



April 14, 2023

Re: Inspector General Quarterly Report (1st Qtr. 2023)

Dear Honorable Clerk Iris Martinez and Executive Staff:

This report is written in accordance with the best practices prescribed by the Association of Inspector Generals (AIG) Green Book, to apprise you of the activities of the Office of the Inspector General (OIG) during the period beginning January 1, 2023, through March 31, 2023.

OIG Q4 Complaints

The OIG received a total of 152 complaints during Q4.¹ Of the 152 complaints, 36 complaints came from internal referral and 116 came from an external source (hotline, mail, web or direct call) including one case referred from the Office of the Independent Inspector General. Out of the 152 complaints, 112 were classified as Management Inquiries, 5 were classified as Disciplinary Reports, and 35 opened as case files investigated by the OIG.

Additionally, the OIG had 70 open cases pending at the beginning of Q1, 55 cases from 2022Q2, four cases from 2022Q3, and 11 cases from 2022Q4. 55 of the 70 cases pending at the beginning of Q1 are now closed. In Q1, the OIG closed a total of 60 cases. 23 cases were administratively closed, with 37 case files closed via summary report.

OIG Summary Reports

During the fourth quarter of 2022, the OIG closed 60 total case files with 37 closed as summary reports. The following is a general description of the cases closed via summary report, the OIG's findings, and basis for the findings. Specific identifying information was withheld for confidentiality.

¹ Upon receipt of a complaint or inquiry for information, a review process is conducted to determine if the OIG has jurisdiction over the complaint. Case Files are opened on all complaints and after preliminary review, if evidence exists that warrants closure or referral to another agency an administrative closure memo will be drafted. In cases where a full investigation is conducted, a summary report is generated and forwarded to LR for further disciplinary proceedings where applicable. In some cases, another CCC department is best suited to address the complaint. A Management Inquiry will be opened, and the OIG will draft an administrative closure when the issue is addressed.

22-10-473. Domestic Relations employee [REDACTED] was accused of being verbally abusive and of violating the Code of Ethics based on three customer service complaints. The OIG interviewed two of the complainants; Managers [REDACTED] and [REDACTED]; and clerk [REDACTED]. All complainants that were interviewed provided similar statements stating that [REDACTED] was loud, rude, and disrespectful towards them. One complainant offered that [REDACTED] called them a “bitch” and that [REDACTED] “got really loud and told me she does not have to help me, respect me, or care if I complained about her customer service because I did not sign her paycheck.” Another complainant stated that [REDACTED] yelled at them and that [REDACTED] told them that she was “retiring soon anyways.” Both managers recalled the incidents that complainants described and each described their experiences with [REDACTED]. [REDACTED] denied the allegations brought by the complainants and stated that she does not recall any of the incidents mentioned. In sum, there was sufficient evidence from multiple customer service complaints and from management to prove [REDACTED] reacted unprofessionally to the incidents and was verbally abusive. The allegations against [REDACTED] were sustained.

22-08-410. Traffic Division employee [REDACTED] was accused of being verbally abusive, physically abusive, negligent in her performance of duties, intimidation, and of violating the Workplace Violence Policy and the Code of Ethics. Court Operations submitted three incident reports regarding [REDACTED] behavior. One incident where she called another employee a “bitch” several times while bumping into them; the second incident includes [REDACTED] talking loudly and in a derogatory manner about another employee’s work; and the third incident where [REDACTED] was accused of intimidation. The OIG interviewed CDC [REDACTED], and about fifteen of [REDACTED] coworkers. The majority of the interviewees’ statements correlated with each other and their experiences with [REDACTED] were all similar in that they personally had negative experiences with [REDACTED] or heard of [REDACTED] getting into arguments with other employees. Most of the statements described [REDACTED] as unprofessional, belligerent, a bully, and uses abusive language. The OIG also interviewed [REDACTED]. [REDACTED] denied allegations of intimidation and bullying other employees. [REDACTED] stated that she has only swore once in her entire 14 years of employment with CCC and that her multiple health conditions result in her speaking loudly. The OIG found allegations of intimidation and physical altercations inconclusive. The OIG found allegations that [REDACTED] violated the workplace violence policy, was verbally abusive, and bullied other employees sustained.

22-06-331. At this time, this case will not be summarized. This case is part of a larger scale investigation involving numerous cases and will be discussed at a later stage.

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22-06-301. At this time, this case will not be summarized. This case is part of a larger scale investigation involving numerous cases and will be discussed at a later stage.

22-06-298. At this time, this case will not be summarized. This case is part of a larger scale investigation involving numerous cases and will be discussed at a later stage.

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Case Management

Following up on the Q4 2022 report on the investigative process, the OIG focused on working with Labor Relations and Court Operations to formalize reporting and minimize multiple platforms for

case tracking. During Q1, the OIG continued memorializing all external and internal complaints within the Clerk's Office.

In Q1, the OIG began building out and transferring over all historical and current cases onto a new case management system, while still utilizing the case management system created in Q3 2021. The OIG will continue to work with MIS and Microsoft to complete the new intake and case management system. The OIG has worked closely with Labor Relations and Court Operations to implement and track information related to the functions of each unit. The OIG is currently imputing all data and will plan to diversify the effort as staffing comes online. Additionally, last quarter the OIG worked with Labor to simplify the tracking and reporting of discipline, movements, and other employment actions, due to Labor being overhauled. The Labor team is now fully staffed, and these tasks will be transferred back to Labor once the OIG's new case management system is completed. The OIG organized a standing biweekly meeting for Labor Relations, Court Operations, Human Resources, Personnel Services, and General Counsel to discuss disciplinary issues that involve recently closed OIG investigations, disciplinary issues on employees in supervisory roles, management inquiry tracking, and grievance hearing updates.

Finally, in Q1, the OIG continued working on the 2022Q2 joint investigation with the Office of the Independent Inspector General (OIIG). Both offices entered a memorandum of understanding relative to the investigation. The joint investigation allows our office to extend certain powers held by the OIIG in the investigation of employees of the Clerk of the Circuit Court.

OIG Team


In Q1, the OIG onboarded a new Inspector General and an Executive Assistant. The OIG is now composed of an Inspector General, Deputy Chief, four Inspector General Investigators, and an Executive Assistant. Four members of the OIG team are certified by the Association of Inspectors General (AIG) as Certified Inspector General Investigators and one member is certified as an Inspector General. Five members of the OIG are members of the AIG IL and National Chapter.

Criminal Prosecutions

At the time of this report, OIG has two cases referred for criminal prosecution to CCSAO. There were no updates as to the status of charging decisions on either case.

Thank you for your time and attention, feel free to reach out with any concerns or questions.

Respectfully,



Anthony Nguyen
Inspector General

cc: James Murphy-Aguilu, Chief of Staff

Hon. Judge Gloria Chevere, Senior Policy Advisor
Carmen Navarro-Gercone, Executive Clerk of Operations
Mary Anne Spillane, Chief Human Resource Officer
Tiffany Brooks, General Counsel