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**OIG HOTLINE TO
REPORT FRAUD/ABUSE**
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OIG LEADERSHIP:

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OFFICE OF INSPECTOR GENERAL

The Office of Inspector General (OIG) was established in 2007 to investigate suspected employee misconduct and fraud, waste, and abuse in all programs administered by the Georgia Department of Human Services (DHS). In 2011, OIG was consolidated to include the functions of the Benefits Recovery, Internal Audit and Investigative Services units.

BENEFITS RECOVERY

The Benefits Recovery Unit (BRU) of the OIG is charged with investigating recipient fraud in DHS' public assistance programs such as SNAP (Supplemental Nutrition Assistance Program), TANF (Temporary Assistance for Needy Families) and CAPS (Childcare and Parent Services).

In FFY 2010 OIG:

- Investigated 13,731 cases of suspected fraud;
- Discovered \$16.1 million in TANF, SNAP, and child care overpayments due to fraud, all of which must be repaid;
- Ranked #1 in the Southeast in the number of intentional program violation (IPV) claims established in the Food Stamps program with 3,508 claims;
- Ranked #1 in the Southeast in IPV claims dollars collected in the Food Stamps program with \$5.4 million; and
- Ranked #1 in the Southeast in the dollar amount of fraud claims established in IPV in Food Stamps with \$8.6 million.

Two regional offices, BRU Metro and Claims Recovery, are located at 2 Peachtree. Seven other regional offices are located throughout the state in Albany, Cartersville, Columbus, Douglas, Gainesville, Macon and Savannah.

BRU receives reports of suspected fraud from both internal and external sources. Each report is assigned to a regional investigator who conducts an investigation to determine whether an overpayment or fraud exists. Fraud occurs when a person withholds or falsifies information to receive public assistance for which he or she is not eligible. Fraud also occurs when recipients trade or sell EBT cards in violation of program regulations.

INTERNAL AUDIT

The Internal Audit Unit of the OIG provides the Department's leadership team with management information to promote improvements in accountability and stewardship within DHS. This unit is responsible for the following:

- Conducting financial and compliance audits;
- Reviewing audits performed by private sector auditors on organizations that receive departmental funds;
- Managing the audit work on the Community Service Boards; and
- Providing information regarding fiscal and program activity.

The financial and compliance audit work is concentrated on the 159 county offices of the Division of Family and Children Services; however, these services are provided to other departmental components as needed or desired. Reviews of private sector audits are

conducted from the approximately 300 outside DHS audits received annually, including not-for-profit agencies as well as local governments and quasi-governmental agencies.

Additionally, the unit serves as liaison with state and federal auditors, assures that timely and accurate responses are made to audits performed on the department by others. The Internal Audit Unit conducts special audits and reviews on various aspects of the Department's activities and responsibilities, as requested by departmental management and often works in tandem with the Investigative Services Unit.

INVESTIGATIVE SERVICES

The Investigative Services Section of the OIG consists of two distinct units, Internal Investigations and Background Investigations.

- **Internal Investigations Unit (IIU)** of the OIG conducts reviews of Child Deaths, Near Fatalities, and Serious Injury (CDNFSI) incidents reported to OIG per agency policy. The actions of the agency are examined to alert leadership to any immediate concerns or existing or pending media coverage about the incident. The reviews also provide an opportunity to extend positive feedback to employees when policy has been properly followed and documentation is clear and thorough. In addition, the IIU conducts investigations of employee or contractor misconduct and makes recommendations for agency action based on the findings. In 2011, the IIU conducted a total of 404 reviews/investigations.
- **Background Investigations Unit (BIU)** of the OIG is comprised of two unique sections, Criminal Records and Electronic Fingerprinting. The units perform criminal history background checks and electronic fingerprinting for all Offices and Divisions of DHS. The work includes applicants selected for employment, assisting DFCS in Child Protective Services investigations and emergency placements of children, foster care applicants, and all required record checks for licensed child care facilities. In 2011, the BIU has processed in excess of 35,000 records and fingerprints.