
Program Integrity Unit

Investigator's Handbook



Ohio

**Development
Services Agency**

Program Integrity Purpose

- Well-defined understanding of procedures and terms
- Definition of Non-compliance-vs-Fraud
- Goals of investigation
- Suspected, Alleged and Actual Fraud

fraud  **closure**

Program Integrity Goals

- Recognize exposure to organizations
- Training Energy Assistance Providers
- Practice early Prevention
- Initiate Detection through in-depth analysis
- Recovery of the unauthorized benefit

Roles and Responsibilities

Duties of the State Investigator

- Set Policies and Procedures
- Provide Consultation
- Provide Training and Technical Support
- Handle cases referred by Energy Assistance Providers



Duties of the Energy Assistance Provider

- Determine eligibility
- Ensure all income and composition of household are reported
- Investigate claims from EAP staff
- Take action to recover unauthorized benefits

Non-Compliance vs Fraud

Non-Compliance

The failure of the individual participant to act in accordance with the rules and regulations of the Energy Assistance Programs.

Fraud

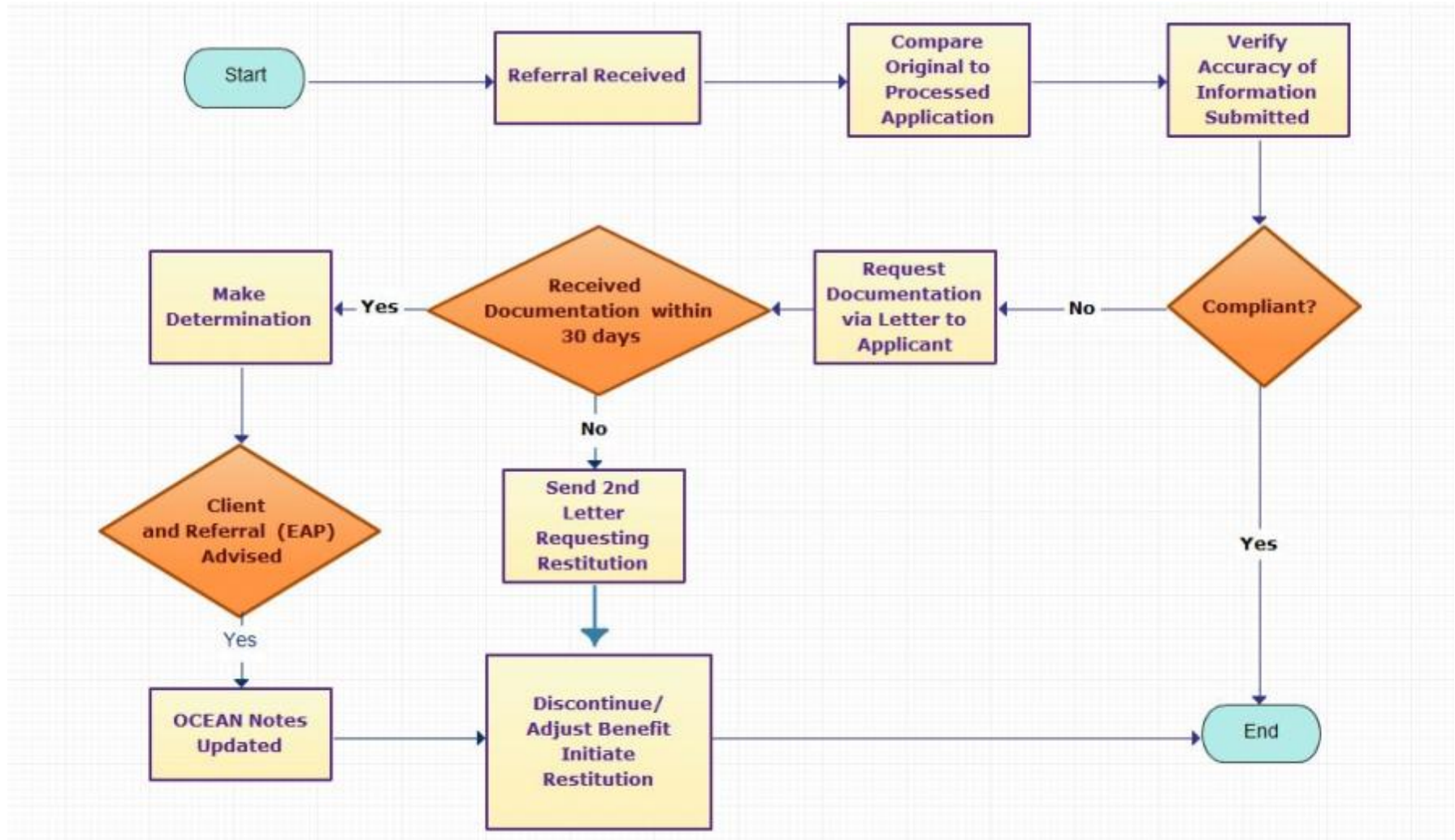
“Wrongful or criminal deception intended to result in financial or personal gain.”



Review Process

- Referrals must be in writing
- Original Applications must be scanned
- Scanned applications are compared to printed, processed applications
- Household members are confirmed via IRS Transcripts, Database Verification Tools, and Public Websites
- Letter(s) sent for client verification
- Appeal Process

Program Integrity Workflow Process



Verify Information

- Utility bills match applicant's name
- Current Power-of-Attorney
- Require IRS Transcripts if income is zero for more than 3 years
- Confirm Passport status
- Verify citizenship
- INS Cards= <http://www.uscis.gov/greencard>

Investigation Sources

- Employment Records
- Utility Bills
- Mortgage: County Recorder's Website
- Real Estate Owned: County Auditor's Website
- Municipal Court Records
- Unclaimed Funds
- Google Maps
- Ohio Secretary of State
- Commerce Licensing Department
- State of Ohio Inmate Records

Investigation Summary

- LETTERS
 - Verification
 - Determination and Notice of Right to Appeal
 - Restitution



Popular Research Links

- Ohio Bureau of Motor Vehicles Acceptable Forms of Identification
www.bmv.ohio.gov/acceptable_id_documents.stm
<http://www.bmv.ohio.gov/>
- Ohio Clerks of Court
<http://www.ohiocourtlinks.org>
- Ohio Courts
<http://www.ohiocourtlinks.org>
- Franklin County Government
<http://www.franklincountyohio.gov/>
- Buckeye Institute
<http://www.buckeyeinstitute.org/federal-salary>
- Tax Exempt Organizations
<http://www.nonprofitfacts.com/index-Ohio.html>
- General Research Site
<http://www.findthedata.com/>
- Secretary of State
<http://www.sos.state.oh.us/>

Conclusion

- Set the tone at the top
- Utilize Investigator's Handbook
- Communicate expectations
- Provide Training and Technical Support
- Encourage employee involvement
- Promote ethical behavior
- Celebrate success

Contact Information

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Questions?

