



Georgia Department of Human Services
Office of Inspector General

Functions of the DHS Office of Inspector General

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Inspector General

Mission, Vision, and Core Values

DHS Mission:

- Strengthen Georgia by providing individuals and families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

DHS Vision:

- Stronger Families for a Stronger Georgia

Core Values:

- Provide access to resources that offer support and empower Georgians and their families.
- Deliver services professionally and treat all clients with dignity and respect
- Manage business operations effectively and efficiently by aligning resources across the agency
- Promote accountability, transparency and quality in all services we deliver and programs we administer
- Develop our employees at all levels of the agency



Office of Inspector General Structure

- The Office of Inspector General is comprised of 5 units
 - Internal Investigations Unit (IIU)
 - Benefit Integrity Recover Unit (BIRU)
 - Internal Audit Unit (IAU)
 - Background Investigations Unit (BIU)
 - Residential Child Care and Licensing (RCCL)



Internal Investigations Unit (IIU)

- IIU operates statewide and has a compliment of 1 manager and 5 investigators
- IIU investigates employee misconduct/threats against employees
- IIU investigates fraud, waste and abuse within DHS
- IIU collaborates with other state and local law enforcement agencies
- IIU prepares cases for referral to the Georgia Attorney General's office when appropriate
- IIU conducts an average of 60 investigations annually



Benefits Integrity Recovery Unit (BIRU)

- State wide operations with 119 employees
- BIRU monitors Electronic Benefit Transaction (EBT) trafficking (Recipient)
- BIRU establishes Intentional Program Violation (IPV) claims
- BIRU establishes non-fraud claims
- BIRU monitors and processes collections on overpayments and distributions of underpayments
- BIRU manages collection activity for the IV-E educational grant program (DFCS)
- BIRU is ranked 2nd in the nation for benefits recovery and collections
- BIRU conducts an average of 11,000 investigations annually; of that number approximately 4,000 are validated as overpayments of SNAP funds
- BIRU recoups an average of \$12,000,000 annually in SNAP and TANF benefit overpayments



Internal Audits Unit (IAU)

- IAU has statewide responsibility and is comprised of 2 Managers and 11 Jr. and Sr. audit professionals
- IAU conducts DFCS financial audits for Regional Accounting offices
- IAU conducts Third Party Reviews (TPRs) for sub-recipients to DHS
- IAU conducts pre-award assessments for contractors to DHS
- IAU monitors purchasing card transactions for compliance with DHS and state policy
- IAU monitors DHS program compliance with State and Federal rules, laws, and regulations concerning use of State and Federal dollars provided for programs such as SNAP and TANF



Fingerprint Technician (BIU)

- Electronic Fingerprint Technician (EFT)
- 1 manager and 20 EFT personnel covering 159 counties
- EFTs conduct fingerprint based background checks on DHS foster parents and employees
- EFTs prepare summaries of results and submit them to DFCS case managers or hiring managers for review and determination
- EFTs capture an average of 15,000 fingerprints annually



Background Investigations Unit (BIU)

- Criminal Justice Information Specialists (CJIS)
- BIU is comprised of 1 manager and 6 CJIS staff
- BIU reviews and makes suitability determinations of fingerprint results for DHS contractors and employees
- BIU reviews and makes suitability determinations of fingerprint results for Residential Child Care Licensing Unit (RCCL) contractors
- BIU provides on-call service to DFCS to complete background checks for after hours emergency placement of children
- BIU processes an average of 25,000 records annually
- BIU must meet FBI standards regarding use of Identity History Summary (IdHS) information



Residential Child Care Licensing (RCCL)

- RCCL is comprised of a director and 30 staff situated throughout Georgia
- RCCL conducts application reviews for entities that wish to be licensed as a Child Placing Agency (CPA), Child Caring Institution (CCI), Outdoor Child Caring Programs (OCCP), Children's Transitional Care Centers (CTCC) or Maternity Homes (MH)
- RCCL conducts surveys on licensed facilities to ensure their compliance with laws, rules, and regulations that govern their licensure and operation
- RCCL registers non-profit organizations that provide services to homeless and runaway children. They are not subject to licensure, but are subject to inspection by RCCL
- RCCL investigates an average of 450 complaints annually
- RCCL conducts an average of 1,000 unannounced foster home visits as required by Georgia law



Information Sources for OIG

- OIG obtains Information through many different avenues
 - Inter-agency requests for investigations
 - Self reported incidents
 - Unit specific e-mail addresses
 - OIG Hotline
 - Private citizens
 - Other governmental agencies



Prevalent Case Types

- Check fraud-Office of Child Support Services
- SNAP benefits fraud
- Employee misconduct/threats
- Identify theft



Questions

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