



SUMMARY REPORT OF INVESTIGATION

**COOPERATIVE DISABILITY INVESTIGATIONS UNIT
PHOENIX CDI**

Subject: [REDACTED]

SSN: [REDACTED]

DOB: [REDACTED]

CDI Reference Number: [REDACTED]

Date of Report: 04/29/2016

OIG Point of Contact: [REDACTED]

DDS Point of Contact: [REDACTED]

**COOPERATIVE DISABILITY INVESTIGATIONS UNIT
SUMMARY REPORT OF INVESTIGATION**

I. SUBJECT DATA

Subject: Michelle [REDACTED] Gender: FEMALE Race: WHITE DOB: [REDACTED] SSN: [REDACTED]
Address: [REDACTED]

II. SYNOPSIS

The Social Security Administration (SSA), Office of the Inspector General (OIG), Cooperative Disability Investigations (CDI) unit recently conducted an investigation on [REDACTED] [REDACTED], a current application for Title II Social Security Disability Insurance Benefits (DIB), a program administered through the SSA. [REDACTED] first applied for DIB benefits on 09/09/2015, alleging several psychological and physical impairments prevented her from obtaining and/or sustaining substantially gainful employment activity (SGA). On 01/28/2016, the Disability Determination Services Administration (DDSA), a state agency contracted to complete SSA disability medical reviews, completed an analysis of [REDACTED]'s medical records and SSA file and determined her conditions did not meet the medical criteria for DIB benefits. [REDACTED] appealed this decision on 02/18/2016, again claiming she is unable to work at an SGA level and alleging her medical conditions worsened in or around 10/2015. [REDACTED]'s claim is currently under a reconsideration review at the DDSA.

However, upon review of [REDACTED]'s SSA file, the Phoenix CDI unit found [REDACTED] had been receiving Unemployment Insurance (UI) benefits since 09/2015, the same month she first applied for DIB benefits through the SSA. As of the month of this report, 04/2016, [REDACTED] continues to receive weekly UI benefits. However, in order to receive UI benefits in the State of Arizona, UI applicants must attest weekly that they are willing and able to find full-time employment; this attestation is in direct conflict with [REDACTED]'s statements to the SSA that she is disabled and unable to obtain or sustain SGA. In addition, [REDACTED]'s SSA records showed she has both degrees and recent work experience in mental health treatment, despite alleging current mental health impairments herself. Due to these conflict of record, the Phoenix CDI unit conducted an investigation on [REDACTED]'s work activity and functioning outside of the disability environment.

III. NATURE OF REFERRAL

On or about 02/24/2016, the Phoenix Cooperative Disability Investigations (CDI) unit initiated an investigation on [REDACTED], an applicant for Title II DIB benefits, due to inconsistent statements found in [REDACTED]'s SSA file regarding her ability to work, which may affect her eligibility to receive DIB benefits.

IV. TYPE OF CLAIM

This is a Title II Reconsideration claim for benefits. The alleged onset of disability (AOD) is

This report contains sensitive law enforcement material and is the property of the Social Security Administration, Office of the Inspector General (SSA OIG). This report is FOR OFFICIAL USE ONLY, including, but not limited to, its use in the claims adjudication process. It may not be copied or reproduced without written permission from the SSA OIG; however, for purposes of claims adjudication by SSA, including the DDB and the ODAR, it may be copied and incorporated into official claims files. Disclosure to unauthorized persons is strictly prohibited and may subject the disclosing party to liability. Public availability to be determined under 5 U.S.C. §§ 552 and 552a.

COOPERATIVE DISABILITY INVESTIGATIONS UNIT
SUMMARY REPORT OF INVESTIGATION

07/01/2015.

V. ALLEGED DISABILITY/FUNCTIONAL LIMITATIONS

██████████'s alleged disabling conditions include: Diabetes, Depression, Osteoarthritis, Fibromyalgia, Sciatica, Bipolar Disorder, PTSD, Anxiety, Malabsorption, Chronic Anemia and Degenerative Disc Disease.

VI. DETAILS OF INVESTIGATION

On multiple dates during the course of this investigation, CDI conducted queries of the SSA database and found ██████████ has received UI benefits in the State of Arizona with an effective date of 09/27/2015, until her last receipt date of 04/03/2016. All queries show ██████████ filed for weekly benefits during this time frame.

A review of the Arizona Department of Economic Security (DES), Unemployment Insurance website documents an applicant/recipient of UI benefits in the State of Arizona is required to attest to several eligibility requirements, under penalty of perjury, in order to receive weekly UI benefits in the state. These eligibility requirements include an applicant/recipient of UI benefits must meet the following eligibility criteria incongruent with Social Security's requirement of disabling condition(s) that prevent substantive work for a period of at least 12 months:

- "You must be mentally and physically able to work at a job for which you are qualified by experience, education or training. You are not eligible for benefits if you are sick or otherwise not able to work."
- "You must make an active and continuous effort to seek work each week you claim benefits... You must engage in a systematic and sustained effort to obtain work."

On 02/24/2016, CDI conducted a review of the Arizona Motor Vehicle Division (MVD) and found ██████████ was issued a Class D Operator's License on 10/08/2015. MVD records also show ██████████ is the current registered owner of 2014 Toyota and a 2002 Chrysler.

On 02/29/2016, CDI Investigator (Inv.) ██████████ conducted a review of the Department of Economic Security (DES) Arizona Technical Eligibility Computer System (AZTECS) and found ██████████ is currently receiving Supplemental Nutrition Assistance Program (SNAP) benefits in the State of Arizona, along with her husband. DES records show ██████████ is the Primary Informant on the DES account and she has not requested the assistance of an Authorized Representative. A further review of DES records shows ██████████ has not recently used her benefits, which only total \$16.00 per month. DES records also show ██████████ does not report any income for the family other than her UI benefits and her husband's retirement

This report contains sensitive law enforcement material and is the property of the Social Security Administration, Office of the Inspector General (SSA-OIG). This report is FOR OFFICIAL USE ONLY, including, but not limited to, its use in the claims adjudication process. It may not be copied or reproduced without written permission from the SSA-OIG; however, for purposes of claims adjudication by SSA, including the DDS and the ODA, it may be copied and incorporated into official claims files. Disclosure to unauthorized persons is strictly prohibited and may subject the disclosing party to liability. Public availability to be determined under 5 U.S.C. §§ 552 and 552a.

COOPERATIVE DISABILITY INVESTIGATIONS UNIT
SUMMARY REPORT OF INVESTIGATION

benefits.

On multiple dates during the course of this investigation, CDI Inv. [REDACTED] conducted reviews of various internet and social media websites associated with [REDACTED] and found the following information:

[REDACTED] has an active Facebook account under the name "[REDACTED]". On this site, [REDACTED] has posted she is a "Nationally Board Certified Counselor, [REDACTED] from 2004 to present. [REDACTED] also posted she began studying [REDACTED] as a Grad Student and would be graduating with the class of 2015. The following is a list of posts [REDACTED] recently made on her Facebook wall that may be relevant to her DIB disability determination:

- On 12/31/2015, [REDACTED] posted she graduated [REDACTED].
- On 02/20/2016, [REDACTED] shared a Facebook post and added the following comment:

- On 03/09/2016, [REDACTED] posted what she referred to as a "RANT" and discussed what it is to be an educator and issues with people not putting children first.

[REDACTED] also has a second Facebook account under the business profile [REDACTED]. On this page, [REDACTED] introduces herself by her name and goes into details regarding her skills, saying she is a clairvoyant who happens to be a Doctorate level Therapist. The contact information on this site is listed as Phone/Text [REDACTED]

[REDACTED] also has an undated LinkedIn account at [REDACTED] under the name [REDACTED]. On this networking site, [REDACTED] reports she is a [REDACTED] Therapist in [REDACTED] AZ. The site lists she began working at [REDACTED] in 'January 2012 to Present', which appears to show [REDACTED] has not updated this profile since her AOD. [REDACTED] also lists a second position as the

This report contains sensitive law enforcement material and is the property of the Social Security Administration, Office of the Inspector General (SSA OIG). This report is FOR OFFICIAL USE ONLY, including, but not limited to, its use in the claims adjudication process. It may not be copied or reproduced without written permission from the SSA OIG; however, for purposes of claims adjudication by SSA, including the DHS and the ODAR, it may be copied and incorporated into official claims files. Disclosure to unauthorized persons is strictly prohibited and may subject the disclosing party to liability. Public availability to be determined under 5 U.S.C. §§ 552 and 552a.

COOPERATIVE DISABILITY INVESTIGATIONS UNIT
SUMMARY REPORT OF INVESTIGATION

Owner/Consultant at [REDACTED] Consulting from 'January 2004 to Present'.

On 03/09/2016, CDI Inv. [REDACTED] conducted surveillance at [REDACTED]'s address of record (AOR) at [REDACTED], however Inv. [REDACTED] did not observe [REDACTED] nor either of her registered vehicles at the residence on this date. Inv. [REDACTED] attempted to contact the management of [REDACTED]'s AOR, however they did not supply Inv. [REDACTED] with any information.

On 3/16/2016, CDI Inv. [REDACTED] established surveillance of [REDACTED]'s AOR. At approximately 12:35 PM, Inv. [REDACTED] observed [REDACTED] exit her apartment and walk down a nearby flight of stairs, before walking to her vehicle which was located across the adjoining parking lot. As she walked, [REDACTED] moved easily and showed no sign of pain or stiffness, nor did she have any issues getting into the driver's seat of her vehicle. Inv. [REDACTED] followed [REDACTED] as she drove from the area and continued to follow her through traffic, taking note that at times [REDACTED] exceeded the posted speed limit by 15+ miles per hour. Inv. [REDACTED] continued following [REDACTED] to a shopping/business mall near 43rd Ave. and Dunlap. After parking her vehicle, [REDACTED] quickly exited and walked without assistance across the parking lot, entering the strip mall at one of the entrances. Inv. [REDACTED] waited approximately five (5) minutes and then exited her vehicle and entered the mall. Inv. [REDACTED] attempted to locate [REDACTED] in several of the businesses but could not locate her and returned to her vehicle; [REDACTED]'s vehicle remained in the parking area. Inv. [REDACTED] remained in the parking lot for over two (2) hours but [REDACTED] did not return to her vehicle and Inv. [REDACTED] discontinued further surveillance on this date.

On 04/06/2016 and 04/08/2016, CDI Inv. [REDACTED] established surveillance of [REDACTED]'s AOR but did not observe [REDACTED] on either of these dates; Inv. [REDACTED] did observe [REDACTED]'s vehicle at the AOR on both of these dates.

On 04/13/2016, CDI Inv. [REDACTED] established a surveillance at [REDACTED]'s AOR. At approximately 12:45 PM, Inv. [REDACTED] observed [REDACTED] as she walked across the parking lot of her apartment complex, got into her vehicle and drove from the area. Inv. [REDACTED] followed [REDACTED] to a Terros facility location [REDACTED]. Inv. [REDACTED] observed [REDACTED] park her vehicle and walk into the facility, however she did not observe [REDACTED] again on this date. CDI did subsequently contact Terros and confirmed [REDACTED] is a patient at the facility, not an employee or applicant.

On 04/14/2016, CDI Special Agent (SA) [REDACTED] and CDI [REDACTED] contacted

This report contains sensitive law enforcement material and is the property of the Social Security Administration, Office of the Inspector General (SSA OIG). This report is FOR OFFICIAL USE ONLY, including, but not limited to, its use in the claims adjudication process. It may not be copied or reproduced without written permission from the SSA OIG; however, for purposes of claims adjudication by SSA, including the DDS and the ODAR, it may be copied and incorporated into official claims files. Disclosure to unauthorized persons is strictly prohibited and may subject the disclosing party to liability. Public availability to be determined under 5 U.S.C. §§ 552 and 552a.

COOPERATIVE DISABILITY INVESTIGATIONS UNIT
SUMMARY REPORT OF INVESTIGATION

██████████ at her AOR under the ruse of discussing ██████████'s UI benefits. ██████████ answered her door and stood talking with SA ██████████ for over 15 minutes before inviting the investigators inside her apartment. Once inside her apartment, ██████████ remained standing during the interview. ██████████ was pleasant, friendly and talkative with the investigators and had no problems remembering information such as her past employment, schooling or previous residential addresses. ██████████ advised the investigators that she is actively seeking employment and has interviewed at various agencies, specifically naming ██████████. AZ. ██████████ reported she has degrees in various areas of counseling and is also a card reader and healer, elaborating about her abilities to "READ" people. Inv. ██████████ asked ██████████ about her business and website advertisements for ██████████ and ██████████ reported she is not working and has had this business and website for years. ██████████ further reported she has not been able to bring herself to charge the people she helps because she believes her work is a gift from God. ██████████ also advised she cares for her husband due to his medical issues, though she did not elaborate about his condition; it should be noted, DES records show ██████████'s husband is considerably older than she.

During this interview on 04/14/2016, ██████████ displayed no observable signs of pain or stiffness and did not demonstrate any limitations with standing, transferring positions or sitting. At one point during the interview, the investigators observed ██████████ bend down to the ground and pick up a small t-shirt that was laying near the walkway of apartment entrance; ██████████ did not appear limited completing this action. ██████████ was also friendly and personable with the investigators and did not demonstrate any observable psychological limitations. In addition, ██████████ did not disclose to the investigators that she was currently applying for disability benefits at any time during the interview.

VIDEO SURVEILLANCE AVAILABLE UPON REQUEST.

VII. LIST OF EXHIBITS

N/A

Any and all evidence, documents, and information gathered, created, and maintained by the Social Security Administration, Office of the Inspector General (SSA OIG) during the course of conducting their official investigations shall be maintained in the custody of (SSA/OIG) and, pursuant to SSA OIG policy, is not subject to release, except as permitted by law, underlying regulations, and applicable guidance, including the Privacy Act of 1978, as amended, 5 U.S.C. 552a. The Cooperative Disability Investigation Unit (CDIU) is a formal investigative unit operated and overseen by SSA OIG. As such, all

* This report contains sensitive law enforcement material and is the property of the Social Security Administration, Office of the Inspector General (SSA OIG). This report is FOR OFFICIAL USE ONLY, including, but not limited to, its use in the claims adjudication process. It may not be copied or reproduced without written permission from the SSA OIG; however, for purposes of claims adjudication by SSA, including the DDS and the ODPAR, it may be copied and incorporated into official claims files. Disclosure to unauthorized persons is strictly prohibited and may subject the disclosing party to liability. Public availability to be determined under 5 U.S.C. §§ 552 and 552a.

COOPERATIVE DISABILITY INVESTIGATIONS UNIT
SUMMARY REPORT OF INVESTIGATION

investigations undertaken by the CDIU are governed by SSA OIG policy. Upon completion of all investigations, the CDIU shall create a formal Report of Investigation (ROI). This ROI shall be entered into the actual disability file of the individual subject and will become a permanent part of the individual's disability file and subject to SSA general rules of disclosure. Requests for any other information in the possession of SSA OIG should be directed to the Social Security Administration, Office of Privacy and Disclosure. If you wish to learn more about requesting such information under the Freedom of Information Act (5 U.S.C. §552), instructions for doing so can be found on the Social Security Administration's website at http://www.socialsecurity.gov/foia/html/foia_guide.htm.

VIII. SIGNATURES

[REDACTED]

04/29/2016

DATE

APPROVED: [REDACTED]

04/29/2016

DATE

This report contains sensitive law enforcement material and is the property of the Social Security Administration, Office of the Inspector General (SSA OIG). This report is FOR OFFICIAL USE ONLY, including, but not limited to, its use in the claims adjudication process. It may not be copied or reproduced without written permission from the SSA OIG; however, for purposes of claims adjudication by SSA, including the DDS and the ODAR, it may be copied and incorporated into official claims files. Disclosure to unauthorized persons is strictly prohibited and may subject the disclosing party to liability. Public availability to be determined under 5 U.S.C. §§ 552 and 552a.

FORM OI-4 CDI (revised 04/01/2016)

PHC1600080F Page 6 / 6



COOPERATIVE DISABILITY INVESTIGATIONS UNIT
PHOENIX CDI

SUMMARY REPORT OF INVESTIGATION
TRANSMITTAL AND RECEIPT FORM

PLEASE DETACH THIS FORM FROM THE REPORT, COMPLETE THE BOTTOM SECTION, AND RETURN THE FORM TO THE CDI UNIT IN: PHOENIX CDI

Transmittal Date: 04/29/2016

CDI Reference Number: [REDACTED]

Destination: DDS

SSA Office:

DDS Branch: Phoenix

Referral Received: 02/24/2016

Referral Source:

Name: CDI Initiated

Address: 40 N Central Phoenix, AZ 85012

Phone No.: 8775416264

* Allegation(s): Diabetes Type II, Depression, Osteoarthritis, Fibromyalgia, Sciatica, Bipolar Disorder, Malabsorption, Chronic Anemia, Degenerative Disc Disease

SUBJECT:

Name: [REDACTED]

SSN: [REDACTED]

Address: [REDACTED]

Phone No.: [REDACTED]

Subject Type: Claimant

TO BE COMPLETED BY SSA, DDS, OR ODAR EMPLOYEE: CHECK ONE

☐ SSA ☐ DDS ☐ ODAR

___ The CDI Summary ROI was considered during the disability determination. Reg Basis/Reason Code: ___

___ The CDI Summary ROI was not considered during the disability determination. Reg Basis/Reason Code: ___

___ The disability claim was adjudicated prior to receipt of the CDI Summary ROI. Reg Basis/Reason Code: ___

___ The disability claim (initial) was allowed or disability benefits were continued. Reg Basis/Reason Code: ___

___ Other/Comments:

STAFF SIGNATURE	PRINTED NAME	TITLE	DATE