



<b>WS 17-11</b>
<b>August 22, 2017</b>
<b>Contract Management</b>
Expires: <b>Continuing</b>

**To:** All Contractors

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**Subject:** Requirements for Identifying, Reporting, Determining, and Resolving Fraud, Waste, Theft and Abuse

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## Purpose

To provide Workforce Solutions staff with standards and guidelines for:

- identifying, reporting, and fact-finding for suspected fraud, waste, theft, or program abuse, including violations of state or federal laws, or Texas Workforce Commission/Workforce Solutions policies;
- providing information on fraud determination and appeal rights;
- providing procedures for recovering improper payments; and
- determining criteria for referring cases for potential prosecution.

## Background

The Gulf Coast Workforce Board, its staff and Workforce Solutions contractors and their staff maintain the highest standards of integrity in conducting our business. We are committed to innovation, productivity, accountability and results in all that we do.

Workforce Solutions provides financial aid to customers who meet eligibility requirements. Workforce Solutions has a legal and fiduciary responsibility to ensure funds are spent in compliance with applicable laws, regulations, contract provisions, and official directives.

We recognize our responsibility as part of the public workforce system to ensure the integrity of public funds. Please refer to WS 16-04 regarding Workforce Solutions Code of Conduct.

Workforce Solutions contractors must post Fraud, Waste, and Abuse posters as well as Child Care Fraud posters in a location visible to both the public and staff. These posters must be hung together in the same location.

## Guidance

This Issuance transmits two documents to provide guidance regarding identifying, reporting, determining, and resolving incidents regarding fraud, waste, theft and abuse.

1. [Identifying, Reporting, Determining, and Resolving Fraud, Waste, Theft, and Abuse Standards and Guidelines](#).

All H-GAC Workforce Solutions Contractors will use these standards and guidelines for:

- identifying, reporting, and fact-finding for suspected fraud, waste, theft, or program abuse, including violations of state or federal laws, or Texas Workforce Commission/Workforce Solutions policies;
- providing information on fraud determination and appeal rights;
- providing procedures for recovering improper payments; and
- determining criteria for referring cases for potential prosecution.

2. The [Child Care Authentication Guide](#)

The Child Care Authentication Guide provides guidance for the Financial Aid Support Center and the Financial Aid Payment Office regarding the use of multiple Fraud Detection Reports issued by the state.

Contractors will make sure that they discuss these requirements for reporting suspected fraud, waste, theft, and abuse with each of their staff members at least annually and all new hires during their new employee orientation.

## Action

1. Make sure staff is aware of the [Identifying, Reporting, Determining, and Resolving Fraud, Waste, Theft, and Abuse Standards and Guidelines](#).
2. Make sure the staff with the Financial Aid Support Center and Financial Aid Payment Office read and follow the steps outlined in the [Child Care Authentication Guide](#).
3. Make sure that your staff understands the requirements for identifying and reporting suspected fraud, waste, theft, and abuse to ensure the highest standards of ethical, professional conduct throughout our system.
4. Discuss these requirements for reporting suspected fraud, waste, theft, and abuse with each staff member at least annually and all new hires during their new employee orientation.

## Questions

Staff should ask questions first of their supervisors. Direct questions to the Board staff through the electronic [Issuance Q&A](#).

## Attachment

- [Identifying, Reporting, Determining, and Resolving Fraud, Waste, Theft, and Abuse Standards and Guidelines](#)
- [Child Care Authentication Guide](#)