WISCONSIN DEPARTMENT of HEALTH SERVICES

2022 SNAP Fraud Framework Grant Project

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October 20, 2022

IMAC

2022 USDA FNS SNAP Fraud Framework Grant

United States Department of Agriculture (USDA)

Food and Nutrition Services (FNS)

Supplemental Nutrition Assistance Program (SNAP)
also known as Wisconsin FoodShare (FS)

Fraud Framework Grant

Grant Award Details

- Award start date: August 3, 2022
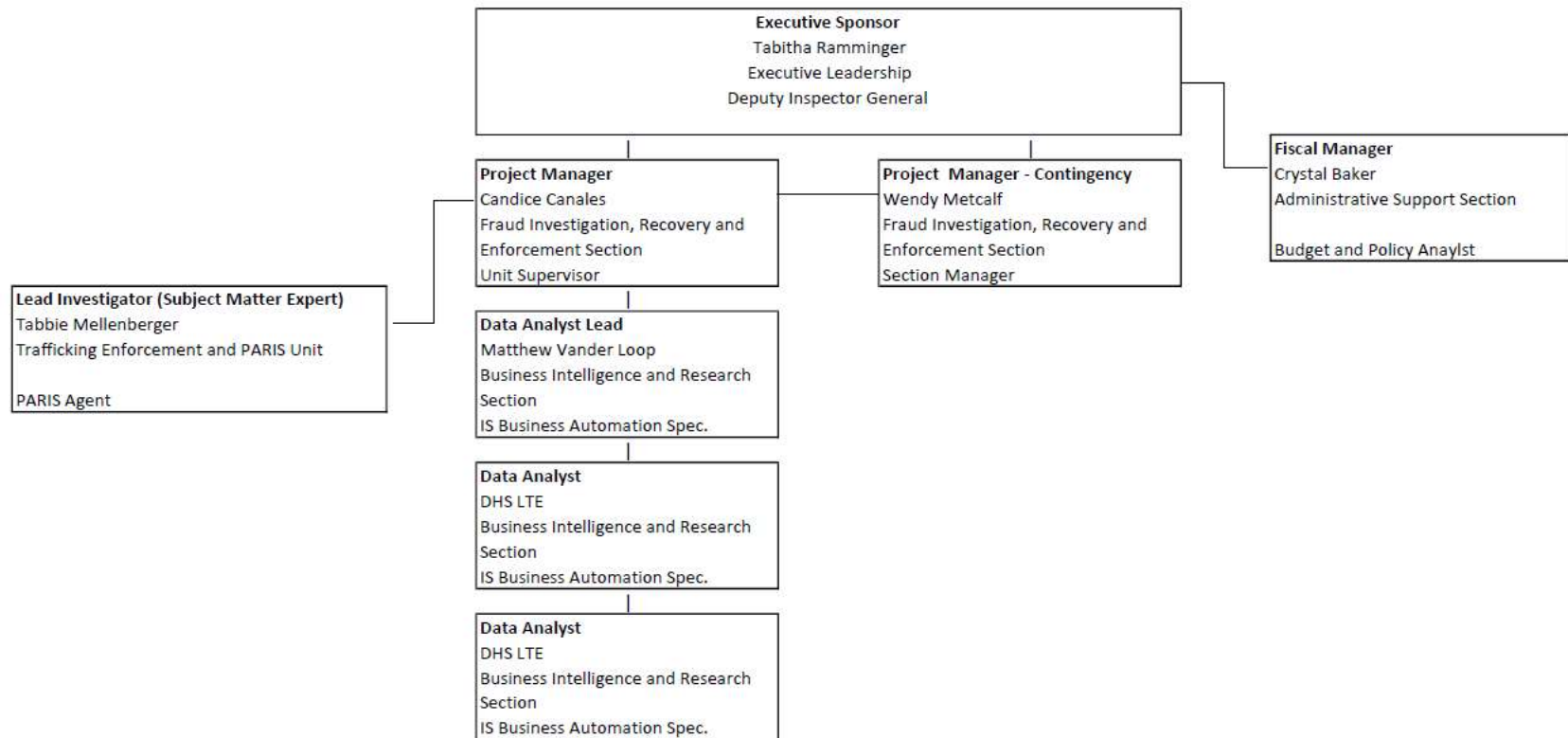- Award end date: September 30, 2024
- $741,751.00

FNS Grants Officer
- Jean Bingham
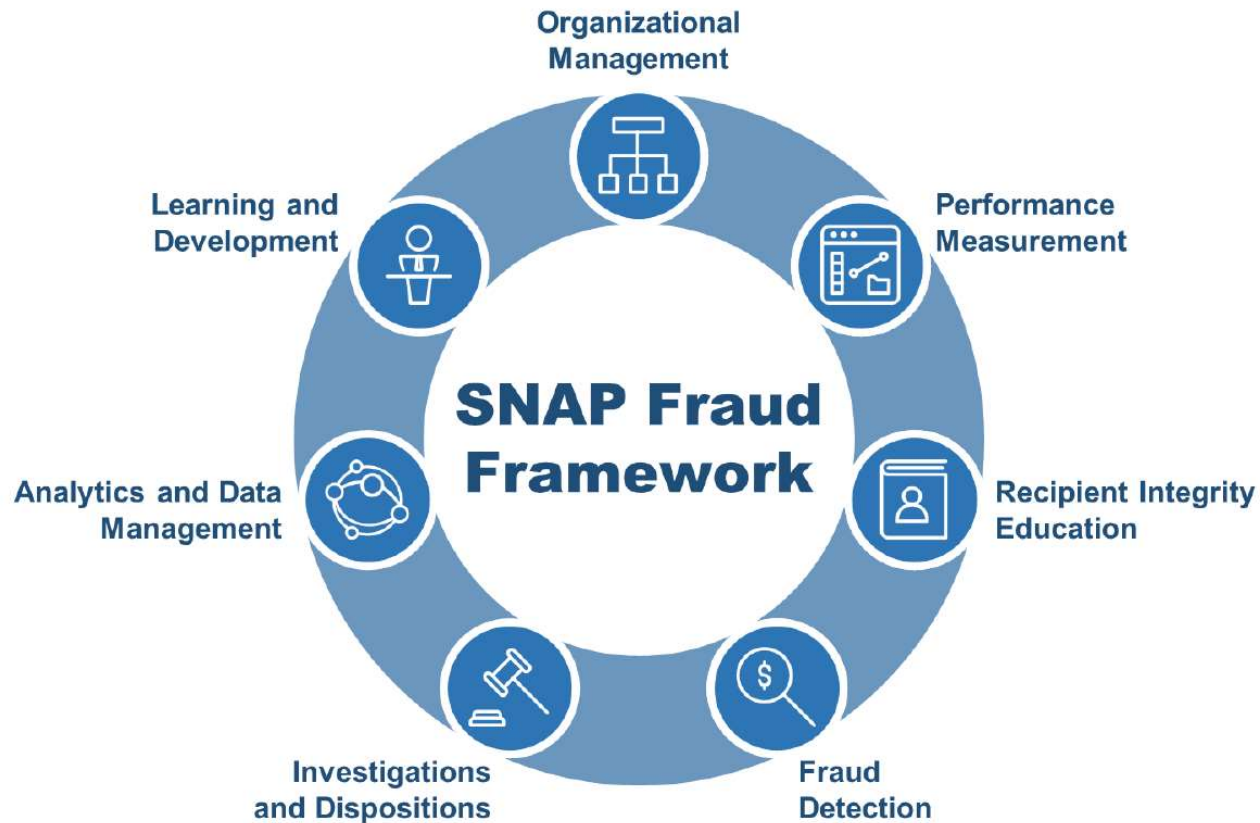 703-457-7709
  jean.bingham@usda.gov

FNS Awards $741,751 to Wisconsin to Improve Fraud Prevention, Detection in SNAP

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Org Chart

Office of the Inspector General
Organization Chart
SNAP Fraud Framework Grant 2022

Executive Sponsor
Tabitha Ramminger
Executive Leadership
Deputy Inspector General

Project Manager
Candice Canales
Fraud Investigation, Recovery and
Enforcement Section
Unit Supervisor

Project Manager - Contingency
Wendy Metcalf
Fraud Investigation, Recovery and
Enforcement Section
Section Manager

Fiscal Manager
Crystal Baker
Administrative Support Section

Budget and Policy Anaylst

Lead Investigator (Subject Matter Expert)
Tabbie Mellenberger
Trafficking Enforcement and PARIS Unit

PARIS Agent

Data Analyst Lead
Matthew Vander Loop
Business Intelligence and Research
Section
IS Business Automation Spec.

Data Analyst
DHS LTE
Business Intelligence and Research
Section
IS Business Automation Spec.

Data Analyst
DHS LTE
Business Intelligence and Research
Section
IS Business Automation Spec.

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SNAP Fraud Framework

Grant Objectives

- We will use the funding to implement three key components:

1. **ebtINSIGHT**
2. **Blocking easy PINs** (Personal Identification Number)
3. **Implementing a one-step IVR** (Interactive Voice Recording) process for calls

And, add two LTE (Limited Term Employment) Data Analysts

ebtINSIGHT

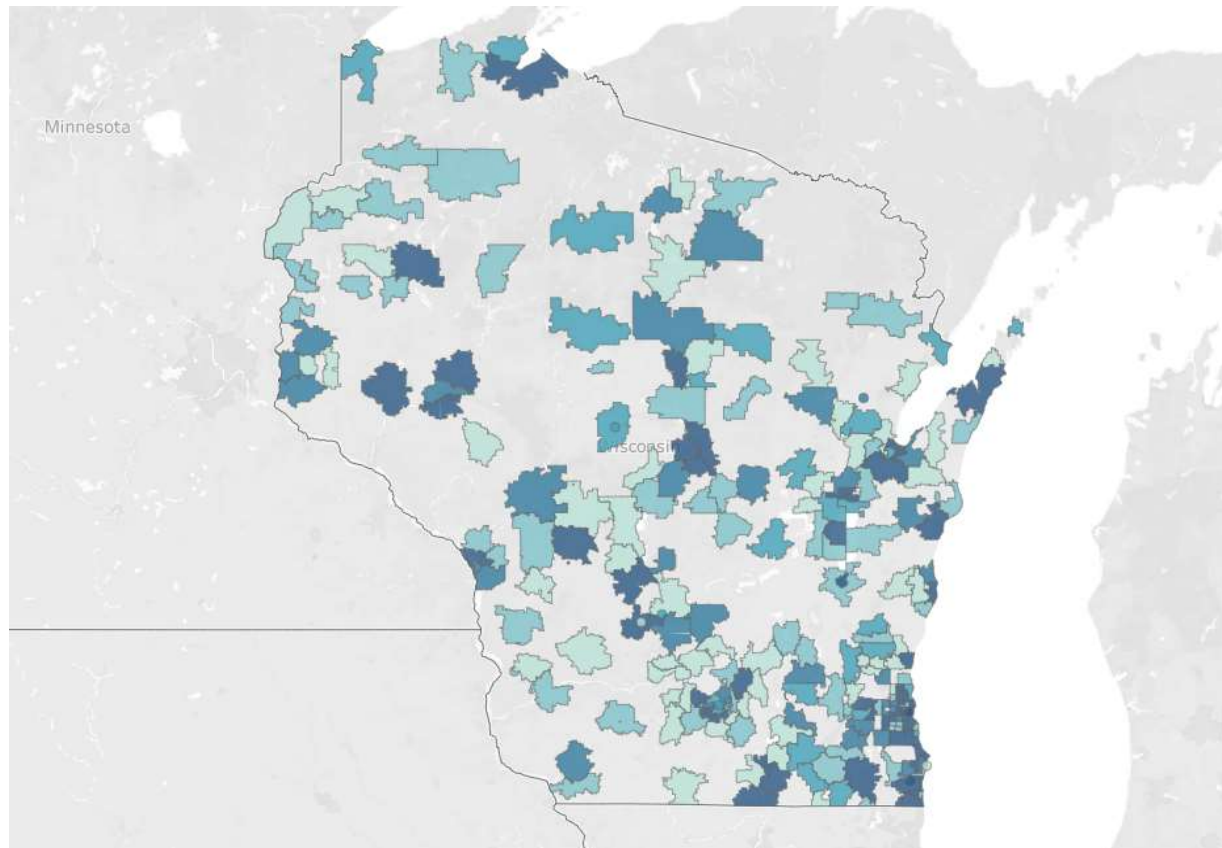- **Understanding *ebt*INSIGHT**

  - *ebt*INSIGHT is a data warehouse—a central repository of integrated data originating from one or more sources that stores both current and historical data in a single place. It is designed and structured specifically for querying and analysis.

  - *ebt*INSIGHT provides a solution optimized for performance to analyze large data volumes and share or export the results in various formats including Comma Separated Value (CSV in Excel), Portable Document Format (PDF) format, image file, or PowerPoint.

ebtINSIGHT

- Tool objective

- How the tool will be used

- Resources needed to implement

ebtINSIGHT Example Data

Blocking Common PINs

- Tool objective

- How the tool will be used

- Resources needed to implement

1-Step Interactive Voice Recording (IVR) Implementation

- Tool objective

- How the tool will be used

- Resources needed to implement

Dedicated Data Analysts

Two (2) dedicated Limited Term Employment (LTE) data analysts, who will ensure program resources are effectively and efficiently implemented, monitored, and utilized. These support staff will assist in using the launching tools appropriately, analyzing data, and supporting the OIG and FIS throughout the grant period.

Partner Impact

- Primary goal of this grant project
  - To protect member benefits using advanced data analytics to help prevent fraud, waste and abuse of the FoodShare program.

- Communication is key
  - Who should be involved?
  - How often should we communicate?
  - How should we communicate?
  - Who is the audience? What do they need to know?
  - Identify time restraints.

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Tentative Timeline

Timeline Tools	CY22 Q3 August	CY22 Q3 September	CY22 Q4 October	CY22 Q4 November	CY22 Q4 December	CY23 Q1 Jan – end of grant
EbtINSIGHT	System design with vendor		System implementation	Staff training	Staff training and begin use	Full use of tool, data monitoring
IVR Tool: blocking PINs	System design with vendor	System implementation	Staff training	Full use of tool, data monitoring		
IVR Tool: 1-step verification	System design with vendor	System design		System implementation	Staff training	Full use of tool, data monitoring
Hire Dedicated Data Analysts	Finalize position recruitment content with HR	Position posting	Incumbent identified and onboarding	Training	Full use of tools, data monitoring	

Questions?

[NBC15 - DHS Makes Plan to Prevent FoodShare Fraud](#)