

# PUBLIC ASSISTANCE VERIFICATION AND FRAUD PREVENTION

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HOUSE WELFARE REFORM  
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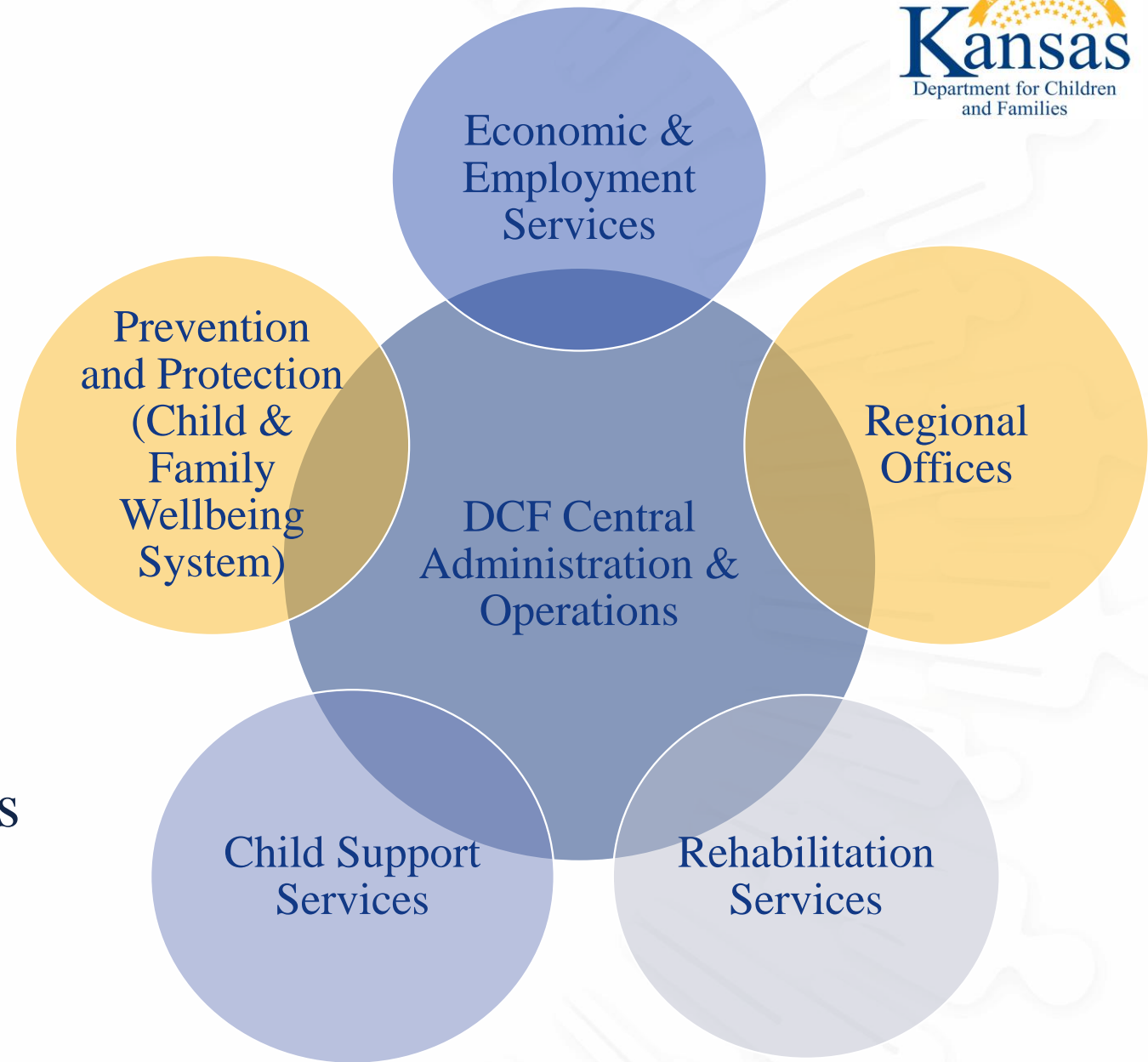
# ECONOMIC & EMPLOYMENT SERVICES

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# ORGANIZATION

## DCF Major Programs

- Programs collaborate for family and individual outcome achievement
- Programs are supported by core operations.
- Program and practice are carried out by teams in 36 service centers across 6 Regional Offices



# ECONOMIC & EMPLOYMENT SERVICES




DIRECTOR OF EES – CARLA WHITESIDE-HICKS

Economic and Employment Services (EES) provides a variety of programs that can help families achieve self-sufficiency. These include:

- Cash assistance (Temporary Assistance for Needy Families)
- Food assistance (Supplemental Nutrition Assistance Program)
- Child Care subsidy
- Employment assistance
- Energy assistance

Kansas Benefits Card Support

 1-800-831-5235

# EES APPLICATION

- Application Submission and Eligibility Determination
  - Online
  - Face-to-Face
  - Fax
  - Email
  - Drop-Off
  - Postal Mail
  - Helping Agencies
  - Amazon Connect / Phone

# INFORMATION VERIFICATION

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# KEES

## KANSAS ELIGIBILITY ENFORCEMENT SYSTEM



In July 2015 Kansas rolled out a modern eligibility system called the Kansas Eligibility Enforcement System (KEES).

The initial rollout concerned only medical programs and used web services and batch interfaces to access income information to be used within the system to determine medical assistance eligibility.



# VERIFYING ASSISTANCE ELIGIBILITY

Verifications (vary by assistance program):

- Identity of each adult in the Mandatory Filing Unit
- Gross non-exempt income for each adult in the Mandatory Filing Unit
- Disability
- Resources
- U.S. citizenship / non-citizenship status
- Social Security Numbers
- Relationship to children on file
- Cooperation with additional program (child support services).

# ELIGIBILITY INTERFACES

## INFORMATION VERIFICATION



### Interfaces:

- Lexis Nexis – at application if needed to verify identity
- The Work Number/TALX – at application and redetermination
- Social Security System – Daily
- Public Assistance Reporting Information System (PARIS) – Quarterly
- Systematic Alien Verification for Entitlements (SAVE) – At application
- Internal Revenue Service – TANF/Monthly
- Kansas Lottery – Monthly
- Kansas Department of Labor – Application & redetermination

# ELIGIBILITY INTERFACES (CONT.)

## INFORMATION VERIFICATION

- Kansas Department of Commerce – Application & redetermination
- Kansas Department of Corrections – Daily
- Kansas Vital Statistics – At application
- Kansas Child Support Services – at application and redetermination
- Kansas Eligibility and Enforcement System (KEES)
- Kansas Adult Supervised Population Electronic Repository (KASPER) – at application and redetermination as warranted
- National Directory of New Hires (NDNH) – Monthly
- Electronic Disqualified Recipient System (eDRS) – at application and redetermination

# EES DATA EXCHANGES

## INFORMATION VERIFICATION

- When data is received through an automated process, like SSA, KEES creates a task for eligibility staff to take action.
- Information received via email, like Kansas Lottery, is manually matched to assistance recipients.
- Out of state EBT usage is tracked by FIS and communicated to the EBT team.

# TALX CORPORATION

## INFORMATION VERIFICATION



- KDHE contracted with Equifax subsidiary Talx Corporation to provide the necessary services. These services were later extended to all non-medical programs within DCF (PPS, CSS, EES and VR) for purposes of employment and wage verification. As part of that verification, Talx checks the following information for each applicant:
  - Employer Name
  - Employment Status
  - Employer Address
  - Employment Dates
  - Position Title
  - Medical and Dental Information, as available
  - Pay Rate
  - Pay Period (i.e., weekly, bi-weekly, every two weeks, monthly)
  - Pay dates

# ADDITIONAL VERIFICATION

## INFORMATION VERIFICATION

Our Fraud group supplements Talx with the CLEAR software database from Thompson Reuters, which pulls information from one of the three credit agencies. In addition, our EBT Manager has access to some analytic information from our EBT vendor, FIS.

The data generated is verifiable data based on the cases and complaints that our investigators have entered into our database.

Potential fraud is most frequently brought to attention via the Fraud Hotline.

Our investigators then investigate the potential fraud and refer the matter to hearing or criminal prosecution if appropriate.

# FRAUD INVESTIGATIONS

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INFORMATION VERIFICATION

# OFFICE OF THE GENERAL COUNSEL

## FRAUD INVESTIGATIONS UNIT



The mission of the Fraud Investigations Unit is to aggressively investigate, detect, prevent, and prosecute welfare recipient fraud in all public assistance programs administered by the Department for Children and Families including TANF/Cash Assistance, Food Assistance, Child Care Subsidy, Medical Assistance, and Energy/LIEAP assistance.

The Fraud Investigations Unit is comprised of –

- Chief Investigator, 2 Deputy Chief Investigators, and a Fraud Hotline Receptionists located in the Office of General Counsel
- 14 Fraud Special Investigators and 4 benefits eligibility experts assigned statewide.

If you suspect a person is receiving public assistance to which they are not entitled...

**DCF Fraud Hotline**  
1-800-432-3913



# WHEN FRAUD IS DETECTED

## FRAUD INVESTIGATIONS

- Allegation of fraud are received either from the Fraud Hotline or EES.
- Each referral is entered into the Fraud Tracking Database and assigned to a Special Investigator (SI).
  - Hotlines are sent to EES to determine relevancy. If relevant the case is turned over to the SI.
- Depending upon the allegation, different investigative techniques may be used.
  - Case records such as applications, interim reports and case notes are reviewed. Along with a review of benefits issued and used.
  - Various databases checks are conducted; CLEAR, district court records, employment records, address histories, school records and bank records.

# HOW FRAUD IS INVESTIGATED

## FRAUD INVESTIGATIONS

- Once the SI has proof that fraud may have been committed, they staff the case with one of the four Fraud Analysts who will advise of the various potential program violations.
  - Depending on the dollar amount, if there has been past fraud or how blatant or egregious the case may be a decision is made as to how to adjudicate the case to receive a finding of fraud and may be referred by the Investigator to the appropriate district or county attorney for criminal prosecution.
    - It should be noted that Waivers and Administrative Hearings are the method preferred by the USDA. They are also less time consuming.
- The client is then contacted by the SI for an interview to verify various pieces of information.
- If information is conclusive the SI will provide the client an opportunity to voluntarily sign a Federal Waiver form where they accept the fraud penalty and repayment of any overpayment. If the client prefers a hearing the case is presented to an Administrative Law Judge for an administrative fraud finding.

# FRAUD INVESTIGATION RESULTS

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INFORMATION VERIFICATION

# FRAUD UNIT NUMBERS

## FRAUD INVESTIGATION RESULTS

FISCAL YEAR	AVERAGE TOTAL ASSISTANCE CASES	TOTAL REFERRALS	NO FINDING OF FRAUD	FRAUD
2021	145,703	2,812	1,735	315
2022	143,054	2,718	1,804	331
2023	144,181	2,585	1,707	225

# FRAUD CASE ACTION



## FRAUD INVESTIGATION RESULTS

FISCAL YEAR	CASES REFERRED FOR HEARING	CLAIMS ACTIVATED AS FRAUD
2021	265	\$765,068.00
2022	249	\$1,132,058.00
2023	183	\$530,936.00

# FRAUD CLAIM COLLECTIONS BY FY

## FRAUD INVESTIGATION RESULTS

FISCAL YEAR	TOTAL OWED	RECOVERED	REMAINING BALANCE OWED
2021	\$822,930.10	\$275,908.57	\$547,022.46
2022	\$1,439,761.30	\$263,844.21	\$1,175,917.06
2023	\$1,251,721.50	\$120,446.02	\$1,131,255.38

# QUESTIONS?

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