

INVESTIGATIVE REPORT

Cynthia V. Carrasco, Inspector General

OFFICE: FAMILY AND SOCIAL SERVICES ADMINISTRATION
TITLE: ALLEGATION OF WRONGDOING- SUSPECT TWO
CASE ID: 2013-10-0207C
DATE: APRIL 7, 2015

Inspector General Staff Attorney Kristi Shute, after an investigation by Special Agent Alan McElroy, reports as follows:

On October 21, 2013, the Office of the Inspector General received information from the Indiana Family and Social Services Administration (“FSSA”) stating that a Xerox Corporation (“Xerox”) employee (“Employee”) was suspected of committing acts of fraud and theft. Specifically, it was alleged that the Employee fraudulently submitted documents to obtain benefits she was not entitled to receive.

During the investigation, Special Agent McElroy learned that the Employee was an Eligibility Specialist at FSSA’s Division of Family Resources (“DFR”). The DFR is responsible for establishing eligibility for Medicaid, Supplemental Nutrition Assistance Program (“SNAP” or “Food Stamps”), and Temporary Assistance for Needy Families (“TANF”) benefits. Xerox is a contract vendor that, among other things, manages SNAP. As an Eligibility Specialist, the Employee was responsible for processing client applications for SNAP, TANF and Medicaid benefits. She ensured applicants provided all the necessary documentation to verify income and expenditures as well as documentation regarding individuals residing in the applicant’s household. Applicants are required to sign certification documents affirming, under the penalty of perjury, that all of the documentation supplied to the DFR is correct and complete. Through

her position as an Eligibility Specialist, the Employee was knowledgeable in FSSA's policies and procedures.

In addition to being an Eligibility Specialist, the Employee was also receiving SNAP benefits, Child Care Development Fund ("CCDF") benefits and replacement SNAP benefits. Based on information obtained through witnesses, records and documents, Special Agent McElroy determined that the Employee submitted forged and fraudulent documents to obtain SNAP and CCDF benefits she was not entitled to receive. Generally, the Employee under-reported her income and over-reported her expenses.

While conducting the investigation into the Employee's alleged criminal activity, Special Agent McElroy identified three other possible suspects engaged in similar fraudulent activity. One suspect ("Suspect") was the Employee's friend who was also receiving SNAP benefits. In fact, the Employee assisted in opening the Suspect's SNAP benefits account. Based on information obtained through witnesses, records and documents, Special Agent McElroy determined that the Suspect submitted forged and fraudulent documents to the DFR to obtain SNAP benefits she was not entitled to receive. Generally, the Suspect under-reported her income and over-reported her expenses.

This scheme began when the Suspect first applied for SNAP benefits. The Suspect submitted, as verifications of her shelter expenses, a forged letter from a fictitious landlord. The letter was signed by the Suspect's former step-mother, as a representative of the fictitious landlord, who was also the Employee's friend. When Special Agent McElroy interviewed the person who signed the fictitious letter she stated that she had never been affiliated with the landlord and denied signing the letter for her former step-daughter. She believed her signature was photocopied from an earlier letter that she signed for the Employee. She also stated that the

Suspect was living with her and was not renting an apartment. Therefore, the Suspect had no shelter expenses during the relevant time period. On one additional occasion, the Suspect submitted a forged and fictitious document to over-report her shelter expenses.

In addition, the Suspect under-reported her income by submitting a forged and fictitious Request for Earnings Information document to the DFR. This document is used to verify a SNAP applicant's income as well as to determine the amount of Food Stamps the recipient is eligible to receive. The Suspect falsely reported that she was employed by Health at Home. Special Agent McElroy determined that the Suspect was never employed by Health at Home. He also determined that the Suspect was actually employed by Help at Home and that her wages were higher than she reported to the DFR. On one additional occasion, the Suspect submitted a forged and fictitious document to under-report her income. She also submitted a forged and fraudulent letter to the DFR to falsely report the amount of time that she was off work on maternity leave to obtain additional SNAP benefits she was not entitled to receive.

Additionally, the Suspect also signed and submitted a Client Certification for Food Stamps form under the penalty of perjury to the DFR after submitting forged and fictitious documents as verification of her shelter expenses and wages.

Finally, the Suspect also submitted a forged and fictitious letter for her SNAP benefits case as verification of childcare expenses.

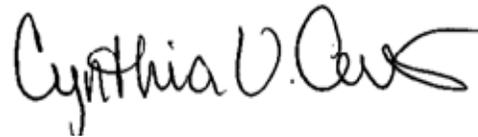
These actions resulted in the Suspect receiving One Thousand Six Hundred Forty-Six Dollars (\$1,646.00) in SNAP benefits she was not entitled to receive between June 2013 and March 2014.

The results of this investigation were submitted to the Marion County Prosecutor's Office. The Suspect was charged with one count of Welfare Fraud, one count of Theft, five

counts of Forgery and one count of Perjury. Accordingly, this investigation is closed.

Dated this 7th day of April, 2015.

APPROVED BY:

A handwritten signature in black ink, reading "Cynthia V. Carrasco". The signature is written in a cursive style with a large initial "C" and a stylized ending.

Cynthia V. Carrasco, Inspector General