

PUBLICATION OF REDACTED VERSION
OF THE OEIG FOR THE AGENCIES UNDER THE GOVERNOR
INVESTIGATIVE REPORT

Case Number: 22-00015

Subject(s): Jami Schroeder

Below is the redacted version of an investigative summary report issued by the Executive Inspector General for the Agencies of the Illinois Governor. Pursuant to section 20-50 of the State Officials and Employees Ethics Act (Act) (5 ILCS 430/20-50), a summary report of an investigation is required to be issued by an executive inspector general when, and only when, at the conclusion of investigation, the executive inspector general determines reasonable cause exists to believe a violation has occurred. If a complaint is not to be filed with the Executive Ethics Commission (Commission) for adjudication of the alleged violation, the Act further requires the executive inspector general to deliver to the Commission a statement setting forth the basis for the decision not to file a complaint and a copy of the summary report of the investigation and of the response from the ultimate jurisdictional authority or agency head regarding the summary report. 5 ILCS 430/20-50(c-5). The Act requires that some summary reports be made available to the public and authorizes the Commission to make others available. 5 ILCS 430/20-52. Before making them available, however, the Commission is to redact from them information that may reveal the identity of witnesses, complainants, or informants and may redact “any other information it believes should not be made public.” 5 ILCS 430/20-52(b).

Some summary reports delivered to the Commission may contain a mix of information relating to allegations with respect to which the executive inspector general did and did not determine reasonable cause existed to believe a violation occurred. In those situations, the Commission may redact information relating to those allegations with respect to which the existence of reasonable cause was not determined.

The Commission exercises its publication responsibility with great caution and seeks to balance the sometimes-competing interests of transparency and fairness to the accused and others uninvolved. To balance these interests, the Commission has redacted certain information contained in this report and identified where said redactions have taken place and inserted clarifying edits as marked. Publication of a summary report of an investigation, whether redacted or not, is made

with the understanding that the subject or subjects of the investigation may not have had the opportunity to rebut the report's factual allegations or legal conclusions before issuance of the report. Moreover, there has not been, nor will there be, an opportunity for the subject to contest or adjudicate them before the Commission. The subject merely has the opportunity to submit a response for publication with the report.

The Commission received this report and a response from the ultimate jurisdictional authority and/or agency in this matter from the Agencies of the Illinois Governor Office of Executive Inspector General ("OEIG"). The Commission, pursuant to 5 ILCS 430/20-52, redacted the OEIG's final report and responses and mailed copies of the redacted version and responses to the Attorney General, the Executive Inspector General for the Agencies of the Illinois Governor, and each subject.

The Commission reviewed all suggestions received and makes this document available pursuant to 5 ILCS 430/20-52. By publishing the below redacted summary report, the Commission neither makes nor adopts any determination of fact or conclusions of law for or against any individual or entity referenced therein.

– THE REDACTED VERSION OF THE EIG'S SUMMARY REPORT
BEGINS ON THE NEXT PAGE –

Office of Executive Inspector General for the Agencies of the Illinois Governor

Investigation Case No. 22-00015



[Redacted].

I. ALLEGATIONS

On January 1, 2022, the Office of Executive Inspector General for the Agencies of the Illinois Governor (OEIG) received an anonymous complaint alleging that Jami Schroeder, then employed at the Illinois Department of Public Health (IDPH), committed fraud by applying for and receiving a Paycheck Protection Program (PPP) loan in the amount of \$20,883 for a landscaping company that did not exist.¹

II. BACKGROUND

A. Jami Schroeder

Ms. Schroeder has been employed by the State since 2013, currently as a Human Services Caseworker with the Illinois Department of Healthcare and Family Services (HFS). Prior to her current position, Ms. Schroeder worked for IDPH from April 1, 2019 to approximately June 15, 2022.

B. Paycheck Protection Program

The PPP was created by the Coronavirus Aid, Relief, and Economic Security (CARES) Act and administered by the United States Small Business Administration (SBA) to provide relief to small businesses affected by the COVID-19 pandemic. PPP loans were made to eligible businesses, which included sole proprietorships and self-employed individuals, for qualifying payroll costs and business operating expenses such as insurance, rent, and utilities.² To apply for the loan, a sole proprietor or self-employed individual needed to submit certain tax filings or other payroll documentation to an SBA-approved lender, establishing their eligibility and demonstrating the qualifying payroll amount, which as of March 2021 could be based on “gross income” reported on an Internal Revenue Service (IRS) Form 1040, Schedule C.³ PPP loans were eligible for forgiveness by the SBA if used on qualifying expenses and if at least 60% was used for payroll costs.⁴

III. INVESTIGATION

A. PPP Loan Records

The OEIG located public records from the SBA showing that Ms. Schroeder received a \$20,833 PPP loan in April 2021 for a “sole proprietorship.” The OEIG subpoenaed loan documents from the lender, which included a loan application for “Schedule C Filers,” signed in Ms. Schroeder’s name and dated March 29, 2021. The “sole proprietor” box was checked, the Business Legal Name was “GloriousLawns” with establishment year 2018, and the business was categorized

¹ The complaint further alleged that Ms. Schroeder’s [redacted] also received a fraudulent PPP loan for a non-existent landscaping company. The OEIG, however, was unable to identify this person.

² 15 U.S.C. § 636(a)(36); SBA Interim Final Rule, 85 FR 20811 (Apr. 15, 2020).

³ SBA Interim Final Rule, 86 FR 13149 (Mar. 8, 2021) (expanding definition of “payroll costs” to include sole proprietors).

⁴ *See id.*; 15 U.S.C. § 636(m).

under a code for “Landscaping Services.” Ms. Schroeder was identified as the sole employee. Boxes checked under “Purpose of the loan” were payroll costs, rent/mortgage interest, utilities, covered operations expenditures, covered supplier costs, and covered worker protection expenditures. The form contained various certifications, all reflecting her initials, including a statement that the applicant “was in operation on February 15, 2020 . . . and was either an eligible self-employed individual, independent contractor, or sole proprietorship with no employees...”; a statement that the funds would be used as authorized by PPP rules; and a statement that information provided in the application and supporting documentation was “true and accurate in all material respects.”

The “Tax Year Used for Gross Income” identified on the application was 2019, and the gross income from “2019 IRS Form 1040, Schedule C, line 7” was identified as \$107,739. That figure was used to calculate the loan amount of \$20,833 (intended to cover a period up to 2.5 months). A 2019 IRS Form 1040, Schedule C was also submitted, which identified Ms. Schroeder as the sole proprietor of GloriousLawns at her home address, the principal business or profession as “Landscaping,” and a business code for “Landscaping Services.” The gross income was listed as \$107,739. Expenses were listed for advertising in the amount of \$32,000 and supplies in the amount of \$10,329, with total expenses listed as \$32,000.⁵ The net profit claimed was \$75,739.

The OEIG obtained other documents from the lender, related to the loan, including:

- an SBA promissory note dated March 29, 2021, electronically signed in Ms. Schroeder’s name on behalf of GloriousLawns, for a PPP loan in the amount of \$20,833;
- a printout of an email sent on March 29, 2021 to Ms. Schroeder’s personal email address⁶ from an email address at smartbizloans.com, with the subject line: “Action Required: Signatures Needed for your PPP Loan Document: Gloriouslawns,”⁷ containing instructions to the recipient to log in to smartbizloans.com to review and sign the PPP loan documents; and
- a document titled “Audit Trail,” which indicates that it was produced by HelloSign, a provider of electronic signature services.⁸ The audit trail indicates that the loan documents were sent for signature to Ms. Schroeder’s email account on March 29, 2021, and that they were viewed and signed by Ms. Schroeder’s email account on the same day.⁹

B. GloriousLawns Research

⁵ This appears to be erroneous, as the total omits the amount listed for supplies.

⁶ During her OEIG interview, Ms. Schroeder acknowledged this was her email address.

⁷ According to its website, SmartBiz Loans assists small businesses through the process of various types of financing. SmartBiz Loans, which is based in California, processed thousands of PPP loans on behalf of the banks in its network. <https://www.smartbizloans.com/sba-loans>.

⁸ https://www.hellosign.com/trust/security/audit-trails?www_referrer=https%3A%2F%2Fwww.google.com%2F.

According to HelloSign’s website, its audit trails provide proof of document access, review, and signature, and contain a globally unique identifier that shows which email address signed a document and when.

⁹ The HelloSign audit trail contains the IP addresses of the devices which viewed and signed the loan documents; however, the OEIG was unable to affirmatively establish that those IP addresses were associated with a cellular device used or owned by Ms. Schroeder.

Investigators attempted to locate a business with the name “GloriousLawns,” and searched Secretary of State records and Sangamon County Clerk records for any business registered under that name. Investigators found no evidence that such a business exists.

C. Tax Return

After her interview, Ms. Schroeder provided a copy of her 2019 federal tax returns to the OEIG. The IRS Form 1040 did not include filings related to a sole proprietorship, including an IRS Schedule C, or any calculation of employment taxes paid on sole proprietor earnings.

D. Interview of Jami Schroeder

The OEIG interviewed Ms. Schroeder on August 5, 2022. When investigators showed her the PPP loan application, Ms. Schroeder said that she never applied for a PPP loan and never filled out the PPP loan application. Ms. Schroeder claimed that she had never seen or heard the name GloriousLawns until investigators showed her the PPP loan application, and she confirmed that she does not and never has owned a business called GloriousLawns, or any other business.

Ms. Schroeder was generally familiar with the loan at issue, however. She said that in approximately February or March 2021, she applied for and received a loan which she believed to be a consolidation loan with the help of a representative, who the OEIG will refer to as “Individual A.”¹⁰

Ms. Schroeder related the following details regarding the loan. In approximately early 2021, Ms. Schroeder was attempting to rehome a litter of American Bully puppies that her dog gave birth to. She posted on various Facebook groups that she had puppies available.¹¹ Ms. Schroeder said that Individual A contacted her via Facebook Messenger and expressed interest in one of the puppies. They communicated via Facebook Messenger to make arrangements. According to Ms. Schroeder, she agreed to deliver the puppy to Individual A in Evanston, Illinois. Ms. Schroeder said that she and her [relation 1] drove from [City 1] to Evanston and met Individual A at her office, which appeared to Ms. Schroeder to be some kind of loan business. According to Ms. Schroeder, she gave Individual A the puppy and Individual A gave Ms. Schroeder \$150 in gas money.

Ms. Schroeder said while she was there, Individual A told her (Ms. Schroeder) that she could help Ms. Schroeder obtain a consolidation loan with low to no interest. She said they discussed the loan for about 30 minutes. Ms. Schroeder claimed that she then gave Individual A her personal identifying information, including her name, address, email, social security number, and bank account and routing numbers, as well as her driver’s license. She explained that Individual A typed the information into a computer and gave Ms. Schroeder papers to sign with a

¹⁰ A review of the public SBA database showed that an individual with the name of Individual A from Evanston, Illinois received a PPP loan in May 2021. SBA records also indicate that a second PPP loan was disbursed to the same address associated with Individual A under another name.

¹¹ Ms. Schroeder provided investigators with a screenshot of a Facebook post dated February 5, 2021 with photos of a puppy and a caption stating, “Looking to rehome.”

pen, which Ms. Schroeder did. Ms. Schroeder recalled signing her name approximately three or four times. At some point in the process, Individual A informed Ms. Schroeder that her loan had been approved. During the interview, investigators asked Ms. Schroeder to provide copies of the loan documents that she signed, but Ms. Schroeder said that Individual A never gave her any documentation in any form.

Ms. Schroeder confirmed that the loan proceeds of approximately \$20,000 were direct deposited into her bank account within two weeks. She claimed there was no mention of the PPP during the loan application process. Ms. Schroeder said that she used the loan money to pay off credit cards and bills, and that she put some of the funds in savings for other bills as they arose.¹² She added that she did not use any proceeds for business expenses, because she does not have a business.

Ms. Schroeder said that approximately a month after she received the loan money, Individual A contacted her via text message, demanding to be paid \$3,000. Ms. Schroeder said that she told Individual A that she did not owe her anything. They exchanged further text messages, which Ms. Schroeder indicated she no longer has, after which Ms. Schroeder paid Individual A \$2,500 through Cash App, a mobile payment service.¹³ Ms. Schroeder said that she no longer has any contact information for Individual A, such as a phone number, social media account, email address, or physical address.

When shown the PPP loan application and promissory note bearing her name, personal information, and the electronic signature “Jami Schroeder,” Ms. Schroeder claimed that she had never seen the documents before and did not know who completed them. Ms. Schroeder denied that she electronically signed or initialed any of the documents. She further said that the loan application and promissory note that OEIG investigators showed her were not the same documents that she signed in person in Individual A’s office.

Ms. Schroeder acknowledged that the email address used on the PPP loan documents is her personal email address, and that she is the only person who has access to that email account. When shown the HelloSign audit trail document from the lender, showing that her email address was used to view and sign the loan documents, Ms. Schroeder reiterated that she did not view or sign the documents. She said that she did not know how her email could have been used to sign the loan documents, because no one else has access to her email account.

Ms. Schroeder said that after she received the loan proceeds, the U.S. Department of Justice (DOJ) contacted her by letter. After her OEIG interview, Ms. Schroeder provided an agreement she entered into with the United States Attorney’s Office for the Central District of Illinois on behalf of the SBA. The agreement, titled “Civil Settlement Agreement,” bears the signatures of Ms. Schroeder and her attorney and is dated June 8, 2021. The agreement recites the following:

¹² Records of Ms. Schroeder’s personal bank account show that on April 1, 2021, a deposit of \$20,833.00 was made to that account from “[Bank 1] PPP Loan.” The records also show that over the next five days, through April 6, 2021, Ms. Schroeder made several debits, several of which appear to be payments on credit obligations.

¹³ Records from Ms. Schroeder’s Cash App account show a \$2,500 payment to Individual A on April 2, 2021, and a payment request from Individual A on April 4, 2021 with the subject “pay me my 500\$ dollars” was “refused.”

Jami Schroeder acknowledges her civil liability to the United States in the amount of \$20,833.00, arising out of a violation of the False Claims Act, 31 U.S.C. § 3729, *et seq.*, in connection with false claims submitted by Jami Schroeder as part of an application to the SBA's Paycheck Protection Plan program via [Bank 1] where she received an ACH in the amount of \$20,833.00 on April 1, 2021.

The agreement also provided that Ms. Schroeder will pay her \$20,833 debt in full, and in return, the United States will settle all civil issues or disputes relating to the civil violation of the False Claims Act.¹⁴

IV. ANALYSIS

Because Ms. Schroeder was employed by IDPH at the time she obtained a PPP loan, the OEIG is evaluating her conduct under IDPH policies. These IDPH policies are consistent with similar policies in place at HFS.¹⁵ Specifically, IDPH employee directives provide that employees are “expected to adhere to standards of professional conduct, which are honest, impartial, and free of conflict of interest.”¹⁶ They also incorporate the State of Illinois Code of Personal Conduct, which addresses Conduct Unbecoming of a State Employee and states: “A State Employee will conduct himself or herself . . . with integrity and in a manner that reflects favorably upon the State.”

The evidence shows that Ms. Schroeder used false information to obtain a PPP loan. The loan was taken out in Ms. Schroeder's name, using her social security number, email address, and other identifying information. The loan application was submitted, and the SBA promissory note was signed electronically, through HelloSign using Ms. Schroeder's personal email address. Most significant, Ms. Schroeder admitted to submitting false claims as part of a PPP loan application and receiving \$20,833 in loan proceeds. Ms. Schroeder and her attorney signed an agreement with the United States Attorney's Office stating that Ms. Schroeder acknowledged submitting false claims on her application for the PPP loan. Furthermore, Ms. Schroeder admitted to the OEIG that the business listed in the PPP loan did not exist. After submitting the false loan documents, proceeds in the amount of \$20,833.00 were deposited into Ms. Schroeder's bank account. Within days, she spent all of it; none for payroll or other business expenses.

In her OEIG interview, Ms. Schroeder, however, claimed that her acquisition of more than \$20,000 in PPP loan funds was based on her misunderstanding that she was pursuing a debt consolidation loan with the assistance of Individual A. Ms. Schroeder claimed that she had never seen the PPP loan documents before and did not know who completed them. Ms. Schroeder denied that she electronically signed or initialed any of the documents even though she said that she is the only person who has access to that email account. First, Ms. Schroeder's claims to the OEIG are not believable based on the evidence and her prior admissions. Second, even if true, Ms. Schroeder applied for a loan, received proceeds, and used all of those proceeds regardless of whether someone assisted her in that process. Furthermore, Ms. Schroeder confirmed that no one else had access to

¹⁴ Ms. Schroeder's bank records show monthly payments in the agreed amount of \$250 between July and December 2021 (the period for which the OEIG obtained records).

¹⁵ See *e.g.*, HFS Employee Handbook Sections 600 and 605.

¹⁶ IDPH Employee Directive 16-06.

her email account, and that she did not give anyone her email login or password. She had no explanation for how Individual A or anyone else could have gotten into that account to submit the loan application or sign the promissory note. Moreover, she had no documents from or contact information for Individual A, even though Individual A supposedly brokered a loan of more than \$20,000 for her. Finally, when confronted by the United States Attorney's office, Ms. Schroeder admitted she submitted false information in order to obtain a PPP loan.

Based on the evidence, there is reasonable cause to believe that Ms. Schroeder violated IDPH and State of Illinois policies on employee conduct.

V. [REDACTED] AND RECOMMENDATIONS

Based on the evidence detailed above, the OEIG determines **THERE IS REASONABLE CAUSE TO BELIEVE THE FOLLOWING:**

- **[REDACTED]** – Jami Schroeder obtained a federal PPP loan based on falsified information in violation of IDPH and State of Illinois policies on employee conduct.

Regardless of the ease of procuring these PPP funds, this was not free money for the taking. The PPP was a public program set up to provide legitimate small businesses, that met certain criteria, with public funds to assist during the pandemic. Moreover, these loans, as with any other, required truthful information as a basis for approval. State employees are expected, at minimum, to maintain the public's trust and confidence. Misappropriating public funds is far from being ethical, professional, acting with integrity, or conducting oneself in a manner that reflects favorably upon the State. Accordingly, the OEIG recommends that HFS terminate Ms. Schroeder's employment.

No further investigative action is needed and this case is considered closed.

Date: February 14, 2023

Office of Executive Inspector General
for the Agencies of the Illinois Governor
69 W. Washington Street, Ste. 3400
Chicago, IL 60602

By: **M. Katherine Boychuk**
Assistant Inspector General

Francis Patrick Foley
Supervising Investigator



HFS

Illinois Department of
Healthcare and Family Services



JB Pritzker, Governor

201 South Grand Avenue East, Springfield, Illinois 62763

Theresa A. Eagleson, Director

Telephone: +1 217-782-1200, TTY: +1 800-526-5812

To: Sherry Bult, Senior Paralegal,
Office of Executive Inspector General

From: Theresa Eagleson, Director
Department of Healthcare and Family Services

RE: OEIG Case Nos. 22-00015, [REDACTED]

[REDACTED] and [REDACTED]

Date: March 22, 2023

Based on the evidence provided in the (8) OEIG reports received on February 15, 2023, we conducted pre-disciplinary meetings and issued disciplinary charges to the employees identified in these cases.

These employees are in bargaining unit positions therefore, the employees were afforded union representation and an opportunity to rebut the charges, in accordance with the collective bargaining agreement. The rebuttal was appropriately reviewed and given due consideration before determining the level of corrective action. The union or the employee may choose to grieve the decision to discharge, but at this time, we have not received a grievance.

As a result, the (8) employees have been placed on suspension pending discharge, without pay. Due to the seriousness of the misconduct, we are seeking discharge. We anticipate the discharge action(s) will be effective on or around March 27th, 2023.

Thank you,

[REDACTED]

Theresa Eagleson, Director
Department of Healthcare and Family Services

cc: QLR / OGC

Bult, Sherry

From: Shawgo, Terri
Sent: Thursday, March 9, 2023 12:56 PM
To: Eagleson, Theresa; Bult, Sherry
Cc: Opperman, Fallon; Stokes, Shannon
Subject: RE: OEIG Case Nos. 22-00015, [REDACTED]
[REDACTED]

Ms. Bult,

HFS has issued the charges, conducted the pre-disciplinary meetings, and yesterday received all of the rebuttals from the employees. Today I am reviewing and signing off on "Suspension Pending Discharge" actions, which will put these (8) individuals out in non-paid status while we finalize the discharge actions for all. None of the rebuttals received were sufficient to justify altering the intent to initiate discharge. I expect these discharge actions to be finalized before the 20th of March.

A more formal response will be forthcoming.

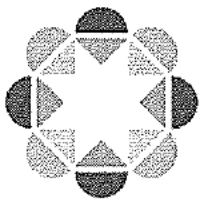
Thank you,

Terri Shawgo

Deputy Director of Human Resources
Department of Healthcare and Family Services
[REDACTED]@illinois.gov

☎: (217) [REDACTED]

Pronouns: She/Her/Hers



HFS

Illinois Department of
Healthcare and Family Services

Working together to help Illinoisans access high quality health care and fulfill child support obligations to advance their physical, mental, and financial well-being.

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From: Eagleson, Theresa <[REDACTED]@Illinois.gov>
Sent: Thursday, March 9, 2023 12:01 PM
To: Bult, Sherry <[REDACTED]@Illinois.gov>; Shawgo, Terri <[REDACTED]@Illinois.gov>
Cc: Opperman, Fallon <[REDACTED]@Illinois.gov>; Stokes, Shannon <[REDACTED]@Illinois.gov>
Subject: RE: OEIG Case Nos. 22-00015, [REDACTED] and [REDACTED]

Good morning, Ms. Bult,

It is my understanding that we have already held pre-disciplinary hearings with every employee and I am adding in my HR Deputy and Ethics Officer to elaborate as needed.

Thank you.
Theresa

Theresa Eagleson | She, her | HFS | Director | [REDACTED]@illinois.gov | +1 217-[REDACTED]

From: Bult, Sherry <[REDACTED]@Illinois.gov>
Sent: Thursday, March 9, 2023 11:13 AM
To: Eagleson, Theresa <[REDACTED]@Illinois.gov>
Cc: Opperman, Fallon <[REDACTED]@Illinois.gov>
Subject: OEIG Case Nos. 22-00015, [REDACTED] and [REDACTED]

Good morning Director Eagleson,

At your earliest convenience, would you please provide our office a status update on your agency's response to the final reports and evidentiary materials issued February 15, 2023 on the above cases?

Thank you,
Sherry

Sherry E. Bult
Senior Paralegal
Office of Executive Inspector General
for the Agencies of the Illinois Governor
69 W. Washington St., Suite 3400
Chicago, Illinois 60602
Office (312) 814-1208

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HFS

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Healthcare and Family Services



JB Pritzker, Governor

201 South Grand Avenue East, Springfield, Illinois 62763

Theresa A. Eagleson, Director

Telephone: +1 217-782-1200, TTY: +1 800-526-5812

To: Sherry Bult, Senior Paralegal,
Office of Executive Inspector General

From: Theresa Eagleson, Director
Department of Healthcare and Family Services

RE: OEIG Case Nos. 22-00015

Date: March 22, 2023

Based on the evidence provided in the OEIG report received on February 15, 2023, we conducted a pre-disciplinary meeting and issued disciplinary charges to the employee identified in this case.

The employee is in a bargaining unit position therefore, the employee was afforded union representation and an opportunity to rebut the charges, in accordance with the collective bargaining agreement. The rebuttal was appropriately reviewed and given due consideration before determining the level of corrective action. The union or the employee may choose to grieve the decision to discharge, but at this time, we have not received a grievance.

As a result, the employee has been placed on a suspension pending discharge, without pay. Due to the seriousness of the misconduct, we are recommending discharge. We anticipate the discharge action will be effective on or around March 27th, 2023.

Thank you,

[Redacted signature]

Theresa Eagleson, Director
Department of Healthcare and Family Services

cc: OLR / OGC



HFS

Illinois Department of
Healthcare and Family Services

JB Pritzker, Governor

Elizabeth M. Whitehorn, Director

201 South Grand Avenue East, Springfield, Illinois 62763

Telephone: +1 217-782-1200, TTY: +1 800-526-5812

To: Sherry Bult, Senior Paralegal,
Office of Executive Inspector General

From: Elizabeth M. Whitehorn, Director
Department of Healthcare and Family Services

Subj: OEIG Case Nos. 22-00015

Date: January 25, 2024

Based on the evidence provided in the report received on February 15, 2023, we conducted pre-disciplinary meetings, issued disciplinary charges and corrective action to the employee identified in this case.

The employee is in a bargaining unit position therefore, the employee was afforded union representation and an opportunity to rebut the charges, per the collective bargaining agreement. The rebuttal was appropriately reviewed and given due consideration before determining discharge as the corrective action for each employee.

As a result, the employee was discharged effective March 27th, 2023. The employee grieved this corrective action directly to 3rd Level in compliance with the special grievance language of the AFSCME contract. AFSCME advanced the grievance to CMS for consideration at the pre-arbitration step and CMS resolved the grievance with a resignation without reinstatement rights to the state, and the resignation was processed.

Sincerely,

Director
Department of Healthcare and Family Services

t.j.s.