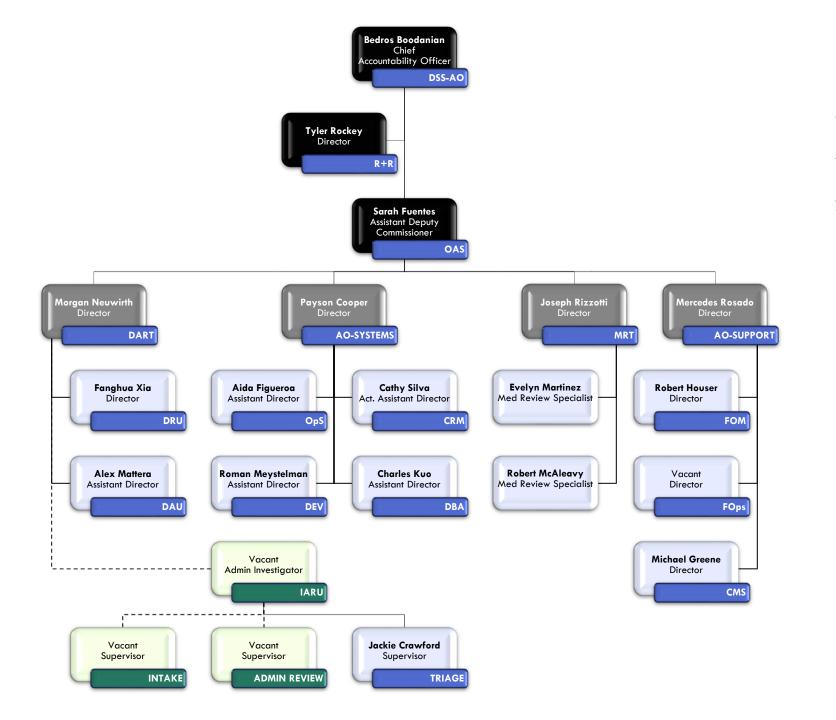


OFFICE OF ACCOUNTABILITY STRATEGIES 2022 PRESENTATION FEBRUARY 25, 2022

Sarah E. Fuentes Assistant Deputy Commissioner

ORG



OAS
(excluding R+R)

2 { • Consultants

52 { • Staff CTL + MA

54 { • TOTAL
Staff On-Board

74 { • PRIOR YR HC
including vacancies

Research & Response

4 on-board

DART

- 18 on-board
- 4 backfills in progress
- 7 pending classification

AO-Systems

- 18 on-board
- 5 backfills in progress

MRT

• 3 on-board

AO-Support

- 14 on-board
- 1 backfill in progress

MISSION

The Office of Accountability Strategies provides operational, analytical, and systems support services to programs within DSS-AO and across the Department of Social Services, ensuring data-driven efficiencies are effectively implemented.

OVERVIEW

DART

Triage & Identify Fraud/Overpayment Referrals

Disseminate Performance Metrics & Operational Reports

Implement Programmatic Efficiencies through Analytics

Implement New Print-to-Mail Letters for Expedited Reviews and Case Closings

Support

Plan & Triage Facility and Relocation Needs

Manage Fleet Operations & Support Transportation Needs

Manage and Maintain Contract & MOU Requirements

Coordinate Personnel Actions (OAS, ODSM, BEV, Exec)

Systems

Coordinate Technical Support & Facilitate Problem Resolution

Provide Project Management & Business Analysis Services

Develop, Maintain & Enhance AO-Systems

Build, Maintain & Expand Data Match Warehouse

MRT

Advise Programs Regarding Proper Medical Procedures

Review MA Claim Data to Identify Red Flags

Research Medical Procedures, Diagnoses, and Treatment Protocols

Review Investigative Findings

R+R

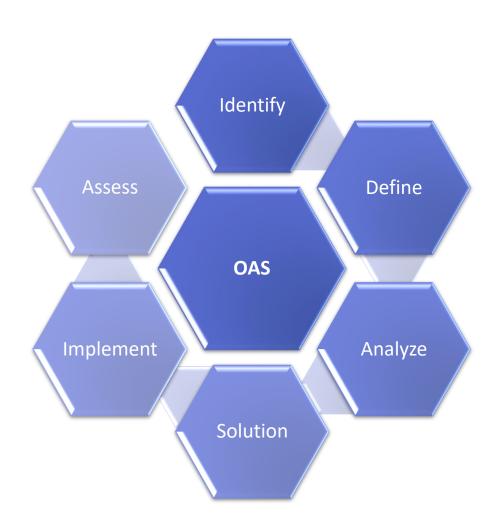
Conduct Process & Performance Assessments

Write Proposals seeking OTDA approval on Program Demonstrations

Identify Programmatic Vulnerabilities

Perform Policy Review & Recommendation Services

PROCESS



HIGHLIGHTS

DART: \$81.6M Cost Avoidance + \$18.4M Recoveries = \$100M in Savings Support: RTO, Vax Mandate, Rebrand OPA, ITS Equipment, Fleet Fobs Systems: .NET App Migration, Server Migration, ALERTS Re-write MRT: Redeployed to Support CAS DHS RA assessments **R+R:** State approval for FEDS Demonstration

OAS SAVINGS INITITIVES '20 V '21

Cost Avoidance by Project Type	2020 (\$)	2021 (\$)	% DIFF
CA Referrals: TANF Closings + SNET + SNET Closings + DART Bank	\$171, 920	\$1,602,188	832%
HASA Referrals: TANF Closings + SNET + SNET Closings	\$1,396,103	\$1,216,796	-13%
SNAP Referrals: Closings + DART PARIS + MAPD OOS	\$1,486,279	\$1,858,271	25%
MA Referrals: Closings	\$3,297,880	\$248,436	-92%
MA Duplicate Cases: Referrals	-	\$11,783,401	N/A
NYS Health Exchange Out-of-State Case Closings	\$17,484,000	\$28,920,000	65%
NYS Health Exchange Duplicate CIN Case Closings	\$32,659,200	\$35,992,800	10%
Total Avoidance	\$56,495,382	\$81,621,892	44%
Recovery by Project Type	2020 (\$)	2021 (\$)	% DIFF
MA Deceased Capitation Void Premiums	\$19,039,685	\$18,351,784	-4%
Total Savings	\$75,535,067	\$99,973,676	32%

DART began batch referring supplemental PARIS, OOS and Bank match cases to FIA for closing action in the months of May, July, and August, respectively. The OPPM avoidance logic for these referrals was not implemented until November 2021. As such, the above 2021 totals <u>underrepresent</u> the full scope of avoidance for the year.

DSS-AO TOTAL SAVINGS 5 YR LOOKBACK

		16% of to O Cost Avoidance DSS-AO Reco			33% of total avings to the Agency	
Avoidance by Program	2017 (\$)	2018 (\$)	2019(\$)	2020 (\$)	2021 (\$)	
Cash Assistance	\$162,814,710	\$165,015,848	\$160,529,397	\$49,225,914	\$31,637,353	
SNAP	\$29,210,813	\$35,385,972	\$35,085,287	\$18,263,931	\$19,295,512	
Medicaid	\$135,049,426	\$287,039,026	\$172,768,689	\$103,985,479	\$140,333,647	
Total Avoidance	\$327,074,950	\$487,440,846	\$368,383,372	\$171,475,325	\$191,266,512	
Recovery by Program	2017 (\$)	2018 (\$)	2019(\$)	2020 (\$)	2021 (\$)	
Cash Assistance	\$43,526,448	\$48,548,073	\$48,382,169	\$31,404,243	\$27,461,701	
Cash Assistance SNAP	\$43,526,448 \$2,370,589	\$48,548,073 \$2,558,860	\$48,382,169 \$2,630,173	\$31,404,243 \$1,111,092	\$27,461,701 \$846,173	
SNAP	\$2,370,589	\$2,558,860	\$2,630,173	\$1,111,092	\$846,173	
SNAP Medicaid	\$2,370,589 \$83,400,093	\$2,558,860 \$95,036,747	\$2,630,173 \$121,668,678	\$1,111,092 \$114,211,124	\$846,173 \$87,562,581	

CHALLENGES

DART

- Expanding fraud and compliance analytics related to SFARS, Medicaid and agency issuances
- Developing and mailing DART PTM letters for residency, resources and real property; working with FIA to expedite case closings.
- Preparing referrals for full Medicaid restart
- Working with Collections on PTM letters for landlord overpayments

SUPPORT

- Ensuring COVID safety protocols are being followed
- Providing vaccination mandate, LWOP, and weekly PCR guidance and compliance tracking
- Providing equipment delivery & support services to FIA and City Hall
- Supporting redeployment and device tracking needs
- Reallocating retired Fleet Director responsibilities

SYSTEMS

- Latency/Network Speed
 & Impact to External
 Applications
- New and ongoing security upgrades and requirements
- Supporting device reassignments and tracking needs
- Pivoting systems and readjusting teams to accommodate telework and onsite staff

MRT

 Redeployment to CAS and temporary impact to MPID

R+R

 Continuing to perform work remotely during first part of year