

Gorrell, Timothy

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.

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