



IMPORTANT INFORMATION AND FACTS ABOUT **MONITORING AND INVESTIGATION**

FRAUD, SUGGESTIONS, COMPLAINTS AND UNUSUAL INCIDENTS

The Office of Program Review, Monitoring and Investigation (**OPRMI**) investigates allegations of suspected public assistance benefit fraud, related to the Supplemental Nutrition Assistance Program (SNAP), formerly known as the Food Stamps Program (FSP), Temporary Assistance for Needy Families (TANF) and Medicaid, and refers substantiated cases for prosecution or program disqualification.

The **OPRMI** receives complaints related to DHS programs and services. The **OPRMI** also investigates Unusual Incidents that are reported, such as employee misconduct, harassment and assault, which compromise the integrity of DHS programs or which threaten the health or safety of DHS customers, District government employees and the public.

The **OPRMI's** Homeless Services Monitoring Unit (HSMU)? is also responsible for monitoring the conditions, services, and practices of shelters and service providers within the Continuum of Care to ensure compliance with the District of Columbia's Homeless Services Reform Act of 2005 as amended.

YOU MAY REPORT AND SUBMIT THE APPROPRIATE FORM ON dhs.dc.gov TO:

- Submit an allegation of suspected public assistance benefit fraud;
- Report an unusual incident, or
- Submit a complaint or suggestion

For more information related to fraud, unusual incidents, suggestions for improvement or complaints, please visit dhs.dc.gov and review the following categories below:

- Fraud
- Suggestions/Complaints
- Unusual Incidents

SERVICE CONTACT:

Office of Program Review,
Monitoring and Investigation
Contact Phone: 202.671.4460
Contact TTY: 711