

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

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.

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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Special
Investigations
Unit

Dave Yost · Auditor of State

RECEIVED
2012 MAY 14 AM 10:00
DEPARTMENT OF
JOB & FAMILY SERVICES
DIRECTORS OFFICE

May 10, 2012

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

Re: [REDACTED]

Dear Mr. Colbert:

We have received the enclosed complaint regarding the above captioned individual via the Auditor of State's website. 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 Ashtabula County Department of Job and Family Services for their consideration of any action they deem warranted.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl S. Gray".

Cheryl S. Gray
Complaint Specialist
Special Investigations Unit

/cg
Enclosure

Exhibit 3

Page 2 of 4

Cheryl S. Gray

From: A_U_D_I_T_S@auditor.state.oh.us
Sent: Wednesday, April 25, 2012 9:58 AM
To: PATRICIA.CARR@JFS.OHIO.GOV
Subject: Complaint Form Submission Number - AOS-2012-1450 - PATRICIA S CARR<PATRICIA.CARR@JFS.OHIO.GOV>

Thank you for submitting your complaint to the Auditor of State's Office.

We appreciate your honest concern for holding government officials accountable.

Your complaint number is AOS-2012-1450.

Please save this number for your records. Your complaint will be logged into the A.U.D.I.T.S. system within 24 hours of filing. If necessary, our office will contact you to obtain further information.

If you have any questions or new information regarding your complaint, please contact the Auditor of State's Special Investigations Unit at 1-866-FRAUD OH or (614) 466-3786. Please have your complaint number available when you call.

Please do not reply to this message. It was sent from an unmonitored e-mail address and the Ohio Auditor of State's Office is unable to respond to any replies.

Submitted Information

Complainant Information

Name PATRICIA S CARR	Position CUSTOMER SERVICE REPRESENTATIVE
Email Address PATRICIA.CARR@JFS.OHIO.GOV	Employer/Department OHIO DEPT OF JOB AND FAMILY SERVICES
Employer/Department Address 2247 LAKE AVE ASHTABULA Ohio 44030	Work Phone 440-994-2520

	County Ashtabula
Home Address [REDACTED] Ohio 44030	Home Phone 440-[REDACTED]
	County Ashtabula

Suspect Information

Name [REDACTED]	Position UNEMPLOYMENT BENEFIT RECIPIENT
Employer/Department CUSTOMER	
Employer/Department Address [REDACTED] Ohio 44004	Work Phone
	County Ashtabula
Home Address [REDACTED] Ohio 44030	Home Phone 440-[REDACTED]
	County Ashtabula

Witness

Name PATRICIA S CARR	Title CUSTOMER SERVICE REPRESENTATIVE	Work Phone 440-994-2520
Department ODJFS		Home Phone 440-[REDACTED]

Allegation Witnessed
CUSTOMER IS RECEIVING UNEMPLOYMENT BENEFITS AFTER BEING INCARCERATED ON AND AFTER 3/2/12.

Complaint

Briefly describe the improper activity(ies) and how you know about them. Specify who, what, when, where, and how. Number the allegations.

[REDACTED] from ESAB I wanted to show you this first, it was in the paper he was sentenced, thats what tipped us off. I Investigated with the County Court. Its Public info. [REDACTED] Claimant Id: [REDACTED] Name: [REDACTED] BYE: [REDACTED] Is claiming weeks and has been in prison since [REDACTED] per Ashtabula County Court Trade pet # [REDACTED] I called his phone number as it is in his OJI Screen and his daughter answered. She told me he was not home and that she had his phone. She told me he was down the road at his girl friends house. She took my phone number and name for her father to call me. Char stated that she tried to get a hold of him from the last BRI Feb 22 2012 and his daughter told us he was in Florida.

When did the event(s) take place? Please indicate date, time, and frequency, if applicable.

JUDGMENT ENTRY RE JUDGMENT ENTRY RE OF SENTENCE - ATTY DOUGLAS APPEARED ON BEHALF OF DEFT., DEFT PREVIOUSLY ENTERED PLEA TO ONE COUNT OF AGGRAVATED VEHICULAR ASSAULT R.C. 2903.08, COUNT ONE OF THE INDICTMENT, F3; AND ONE COUNT OF OPERATING A MOTOR VEHICLE WHILE UNDER THE INFLUENCE OF ALCOHOL R.C. 4511.19, AS CHARGED IN COUNT FOUR OF THE INDICTMENT, DEFT SHALL SERVE A MANDATORY TERM OF 48-MONTHS FOR AGGRAVATED VEHICULAR ASSAULT RC. 2903.08, COUNT ONE, F3; 10-DAYS FOR OPERATING A MOTOR VEHICLE WHILE UNDER THE INFLUENCE OF ALCOHOL, R.C. 4511.19, F4 OF THE INDICTMENT, M1, SENTENCES SHALL BE SERVED CONCURRENTLY WITH EACH OTHER, NO FINE IMPOSED UNDER COUNT ONE, DEFT SHALL PAY A MANDATORY FINE IN SUM OF \$525.00 UNDER COUNT FOUR, DEFT'S RIGHT TO DRIVE A MOTOR VEHICLE IN OHIO SUSPENDED FOR TWO (1) YEARS ON COUNT ONE, AND ONE (1) YEAR ON COUNT FOUR, THESE SUSPENSIONS SHALL RUN CONCURRENTLY, DEFT'S VEHICLE SHALL BE IMMOBILIZED AND THE PLATES IMPOUNDED FOR 90-DAYS, COSTS TO DEFT, BOND CANCELLED, ZERO DAYS JAIL CREDIT AS OF MARCH 1, 2012. SHERIFF SHALL CONVEY DEFT TO OHIO DEPT OF REHAB AND CORRECTION. SERVICE OF COPIES TO: PROF. ATTY., ATTY DOUGLAS, SHERIFF, ADULT PROBATION, ADULT PAROLE, 1CC TO OHIO BUR OF MOTOR VEHICLES. *Customer has been collecting

Exhibit 3

Page 4 of 4

benefits since he was incarcerated 3/2/12. Week Ending Income \$ Earnings \$ GAP \$ CSI \$ IRS \$ Offset
\$ Paid \$ OP \$ Issue Dt DTM ID Status 02/04/2012 \$52.64 \$244.00 %ComplaintWhen%.00
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Where did the event(s) occur?

n/a

Have you reported this information to another agency?

No

If so, which one?

If you have disclosed the information reported here, what is the current status of the matter?

How do you know about the information you are disclosing here:

Other (Please explain) [redacted] reported sentencing on [redacted]

Which type(s) of improper governmental action does the complaint(s) involve? Please check all that apply. If you know the particular law or regulation that has been violated, please provide it.

Other (Please explain) Receiving Unemployment Benefits/Incarcerated

Other Information

Is there any additional information you would like to leave?

n/a

Signature (Read the following before submitting the complaint)

PLEASE NOTE: Under Ohio law, complaint forms or letters may at some time become public records subject to disclosure under the Ohio Public Records Act. Documents that are deemed to be public records are available to the public, including the media, upon request for review, copying, and release. Since the Internet is not secure, we urge you to send personal identifying information (for example, Social Security number, bank account numbers, or credit card numbers) by U.S. mail rather than via the Internet. When doing so, please reference the complaint number that will be assigned to you. Please be sure to send copies of supporting documents, not the originals.