

Department of Human Services
Inspector General's Office
311 West Saratoga Street
Baltimore, MD, 21201

Monday, May 11, 2020

Re: Fraudulent Transfers of Child Support payments by DHS employee/s.

To Whom it may concern:

Please note that I am a CPA and what I am about to inform you is a classic case of fraudulent redirection of payments from accounts that are not monitored.

How it all began:

I was divorced in 2015 and a Child support order was issued by the court.

I have three children and my oldest turns 18 on August, 2020.

In order to get a better understanding of how to I needed to go about to reduce my child support payments, on or about 2-5-20 I called 800-332-6347, and talked to a DHS customer support representative.

As part of my inquiry I was informed that I owed \$31,999.22 which I was told was a "private Order". I was shocked given that I had paid all my Child support and the property had been settled and paid to my ex wife. So where did this come from? The representative instructed me to go to the field office located in Rockville .

I asked the representative to send me a statement that showed the balance and all activity. I received the statement on or about 2-17-20.

On 2-28-20 I went to the Rockville office. The fielding of my account started immediately. First I was sent to the court house Clerks office. The clerks office sent me back to the Child Support office.

After returning to the Child Support Office I was told to talk to a Supervisor. I signed in and waited for a good hour. Finally I was able to meet with a Supervisor who was a young black guy with an African name that I can't recall now but if the name was called out I would be able to ID it. I gave the young man all my orders and proof of payments.

This young man looked at my account and said that there was clearly a problem. He then told me to wait while he went up to get the supporting docs. He then returned and all of a sudden Ms. Andrea Roberson took over my case. The young man could not explain to me why Ms. Roberson had taken over the case.

Anyway Ms. Roberson reviewed the account and said that there was a mistake. I asked her to provide me with the support that justified the Balance of \$31,999.22 but she said no records were available as they had been destroyed as part of the record retention policy. This was the first indicator to me that Ms. Roberson was being untruthful. Clearly Child support records go on for decades so any such policy

would be ludicrous. Anyway I gave Ms. Roberson the benefit of the doubt.

Ms. Roberson then told me that I had nothing to worry about and that she will get this erroneous amount removed when she returned to the office the following Monday March 3, 2020. She told me to contact her via email and wrote down and gave me her email and I left.

Before I had gone to the Child support office I had asked an attorney what a private order is and I was informed that in my case it can only be the QDRO for the transfer of my TSP retirement account. That transfer had occurred in 2016 and Ms. Roberson had the copy of the transfer document along with all the Child Support Orders and Divorce Order.

The following events are all documented in the email trail provided as support to this complaint.

After not hearing from Ms. Roberson all day on 3-2-20 I wrote her an email asking for an update. She responded and said she needed more time and would contact me, “..once completed”.

After not hearing from Ms. Roberson for about a week I sent her another email on 3-9-20 I asked her to , “..please tell me where we..” stood and asked that she send me the, “...latest statement” of account. On 3-10-20 Ms Roberson responded and said, “Documents are being reviewed to complete the process.” At no pint does she tell me what, “..process”. This response was the first time I realized that there was a deliberate effort to not provide me with information, but I still gave her the benefit of the doubt.

Another week passed and I had not resolution to the matter so on 3-17-20 I sent another email this time with some terseness hoping to get some sort of response with a time line. I stated that 4 weeks ahd passed and no resolution and that Ms. Roberson had not sent me the Account Statement. By now it was clear to me that Ms. Roberson was simply trying to delay the whole process hoping that it would just die its own death. In the meantime I realized that there was clearly something wrong here. Ms Roberson replied and stated that the a Mr. Kunz the lead attorney had stated, “ the \$38,000 was for the marital property” . It was now clear to me that Ms. Roberson was cloaking all her answers and not willing to address the core issue which was the basis for having the balance of \$31,999.22 on my account. Instead she was simply trying to obscure the issue by providing superfluous information.

On 3-22-20 I emailed Ms. Roberson that six weeks had passed and I wanted a definite timeline to resolve this Balance. Her response was again obtuse and clearly not addressing the issue of the \$31,999.22. She basically talked about the TSP payment of \$38,000 and said that she , “ cannot review with anyone else until we open to the public.” It was clear to me that Ms. Roberson was deliberately not answering my question and that this was not a matter of miscommunication.

On 4-2-20 I wrote the following to Ms. Roberson:

“Dear Ms Roberson,

I have repeatedly asked you to send me the statement and now 8 weeks later I am no closer to getting this highly suspicious issue of a \$32000 balance being resolved.

It seems that there is an attempt to conceal and maybe not but I am getting the impression that you are deliberately not answering my questions.

I want the name of the lead attorney whom you mention below and I want his/ her contact information.

I want the latest statement of my balance and I want to know if your agency has put in the data necessary to stop and adjust my payment in August when my son turns 18.

These are the same asks we discussed over 8 weeks ago.

Faras Khan"

Once again Ms. Roberson did not answer my question and kept stating that the lead attorney does not handle Marital property. But the issue was never marital property it was the balance and how it got into my account and that she has not answered as of the writing of this letter.

By May 1, 2020 Ms. Roberson states that I should go to the courts but clearly this not the issue the issue is HOW DOES \$31,999.22 get posted to my account . The fact is the courts have nothing to do with this.

On 5-1-20 I demanded that documents be provided to me that support the Balance of 31,999.22 as of 2-12-20. It was clear to me that payments were being redirected to my account and then paid to ghost or known recipients who then were paying Ms. Roberson and probably more state employees who are colluding to perpetuate the crime.

I wrote to Ms. Roberson that I would be reporting these highly suspicious payments to the Attorney General unless I get the documents that show how the \$31,999.22 got into my account. Again Ms. Roberson did not provide any proof and now stated that she had talked to the, " ..custodial parent...". This again had nothing to do with the original question of the \$31,999.22 that started this whole journey. She did not and has not rebutted my allegation of illegal disbursements and the threat to report the matter to the Attorney General, instead she recommends that I ask the court to close the file. And states, "I will review your information again with an attorney on 5/5/2020 when I am in the local office again."

On May 6, 2020 I wrote the following to Ms. Roberson and so far no response:

"If I do not hear from you this week with all the supporting documents I will be filing a formal complaint with the Attorney General's office and explain to him how monies are being fraudulently from overpayments being routed to ghost recipients from accounts like mine."

On May 7, 2020 the balance had increased from 32,991.22 to \$33,881.31. HOW IS THIS POSSIBLE!

Date	Balance
02/10/20	\$32,991.22
02/28/20	\$30,833.00
05/07/20	\$33,881.31

Now let me explain to you how this whole fraud is being perpetuated:

According to Ms. Roberson my account is an “..in and out” account , “The case is collect and disburse.” and “we[DHS] are not enforcing the case. These are the ingredients necessary to perpetuate the fraud.

And this is how it works:

Payments are redirected to accounts that are referred to as, “in and out” this causes a balance to build in these accounts because it is reduced in the accounts that originally received the payments, but since no enforcement is required these accounts go unchecked. The payments that are run through these accounts are sent either ghost recipients created in the Child support office or to known recipients who then turn around and pay people like Ms. Roberson. I strongly believe that the amounts could be in the \$Millions depending on how long this has been going on and how many accounts are involved.

Please feel free to contact me if you have any questions. My email is farasnf@yahoo.com

Sincerely,

Faras A. Khan, CPA