or any other individual that does not have the authority to view such materials.</p> <p>OIT should update and strengthen the Acceptable Use Policy.</p> <p>On an annual basis, all employees should be reminded of their obligation to abide by the County's OIT policies and the ramifications of not adhering to those policies.</p>	<p>The Administration is currently updating the Centralized Acknowledgment Form. This should be completed within the next 90 days (i.e., October 2024).</p> <p>This recommendation is still pending.</p> <p>The Administration is reviewing the Acceptable Use Policy and will make updates as necessary.</p> <p>The Administration is working on a process to have these policies reviewed on an annual basis in Workday. The Administration hopes to have this accomplished by</p>

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					January 2025.
05/23/2024	23-004	Fraud	Finding that a commercial trash hauler was comingling commercial solid waste with residential solid waste to avoid paying commercial trash “tipping” fees.	The County should consider requiring its contracted trash haulers to include Global Positioning Systems (GPS) and cameras on the vehicles used to service the County.	This recommendation is still pending.