

INVESTIGATIVE REPORT

Cynthia V. Carrasco, Inspector General

OFFICE: FAMILY AND SOCIAL SERVICES ADMINISTRATION
TITLE: ALLEGATION OF WRONGDOING- SUSPECT THREE
CASE ID: 2013-10-0207D
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.

As part of that investigation, Special Agent McElroy discovered an additional suspect (“Suspect”) who was employed by CFA Staffing, a Temporary Services Agency, and who was assigned to Xerox. As a temporary employee for Xerox, the Suspect was designated as an Eligibility Associate 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 Associate, the Suspect performed clerical duties and assisted applicants by scanning the client’s documents into the DFR system. Through her position as an Eligibility Associate, the Suspect was knowledgeable in FSSA’s policies and procedures.

In addition to being an Eligibility Associate, the Suspect 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 Suspect submitted forged and fraudulent documents 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 submitted a forged and fictitious document to the DRF. This document is used as verification of a SNAP applicant’s income and is also used to determine the amount of Food Stamps the recipient is eligible to receive. This document listed the Suspect’s income at \$9.00 an hour. Special Agent McElroy determined that the Suspect was actually making \$10.38 an hour. On one additional occasion, the Suspect submitted a forged and fictitious document to under-report her income.

In addition, the Suspect over-reported her childcare expenses to her SNAP benefits caseworker by submitting a forged letter purported to be from her childcare provider. The letter stated that the Suspect paid \$75.00 a week for childcare when in fact she paid a small co-pay. CCDF records reflect that most of the Suspect’s childcare expenses were paid by CCDF benefits. On one additional occasion, the Suspect submitted a second forged letter which was identical to the first letter with the exception that the childcare expenses were reported as \$100.00 per week. Thus, the Suspect falsely submitted an expense that should not have been considered for Food Stamp calculations.

Furthermore, the Suspect over-reported her shelter expenses by submitting a forged Shelter Collateral Request form to the DFR. The form stated that the Suspect paid \$400.00 per month in rent. Special Agent McElroy determined she paid an assisted living rental fee of

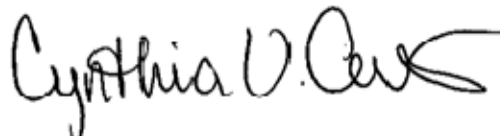
\$298.00 per month for her apartment. In fact, the Suspect applied for and received “Section 42” Low Income Housing Tax Credits. Based upon her income, the Suspect was able to reduce her monthly rental fee from nearly \$700.00 to \$298.00. On two additional occasions, the Suspect submitted a forged Shelter Collateral Request form which was similar to the original form with the exception that the rental payments were listed as \$480.00 and \$500.00 respectively.

These actions resulted in the Suspect receiving Five Hundred Seventy-Seven Dollars (\$577.00) in SNAP benefits she was not entitled to receive between June 2013 and October 2013.

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 and seven counts of Forgery. Accordingly, this investigation is closed.

Dated this 7th day of April, 2015.

APPROVED BY:

A handwritten signature in black ink, appearing to read "Cynthia V. Carrasco", with a stylized flourish at the end.

Cynthia V. Carrasco, Inspector General