

## FRAUD INVESTIGATOR

### FUNCTION OF THE JOB

Under supervision, to perform work involving the investigation, referral, and recommendation for prosecution of suspected fraud in economic support programs; and to perform other duties as required.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Receives, records, and assesses the legitimacy of complaints and referrals of suspected fraud for economic support programs such as, but not limited to, FoodShare, BadgerCare Plus, Medicaid, W-2 Child Care, and Caretaker Supplement.
2. Obtains information of the nature of the alleged fraud from individuals and agencies such as employers, financial institutions, school personnel, housing authority, sheriff's department, social service staff, neighbors, relatives, and friends.
3. Contacts clients under investigation and conducts investigative interviews to verify or dispose of reports of fraud.
4. Researches and reviews department records and files in order to review eligibility of clients in the areas of income, dependents, residency, assets, household composition, and previous aid for cases that are under investigation.
5. Assembles client summaries, and background information for law enforcement personnel to assist in field investigations.
6. On occasion, may perform field investigations such as surveilling a house, interviewing incarcerated individuals or neighbors face-to-face, and obtaining documentation off-site.
7. Investigates fraud referrals in accordance with State of Wisconsin Public Assistance Fraud Program standards which includes investigation timeframes and percentages of case action.
8. Maintains written and electronic files on the progress and status of field investigations and provides direction for the course of field investigations.
9. Researches economic support program rules and regulations and calculates the amounts of financial overpayments for potential recovery.
10. Compiles information, analyzes reports, and makes recommendations on the appropriateness of prosecution for cases under investigation.
11. Prepares detailed case histories and summaries to assist in prosecution including, explanations of income maintenance program operations, aid overpayments, and fraudulent activities.
12. Assists in monitoring changes in Federal, State and County statutes, regulations and procedures relating to public assistance and recommends and implements any necessary changes.
13. Makes recommendations to revise office procedures, forms, and record-keeping systems to compensate for statistical changes or procedural problems.
14. Serves as an agency representative and testifies in court or at administrative hearing regarding a client's allegedly fraudulent activities; assists agency staff in preparing for testimony.
15. Develops instructional materials to assist economic support staff in the identification of potential fraudulent cases and clients.
16. Establishes and maintains effective working relationships with department staff, clients, law enforcement personnel and the general public.
17. Performs emergency government duties as assigned in the event of a Waukesha County Emergency Government declaration.
18. Performs other duties as required.

## QUALIFICATIONS

### Essential Knowledge and Abilities

1. Considerable knowledge of Federal, State and County Compliance standards, regulations, and eligibility factors of need determination for economic support.
2. Considerable knowledge of research, recordkeeping and reporting principles and practices.
3. Considerable knowledge of investigative methods and techniques.
4. Working knowledge of the socio-economic conditions in the community.
5. Working knowledge of computerized department program software, internet access, and database, spreadsheet, and word processing programs.
6. Working knowledge of confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
7. Ability to utilize word processing, database, and spreadsheet programs.
8. Ability to conduct interviews, interpret laws and procedures and communicate with others to obtain information during difficult situations.
9. Ability to conduct research and investigative work, secure, document, and organize information, and make recommendations based upon research.
10. Ability to work independently, exercise judgment, and effectively utilize authority within established guidelines.
11. Ability to establish and maintain effective working relationships with department staff, clients, law enforcement personnel and the general public.
12. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
13. Ability to prepare and maintain detailed and concise records and reports.
14. Ability to provide information in pre-charging meetings.

### Training and Experience

1. High School Diploma or GED.
2. One (1) year of work experience in the determination of initial and continuing eligibility for W-2 Child Care Assistance, medical assistance, or Food Share.
3. Two (2) years paraprofessional work experience in a criminal justice or social service setting, including some research, investigation, and client contact duties.
4. Post high school training from a recognized college or university with several courses in psychology, sociology, criminal justice, social work, business, or closely related field may substitute on a year-for- year basis for the work experience requirements listed in #3 above.