

DCEO FRAUD AND ABUSE REPORTING

Our State Agency reached out recently to make us aware of scams ongoing throughout the State where persons are trying to represent agency staff members or State staff and asking for clients to send in Personal Identifiable Information (PII).

Know that our agency NEVER uses Facebook Messenger; we also will never text you asking for any personal information. You may get a reminder message or email if you schedule an appointment with us and it will tell you what to bring, but never asking for that information to be sent through unsecure means.

This is one of the reasons that when a client schedules a phone appointment with us, we require you, the client, to call us on your appointment date and time, so that you know you are talking to the correct people when giving out your information.

Please do **NOT** ever give information out if you do not know with whom you are speaking. Protect your information and identity. We will also never attempt to collect funds or require payment for services rendered at our agency.

The Community Services Block Grant (CSBG) does not provide direct grants to individuals; CSBG does not charge a fee for receiving a grant. If you receive a message offering you a CSBG grant or requesting a fee, please contact the U.S. Department of Health and Human Services (HHS) Fraud Hotline at **1-800-447-8477** or click the link to the left for information on how to report fraud to the Illinois Department of Commerce and Economic Opportunity.

To report LIHEAP fraud or abuse:

Illinois Department of Commerce

Office of Community Assistance, Attn: Fraud Unit

500 E. Monroe

Springfield, IL 62701

217.785.1709