



**Georgia Department  
of Human Services**  
Office of Inspector General

# **Benefit Integrity and Recovery Unit**

S. Maurice D. Ingram, Senior Manager, Office of Inspector General





# stronger families

FOR A STRONGER GEORGIA



# Purpose

- An overview of the business operations of the Benefit Integrity and Recovery Unit (BIRU).
- Discuss performance outcomes and accomplishments during the last five years.
- Detail future initiatives designed to increase its effectiveness and efficiency in combating fraud, waste, and abuse.



# BIRU Functions

- Investigate all allegations of fraud, waste, and abuse committed by recipients of the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families Program (TANF) and the Child and Parent Service Program (CAPS)
- Manage the DHS Centralized Payment Processing Center
- Recover funds on defaulted accounts within the Title IV-E Child Welfare Educational Program
- Administer the State Law Enforcement Bureau (SLEB)
- Oversee the Department's participation in the National Accuracy Clearinghouse (NAC) and Public Assistance Reporting Information System (PARIS)





# Organizational Structure

## Field Operations (54)

- Recipient Investigations
- Trafficking Investigations (TANF, SNAP)
- NAC
- PARIS

## State Operations (23)

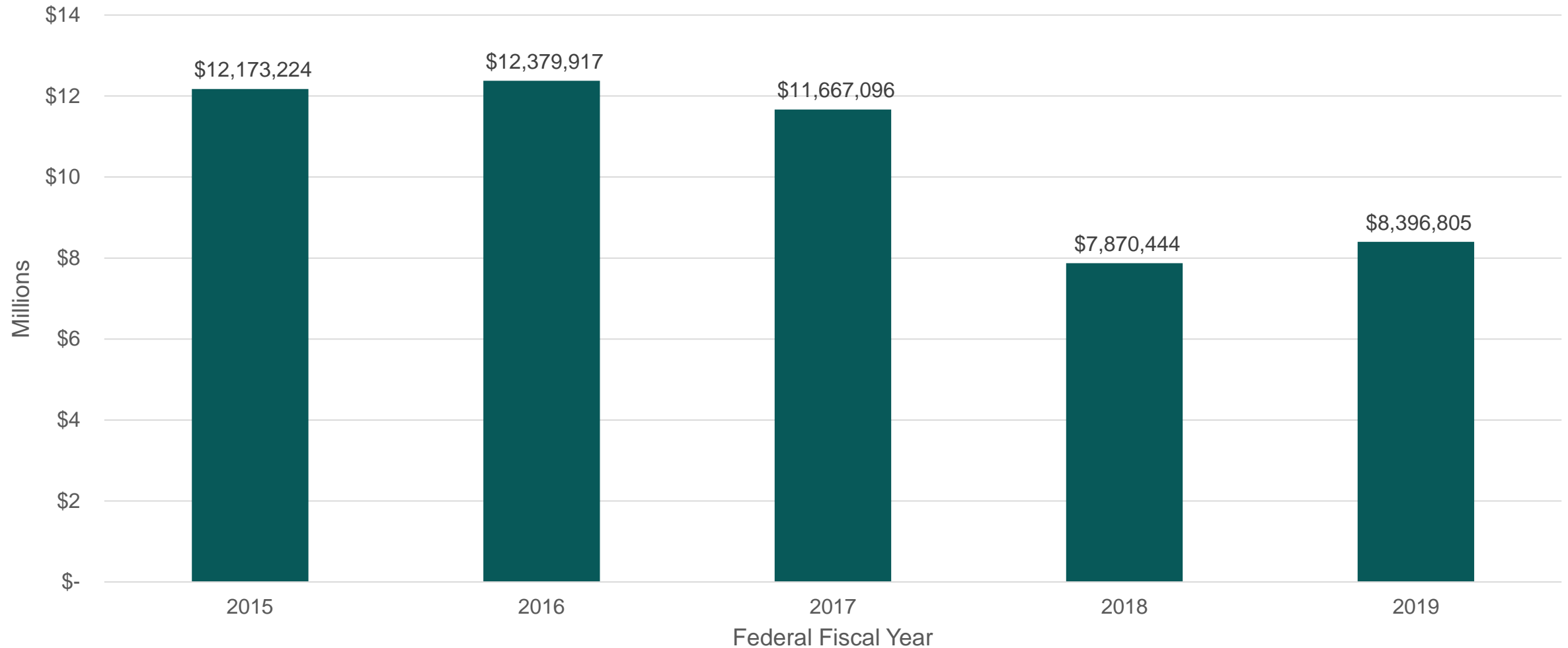
- Internal Investigations (Recipient/Employee)
- Special Investigations Team
- SLEB
- Training and Staff Development
- Quality Management and Process Improvement

## Claims Management (28)

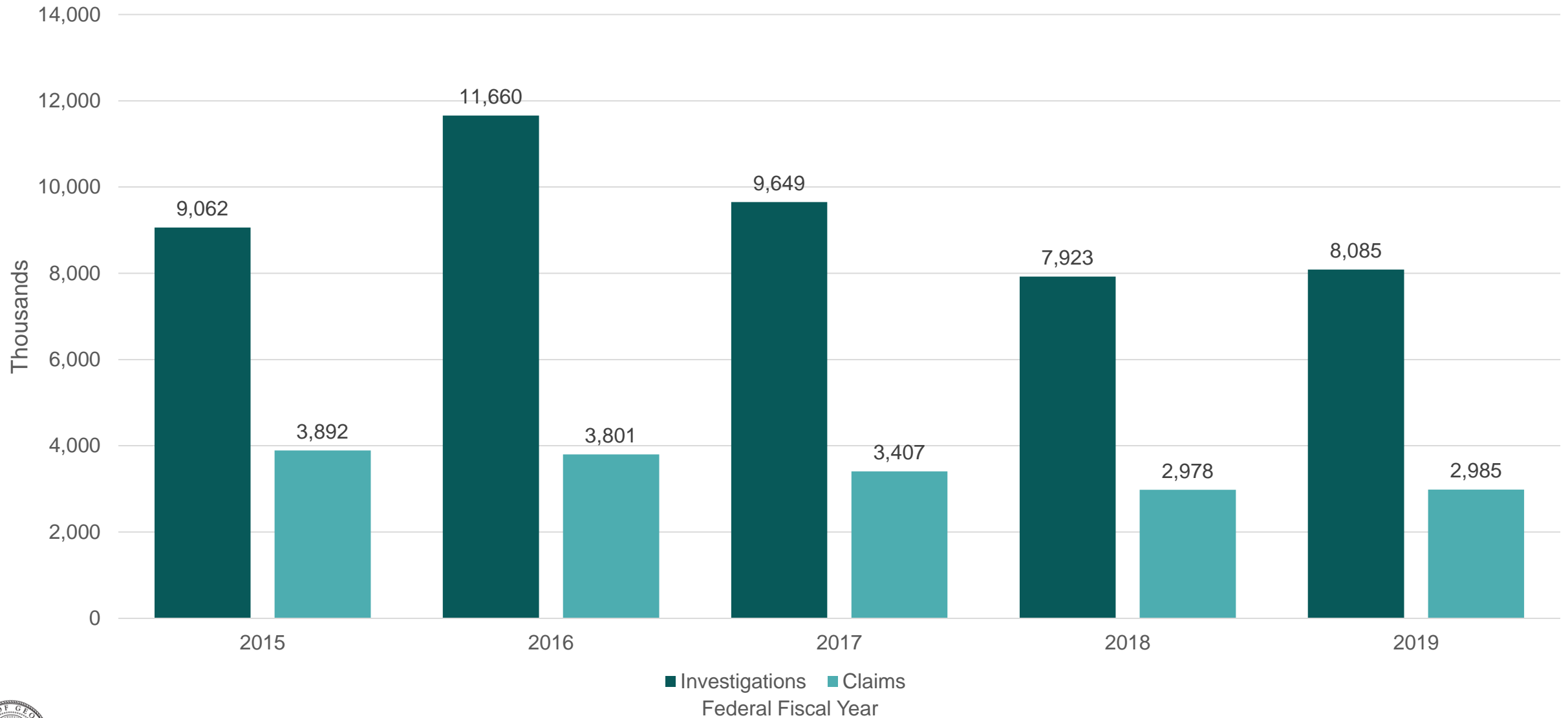
- Centralized Payment Processing Center
- IV-E Default Accounts
- Case Initiation Team
- Restitution Accounts (Internal Investigations)
- Federal and State Debt Offset Programs



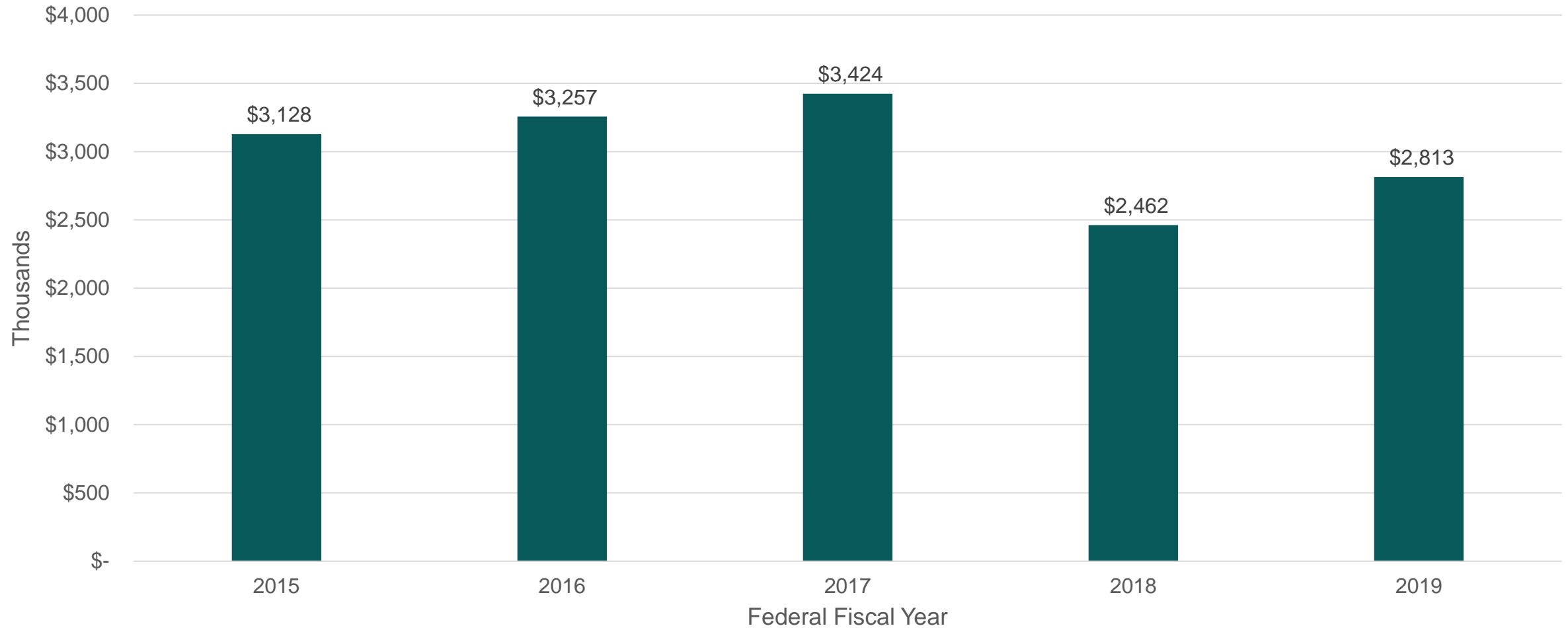
# Value of Established Fraud Claims



# Investigations vs. Fraud Claims



# Average Fraud Claim Amount





# Accomplishments

- Led the nation in SNAP fraud claims collections (2015, 2016)
- Led the nation in SNAP fraud disqualifications (2016)
- 2<sup>nd</sup> in the nation for the value and number of established SNAP fraud claims (2015)
- 3<sup>rd</sup> in the nation for SNAP fraud disqualifications through administrative hearings (2015)

\* Publication of federal performance data by USDA for 2017, 2018 and 2019 is still pending.



# Future Initiatives

- Law Enforcement Outreach
- Fraud Awareness and Prevention Campaign
- Visual Investigator and Case Management System
- Predictive and Behavioral Analytics
- E-signature Initiative



# Contact Information

- 2 Peachtree Street, N.W. Suite 30  
Atlanta, Georgia 30311  
(404) 463-5495  
(404) 463-5496 (fax)
- David W. LeNoir, Inspector General  
[David.LeNoir@dhs.ga.gov](mailto:David.LeNoir@dhs.ga.gov)  
(404) 657-8981
- S. Maurice D. Ingram, Senior Manager  
[Maurice.Ingram@dhs.ga.gov](mailto:Maurice.Ingram@dhs.ga.gov)  
(404) 463-1752

**Report fraud, waste, and abuse at:**

**[InspectorGeneralHotline@dhs.ga.gov](mailto:InspectorGeneralHotline@dhs.ga.gov)**

**1-844-694-2347**

