

PUBLIC ASSISTANCE VERIFICATION AND FRAUD PREVENTION

HOUSE WELFARE REFORM

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TABLE OF CONTENTS

3		ECONOMIC AND EMPLOYMENT SERVICES
7		INFORMATION VERIFICATION

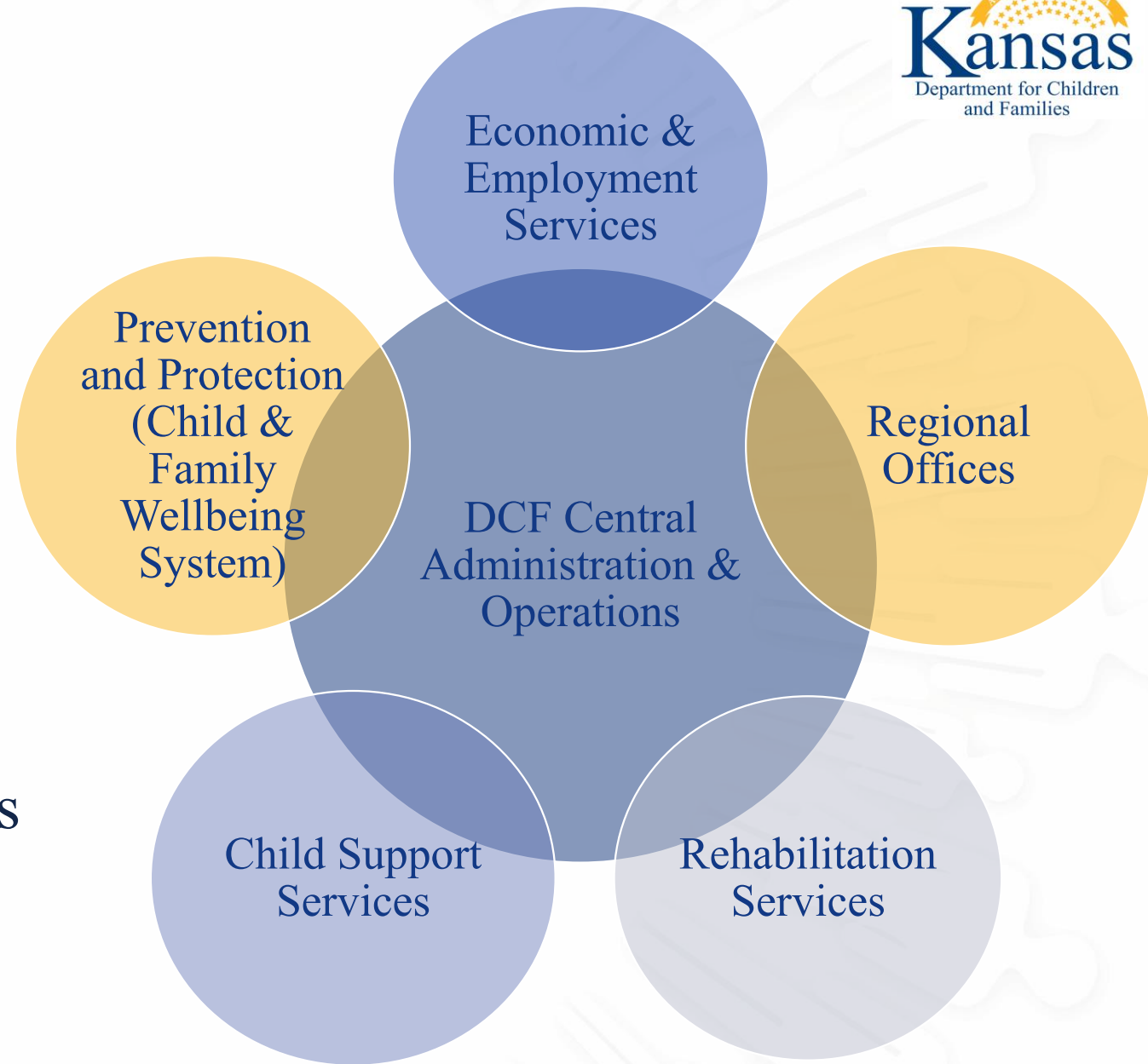
15		FRAUD INVESTIGATIONS
19		FRAUD INVESTIGATION RESULTS

ECONOMIC AND EMPLOYMENT SERVICES

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 AND 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 (Child Care and Development Fund)
- Employment assistance
- Energy assistance

Kansas Benefits Card Support

 1-800-997-6666

EES APPLICATION

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

INFORMATION VERIFICATION

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.
- In 2017, Kansas added the SNAP, TANF, and Child Care programs to KEES.

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 Pt. I

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 and redetermination
- Internal Revenue Service – TANF/monthly

ELIGIBILITY INTERFACES Pt. II

INFORMATION VERIFICATION

- Kansas Department of Corrections – monthly
- Kansas Department of Labor – at application and redetermination
- 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

ELIGIBILITY INTERFACES Pt. III

INFORMATION VERIFICATION

- Experian – at application and redetermination
- Kansas Payment Center – at application and redetermination
- Kansas Public Employees Retirement System (KPERs) – at application and redetermination
- Kansas Modular Medicaid System (KMMS) – at application and redetermination
- Electronic Disqualified Recipient System (eDRS) – at application and redetermination
- Kansas Lottery – monthly
- National Directory of New Hires (NDNH) – monthly

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.

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.

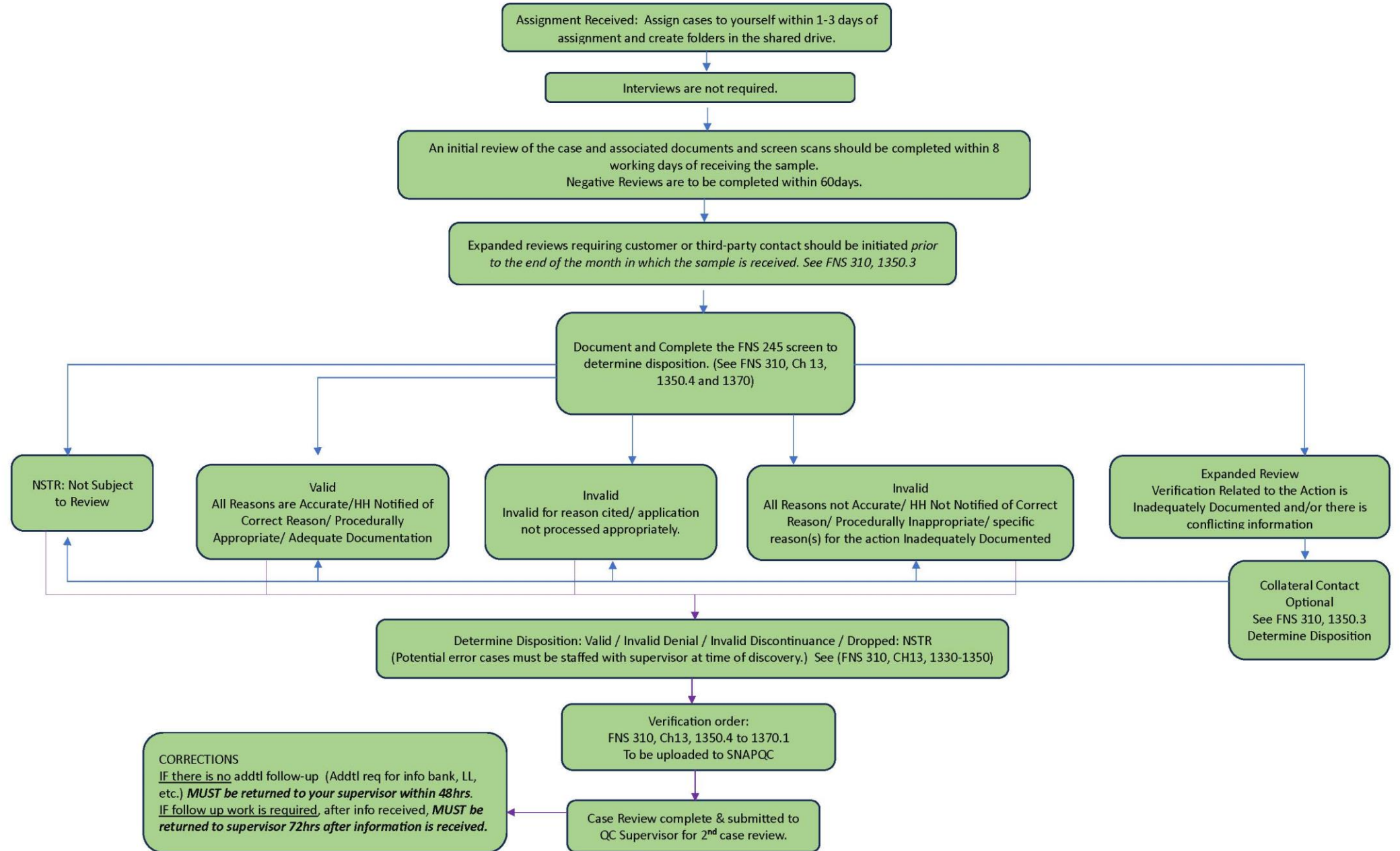
EES QUALITY CONTROL

INFORMATION VERIFICATION

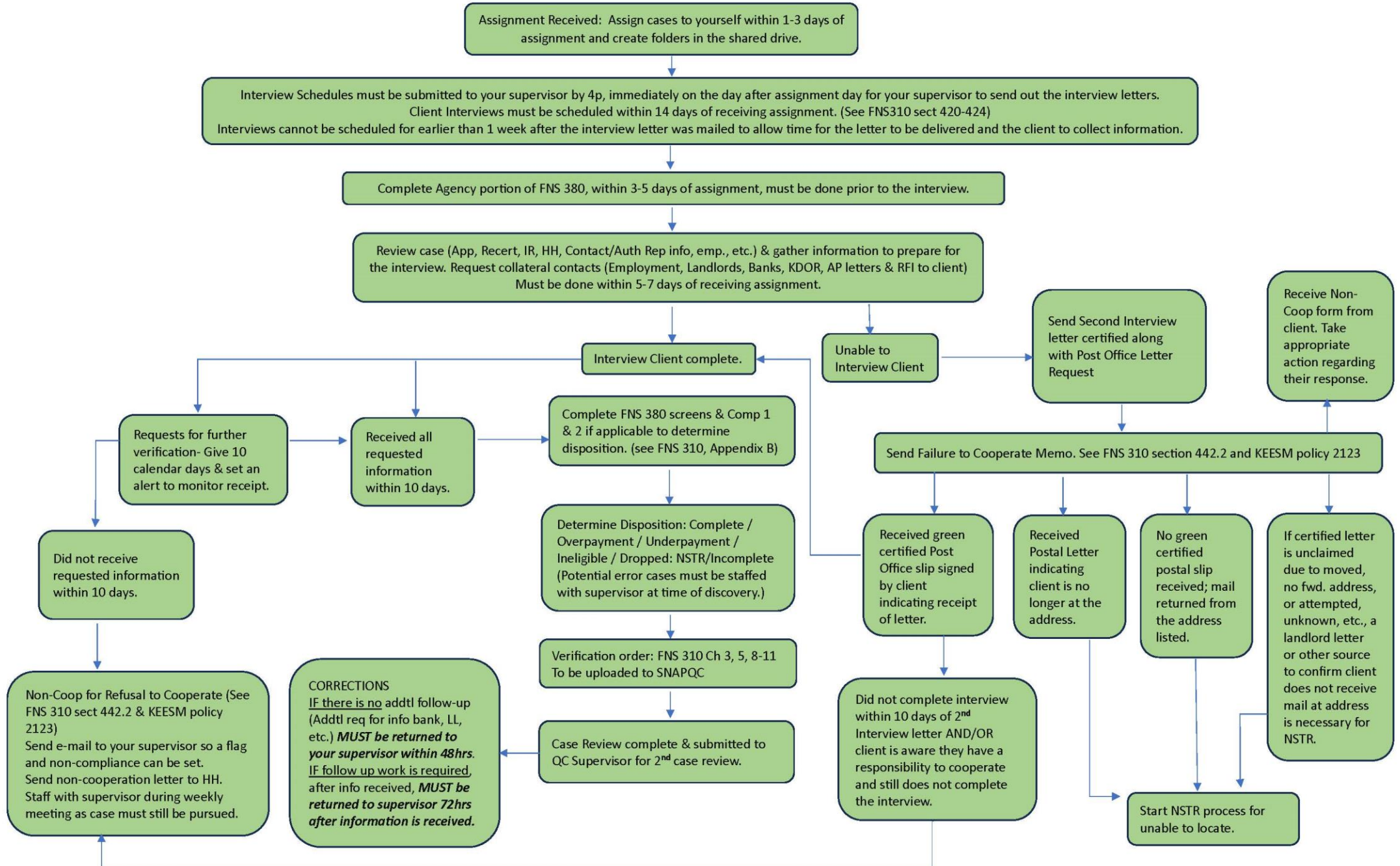
QUALITY CONTROL

- USDA Food and Nutrition Service (FNS) SNAP Quality Control (QC) Review Book
- USDA FNS Quality Control Review Schedule
- Kansas DCF Quality Control Manual
- Kansas DCF QC Active Workflow Process
- Kansas DCF QC Negative Workflow Process

QC NEGATIVE Workflow Process- Rev 08-27-25



QC ACTIVE Workflow Process- Rev 08-27-25



FRAUD INVESTIGATIONS

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, 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.

QUESTIONS?
