

Project Name: Welfare Fraud Analytics Reporting System

OCIO Project #:

Department: California Department of Social Services

Revision Date:

Concept Statement

Description

Brief description of the proposed project:

This proposal is to develop a Data Analytics solution to assist California in the protection of its CalWORKS and FoodStamps Benefit Programs from fraud. California routinely matches its clients against state and federal data systems that are indicators that an a client on aid may need to have adjustments to his or her benefits. This proposals will automate the matching transmittal process, use a data analytics system to enhance the usefulness of the matches by the creation of "smart matches" which are match abstracts that are compared to one another in order to triage the most likely cases of fraud, allow for automatic recertification of applicant quaification checks at the time of recertification and implement a outcome reporting process to match the results of the match investigation back to the client.

Need Statement

High Level Functional Requirements:

Electronically Transmit Match Abstracts to Counties, Data Analytics Systems which will facilitate the comparison of matches to one another whereby eliminating duplicates and triaging cases for County Followup, Secured Web portal for County staff to report back the outcomes of match investigations, and Report generating capability to allow provide program metrics.

What is Driving This Need?

1. The immediate need is in response to Executive Order 09-10 which asked CDSS to develop a strategy to better protect California's benefit programs. 2. Reduce the security risks associated with the manual process and transittal of matches from the state to the county. 3. Reduce the ineffeciency of the followup of IEVS matches within the counties. 4. Reduce the workload associated with processing IEVS matches in the counties. 5. Give California a system which will allow for comprehensive program managemetn information.

Risk to the Organization if This Work is Not Done:

1. Continued personal information security risks associated with the transmittal of matches to counties. 2. Counties will be expected to process matches even if the matches are redundant to what may have been previously submitted. 3. California will have very little program data available to make sound policy and program cost benefit decisions.

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Benefit Statement

Intangible Benefits

Process Improvements (describe the nature of the process improvement):

Currently IEVS is composed of a disparate processes which are riddled with information security risks, inefficiencies and is unable to provide business information. The improvements proposed take advantage of secure electronic transmittal of information, it will allow California to use existing information in new ways that increase the accuracy of the work involved, and will create means to use the information to allow California to make better decisions regarding its processes.

Other Intangible Benefits:

Tangible Benefits

Revenue Generation (describe how revenue will be generated):

Revenue will not be generated by this system however cost avoidance and savings will occur.

Cost Savings (describe how cost will be reduced):

This system will potentially reduce the amount of resources required in the counties to follow up and investigate IEVS matches. It will reduce mailing expenses and information security breach expenses. It will also reduce the needed resources for transmitting matches to counties. This system will produce information that can be used to analyze the related processes allowing for better cost benefit analysis and potential savings as a result.

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Cost Avoidance (describe the cost and how avoided):
 The proposed system will allow the state to avoid giving CalWORKS and FoodStamp clients who may no longer qualify for benefits or who should have reduce benefits.

Risk Avoidance (describe the risk and how avoided):
 This system will reduce the risk of personal information security breeches currently common in the transmittal of the IEVS matches.

Improved Services:
 CDSS will be providing enhanced services to the counties by giving them triaged abstract reports which will eliminate the need to redundant workload in the counties, it will be protecting the benefit program integrity whereby protecting the interest and money of taxpayers.

Consistency

"No" Responses 	Rationale	Action Required
Enterprise Architecture		
Business Plan		
Strategic Plan		

Impact to Other Agencies

Nature of Impact to Other Agencies

Agency:
Describe the nature of the impact:
 Office of Systems Integration: It is expected that OSI will be involved in the development and roll out of the IEVS outcome reporting piece of this proposal.

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Agency:

Describe the nature of the impact:

Counties: It will be expected that County investigations and processing work will be more ineffecient by this solution and that new procedures will need to be followed for its implementation.

Agency:

Describe the nature of the impact:

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Solution Alternatives

Alternative 1:

Expansion of the Tumbleweed transmittal process for additional IEVS matches. This solution extends the use of the Tumbleweed to all IEVS matches. This will reduce the information security risks associated with the current processes. This however does not produce the same level of cost avoidance and savings associated with the smart matches and timely removal of ineligible persons.

Technical Considerations for Alternative 1:

This makes use of an existing technology already in use by CDSS and counties.

ROM Cost: _____ to _____

Note: high end of range must not exceed 200% of low end of range

Alternative 2:

Technical Considerations for Alternative 2:

ROM Cost: _____ to _____

Note: high end of range must not exceed 200% of low end of range

Alternative 3:

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Technical Considerations for Alternative 3:	
ROM Cost: _____ to _____	Note: high end of range must not exceed 200% of low end of range

Recommendation

Comparison:

Alternative 1	ROM Cost	Risk
	\$0 - \$0	
Alternative 2	ROM Cost	Risk
	\$0 - \$0	
Alternative 3	ROM Cost	Risk
	\$0 - \$0	

Conclusions:

1	
2	
3	
4	

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Recommendation:

Project Approach *(if known)*

System Complexity:		System Business Hours: <i>(e.g., 24x7, 9am-5pm)</i> :			
Architecture	<input type="checkbox"/> Mainframe	<input checked="" type="checkbox"/> Client Server	<input checked="" type="checkbox"/> Web Based	Num. of New Databases:	1
Technology	<input type="checkbox"/> New	<input checked="" type="checkbox"/> New to Staff	<input type="checkbox"/> In-House Experience	Interfaces:	External
Implementation	<input checked="" type="checkbox"/> Central Site	<input type="checkbox"/> Phased Roll-out		Num. of Sites:	
M & O Support	<input checked="" type="checkbox"/> Contractor	<input checked="" type="checkbox"/> Data Center	<input type="checkbox"/> Project	<input type="checkbox"/> In House	
Procurement Approach: Public Bid for Contractor, CMAS for system					Number of Procurements:
Open Procurement?	Yes	Delegated Procurement?			
Scope of Contract	<input checked="" type="checkbox"/> Development	<input checked="" type="checkbox"/> Implementation	<input type="checkbox"/> M & O	<input type="checkbox"/> Other:	
Anticipated Length of Contract:	18 months	Years /	extensions for	years	