

Social Program Integrity Framework

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- **Time is short to make a decision**

- Many government agencies have only days to decide to complete a payment to someone (for example, medical claims, or tax refunds)

- **They might be limited in what information they can use**

- Government agencies typically do not share information among themselves
- There are strict laws governing the handling and disclosure of personal information

- **Those who are involved in fraud are **CONSTANTLY** changing their tactics**

- They monitor what the government or other organization – like a bank – is doing to combat against them
- They experiment to find the limits of where their fraudulent behaviors will NOT be detected

- **There are potentially **BILLIONS** of dollars at stake**

- In 2010 it is estimates that “improper payments” total \$125B
- Where improper includes both errors as well as fraudulent behaviors and organized schemes

RECOMMENDATIONS

- Develop a **risk framework for the enterprise** around integrated risk management systems and capabilities.
- Drive **cultural change** through communication and prioritization by top management
- Show benefits as part of a communication program to **improve perception of risk management**
- Develop risk KPIs and integrate with planning and budgeting to improve knowledge and commitment and to **measure business and individual performances**
- Develop an **enterprise risk data architecture** driven by the demands of the business enabling real-time report generation in the business context
- **Integrate data capture and data definition standards** into normal business systems and processes ensuring adequate audit and control trail
- Consider **partnership** with specialized third parties for elements of risk management

STRATEGY

INFORMATION

INFRASTRUCTURE

DATA

METRICS

ORGANISATION

Deter Prevent Detect Investigate Sanction

1

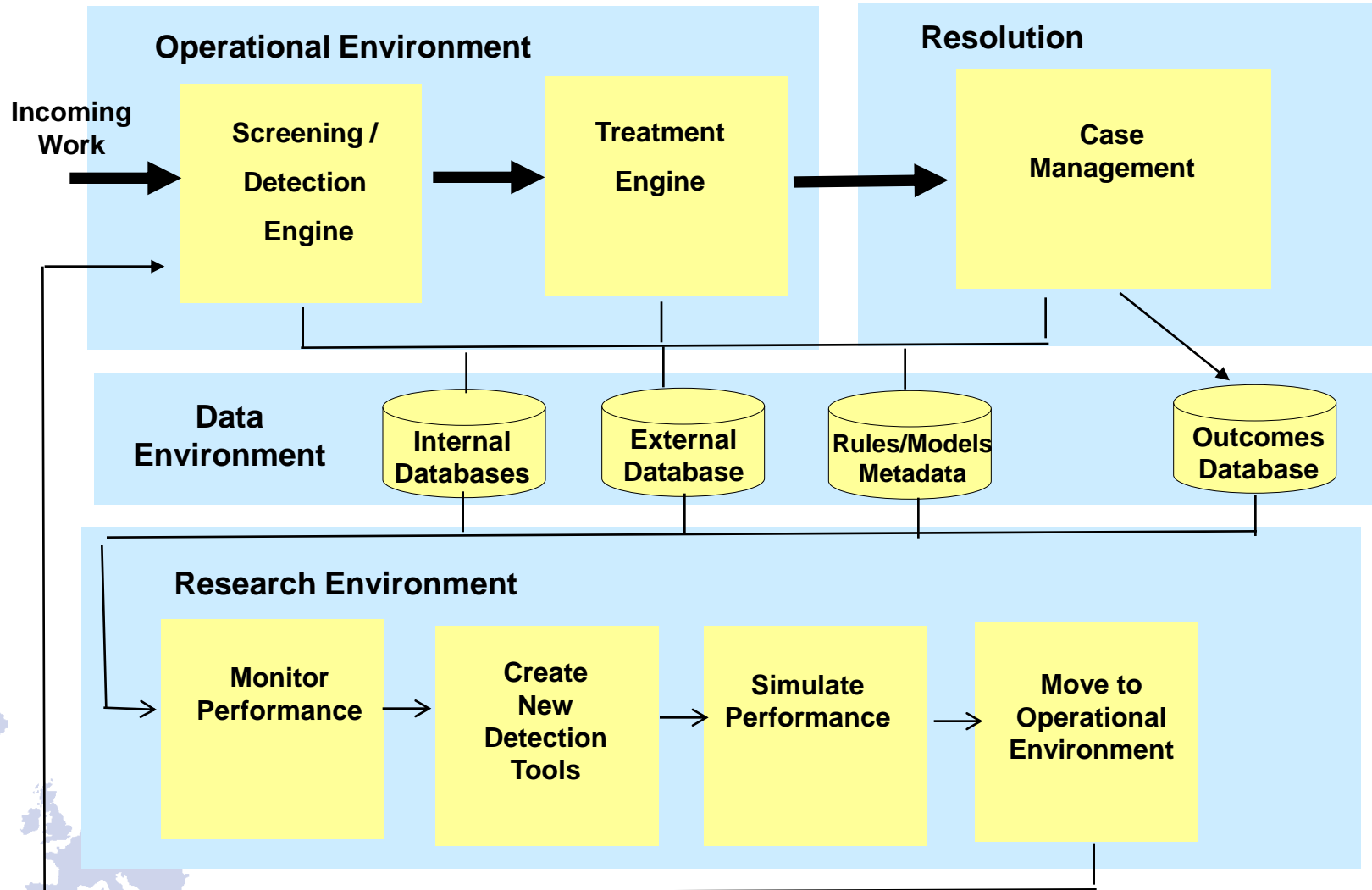
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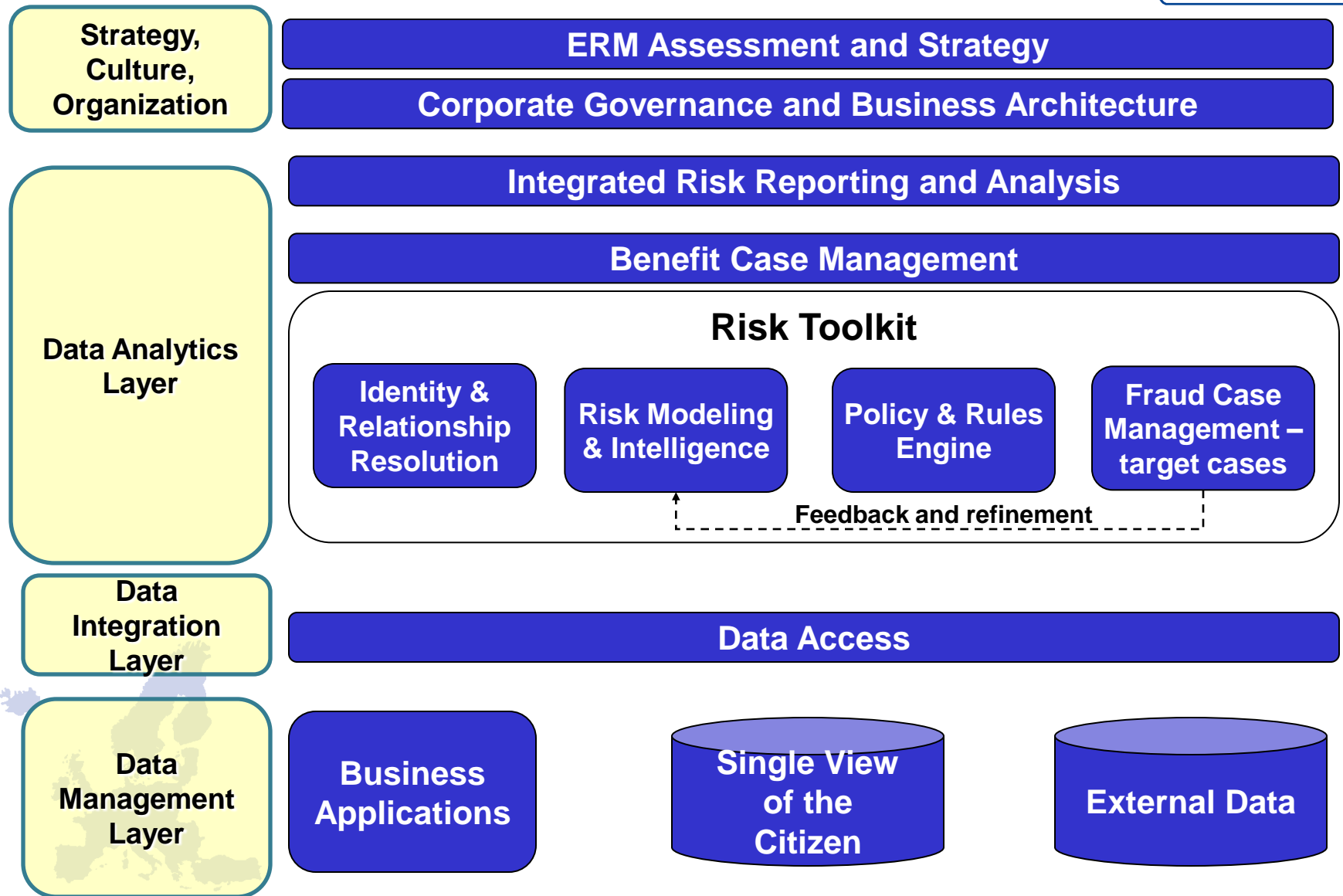
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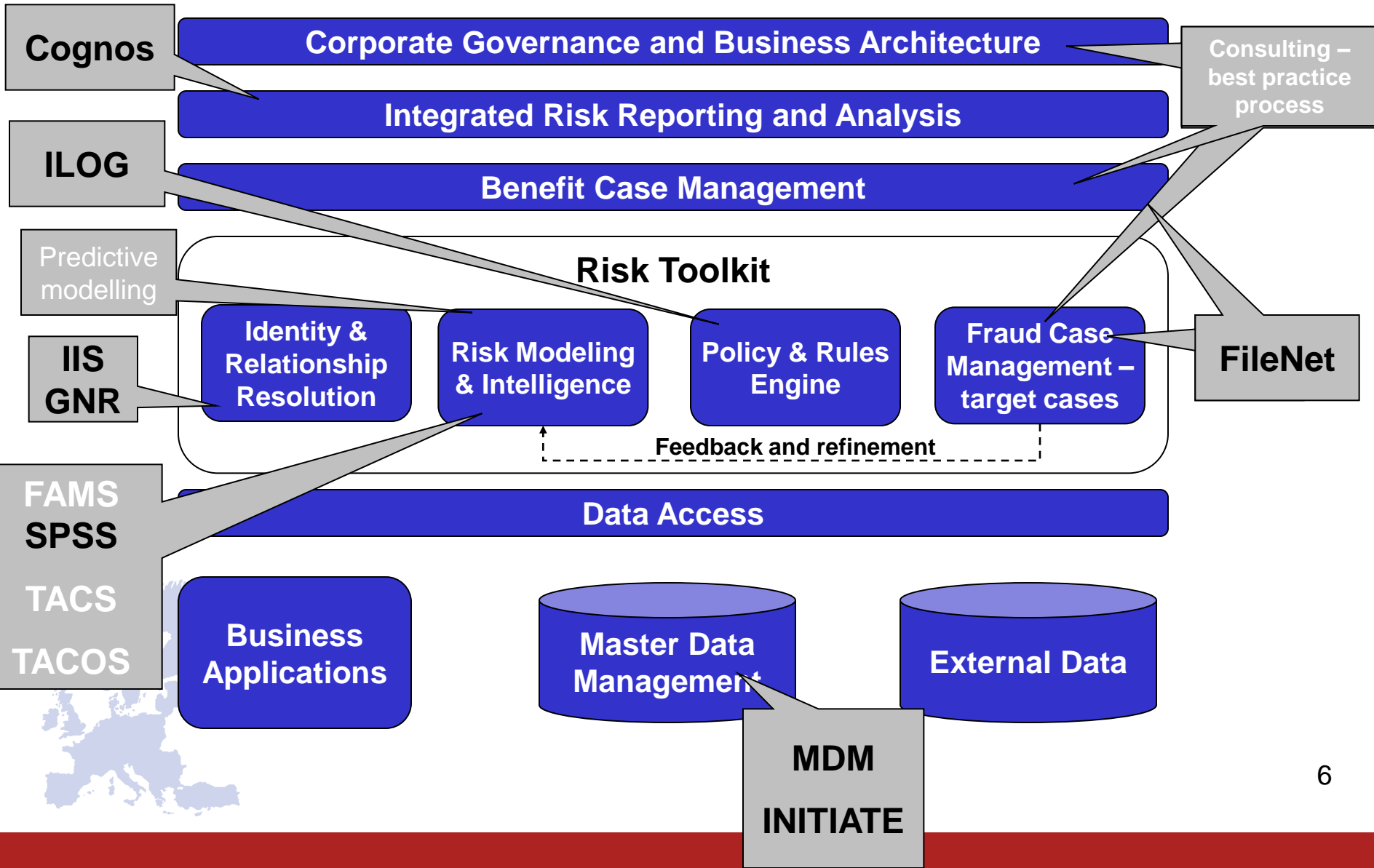
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Example of a Prototype Fraud Detection Framework





Social Program Integrity Framework – IBM Solutions View





Thank you!



Fraud Management – London Borough of Brent

Tony Ellis





▶ Refuse

▶ Regeneration

*We Provide 600+ Services
to Residents & Businesses*

85% of all Government Services
are via local councils

▶ Adult Care

▶ Licensing

▶ Children's Care

▶ Roads



CRM
98997645
Freddie Bloggs

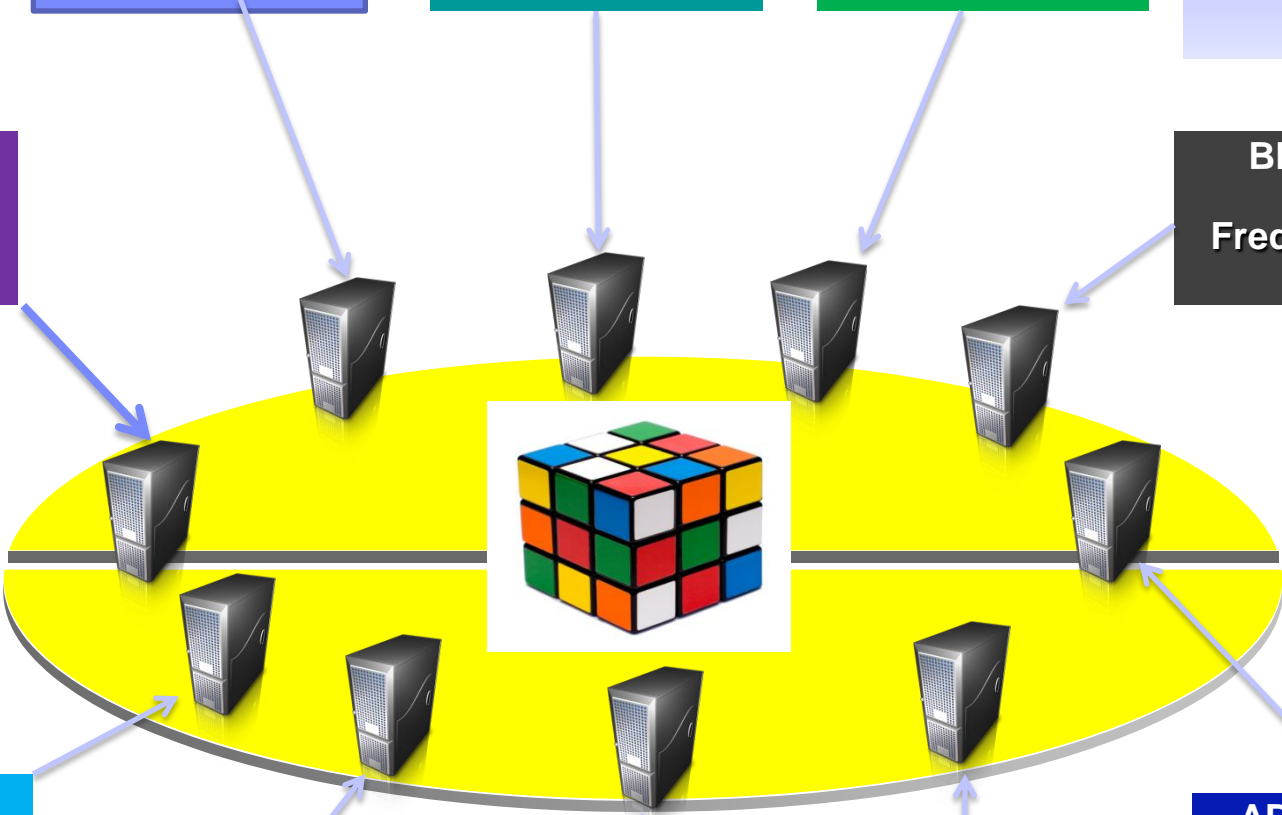
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HOUSING
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BENEFITS
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Freddie Boggs
BLIND



CHILDREN
zz345543
Frederick Bloggs

ADULT CARE
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LIBRARY
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F Bloggs

MYDEX
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E-FORMS
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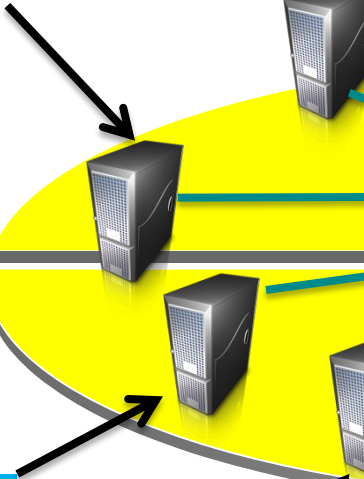
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CTAX
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Freddie Boggs



HOUSING
0012345
Fred Bloggs



Change in Circs

- Name
- Address
- Deceased Date
- Phone no.
- Email

CHILDREN
zz345543
Frederick Bloggs

ADULT CARE
555777777
Fred Bloggs

LIBRARY
8788GHB
F Bloggs

MYDEX
0000707
Fred Bloggs

E-FORMS
7877767
Fred Bloggs



FIELDS	HB	CRM	HSD	ER	ADULTS	GOLDEN
Full Name	Fred Smith	Freddie Smith	Frederick Smith	Fred Smith	Fried Smith	Fred Smith
DOB	10-1-1965		10-1-1965		10-1-1965	10-1-1965
Gender	M	M	M	M	M	M
Address	10 The Grange Chigley TR8 1AA	Flat A 10 The Grange Chigley TR8 1AA	10 The Grange Chigley TR8 1AA	Flat A 10 The Grange Chigley TR8 1AA		Flat A 10 The Grange Chigley TR8 1AA
Reference	1007689	00074321	899743	30005632A	7221900	1007689
NINO	AB123456B					AB123456B
Home Tel			0205-937-996			0205-937-996
Mobile	07988674707					07988674707
Email		fsmith@vir.com				fsmith@vir.com
Income Support	Y					Y
Customer Care Ind					Disabled Blue Badge	Disabled Blue Badge

FIELDS	HB	PUPIL	HSD	ER	ADULTS	LIBS
Full Name	Elizabeth Smith	Johnny Smith	Liz Smith	David Hughes	Albert Smith	Johnnie Smith
DOB	25-11-1950	24-3-2001	25-11-1950		28-1-1917	10-1-1965
Gender	F	M	F	F	M	M
Address	10 The Grange Chigley TR8 1AA	Flat A 10 The Grange Chigley TR8 1AA	10 The Grange Chigley TR8 1AA	Flat B 10 The Grange Chigley TR8 1AA		Flat A 10 The Grange Chigley TR8 1AA
Reference	1007689	A98976570089	899743	884198	27689	662890A
NINO	AB123456B					
Home Tel			0205-937-996			0205-937-996
Mobile	0744786435					
Person End Date					12-04-2011 Deceased	
Income Support	Y					
School		Waterloo High Chigley TR8 2DD			Disabled Blue Badge	

- Major contribution to identifying £1.2m local tax fraud
- Identification and detection of fraud in following areas:
 - Sub-letting council properties (est £2bn fraud in UK)
 - Housing Benefit fraud (£2.5m in Brent 2010/11)
 - Blue Badge for disabled parking (badge worth £10k in London)
 - Training Grant fraud
 - School Admissions
 - Unpaid Parking fines
- Fraud Team feedback about use of IBM Initiate (Client Index)
 - Used in every job
 - Thousands of searches
 - Immediacy
 - Accuracy
 - The complete picture

THANK YOU

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