

## Use Case

### Preventing Fraud, Waste, and Abuse in Social Services and Benefits Agencies

#### Industry Challenge

##### Preventing Fraud, Waste, and Abuse and Reducing Risk

Whether it is a decision to approve or deny an application for Financial Assistance, adding a newborn baby to Medical Benefits, or continue providing existing Supplemental Nutrition Assistance Program (SNAP) benefits, the pressures of Social Service Case Workers (and their leaders) to make the right decisions has become more and more challenging. Federal and state requirements for eligibility are ever changing and seldom are they the same for all programs. Social Service agencies receive hundreds of applications for financial, food, health care, energy, and housing assistance each day. Most of those applicants are reaching out for help for their family members (often including children). Unfortunately, some individual applicants will commit unlawful acts to receive benefits to which they are not entitled. When such actions occur, it affects Social Service systems in many ways:

- **Fraud**—each county or state Social Service system receives federal and state funds to serve the residents in their jurisdiction. When applicants who are ineligible and apply using fraudulent information to obtain benefits, it stresses the overall budget. Applicants may face prosecution for fraud, but often the fraudulently issued funds are unrecoverable
- **Waste**—when Social Services systems are overwhelmed with too many applicants and not enough Case Workers, the quality of the service delivery suffers. Human error increases by either issuing benefits, when the applicant is not eligible, or failing to close a case when a recipient loses eligibility. These actions waste the available resources

- **Abuse**—such community providers as landlords, neighborhood stores and others, use and abuse Social Services systems to either benefit their businesses, families, or themselves

#### Solution

##### Real-Time, High-Accuracy Analytics for Critical Decisions

High-accuracy, real-time analytics decision support is now available to help Social Services agencies and their workers make better and faster decisions. LineSight® is a decision support tool that uses real-time advanced analytics for better, faster and more informed decision making within today's Social Services enterprises. LineSight was developed to meet the challenging risk assessment requirements of border security, processing billions of queries to accurately identify threats in seconds to stop threats and avoid delaying a clearance decision. Now, the same real-time analytic process is available to combat fraud, waste, and abuse.

With LineSight, a Case Worker can retrieve and accurately analyze more information in seconds than a person can study in days, including histories of family members and residential address, criminal records, incident reports and more. LineSight provides Case Workers with vital data, assessment reports and supporting information to enable a speedy and better-informed decision. As a result, Case Workers can be more productive, and children and their families are able to get what they need more quickly. Addressing the basic needs of children and families improves their overall well-being.

