

DISTINGUISHING FEATURES OF THE CLASS: The work involves research and field investigations of individuals and/or vendors in either child support cases or where there are allegations or suspicion of attempted or actual welfare fraud. Incumbents are responsible for establishing child support case files from referrals on DFS and private cases, gathering evidence and documentation to develop cases and for preparing petitions for referral to Family Court or submitting fraud cases to the Office of the District Attorney for prosecution. Work is performed under general supervision, with leeway to perform many of the duties and responsibilities. Does related work as required.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

May investigate complaints charging recipient or vendor fraud in public assistance programs;

Interviews clients, their relatives, and others to gather information regarding alleged violations of social service laws or to gather information pertaining to child support cases;

Makes field visits to question recipient's neighbors, acquaintances, employers and others to secure information while conducting fraud investigations or to gather information on persons responsible for the support of children;

Conducts computerized systems searches to verify client/assets information and to locate absent parents;

Verifies information provided by clients on applications for assistance or child support services; verification may include contacting banks, schools, landlords, employers or other

governmental agencies;

Reviews all records related to child support or reported suspicions of welfare or public assistance fraud;

Does research in Social Service Law, Family Court Law, rules and regulations to determine type of fraud and child support procedures involved;

May review evidence and discusses the feasibility of prosecution with the Director of Investigations, Coordinator of Child Support Unit, Family Services Attorney(s) and/or the Office of the District Attorney;

Secures evidence and affidavits as required by Family Court, the Office of the District Attorney and/or appropriate law enforcement agencies for indictment and prosecution of fraud and non-support of a child cases;

Prepares and maintains accurate case summary reports describing all steps taken, visits made, witnesses questioned and facts established for submission to appropriate authorities;

Knowledge of child support case building and accounting practices to effectively manage, administer and enforce the collection and accounting processes;

Answers correspondence and inquiries concerning fraud and support matters from other governmental agencies;

Assists in preparing cases for court or fair/ administrative hearings and attends and testifies at court or fair/administrative hearings, when necessary;

Determines value and availability of resources for potential legal actions;

Assists in the collection and recovery of monies due the agency and clients involving child support

payments DFS and non-agency private cases;

Serves subpoenas and summonses;

Assists in performing special investigations of a confidential nature, as needed and directed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Good knowledge of the procedures, practices, and techniques used in criminal investigations; good knowledge of Federal, State and local Social Service Laws and related laws, rules and regulations governing the issuance of Social Service Financial Benefits; working knowledge of the Department of Family Services computer programs; working knowledge of procedures of Family and Criminal Courts; ability to understand, interpret and analyze financial records and reports; ability to analyze facts and utilize them in making judgments regarding fraud allegations; ability to communicate effectively both orally and in writing; ability to develop and prepare materials for legal actions according to prescribed methods; ability to deal effectively with people; ability to prepare written reports; good powers of observation and perception; good judgment; and tact.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant Associate's Degrees or higher and two (2) years of experience in investigations; or
- (B) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience in investigations.

NOTE: Qualifying investigative experience is defined as investigative experience including experience with a law enforcement agency, credit bureau, bank, insurance company, Internal Revenue Service, Social Security Office or retail audit office or similar office in which the candidate was involved in conducting investigations beyond the primary source (i.e. the client). Experience with a law enforcement agency is interpreted to include experience with military police, sheriff's department, state or local police, F.B.I., C.I.A. or private investigative experience with a detective or security agency.

SPECIAL REQUIREMENT: *Possession of an appropriate New York State Motor Vehicle Operator's License at the time of appointment.*

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Last Reviewed: 5/18/05
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

CIC from Social Services Investigator and Support Enforcement Investigator5/2004
Placed in classplan Book on 10/14/04
Revised in "Z" Draft (Sheila) on 2/18/05
Removed from "Z" Draft and placed in Classplan on 4/1/05
Revised in "Z" draft on 4/12/05
Placed in Classplan on 5/18/05
Revised in Classplan on 09/03/2014
Placed in Classplan on 09/03/2014
Revised and Replaced in Classplan: 2/3/2023
Revised and Replaced in Classplan: 4/1/2025 (Edu)