



**Department of
Job and Family Services**

John R. Kasich, Governor
Cynthia C. Dungey, Director

October 8, 2014

Mr. Randall J. Meyer
Ohio Inspector General
30 East Broad Street, Suite 2940
Columbus, Ohio 43215

RE: *Ohio Department of Job and Family Services*, File Identification Number: 2013-CA00092

Dear Inspector General Meyer:

Please take this letter as the Ohio Department of Job and Family Services' (ODJFS) response to the recommendations made by your office in the State of Ohio's Office of The Inspector General Investigative Report issued on August 14, 2014.

- 1) **Determine if any administrative action should be taken based on the information contained in this report.**
- 2) **Determine if additional or remedial training is warranted for Menser for proper handling of confidential personal information.**

Upon receipt of your Report of Investigation in this matter, the Office of Employee Business Services, Labor Relations Section scheduled a pre-disciplinary hearing with Ms. Menser. A copy of the letter scheduling the pre-disciplinary hearing is attached to this response as Exhibit A.

The pre-disciplinary hearing was scheduled and held on September 4, 2014. Ms. Menser appeared for this hearing. Two business days after the pre-disciplinary hearing, however, Ms. Menser submitted a letter of resignation on September 9, 2014. Ms. Menser acknowledged in her resignation letter that she is not eligible for rehire with this agency.

A copy of Ms. Menser's resignation is attached to this Response as Exhibit B.

With this it is clear that ODJFS implemented the Inspector General's first recommendation, and that implementation of the second recommendation was unnecessary.

30 East Broad Street
Columbus, Ohio 43215
jfs.ohio.gov

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INSPECTOR GENERAL
OFFICE OF

- 3) **Consider providing refresher training to employees accessing confidential personal information, reminding them of the requirements set forth in ODJFS Policies IPP.3925, IPP .3922, and IPP .0005.**

ODJFS is committed to protecting our clients' confidential information. The first step ODJFS takes to assure the safety of this information is to hire employees who can manage the responsibility of having access to vital confidential information. The second step ODJFS takes to maintain the security of CPI is to limit access to it to only those employees for whom this information is essential to complete their job duties. For example, less than half of ODJFS employees have some level of access to the Ohio Job Insurance (OJI) database that contains confidential unemployment compensation claimant information.

When employees first start employment with ODJFS they are required to sign the Code of Responsibility, JFS form 7078. By signing this document the employee acknowledges the agency's key policies regarding accessing confidential data, and specifically acknowledges that data is only to be accessed in furtherance of his or her assigned job duties. The employee also agrees to maintain the confidentiality of ODJFS data systems and not to use the information for personal benefit.

Within the first week of employment, all employees who work in the Office of Local Operations (OLO) are initially required to take agency CPI training, which has four modules. The OLO employee is not permitted access to any of the three key databases used by OLO until this training is completed.

OLO employees work in one of three specific areas, to wit: the One Stops, the Call Centers, or the Processing Centers. Each area has an orientation that each new employee must attend wherein the CPI he or she will handle is discussed with specific reference to ODJFS Policies IPP.3925, IPP .3922, and IPP .0005, hard copies of which are provided.

Additionally, as IPP.3925, IPP .3922, and IPP .0005 are regularly updated, employees are required to read and acknowledge receipt of the updated versions. IPP.3925 was revised in July and is currently being reviewed by all employees.

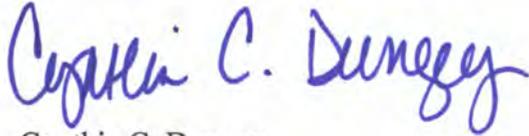
Just last year, OLO trained all of its employees on proper fraud reporting practices, emphasizing that employees may not access OJI in order to verify their suspicions that fraud occurred.

Given how infrequently ODJFS employees inappropriately access CPI, we believe that this six phase process has been largely successful in educating employees about their responsibilities for maintaining the confidentiality of and not misusing CPI.

Finally, by October 14, 2014, all ODJFS employees are required to complete the annual "Securing the Human" training, which trains employees to protect CPI.

ODJFS will continue to evaluate the efficacy of its CPI training, with the goal that no client's information is inappropriately accessed.

Sincerely,



Cynthia C. Dungey
Director

cc: Bruce Madson, ODJFS Assistant Director
Jayme Brown, ODJFS Chief Operating Officer
Robert Ferguson, ODJFS Chief Inspector
Lewis George, ODJFS Chief Legal Counsel
Julie Smith, ODJFS Deputy Director, Office of Local Operations



Department of
Job and Family Services

John R. Kasich, Governor
Cynthia C. Dungey, Director

August 29, 2014

Carrie Menser

[REDACTED]
[REDACTED] Ohio [REDACTED]

Dear Ms. Menser:

This letter is an official notice to you that a Pre-disciplinary meeting will be held on **Thursday, September 4, 2014 at 10:00 a.m. at 30 E. Broad Street, 32nd floor, Office of Chief Inspector, Room 3290C, Columbus, Ohio 43215.**

The charges against you are in violation of ODJFS Standards of Employee Conduct, to wit:

A2(A) Absent without leave, (AWOL) one day or less

F1 Failure to carry out and/or follow directions, assignments, written policies, procedures, and/or work rules.

F15 Misuse, removal of providing or discussing confidential material, records, or official documents or customer information.

F30 Any failure of good behavior that may discredit, embarrass, undermine, or interfere with the mission of ODJFS.

These are the facts known at this time and may not be construed as including all of the details of the events giving rise to the possible disciplinary action.

During the meeting, you will have an opportunity to present an explanation and any mitigating circumstances. You may provide witness statements on your behalf and you may also present copies of relevant documents in your defense. You have a right to representation.

Management representatives will include Steven Johnson and Marcia Doane.

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Columbus, Ohio 43215
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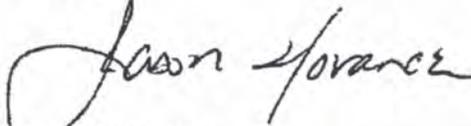
Exhibit A

Documents to be considered are attached to this notice. If the employer becomes aware of additional witnesses or documents that will be relied upon in imposing discipline, they shall also be provided to you and the union.

A finding of just cause may lead to discipline up to and including removal from employment with the Ohio Department of Job and Family Services.

This letter will be the only formal notice of the meeting. You may waive this meeting by signing a waiver of Pre-disciplinary meeting which is attached. Failure to appear at this meeting, absent extraordinary extenuating circumstances, will result in a waiver of your right to a meeting.

Sincerely,

A handwritten signature in black ink that reads "Jason Hovance". The signature is written in a cursive style with a large initial "J".

Jason Hovance
Labor and Employee Relations Officer

cc: Julie Smith
Lisa Watson
Jeffrey Yaist
Steve Johnson
Marcia Doane
Mollie De Rojas
Lisa Packer

LETTER OF RESIGNATION

I, Carrie Menser, willingly and voluntarily resign from my position as Customer Service Representative at the Ohio Department of Job and Family Services (ODJFS).

I have been fully informed and knowingly make this resignation effective at the close of business September 9, 2014.

I understand that I am not eligible for rehire with ODJFS.

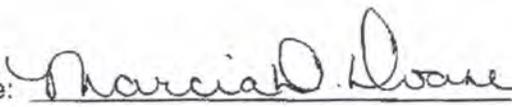
Signed: 

Date: 9-9-2014

Street Address: 

City:  State: OH

Zip Code: 

Witness Signature:  Date: 9-9-2014

Witness Name (please print clearly): Marcia D. Doane

Your resignation from ODJFS is hereby accepted.

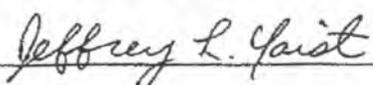
Accepted by:  Date: 9-9-2014

Exhibit B