

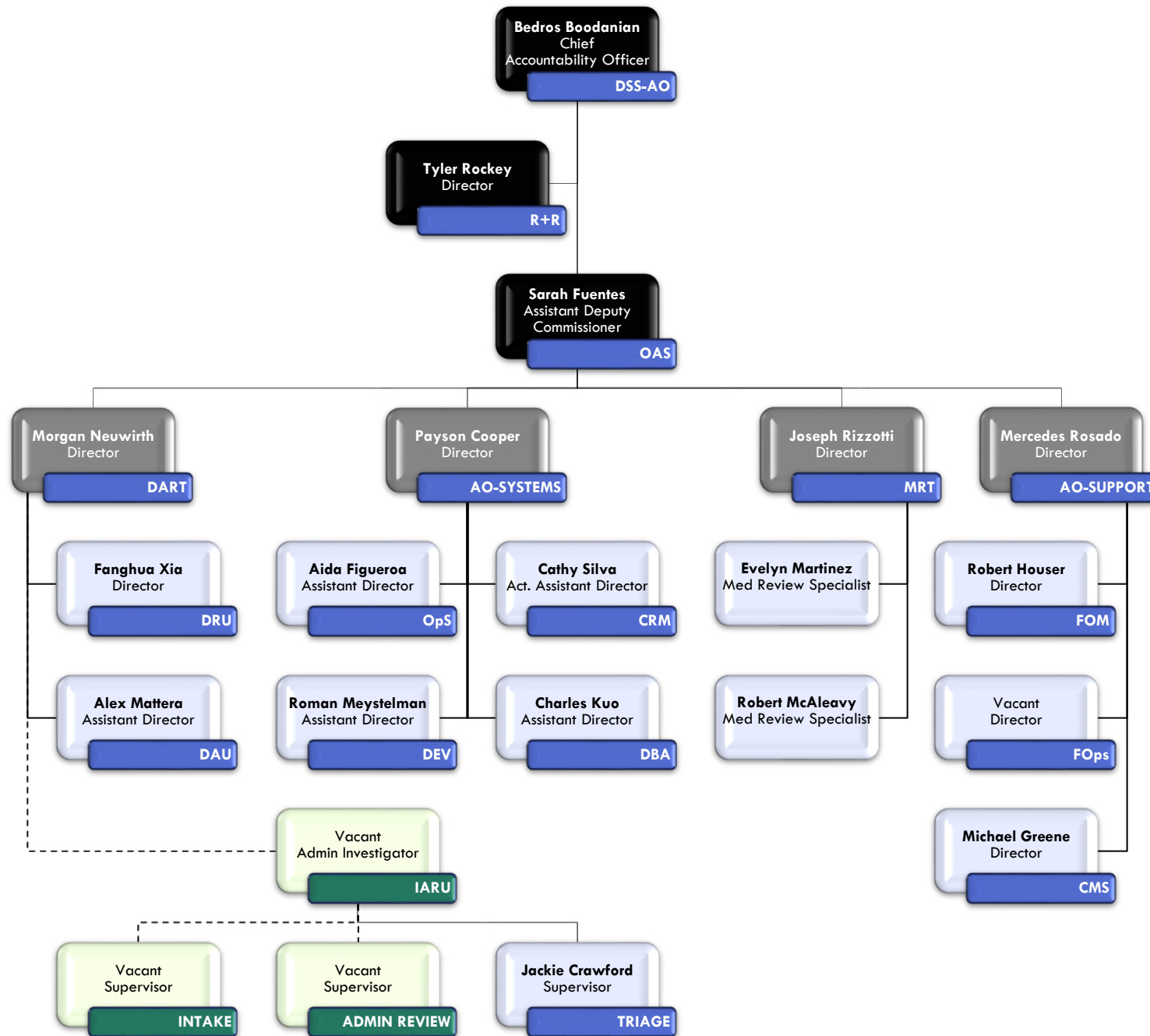
OFFICE OF ACCOUNTABILITY STRATEGIES

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

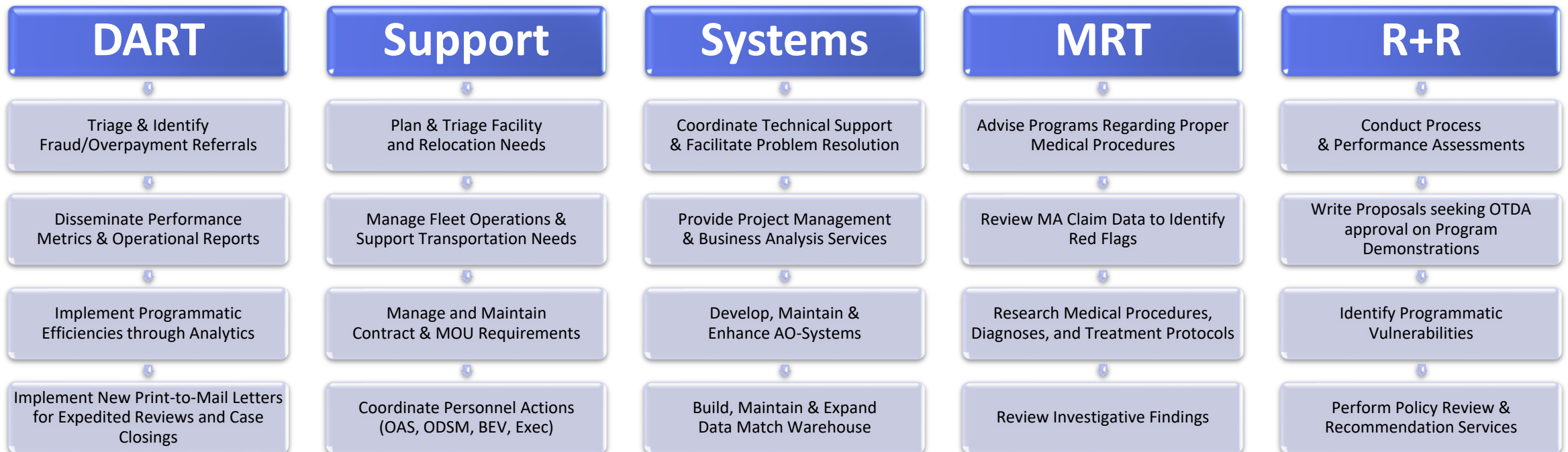
AO-Support

- 14 on-board
- 1 backfill in progress

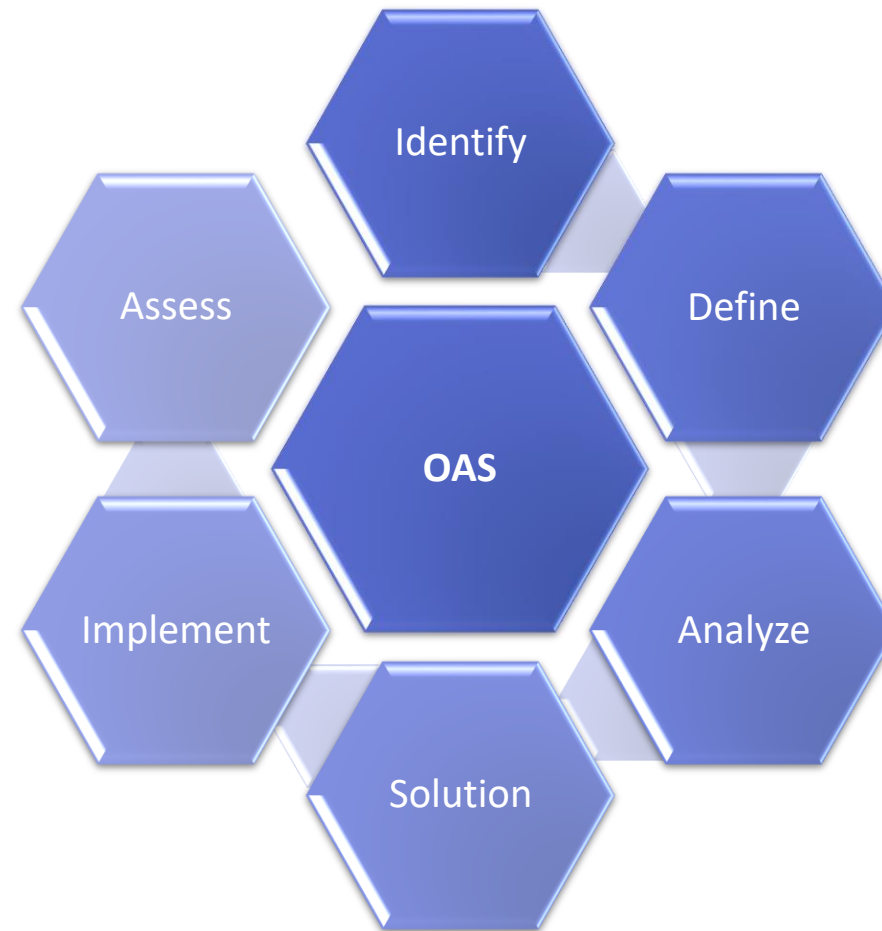
MISSION

*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



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 INITIATIVES '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 underrepresent the full scope of avoidance for the year.

DSS-AO TOTAL SAVINGS 5 YR LOOKBACK

In CY21, OAS Savings Initiatives were responsible for:		43% of total DSS-AO Cost Avoidance	16% of total DSS-AO Recoveries	33% of total DSS-AO Savings 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
SNAP	\$2,370,589	\$2,558,860	\$2,630,173	\$1,111,092	\$846,173
Medicaid	\$83,400,093	\$95,036,747	\$121,668,678	\$114,211,124	\$87,562,581
Total Recoveries	\$129,297,130	\$146,143,680	\$172,681,020	\$146,726,459	\$115,870,455
Total Savings	\$456,372,080	\$633,584,526	\$541,064,393	\$318,201,784	\$307,136,967
Annual % DIFF		38.8%	-14.6%	-41.2%	-3.5%

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