



## Division of Fraud Investigations

### *Addressing Employee Concerns*

### Action Plan Progress Report

August 31, 2007

#### **FOCUS AREA:**

#### **So far, we've:**

- **DFI Team**

- The DFI Team was formulated with three managers, one representative from investigators in each region, one representative from support staff from Eastern Washington, and one from Western Washington. The team has held five meetings; in September 2006, November 2006, February 2007, May 2007 and August 2007. At each meeting representatives have presented issues, questions and concerns from their regions. The discussion, answers and proposed actions have been summarized in the minutes and distributed to all DFI staff.
- An employee committee was established to plan for the 2007 DFI Training Conference which was successfully held in Spokane in June. The 2007 Outstanding Employee Recognition was incorporated into the conference.
- New procedures were developed to safeguard confidential information in the field after case files containing confidential information were stolen from an investigator's private vehicle.
- After a decision of the Washington State Supreme Court severely limited DFI's ability to use administrative subpoenas, alternative investigation methods were identified, discussed and disseminated. Uniform request letters were developed from input from investigators.



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### Action Plan Progress Report

*August 28, 2007*

**FOCUS AREA:**

- DFI Team

**Future actions:**

- The development of the DFI Criminal Investigation plan, with the recent hiring of six criminal investigators and an additional Overpayment Specialist, will be monitored.
- The DFI Team will assess the results of the upcoming 2007 Employee Survey and formulate responses to identified issues and concerns.