



## **NEWS RELEASE**

### **STATE EMERGENCY OPERATIONS CENTER**

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### **UIA Adds to Leadership Team to Enhance Services, Prevent Imposter Fraud**

**LANSING, MICH.** As Michigan's Unemployment Insurance Agency continues to process a record number of claims, today it announced additions to its leadership team adding capacity to improve customer service, data analytics, fraud, and systems.

Jeffrey Frost has been appointed as a Special Fraud Advisor to the Department of Labor and Economic Opportunity. Frost will provide expertise and guidance in UIA's efforts to counter the criminal attacks being experienced by unemployment systems around the country, analyze fraudulent unemployment activity and clear legitimate accounts. Frost will serve as a liaison to Attorney General Dana Nessel's [Unemployment Insurance Fraud Task Force](#) to help identify, locate, and prosecute criminals suspected of unemployment fraud.

Frost is an accomplished operational, administrative and fiscal leader with extensive experience leading complex cyber and financial crimes investigations in the public and private sectors. He is currently the principal and owner of a security and investigative firm and part-time faculty member at Michigan State University. He previously worked in the private sector and retired as the Special Agent in Charge for the U.S. Secret Service in Detroit Field Office after 25 years of service.

The UIA also announced additional key leadership members:

- Stephanie Glidden is named UIA Chief of Staff. Glidden, who serves as UIA Legislative Liaison, will retain her legislative responsibilities and will now have expanded duties related to policy and communications.
- Evan Anderson is appointed as Special Advisor on Payment Operations and Digital Systems. Anderson, who continues to serve as LEO Chief Strategist, will now work to enhance the agency's information systems to improve data systems, and process claims more efficiently and effectively.
- Debbie Ciccone is named Interim UIA Finance Administrator. Ciccone, who previously served as LEO Internal Controls Manager, will have oversight over the agency's budget, finances, and reporting.

"These additions to the UIA leadership team are exceptional public servants whose diverse skills and expertise will help the agency continue to improve operations and provide all eligible workers their full benefits," said LEO Director Jeff Donofrio.

Since March 15, 2.2 million eligible claimants have applied for state and federal benefits, with over \$14.3 billion in benefits paid to over 2 million workers. [94.5% of eligible claimants](#) have received or are approved for benefits.

“Each of these team members is an important addition to the agency,” said UIA Director Steve Gray. “Their leadership will be a driving force as we continue to improve customer service, make efficient use of resources and protect Michiganders from unemployment fraud.”

Information around the COVID-19 outbreak is changing rapidly. The latest information is available at [Michigan.gov/Coronavirus](https://Michigan.gov/Coronavirus) and [CDC.gov/Coronavirus](https://CDC.gov/Coronavirus).

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