

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814



December 11, 1979

ALL-COUNTY INFORMATION NOTICE I-137-79

TO: All Staff Development Officers
County Welfare Fraud Investigators
County Civil Rights Representative

SUBJECT: Availability of Fraud Prevention Training Materials

REFERENCE:

I am pleased to offer you a comprehensive Fraud Prevention training program developed and produced jointly by Ventura and Santa Barbara counties under a Local Agency Special Training (LAST) grant by the State Department of Social Services.

The training package consists of a series of color video tapes on welfare fraud prevention and control designed for eligibility line staff. Topics included are:

1. Preventing Fraud
2. Earnings Clearance System
3. Suspicion of Fraud
4. Making Fraud Referrals
5. Investigative Process (Two Parts)
6. Testifying in Court

In addition to the video tapes, the package includes an instructor's guide and video scripts. You will note minor deviations between the scripts and video because in the final production phase, participants paraphrased some of the material which usually resulted in a greater feeling of spontaneity, but did not change the program message.

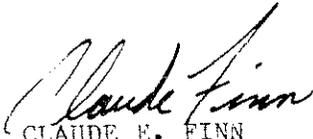
Since State training funds were used for this project, staff from DSS Fraud Prevention Section were asked to monitor the development and content of the training. Michael Back, Chief, Department of Social Services, Fraud Prevention Section, attended Ventura County's fraud training workshop for eligibility workers and commended the county staff on a job well done. He said, "We were happy to see that the training material was directly aligned with the learning objectives the State has developed for eligibility workers in the area of welfare fraud."

In addition to the Ventura County workshop, this program has also been presented at the 9th Annual Training Conference of the California Welfare Fraud Investigators Association and was favorably received.

I would particularly like to commend Kathleen Holan, Administrative Assistant, Ventura County, and Joseph Brasch, Fraud Investigator and Judith Hamilton, Eligibility Specialist, both from Santa Barbara County for their excellent work in coordinating and developing the fraud training program.

We believe the fraud prevention training materials and ideas will enable you to tailor a training program to suit your department's needs with a minimum of difficulty. Booking procedures and guidelines are attached for your information. If you have any questions, please contact Norma Clemons of the Training Bureau at (916) 445-6271 (ATSS 485-6271).

Sincerely,



CLAUDE E. FINN
Deputy Director
Administration

Attachment

BOOKING PROCEDURES AND GUIDELINES

Fraud Prevention Training Module

To accommodate the various kinds of equipment available in counties, we have duplicated for loan three (3) sets of the fraud prevention video material on 3/4" color video cassettes and one set on 1/2" black and white reel to reel.

Because of the limited copies available, three weeks advance notice is required for the processing of your request, scheduling, and shipping. Counties may duplicate this training package at their own expense. This would ensure availability of the material for ongoing county training.

To order, please submit your written request to:

Department of Social Services
Training Bureau
744 P Street, N.S. 14-62
Sacramento, CA 95814

Your request should include the following information:

1. Date needed (please provide alternate dates)
2. Purpose
 - a. Conduct training sessions (include proposed dates of training)
 - b. Preview only
 - c. Duplication
3. Preference of 3/4" color cassettes OR 1/2" B/W reel to reel.
4. Name, title, and telephone number of person responsible for the training package.
5. A permanent mailing address (packages are not deliverable to post office boxes).

The maximum loan time is currently limited to 30-working days (including shipping and handling time). If you only intend to preview and/or duplicate the materials, you may keep the material one week after receipt.

Counties borrowing the training materials must agree to return the materials to DSS Training Bureau (address above) via United Parcel Services and insure the package for \$1,000.