



Georgia Department of Human Services
Office of Inspector General
Report of Investigation

Case Number: FY2017-037
DHS Division/Office: DFCS
County: Statewide (CICC)
Subject Name: James McQueen
Position/Title: Social Services Specialist 2
Allegation: Employee Misconduct
Completed By: Senior Investigator Kelly Bastis
Date of Report: July 14, 2017

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Georgia Department
of Human Services

OFFICE OF INSPECTOR GENERAL
Internal Investigation Unit

REPORT OF INVESTIGATION CASE# FY2017-037

I. **REPORTING SOURCE:** Jeff Lukich, Assistant Division Director, Field Operations, Division of Family and Children Services (DFCS).

RESPONDENT: James McQueen, Social Services Specialist 2 (SSS 2), DFCS Child Protective Services (CPS) Intake Communications Center (CICC).

II. **ALLEGATION**

On May 16, 2017, Department of Human Services (DHS) Office of Inspector General (OIG) was notified of possible employee misconduct involving a DFCS employee assigned to the Child Protective Services Intake Communications Center (CICC). A series of email correspondence was provided to OIG, which detailed allegations made by _____, in which they allege that DFCS employee James McQueen had stolen their identities.

The allegation, as presented, is reproduced in relevant part below:

On April 3, 2017, DFCS foster parents _____ made a DFCS referral in reference to a foster child _____

_____ DFCS CICC employee James McQueen fielded that call and completed the referral, which was made by phone. Later, the _____ contacted Dahlia Bell-Brown, Chief of Staff to the DFCS Deputy Division Director of Child Welfare, to report that _____

_____ . On May 9, 2017, _____ received a phone call from a detective who requested personal information he claimed was needed in order to complete a police report. _____ was suspicious about that call and conducted a reverse phone number inquiry of the number the "detective" called from and noted that it was shown as being registered to a "James McQueen" (the last name did not match the last name the "detective" had given when he called). The _____ also received notices in the mail regarding several rejected credit applications that they say they did not apply for. They also conducted a reverse phone number inquiry for a phone number they were unfamiliar with which was associated with the rejected applications; that phone number showed as being registered to "DFCS McQueen". The _____ then contacted Bell-Brown and reported their additional concerns and suspicions that they were the victims of identity theft and it somehow involved a DFCS employee; Bell-Brown then notified various members of DFCS management and OIG was subsequently notified.

On May 16, 2017, SSS 2 James McQueen was placed on Suspension with Pay, pending the outcome of the OIG investigation.

(NOTE: Once McQueen was notified that he was being placed on suspension, he contacted the family numerous times and accused them of stealing his identity; that sequence of events is explained in more detail later in this report).

III. BACKGROUND INFORMATION

James McQueen was initially hired by DFCS in December of 2014 as a Social Services Case Manager, assigned to Fulton County. In August of 2016, he was reassigned to CICC (Child Protective Services Intake Communications Center) as a Social Services Specialist 2. In that position, McQueen's primary duties were to handle (via phone) incoming child abuse and neglect referrals. McQueen completes an Intake Report for each referral he receives and then submits those to a supervisor. McQueen is a "virtual employee", meaning that he works from his home and does not report to an agency office each day.

Though there are no documents in McQueen's personnel file regarding any type of formal discipline, DFCS CICC Program Director Shoney Lowery reported there were performance issues with McQueen, regarding his assignment to CICC. Lowery indicates McQueen was slow to pick up on things and was a slow worker, adding that most of her employees can multi-task, meaning they could take a call and complete an intake report while still on the call, allowing them to quickly move on to another call. McQueen could not do that; he would often handle an incoming call, make notes and then go back after the call ended and complete the intake report, meaning he handled a lot less calls than the other employees. McQueen had been required to report in to an office for a period of time where he received "over the shoulder" supervision and monitoring, until it was determined he was able to function in a solo capacity again. Lowery also noted that McQueen was frequently reporting technical issues, such as problems logging in to the required systems, meaning he was "down" and unable to field incoming calls for service. Lowery added that while almost everyone has technical difficulties from time to time, McQueen's issues were constant, much more than any of her other employees.

_____ were considered to be an "Open" Foster / Adoptive home, effective March 27, 2015. A review of their records in SHINES shows some records related to home evaluations, though none indicated the process had been completed and the home was approved. On different occasions, the _____ home was listed as being "Closed" and "Not Ready", with the latest date of status change being June 2, 2017. There is no reference to any child ever having been placed in their care, including _____, a Foster Care Youth whose case is housed in _____.

_____ There are court records that indicate the Juvenile Court Judge who was presiding over the case _____.

V. INVESTIGATOR

The OIG investigation was assigned to Senior Investigator Kelly Bastis on May 16, 2017.

VI. PERSONS INTERVIEWED

1. _____, DFCS Foster Parent
2. _____, DFCS Foster Parent
3. James McQueen, Social Services Specialist 2, DFCS - CICC

VII. SUMMARY OF INTERVIEWS

1. On May 16, 2017, OIG Senior Investigator Kelly Bastis conducted an interview with [redacted]. His comments are summarized below:

My wife and I are foster parents with DFCS and we did have a teenager in our home, named [redacted].

Then one day, a man called me and said that he was a Detective with the Brunswick Police Department and that he needed some of my personal information to complete a report; unfortunately, I gave him the information that he asked for. The questions were things like "what was the name of the last street you lived on?" or "what is your first pet's name?", things like that, security type question. This man told me that he was going to charge [redacted] with [redacted].

[redacted] I never thought anything further about it until later when I spoke to my wife, [redacted] I told her about the conversation and gave her the phone number that called me from and she decided to do a reverse phone number look up online, and that is when the name James McQueen came up. I guess this got [redacted] thinking further and then about a week or so ago we started getting rejection letters from loan companies, to which we had never applied for. She got those letters out and found a phone number attached to the loan applications and an email address using our names. When she researched the email addresses, they had a phone number attached that was the same number as that which was on the loan applications. So, [redacted] did a reverse look up of that phone number too, which also came back to McQueen, but it said DFCS as well. My wife contacted someone at DFCS to tell them and verified McQueen is an employee at DFCS. [redacted] is completing paperwork now so that she can get all of the information from the loan company to determine who was applying in our names, but supposedly there are also some IP addresses attached to the applications. She did contact the Glynn County Police Department to file a report, but I am pretty confident that they are not opening a case on this.

2. On May 16, 2017, OIG Senior Investigator Kelly Bastis conducted an interview with [redacted]. Her comments are summarized below:

My husband, [redacted] and I are foster parents with DFCS and we had a teenager by the name of [redacted] in our home. In early April, we contacted the DFCS (CICC) to report [redacted].

Then one day last week, [redacted] received a call from a man who said he was a Detective with the Brunswick Police Department and he wanted to discuss charges against [redacted] but needed some more information. When [redacted] later told me about this I thought it was suspicious. First of all, this man said he was going to place [redacted] in a Juvenile Detention Center, but by this time, [redacted] was over eighteen years old. Also I wondered what the evidence they had that [redacted] this was a suspicion of [redacted] curs, but we had no proof. I did ask [redacted] to give me the phone number that the Detective called from and he gave it to me; all of this was done via text message, and I still have those messages between [redacted] and I. So I called the number back, and a man answered "what up?" I asked about a detective, and he started to stutter and said that he was "Detective McDaniel" and he gave me a 5

digit badge number. I knew right then that this was all wrong because the badge number was fake; I have experience working in public safety in Brunswick and I know how they number their badges, they only have a few officers and detectives working there. This man told me the same thing about arresting _____ and placing him in a Juvenile Detention Center for _____. _____ asked him how he was going to do that, since _____ is now over 18 and too old to be in Juvenile Detention, and how can they arrest him with no evidence. He was stuttering for a response and said he would talk to his boss about it. This whole time on the phone, nothing was adding up and he did not talk or use terminology of a police officer. So I decided to do a reverse look up on the phone number and it came back to James McQueen. Around this same time, _____ and I were getting rejection letters for loans that we never applied for, and I had noticed a phone number on the letters as well as an email address. I researched the email address and found that there was a phone number associated with the email addresses that was the same as the number used on the loan application. This was a different number from that which called _____ so I did a reverse look up on this one as well, and that number came back to DFCS McQueen. I have contacted the financial institution (One Main Financial) and received paperwork to submit a formal request for the application information; I will give them permission to provide that same information to you.

I did call the cell phone number for McQueen (later determined to be McQueen's personal cell); the person who answered claimed to be "Mike", so I asked to speak to the "Detective" and he told me that I had the wrong phone number. I recall his voice and it was the same voice that I spoke to previously, the man who said he was a Detective and I know it was the same voice.

(NOTE: While Senior Investigator Bastis was speaking with _____ she reported that she was receiving an incoming phone call from the number she had identified as James McQueen's personal cell phone. She initially ignored the calls but finally answered, placing the call on speakerphone. Senior Investigator Bastis could hear that call, in which a male was heard asking _____ why someone had called his phone from her phone. The man then told _____ that her phone number was associated with some applications for loans associated with him and went on to say that he had just gotten his phone back and saw her number in the call history and wanted to know why it was there. _____ repeatedly asked the caller to identify himself but he refused. _____ politely denied all of the man's accusations, told him not to call her again and hung up. _____ immediately told Senior Investigator Bastis that she recognized the voice of the caller as being the same as the "detective" she had spoken to before. _____ later reported that throughout that same evening, the same phone repeatedly called her cell phone, her husband's cell phone and their home phone. She finally answered one of the calls, which she recorded; the same man that had called before told her that he was the victim of identity theft, that his own bank accounts had been cleared out and he wanted to know if she had anything to do with it. She told him she did not and then referred to him as "Detective McDaniel", which he laughed at, telling him that it was he who knew more about them. _____ said she very firmly told him to never call her again and she hung up on him; as of the date of this report, she has not reported having heard from him again. OIG requested a copy of the recording of the phone call in question; as of the date of this report, the requested recording has not been received).

3. On May 24, 2017, OIG Senior Investigators Kelly Bastis and Hailey Kraut conducted an interview with DFCS CICC Social Services Specialist 2 James McQueen. His comments are summarized below:

I am an Intake Specialist with CICC, where I receive phone calls from people wanting to make a referral regarding child abuse and neglect: I take down the reports, gathering all of the information, and I then send those out to my supervisor for review, and they go to the necessary county for an investigation into the allegations. My hours are from three o'clock in the afternoon, until one thirty in the morning. Once I complete a referral and submit it, I am done with the case and there is no need for me to ever touch that case again.

Senior Investigator Bastis asked McQueen about the [redacted] family and a referral that he had taken from them back in April. McQueen initially did not recall this referral until some specifics of the referral were mentioned to him at which time he indicated he recalled having taken that call:

I do not recall my speaking to [redacted], I believe it was [redacted] who called in the report (NOTE: Per the Intake Report, [redacted] is listed as the caller). I do remember taking this referral, I believe it was in April some time, and [redacted]

Once I completed the intake, I never spoke with the [redacted] family again, nor did I ever go into their case or intake form again. I do remember that it sat on my caseload for a long time, I think it was even still there until sometime around when I got suspended.

Senior Investigator Bastis showed McQueen screenshots of his name and phone number from the Caller ID on the [redacted] phone, from May 16, 2017: McQueen stated the following:

I never called them that day or any other day. I did lose my personal cell phone on or around that day, May 16th or 17th, so maybe someone else called them. Not only was my cell phone stolen, but my identity was stolen as well. I got my phone back a day or two later, but I have no idea who had it. I did tell Shoney Lowery, Director of CICC, after I got suspended that my identity was stolen and I was going to call everyone in my phone to find out who did it, or if anyone knew who did it. But I did not call the [redacted] that day.

Senior Investigator Bastis informed McQueen that she was actually on the phone speaking with [redacted] when he called her on May 16, 2017. Bastis advised that he was heard talking about his identity being stolen and wanted to know if she knew anything about it. McQueen stated the following:

That was not me on the phone, I did not call her and say that stuff. But my identity was stolen. My bank account was hacked into so there is a freeze on my account. I spoke to a Lieutenant with Douglas County for advice, but instead of filing a police report, I decided to just go to my bank, Bank of America, and tell them about it.

Senior Investigator Bastis showed McQueen screenshots of a text message exchange between [redacted], in which [redacted] advised [redacted] that a detective had called him and that it indicates the phone number the detective called from was the same number as his personal cell phone. McQueen confirmed that is his personal cell phone number and stated the following:

I never called the _____ from my personal phone. I did not call them and say that I was a detective. I do not know why they are saying that, or getting called from my phone number.

Senior Investigator Bastis showed McQueen copies of three rejected One Main Financial loan applications in either _____ names, dated May 2, 2017, May 7, 2017. Two of those applications list McQueen's agency issued cell phone number as the contact number for the applicant. There were also email addresses listed on the applications, which also listed McQueen's agency issued cell phone number as a contact number. McQueen stated the following:

I did not make any applications to One Main Financial in their names. I do not know why my agency cell phone number would be used on those. I have no idea why that phone number would also be attached to a _____ email address either. None of this makes sense to me. I did apply for a loan with One Main Financial, so that I could get a car. It was around Christmas of 2016, but I was denied because my credit score was too low. I applied for the loan in the name of "James McQueen", but I did not get approved in that name.

Bastis asked McQueen to clarify what is meant by "I did not get approved in that name", and he stated:

I just mean I applied for a loan in my name and I did not get it. I did not apply in any other name.

Senior Investigator Bastis showed McQueen a log of phone calls that were made from his agency issued cell phone, specifically highlighting thirteen calls made to various financial institutions, including four calls to One Main Financial; it was pointed out that all thirteen calls occurred around the same dates of the three applications made to One Main Financial. McQueen stated the following:

I did not make any of those phone calls. I rarely use my agency cell phone.

Bastis asked McQueen if he ever made phone calls to DHS OIT (Office of Information Technology) regarding issues with his agency issued computer; he confirmed he had made those calls but not the ones to financial institutions, even though they are all interspersed together in his call history. McQueen stated:

I would call to have issues with my computer sorted out and I would use my agency cell phone to call, but someone else was calling the other places. I never lost my agency cell phone, it was always in my possession, but someone must have been able to hack into it and make those phone calls, just like they did with my personal cell phone.

Senior Investigator Bastis showed McQueen a SHINES Audit Report, detailing all of his SHINES access, including date, time and case. The report details that McQueen went into various portions of the case involving _____ and _____ numerous times between the dates of May 1 – May 9, 2017. McQueen stated the following:

Someone must have hacked into my SHINES account and looked at that case, I did not go in it. I wrote that case up and that was it. Well, maybe I did go into it

to see what else I needed to do on it. It was on my caseload for such a long time, maybe I did go into the case, so that I could see what else needed to be done, in order for my supervisor to take it off of my caseload.

I am telling you, my identity was stolen, I did not steal anyone's identity or try to take out loans in someone else's name. Someone is messing with me. Someone has hacked into my work computer, my personal cell phone and my work phone as a way to make it look like I did it, but I did not do it. I know this looks bad, but I did not do it.

(NOTE: SSS 2 McQueen was encouraged to provide any documentation that he wished to share with OIG in order to prove his claim that he is the victim of identity theft; McQueen indicated he would do so. No information was ever received from him).

VIII. DOCUMENTS / CORRESPONDENCE REVIEWED

1. Email correspondence regarding allegations against James McQueen, which included the following:
 - Information from DFCS CICC Director Shoney Lowery to DFCS Assistant Division Director Jeff Lukich.
 - Email correspondence from Dahlia Bell-Brown, Chief of Staff to the Deputy Division Director of Child Welfare.
 - Attachments - screenshots of Online Reverse Lookup for phone number 404-977-3041 and
2. SHINES History:
 - _____ made a referral to CICC on April 3, 2017
 - The intake taken from _____ on April 3, 2017 was completed by SSS 2 James McQueen.
3. Email thread from OIG Chief Investigator Scott Ellison to Senior Investigator Kelly Bastis, dated May 16, 2017, which revealed the following:
 - A statement from Shoney Lowery regarding contact that she had with James McQueen after he was notified that he was being placed on suspension; McQueen immediately mentioned "identity theft" and told Lowery that his own identity had been stolen. McQueen told Lowery that he intended to call every number in his phone to find out what was going on; Lowery took this to mean that he was going to be contacting agency clients and advised him against that course of action.
4. DHS Personnel File for James McQueen, which revealed the following:
 - McQueen was initially hired by DFCS in December of 2014 as a Social Services Case Manager, assigned to Fulton County.
 - In August of 2016, he was reassigned to CICC (Child Protective Services Intake Communications Center) as a Social Services Specialist 2 at CICC.
 - There was no disciplinary action or concerns noted.

- Documents in the file show that when McQueen was hired he listed a personal cell phone number of
 - This is the same phone number as the call to _____ from the "police detective", the same number that _____ called the "detective" back on _____ and the same number that McQueen called them on, accusing them of stealing his identity, the day he was placed on suspension.
5. Call detail records for McQueen's agency issued cell phone, provided to OIG by OIT Wireless Technology Lead Wireless Technical Analyst Jackson Jamison, which revealed the following:
- The phone number for the agency issued cell phone assigned to James McQueen is: 404-971-3041
 - Between the dates March 30, 2017 and May 12, 2017, this phone was used to make or receive calls from various financial institutions, including: Bank of America, Global Financial, Net Credit, Rise Credit, Green Trust Cash, America 1 Funding and One Main Financial.
 - There were at least 4 missed calls on the agency cell phone from One Main Financial – this is the same financial institution that the bogus credit applications were submitted to in the _____ name.

(NOTE: McQueen's assigned agency cell phone number was listed as the contact phone number on 2 of the 3 bogus credit applications submitted to One Main Financial).

6. Customer Complaint Application Lookup, provided by One Main Financial Services, which revealed the following:
- Three separate applications for credit were submitted in the _____ names to One Main Financial.
 - Application one was submitted on May 2, 2017 in _____ name:
 - _____ misspelled as _____ and the date of birth for her that was listed on the application was off by one digit (the month).
 - The contact email address that was provided is: _____
 - Neither _____ nor _____ are familiar with this email address.
 - Contact phone number listed on the application was: 404-977-3041
 - This is the same phone number assigned to James McQueen's agency issued cell phone.
 - The second application was submitted on May 7, 2017, also in _____ name:
 - _____ name is spelled correctly and her date of birth is correct.
 - The contact email address that was provided is: _____
 - Neither _____ nor _____ are familiar with this email address.
 - Contact phone number listed on the application was: 404-977-3041
 - This is the same phone number assigned to James McQueen's agency issued cell phone.

- The third application was submitted on May 8, 2017 in / name:
 - The contact email address that was provided is:
 - Neither or I are familiar with this email address.
 - No contact phone number was listed on this application.

7. SHINES Audit Report for James McQueen, which revealed the following:

- On various dates, James McQueen accessed various pages / stages of the Intake Report he had previously completed regarding the family and the Foster Care Youth
 - May 1, 2017
 - May 2, 2017 (one of the credit applications to One Main Financial was submitted that same day)
 - May 8, 2017 (one of the credit applications to One Main Financial was submitted that same day)
 - May 9, 2017

(NOTE: During his interview with OIG, McQueen stated that he must have gone back into the case to see what else he needed to do in order to get the case moved off of his caseload, as it had remained assigned to him up until the time he was placed on suspension. CICC Director Lowery advises that there would be no reason for McQueen to go back into a case, even if it did remain on his case load, because that wouldn't tell him anything. She added that a supervisor would have notified him if he needed to do any additional work on the case in order for it to be stage progressed).

8. Various screenshots of text messages and Caller ID information, provided by which revealed the following:

- Screenshot of text message exchange between dated May 9, 2017, where they discuss the call from a "detective" and providing with the "detectives" phone number.
 - This phone number was later identified as being James McQueen's personal cell phone number.
- Screenshot of Caller ID information from phone showing an incoming call from James McQueen's personal cell phone, dated May 16, 2017.

9. Information related to analysis of James McQueen's agency issued laptop, provided to OIG by the DHS – Office of Information Technology (OIT):

- OIG took custody of McQueen's laptop computer, from DFCS staff, and turned it over to OIT.
- OIT conducted an analysis of the computer, including browser history, emails documents, files, folders, pictures and favorites.
- All of that information was downloaded to a flash drive and provided to OIG.
- A review of the contents of the flash drive revealed:

- o McQueen accessed dozens of websites for financial, loan, credit monitoring and debt relief type websites; this includes One Main Financial, the company that the bogus credit applications were submitted to in the _____ names.
 - o A PDF copy of the Intake Report that McQueen completed on April 3, 2017, based on _____ call to CPS Intake regarding _____
- There were no questionable documents on the computer; no documents specifically related to the identity theft.
10. Copy of Incident Report from the Glynn County Police Department, Report Number G17-23037, which revealed:
- Report is dated May 15, 2017.
 - _____ was listed as the complainant.
 - _____ were listed as the victims.
 - Offenses listed on the report are *Fraud* and *Impersonation*
11. Letter to James McQueen notifying him of his separation from employment with DFCS.

IX. ANALYSIS OF INVESTIGATIVE FINDINGS

DHS Personnel Policy Manual #1201, Standards of Conduct and Ethics in Government, is applicable in this case. Relevant sections are:

1. Section B, Conflict of Interest:

- B-1: "A conflict of interest may exist where employees engage in activities which may financially or otherwise enhance themselves, their relatives or individuals with whom they are personally or financially involved as a result of knowledge, information or action taken in an official capacity as departmental employees. All employees have a duty of trust to the State and its citizens, and no one is permitted to make an improper profit from the exercise of duties and responsibilities."

The OIG investigation revealed that SSS 2 McQueen accessed personal information regarding agency clients _____ and then later used that information in an attempt to commit identity theft and financial fraud, for his own personal benefit.

2. Section C, Use of Privileged or Confidential Information:

- C-1: "Employees shall not knowingly use their positions in any manner which will result in financial or other benefit, directly or indirectly for themselves, their relatives, or individuals with whom they are personally or financially involved."
- C-3: "Use of computers to obtain information concerning clients, patients, customers, other employees or third parties for non-work-related reasons is prohibited."

The OIG investigation revealed that SSS 2 McQueen used his position as a CPS worker, which allows him access to SHINES, a secure agency database, as well as using his agency issued computer to access that database, in order to obtain personal information which he used in an attempt to enhance himself financially.

3. Section H, Use of State Property:

- H-2: "Employees are not to use or permit the use of State property for other than official activities."
- H-3: "State property includes but is not limited to:
 - H-3.1: "Office equipment (e.g., computers, telephones, cellular phones, copiers, fax machines, etc.)"
- H-5: "Employees are prohibited from using a state cellular phone for personal calls."

The OIG investigation revealed that SSS 2 McQueen used his agency issued cell phone to make numerous phone calls to financial institutions, none of which apparently had anything to do with agency business, but were more for his own personal benefit. McQueen apparently listed his agency cell phone number as a point of contact number on bogus credit applications he submitted in the names of [REDACTED]. McQueen used his agency issued computer and systems access to obtain some of the information that he needed in order to complete and submit credit applications in the [REDACTED] names.

X. SUMMARY

The OIG investigation determined there is overwhelming evidence to substantiate misconduct on the part of SSS 2 James McQueen. The evidence suggests that McQueen was apparently suffering personal financial hardship and subsequently stole the identities of [REDACTED], and then applied for credit in their names. [REDACTED] had spoken to SSS 2 McQueen, in his official capacity as an agency employee, back on April 3, 2017.

SSS 2 McQueen later accessed a DFCS database, SHINES, in order to obtain personal information he needed about the [REDACTED] he also called [REDACTED], using his personal cell phone, posing as a police detective who was allegedly conducting an investigation into concerns the [REDACTED] had reported to DFCS; McQueen used this ruse as a means to obtain additional information he needed to perpetrate the fraud against the [REDACTED]. [REDACTED] was immediately suspicious about the call from the "police detective" and through her own follow up inquiry, discovered McQueen's true identity. McQueen apparently created two separate bogus email accounts for the [REDACTED] which were supposedly linked to his agency issued cell phone number. He then submitted three separate applications for credit in the names of both [REDACTED] all of which were denied by the involved financial institution, One Main Financial. Two of the three bogus credit applications that were submitted listed McQueen's agency issued cell phone number as a means of contact; in fact, phone records indicate several missed calls to McQueen's agency cell phone from One Main Financial on the days just after the last application for credit was rejected. One of the previously mentioned bogus email accounts McQueen created was listed on all three of the credit applications.

After reviewing information related to the bogus credit applications, [REDACTED] discovered the second phone number, which turned out to be the number assigned to McQueen's agency issued cell phone. Once she realized both phone numbers were linked to James McQueen and that he was apparently a DFCS employee, she reported her suspicions to the agency. OIG also discovered that there were numerous calls to and from various financial institutions and debt relief agencies, which were linked to McQueen's agency cell phone, all around the time the bogus loan applications were submitted in the [REDACTED] names.

McQueen, despite all of the information he was confronted with that clearly indicates he was involved in the theft of the [redacted] identities, repeatedly denied any knowledge of or involvement in the fraudulent activity. His only explanation is that his own identity had been stolen, that some unknown person or persons "are out to get me" and someone has hacked his personal phone, agency issued cell phone and agency issued laptop, even though admittedly none of those items were ever out of his direct custody or control.

SSS 2 James McQueen was separated from his employment with DHS / DFCS, effective June 12, 2017.

OIG learned that [redacted] had contacted the Glynn County Police Department regarding the initial report she had filed with that agency, once she learned their identities had been stolen; according to her, she was told that there would be no follow up investigation conducted by that agency. According to [redacted] court official in Glynn County suggested that she travel to the Magistrate Court in the county where McQueen resides (Cobb) and attempt to obtain a warrant for McQueen's arrest. OIG had notified the Office of the Attorney General of the apparent criminal aspects of this investigation; the Attorney General's Office in turn notified the Glynn County District Attorney's Office. The Glynn County District Attorney's Office indicated they would be opening a criminal investigation into the theft of the [redacted] identities and they have requested the Georgia Bureau of Investigation to assist them with that investigation. At the time of this report, that investigation is still pending.

XI. RECOMMENDATION(S)

1. It is recommended that the findings of this investigation be reviewed by DFCS Administration and Office of Human Resources Management and Development to determine what, if any, further action might be necessary.

Completed By:



Kelly Bastis, Senior Investigator

July 14, 2017
Date

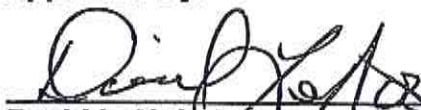
Reviewed By:



Scott Ellison, Chief Investigator

July 14, 2017
Date

Approved By:



David LeNoir, Inspector General (Interim)

7/14/2017
Date

EXHIBITS/EVIDENCE

1. Email correspondence regarding request for OIG investigation, between OIG Chief Investigator Scott Ellison, DFCS Assistant Division Director Jeff Lukich, DFCS Chief of Staff to the Deputy Division Director for Child Welfare Dahlia Bell-Brown, DFCS CICC Program Director Shoney Lowery and OIG Senior Investigator Kelly Bastis, dated May 15 & 16, 2017, including screenshots of Online Reverse Phone Lookup's provided by (6 pages)
2. Copy of Suspension with Pay letter, addressed to James McQueen, dated May 16, 2017 (2 pages)
3. Child Protective Services Intake Report, completed by James McQueen, report dated April 3, 2017, Case Name: _____ Case Number 17640581 (17 pages)
4. Email correspondence between OIG Chief Investigator Scott Ellison, DFCS CICC Program Director Shoney Lowery and OIG Senior Investigator Kelly Bastis, dated May 16, 2017 (1 page)
5. Call detail records for the cell phone issued to James McQueen, covering dates March 30, 2017 through May 15, 2017 (4 pages)
6. Customer Complaint Application Lookup, provided by One Main Financial (4 pages)
7. SHINES Audit Report details for James McQueen, covering time period May 1, 2017 through May 9, 2017 (12 pages)
8. Screenshots of Caller ID information and text message exchange, provided to OIG by _____ (5 pages)
9. DHS – OIG Administrative Interview - Employee's Notice of Rights and Responsibilities form, acknowledged and signed by James McQueen, dated May 24, 2017 (1 page)
10. DHS – OIG Witness Statement form, signed and submitted by James McQueen, dated May 24, 2017 (1 page)
11. OIG – Internal Investigations Unit Case Summary (6 pages)
12. Copy of Incident Report from the Glynn County Police Department, Report Number G17-23037, dated May 15, 2017 (4 pages)
13. Copy of letter to James McQueen, regarding his separation from employment with DFCS, dated June 12, 2017 (1 page)
14. Copy of Polk County Juvenile Court Consent Order, File # 06-J-072, dated March 1, 2017 and copy of Notice of Change of Placement, File # 06-J-072, dated April 7, 2017 (4 pages)

15. CD-R containing audio / video recording, purportedly between _____ and James McQueen, made on May 16, 2017 supplied to OIG by _____

WITNESS CONTACT LIST

1. Name: _____
Position: DFCS Foster Parent
Phone Number: _____
Email: _____

2. Name: _____
Position: DFCS Foster Parent
Phone Number: _____
Email: _____

3. Name: James McQueen
Position: Social Services Specialist 2, DFCS - CICC
Phone Number: _____ (personal) 404-977-3041 (agency)
Email: james.mcqueen@dhs.ga.gov