

JR  
34

## The State of New Hampshire Insurance Department

21 South Fruit Street, Suite 14  
Concord, NH 03301  
(603) 271-2261 Fax (603) 271-1406  
TDD Access: Relay NH 1-800-735-2964

Christopher Nicolopoulos  
Commissioner

Alexander K. Feldvebel  
Deputy Commissioner

March 11, 2020

His Excellency, Governor Christopher T. Sununu  
and The Honorable Council  
State House  
Concord, New Hampshire 03301

### Requested Action

In accordance with RSA 94:6, New Appointments, the Insurance Department respectfully requests to place Stephanie Ondus at the third step for the position of Senior Insurance Fraud Investigator (9U545), unclassified salary grade CC, earning \$68,185.52 annually, effective upon G&C approval. Funding is 100% agency income.

### Explanation

The Senior Insurance Fraud Investigator will investigate allegations of the insurance-related criminal activity, participate in the collection and securing of evidence and prepare criminal cases for prosecution throughout the State of New Hampshire. In addition, the Senior Insurance Fraud Investigator will develop and present training programs to insurance carriers and law enforcement agencies, as well as the general public to help address fraud awareness.

Ms. Stephanie Ondus has a Master of Science degree in Justice Studies from Southern New Hampshire University as well as a Bachelor's degree in Information Technology. Ms. Ondus has been employed by the State of New Hampshire holding the position of Fraud Investigator within the Welfare Fraud Unit for twelve (12) years. In her role as a Fraud Investigator covering a large portion of the state, she developed the skill set required of this position. Ms. Ondus has experience conducting interviews and interrogations, producing detailed reports for criminal prosecutors and testifying in court. Ms. Ondus has developed a great reputation with the prosecuting attorneys around the state for producing some of the most organized prosecution files.

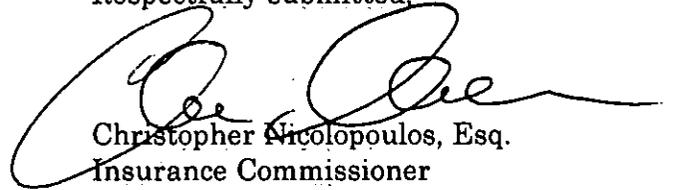
The New Hampshire Insurance Department – Fraud Unit handles some of the largest and most complicated white-collar crimes in the state. Oftentimes, the cases require the collection and review of voluminous records secured via subpoena or search warrant. Attention to detail and organization are paramount.

His Excellency, Governor Christopher T. Sununu  
And the Honorable Executive Council

Page 2

The Insurance Department is seeking approval from Governor and Council to compensate Ms. Ondus unclassified position at \$68,185.52 with a starting date of April 10, 2020. The source of funds is 100% agency income.

Respectfully submitted,



Christopher Nicolopoulos, Esq.  
Insurance Commissioner

# Stephanie E. Ondus

Manager | Investigator | Detective | Researcher

A forward-thinking, true professional with a keen-eye for detail and exceptional ability to pinpoint and determine accurate fraud cases. Extensive background in investigations, as well as, a working knowledge of public assistance laws, rules, and regulations. Work performed is always delivered in conformance to the existing policies and procedures and consistently complies to all federal and state applicable laws and regulations. Excellent acumen to investigate, resolve, and report claims relating and leading to loss via kite, forgery of signatures and documents, as well as theft. Possesses great familiarity with technology developments in software and effectively using it to detect fraud. Strong research ability to interact effectively with the public while conducting investigations on applicants suspected on receiving benefits in fraudulent and illegal ways.

## CORE COMPETENCIES

Strong Investigative Skills  
Welfare Fraud  
Extensive Report Writing  
Surveillance Experience  
Criminal Law Knowledge

Investigations Skills  
Court Testimonies  
Superb Research Methods  
Deadline & Goal Driven  
Multi-Tasking Abilities

Excellent Communication  
Problem Solving Abilities  
Process Improvements  
Critical Thinking Abilities  
Organized & Detailed

### *Other Professional Attributes with Knowledge of:*

- ✓ Comprehensive knowledge of the Criminal Justice System and the courtroom procedures
- ✓ A variety of interviewing, investigative and research methods, procedures and techniques
- ✓ The principle rules to follow on identification, preservation and the presentation of evidence
- ✓ Legal rights of citizens pertaining to the rules of evidence in court procedures and laws
- ✓ Performs job with minimal direction and takes on the position of leadership in situations if needed
- ✓ Dangerous situations and the importance to stay calm, decisive and level-headed to manage control

### *Other Professional Attributes with the Ability to:*

- ✓ Conduct a variety of welfare fraud and departmental investigations to obtain information and evidence
- ✓ Interview, analyze and evaluate statements of witnesses or suspected violators and draw logical conclusions
- ✓ Secure and present information and evidence in oral or written form; identify, detain, and arrest suspects;
- ✓ Excellent listening and judgment making abilities and skills helpful to draft reports and interrogate people
- ✓ Strong organizational and analytical skills with the ability to plan, prioritize, and meet deadlines assigned
- ✓ Accurately types 90 WPM completing assignments/caseloads with hundreds of pages within hours vs. days

## CAREER HIGHLIGHTS

★ **Analyzed** investigative findings and referred to the County Attorney's Office for consideration to file a criminal complaint and prepare written investigative summaries while assisting attorneys assigned to such cases resulting in testifying in court as to the conduct of investigation and/or methods of evidence collected.

★ **Cultivated** a large network of relationships with agencies, law enforcement officers, special agents and other state agencies and discovered that by working in tandem together accomplished quicker results by having the ability to find and interview the target much quicker.

★ **Created** a business proposal to design a security features that would implement a laptop and docking station usage for investigators to access information while in the field resulting in higher productivity and time management success.

★ **Proposed** having outside agencies, such as State Police perform trainings with investigators in the realm of safety, interview, interrogation, surveillance, evidence gathering and handling of up-to-date strategies and techniques to obtain information safely, including methods to diffuse situations, if one should arise.

★ **Interviewed** employers, neighbors, and other possible witnesses to conduct surveillances and made use of related community resources to obtain that information on matters relating to suspected fraud achieving results due to the exceptional ability to read through the responses, body language and evidence acquired.

## PROFESSIONAL EXPERIENCE

---

**State of NH, Health and Human Services** | Manchester NH  
**Administrative Supervisor V**

09/18 - present

- **Develop**, implement, analyze and evaluate program objectives and policies for the organization
- **Supervise** the implementation of program objectives, including reviewing reports of employees and recommending policy revision as needed
- **Review** manuals and informational materials to ensure consistency and conformance with overall objectives and policies
- **Identify** training needs and approve training requests in order to meet agency staff development goals
- **Recommend** personnel action for employees including hiring, merit increases, disciplinary action, and performance appraisals
- **Review**, monitor and control allocation of unit expenditures in accordance with agency policies and regulations
- **Interpret** data, policy and procedures to arrive at logical conclusions and recommendations
- **Assess** agency service needs and make preliminary recommendations for the development of alternative short-term program policies or procedures
- **Review** summaries and reports to make decisions to solve problems or to achieve work objectives and expressing those solutions and goals to staff and upper management
- **Investigate** case information to accurately create summaries for testifying at Administrative Appeal Hearings on behalf of the department

**State of NH, Health and Human Services** | Concord NH  
**Fraud Investigator**

04/07 – 09/18

- **Reviewed** applications for welfare and conducted detailed investigation on suspected fraudulent receipt; locating and interviewing suspects supporting evidence of those obtaining welfare illegally.
- **Initiated** the prosecution process against suspected person for applying and receiving public assistance fraudulently through the coordination of respective state welfare departments and the law enforcement agencies to achieve results.
- **Collected**, preserved, and analyzed testimony of suspected individuals and witnesses, which resulted in obtaining search warrants against involved parties with the assistance of attorneys and the civil court.
- **Examined** and evaluated case files, statements, information, and evidence obtained through interviews and investigations determining the validity of allegations and extracted only useful information to the investigation.
- **Made** unscheduled home visits to determine if current living arrangements violated welfare regulations, as well as interview employers, neighbors, and other possible witnesses that would provide information on matters concerning suspected welfare fraud.
- **Prepared** extensive typewritten reports, statements, and affidavits after studying and collecting evidence from a variety of records for use in legal actions to present in hearings and court.

## PREVIOUS EMPLOYMENT

---

**State of NH, Health & Human Services** | Nashua  
Family Service Specialist II 11/06 - 04/07

**Fidelity Investments** | Merrimack  
Account Representative 06/06 - 10/06

**State of NH, Health & Human Services** | Nashua  
Family Service Specialist II 06/03 - 06/06

**Rivier College** | Nashua  
Registrar Assistant 01/03 - 05/03

**State of NH, Nashua Community College** | Nashua  
Registrar Assistant & Stock Control Clerk III 01/01 - 12/02

**State of NH, Department of Revenue** | Concord  
Collections 04/00 - 01/01

**State of NH, Department of Turnpikes** | Hooksett  
Secretary 04/99 - 04/00

**State of NH, Department of Transportation** | Bedford  
Toll Attendant 04/98 - 04/99

## EDUCATION | HONORS | CERTIFICATIONS

---

**Southern New Hampshire University** | Hooksett, NH  
Master of Science in Justice Studies – DHS,  
Terrorism, and Cybersecurity GPA 3.97

**Southern New Hampshire University** | Hooksett, NH  
Bachelors in Information Technology

**Nashua Community College** | Nashua, NH  
Associates in Computer Science

**Southern New Hampshire University**  
The National Society of Leadership and Success Honor Society  
Alpha Sigma Lambda Honor Society  
Delta Mu Delta Honor Society  
Phi Theta Kappa Honor Society

**Nashua Community College** | Nashua, NH  
Certification in Web Site Design  
Certification in Fiber Optics

## COMPUTER KNOWLEDGE

---

- ✓ Expert knowledge of Microsoft products - Office, Adobe, Access, | intermediate knowledge of Mac products
- ✓ Understands computer hardware, their components | TCP/IP networking standard | LAN/WAN/MAN/PAN
- ✓ Strong usage with Social Media sites and the Internet to mine for information on investigations