

<b>Novell ID</b>	<b>Employee Name</b>	<b>Section</b>	<b>Supervisor</b>	<b>Date Completed</b>
BOURKJ				
BOURKJ	BOURK, JEAN A	REGION 1 UNIT F	RECKER, JENNIFER	4/24/2012 12:49

AOS Notification

**From:** JEAN BOURK <Jean.Bourk@jfs.ohio.gov>  
**Sent:** Thursday, May 10, 2012 1:47 PM  
**To:** Gray, Cheryl S.  
**Cc:** RECKER, JENNIFER  
**Subject:** Re: Benjamin Ybarra

Thank you for your response. I will try to forward this information the Processing Center who handles the payments going to this individual. I guess I was mistaken for what is considered fraud. 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

[jean.bourk@jfs.ohio.gov](mailto:jean.bourk@jfs.ohio.gov)  
HAVE A WONDERFUL DAY! :-)

Thanks to all who serve in our fine military! God Bless our Troops.  
>>> "Cheryl S. Gray" <[CSGray@ohioauditor.gov](mailto:CSGray@ohioauditor.gov)> 5/10/2012 1:36 PM >>>  
Ms. Bourk,

Thank you for your complaint/referral.

We have determined that this is not a matter concerning audit issues for consideration by the Special Audit Task Force. However, we are forwarding this information to the Putnam County Department of Job and Family Services and the Ohio Department of Job and Family Services for their consideration of any action they deem warranted.

Thanks again. If you have any questions, please feel free to call.



**Cheryl S. Gray**  
Administrative Assistant  
Special Investigations Unit  
Auditor of State Dave Yost

(614) 728-7268 Direct  
(800) 282-0370 Toll free  
(866) 484-0011 Fax

[cgray@auditor.state.oh.us](mailto:cgray@auditor.state.oh.us)

**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](mailto: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](mailto: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](mailto: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](mailto: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.

**From:** MARGE BENTON  
**To:** DISTRICT\_OFFICES\_GWDL; DISTRICT\_SUPER\_GWDL  
**CC:** SMITH, JULIE  
**Date:** 5/16/2012 10:33 AM  
**Subject:** Fwd: Fraud Reporting System  
**Attachments:** Fraud Reporting System

Managers and Supervisors, please see attached.

We are being told that our staff are using this website to report UI fraud rather than our internal method of reporting UI fraud to BPC. **Our staff should follow instructions in Part VIII of the UCPG for transmitting potential fraud issues to Benefit Payment Control.**

If you have questions regarding this email please contact your District Coordinator or myself.

Thank you.

Marge Benton  
Assistant Deputy Director  
Local Operations  
Phone: 614-387-3657  
Fax: 614-387-3634

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**From:** JEAN BOURK <Jean.Bourk@jfs.ohio.gov>  
**Sent:** Tuesday, May 22, 2012 4:23 PM  
**To:** JENNIFER RECKER  
**Subject:** Re: CPI & Fraud update

I just went into CPI and entered the data on 4/25/12 and on 5/9/12. Just to be safe. Thanks for the reminder.

>>> JENNIFER RECKER 5/22/2012 4:19 PM >>>

yes, I would to be honest and from here on out when others want to report something just direct them where to do it rather than you doing it for them. Geez, after hearing that makes ya a bit nervous to be helpful.

>>> JEAN BOURK 5/22/2012 4:12 PM >>>

When I reported the guy in prison, when child support reported it to me, I don't remember if I put him in CPI or not. Should I go back and enter it? I have never looked at anyone to be nosey, but I don't want to get in trouble for being forgetful.

>>> JENNIFER RECKER 5/22/2012 4:07 PM >>>

On the call today, it was brought up where many a staff have been lax on the CPI policy and are being "nosey", if you will, to check out claimants personal data/ earnings. Eventhough no entries may be made in OJI , the system is recording when a staff person is just looking or snooping around. With that said if you have no business in a persons claim or can't justify why you are in there then don't go there.

On the same but similar note, there is a CSR looking at loosing their job and charges filed by doing a great thing in reporting fraud **BUT**...how they went about it was not so kosher. They read about their customer in the newspaper, decided to go into OJI to look around and reported out they were being fraudulent and now the tables have turned back on them for doing something under CPI that seemed like a good deed in the beginning.

It's one thing if you learn about an issue yourself but in reading and acting on a newspaper article is a bit out there.

Just making you aware;)

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**From:** STEVEN JOHNSON <[REDACTED]@jfs.ohio.gov>  
**Sent:** Thursday, November 01, 2012 2:04 PM  
**To:** Gorrell, Timothy  
**Subject:** Training / Instruction  
**Attachments:** 10-31-11 NEW UC Fraud Web Page.pdf; 10-31-11 OJI Splash Page Re. Fraud Web Page(s).pdf; 11-1-11 News Release issued for UC Fraud Web Page.pdf; 11-1-11 attachment (news release).pdf; 3-26-12 New Method (Toll-Free #) for Reporting Questionable Employer Practices.pdf; Security and Privacy Awareness Training.pdf

Tim,

We have confirmed through discussion with the Training Coordinator for the ODJFS Office of Local Operations (Local Ops) that our One Stop staff does not receive actual training specific to Unemployment Insurance claims (UI) and/or UI fraud.

Local Ops is comprised of Call Centers (CC), Processing Centers (PC) and One Stops. CC's and PC's deal directly with UI claim issues and all staff are trained extensively regarding UI issues, including suspected fraud. One Stops on the other hand deal primarily with re-employment issues. Again, our Training Coordinator verified One Stop employees do not receive UI specific training and therefore do not receive specific training regarding how to necessarily address suspected claimant fraud issues. Because One Stop employees are rarely exposed to actual UI claims issues, their training has understandably been focused on the area of re-employment, for which they are responsible.

However, I have attached several instructive email communications sent globally to all Local Ops staff (including One Stop employees) dating from October 2011 through March 2012. Each of these communications contains very clear direction about reporting potential UI fraud. I believe this information is responsive to the training/instruction questions raised at our last meeting.

We also discussed CPI at that meeting, so I have also attached the Security and Privacy Awareness training modules all staff (including One Stop) are required to complete. I hope this information is helpful. Let me know if you have questions or need any additional information. Thanks.

Steve Johnson,  
Investigator  
ODJFS Office of the Chief Inspector  
30 E. Broad St., 32nd Floor  
Columbus, Ohio 43215  
614-[REDACTED]  
[REDACTED]@jfs.ohio.gov

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# Dave Yost · Auditor of State

Special  
Investigations  
Unit

May 9, 2012

Michael B. Colbert, Director  
Ohio Department of Job and Family Services  
30 E. Broad Street, 32<sup>nd</sup> Floor  
Columbus, Ohio 43215

Re: [REDACTED]  
SSN: XXX-XX-[REDACTED]

Dear Mr. Colbert:

We have received the enclosed complaint regarding the above captioned individual via the Auditor of State's fraud hotline. We have determined that this is not a matter concerning audit issues for consideration by the Special Audit Task Force. However, we are forwarding this information to you for your consideration of any action you deem warranted. We are also forwarding this information to the Putnam County Department of Job and Family Services for their consideration of any action they deem warranted.

Sincerely,

Handwritten signature of Cheryl S. Gray in cursive.

Cheryl S. Gray  
Complaint Specialist  
Special Investigations Unit

/cg  
Enclosure

RECEIVED  
2012 MAY 14 AM 9:55  
DEPARTMENT OF  
JOB & FAMILY SERVICES  
DIRECTORS OFFICE

### SIU Contacts

Contact ID: 2018

Received Date: 4/25/2012 Status: In Progress Redacted F

Last Name: Burke First Name: Jeannie

Title: Customer Service Rep ODJFS

Address:

City: State: OH Zip:

Phone: 419-523-0131 Email:

EntityNew:

EntityType:

County: Putnam

Entity: Putnam County DJFS

Source: Hotline

Type: Complaint

Nature of Complaint: Theft

Description of Complaint: Complainant is Customer Service Rep at One-Stop in Putnam County. A Co-worker who works in the CSEA just reported to her that there's an individual, [redacted] last 4 digits of SSI [redacted] that has been incarcerated since [redacted] and is receiving unemployment benefits.

Disposition: 05/9/12 Rec'd email from complainant with additional info. Not an agenda item. Not AOS/audit issue for consideration. Referred to Putnam Cty DJFS and Ohio DJFS.

Enter New Entity

Add Find Exit

### Received By Date Report

Summary Option

Count Type	Count All	Count Source	All Hotline
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