

# **DHS Data Warehouse: Project Updates**

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# AGENDA

- DHS Updates
  - Data Analysis and Information Management Unit (DAIMU)
    - Background & Efforts
  - DHS Error Rate Reduction
  - Office of Inspector General (OIG)
    - Project updates & New Activities
  - Children's Data Mart
  - Challenges



# DAIMU: Background

- How we came to be...
  - Early Retirements
  - Workload reduction initiatives
  - Need for centralized data coordination



# DAIMU: Efforts

- Performance Measurement – FOA & CSA
- Coordination of Internal and External Data requests
- Centralized data coordination
- Data Share Agreement Facilitation/Repository
- External Research Request Coordination
- Reporting
  - Field Operations Expenditure & On-Board Reporting
  - Federally mandated child data – NCANDS, AFCARS & CFSR
- Ad Hoc “Hot Jobs”
- Specialized user training
  - Data Warehouse navigation
  - Technical assistance



# FAP ERROR REDUCTION

Using DW to Quantify Effectiveness of a Project

- Cost Avoidance measurements for Wayne County DHS' Change Center
  - DHS funded the change center with reinvestment money. (DHS was then required to quantify dollars spent.)
- Measurement Project used the DW to:
  - Identify how many cases were changed
  - ID how much money was saved
  - Measure workload reduction
- \$10.6M in Cost Avoidance realized through FAP case issuance changes (since April 2008).



# FAP ERROR REDUCTION II

- Using the DW to Monitor Staff Correction of “Case Reads”
  - “Case Reads” uses Data Warehouse to identify earnings discrepancies
- **History:** General Reads were conducted between June of 2003 and Sept 2007, yielding \$25.24M in savings for five years of effort.
- **Improvement:** DHS leveraged the DW and the “Problem Identification” module of our “Automated Find and Fix” application to target the highest error prone cases.
  - DHS fixed more mis-issuances in FY2008 than in all of 2003 to 2007.
  - Fixed \$31.8M of FAP mis-issuance
    - Analysis found that 86% of cases picked to be read were, in fact, wrong, i.e., earnings were not included in the FS budget (aka, the module works!).
  - DHS also developed and used “Corporate Reports” to monitor case corrections and administrative escalation needs.



# OIG: CDC Reverse Wage Match

- Multi-award winning concept; still going strong:
  - Since Inception in FY2004
    - Dollars referred to prosecutor: \$21M
    - Court Ordered Restitution/Recoupment: \$16M
    - 200% increase in investigative efficiency due to targeted CDC investigations via the DW



# OIG: CDC Providers

- **OIG/OMIC/DAIMU Collaborative Effort:**
  - **OMIC expansion on CDC Provider-Records Review:**
    - Streamlined Process to pull provider sample (targeted or random)
    - Database linked to DW for updated Provider and Recipient vitals for initial review and Provider contact
    - Uses DW to ID current recipient households for notification of terminated Providers
    - Uses DW to ID program savings due to terminations



# OIG: PARIS Project

- Collaborative effort between 45 states to identify clients receiving assistance in multiple states and/or other sources.
  - Emphasizes the results of data sharing
- Uses the DW to:
  - ID recipients to be sent
  - Store the returned “hits”
  - Provide link to Universes to analyze and cull best hits for investigation
    - Programs Affected: FIP, FAP, CDC, MA
    - Examples:
      - Duplicate Assistance
      - Identifying Medicaid LTC versus VA medical



# OIG: Fugitive Felons

- Fugitive felons are ineligible for FIP and FAP:
  - Using the DW:
    - OIG Targets active recipients with outstanding Welfare Fraud warrants
    - Links to multiple universes to produce
      - Prosecutor notification
      - Case worker notification
      - Client notification
    - Over 400 disqualified in FY2008
    - “Hot Job” ID’ed active recipients for US Marshals and USDA-OIG’s Project Talon
      - 20 arrested as a result of DHS-OIG assistance



# OIG: DW Corporate Reports

- During FY2008, OIG self published four DW Corporate Reports as Investigative aids
  - Modified OIG reports for DHS Staff use
    - EBT Reports
  - Historical Recipient activity by:
    - Case (multiple recipients)
    - Recipient (multiple cases)
    - Build based on staff request
      - Time saver for screening and investigating
      - New use for new universe



# OIG: FAP Out-of-State

- Recipients who use all FAP benefits outside of MI are targeted for worker contact
  - 500 Households identified in FY2008
    - FY2007 process impacted over \$1.9 million in the Medicaid, FAP and TANF programs in attempting to reduce mispayments and promote benefit accuracy.

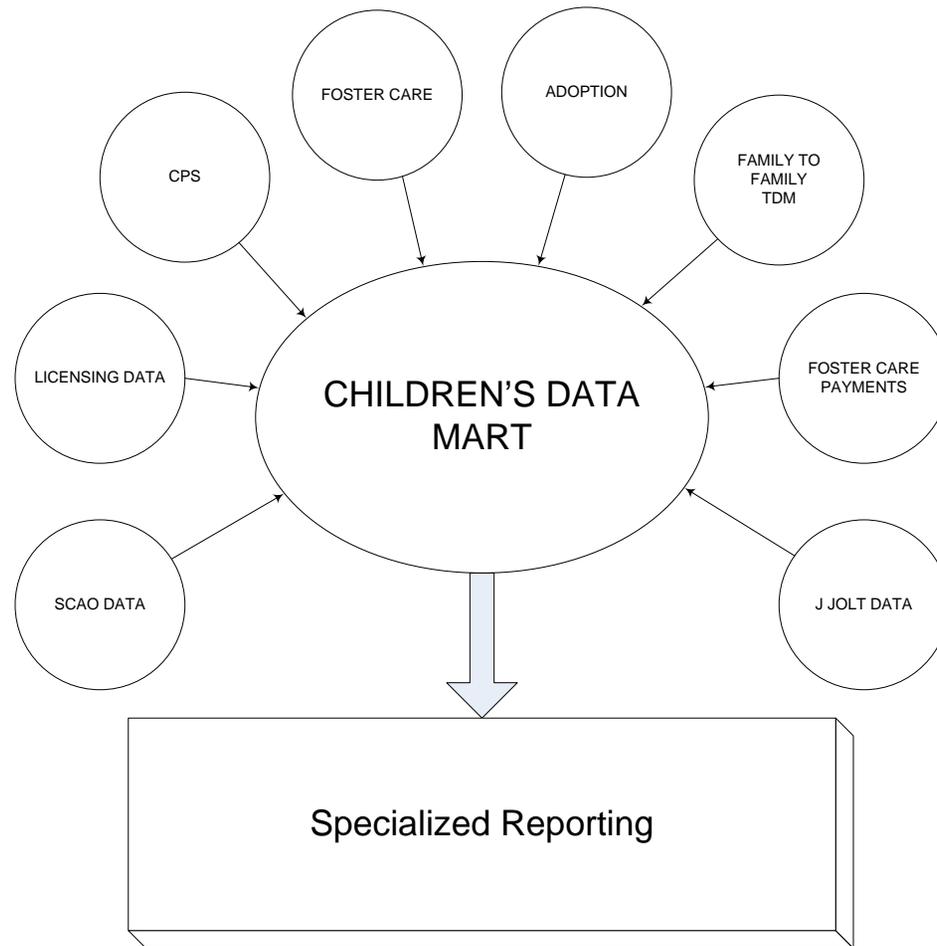


# Children's Data Mart

- Mandated reporting from legal settlement
- Specialized Universe
- Integrate separate components of the Children's Services Data Warehouse
- Event based
- Flexibility



# Children's Data Mart





# Interface Example

Microsoft Access - [MainMenu : Form]

File Edit View Insert Format Records Tools Window Help Adobe PDF

Last Download  
10/30/2008

Last County Ran:  
Ingham

Version 3.3  
9/24/2008

## MAIN MENU

JET Mgt

SW-211, E-FIP and 2 Parent Household Reports

Select a County: 33  
Ingham

Select a District: [ ]

This is an Access database used by JET workers across the state. It runs 5 pass-through queries from Access to the Data Warehouse based on county/district selection. The download takes about 1 minute to run. Once completed, the worker can run the reports as needed from the local pc. If needed, workers who monitor multiple counties can select another county and download the reports again. This type of program allows us to create a one-stop shopping interface that runs multiple SQL statements to the Warehouse. No knowledge of MS Access or SQL is required.

### Additional Reports

Load# SW-211 Errors Detail [ ]

All FIS Loads Composition [Click Here]

405/407 Closures Since 4/1/07 [Click Here]

Download New Records

Run E-FIP Report

Run 2 Parent Report

SW-211 (ALL) County-Level [ ] >> Load No-Level SW-211 (ALL)

SW-211 (CA,LO,TE) County-Level [ ] >> Load No-Level SW-211 (CA,LO,TE)

EXIT

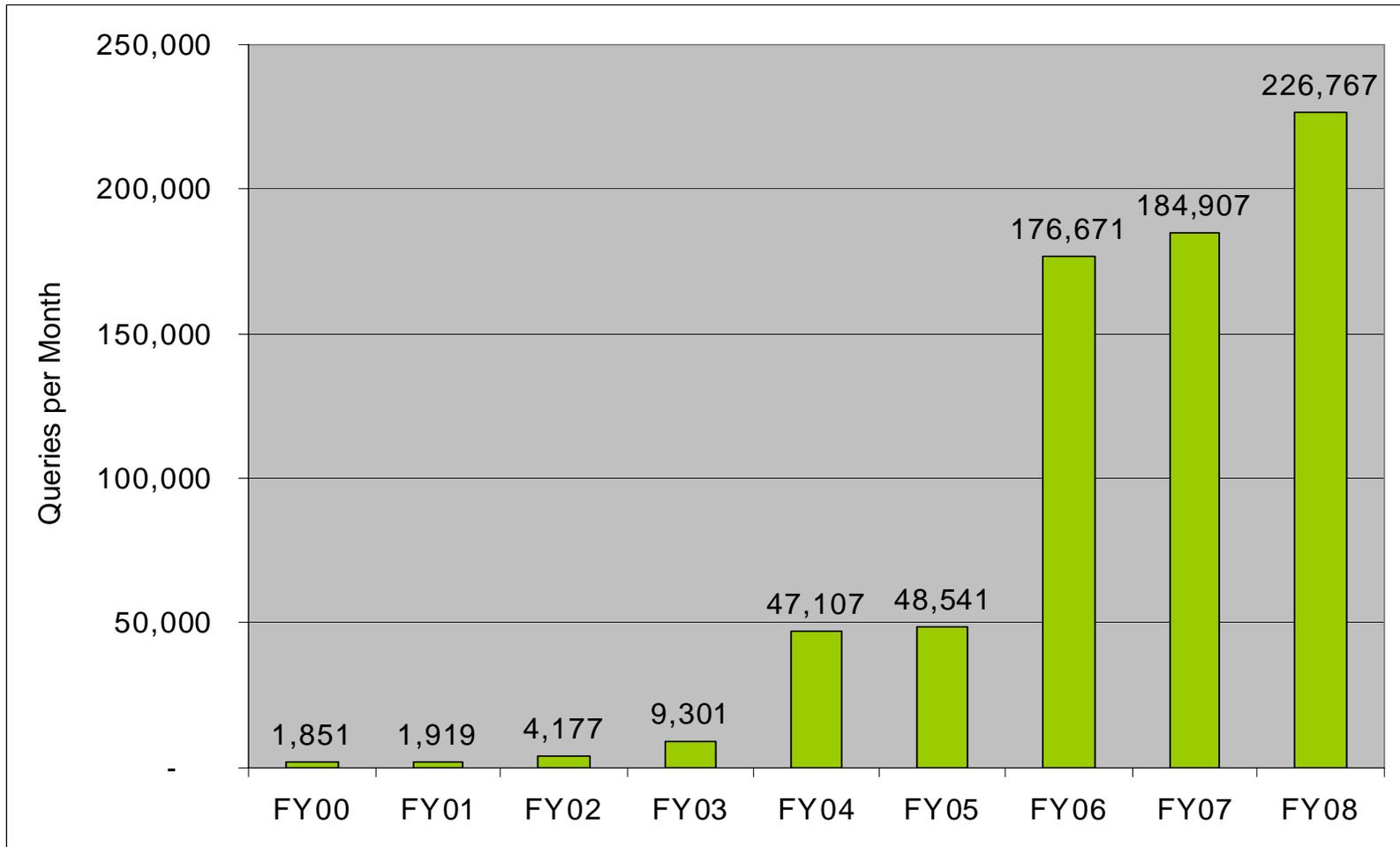


# DW Challenges

- DW Environment
  - Continued growth in DHS data warehousing
  - Continued hardware resource needs
  - Continued heavy emphasis on balancing data sharing against privacy considerations
  - Training “Super Users”
  - Migration to Bridges and resulting changes



# Data Warehouse Queries



# DHS' Data Warehouse:

Smart Design + Dedicated Support + Motivated Users =  
Time, Program and Tax Savings

