



**Bureau of Workers'
Compensation**

30 W. Spring St.
Columbus, OH 43215-2256

Governor **John R. Kasich**
Administrator/CEO **Sarah D. Morrison**

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January 6, 2017

Via electronic and hand delivery

Inspector General Randall J. Meyer
Office of the Inspector General
30 East Broad Street, Suite 2940
Columbus, OH 43215

Re: File ID No. 2016- CA00018
Response to Report of Investigation Report Issued November 9, 2016

Dear Inspector General Meyer:

The Ohio Bureau of Workers' Compensation (BWC) has completed its review of your office's recommendations contained in the above-referenced report. I respectfully submit this response to you regarding the recommendations outlined in the report.

Recommendation #1: Review the conduct of employee identified in this report and determine whether administrative action is warranted.

Response: BWC has reviewed the facts of the situation and initiated an administrative investigation into the matter. After our investigation, corrective action was imposed in accordance with the BWC's Disciplinary Policy and the applicable Collective Bargaining Agreement.

Recommendation #2: Determine if training is warranted for Shannon Marshall on the proper handling of requests from a family member for processing of forms, filing of complaints, and requests for assistance received by her mother, an employee of a third-party administrator.

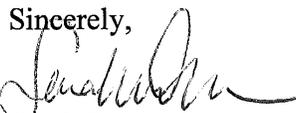
Response: BWC provides ethics training to all employees on an annual basis. The ethics training includes discussion on the conflict of interest associated with family members. Additionally, on May 26, 2016, supervisor Tim Clark issued Shannon Marshall a direct order stating she was no longer to assist her mother or any other family member with any matters involving BWC. The directive also stated she must notify her supervisor of any requests received from her mother or any other family members so the request can be reassigned to a different staff member to address. Since the issuance of the above referenced investigation report, Marshall has received additional instruction to reinforce the direct order.

Recommendation #3: Consider the benefits of incorporating the responsibilities of third-party administrators, pursuant to Ohio Administrative Code §4123-15, in future OBWC publications for delivery to third-party administrators.

Response: In addition to responding to questions from Third Party Administrators on a variety of topics including issues related to responsibilities and conduct, BWC regularly provides Third Party Administrators with notice of process changes, administrative decisions, educational programs and events. As recommended, BWC will consider including, when appropriate to the subject matter of the communication, reminders to Third Party Administrators of their ethical obligations.

Recommendation #4: Consider the benefits of requiring employees to sign-in when attending all-hands meetings to identify which employees did not hear the policies and procedures discussed at the meeting. It is recommended the supervisors discuss the policies and procedures with absent employees and document that the discussions occur.

Response: BWC will review its process for dissemination of policies and procedures to staff and consider if changes are necessary. These recommendations will be considered for inclusion if changes are made to the process.

Sincerely,

Sarah D. Morrison
Administrator/CEO