

From: JEAN BOURK <Jean.Bourk@jfs.ohio.gov>
Sent: Wednesday, September 26, 2012 1:37 PM
To: JENNIFER RECKER; Gorrell, Timothy
Subject: Re: Fraud report- Jean Bourk

Good Afternoon Mr. Gorrell,

I have a handwritten note of mine regarding this situation, dated 4-25-12. It states " called Fraud hotline 4-25-12, sent email 4-25-12, csgray@ohio.auditor.gov, emailed Chillicothe."

The number on the Splash page I gave you dated 10/31/11 was the 1-800 phone that I called on 4-25-12. I was instructed at that time to forward the information to the email of csgray@ohio.auditor.gov . On all of the e-mails I sent to that email address and to the actual correct address of csgray@ohioauditor.gov , it starts with "Per our conversation on 4/25/12.... here is the information." I wish I had reviewed this information prior to our meeting because it explains why I sent this info to another State agency, Because I was instructed to by the person who answered the phone at the UI fraud hotline. With that being the case, maybe it needs to be addressed what is being instructed to people answering the Fraud Hotline. And it makes sense to me now why I sent the information to that person in the Auditor's office, because I was instructed to by the person who answered the phone. I would not have pulled that name or Ohio email address out of thin air.

And regarding the accessing of the CPI, I sincerely believed at that time that it was my duty as a State Merit Staff bound to confidentiality, to verify the information given to me as a State Staff, document the viewing of the UI in the CPI log, to report it to UI Fraud and move on. As I explained, there was no malice, no previous connection (now or ever) to anyone involved, I was honestly doing what I believed at that time was the correct procedure. I am now fully aware of the actual correct procedure to follow, if I encounter a same or similar situation in the future.

I appreciate your patience and professionalism with me at our meeting. This has been quite the learning experience. Thank you and I look forward to putting this unfortunate situation behind me and moving forward with serving the customers who need our assistance. Have a great day,

Jeannie Bourk
Customer Service Representative
ACCENT- Region 1- Northwest
Allen County (Monday, Tuesday, Friday)
PH: 419-999-0341 FAX: 419-999-0205
Putnam County (Wednesday)
PH: 419-523-0131 FAX: 419-523-6130
Paulding County (Thursday)
PH: 419-399-6127 FAX: 419-399-4333

Kindness is a language which the deaf can hear and the blind can see.

Mark Twain

jean.bourk@jfs.ohio.gov
HAVE A WONDERFUL DAY! :-)

>>> JENNIFER RECKER 9/26/2012 12:26 PM >>>
Hello Mr Gorrell,

Per our phone conversation just now I wanted to provide you additional information on the direction we had received from central office regarding filing fraud whether it be through the unemployment site or the state auditors route. Also attached are email communications between Jeannie and myself and Jeannie and the auditor's office. Please don't hesitate to call with any questions, and hopefully these will be of assistance in your findings.