

Takes a Team!

This small department appears to be quiet with little activity, but what you don't see is all of the activity in the community. If you are lucky, you will see some of the staff early in the morning slipping in & out of the building. You see paper referrals being delivered between departments, but what you don't see is the final outcome – an outcome that has huge impacts on all Greene County taxpayers.

Front End Detection System (FEDS) is State mandated for Temporary Assistance (TA) applicants. This includes Family Assistance (FA) and Safety Net Assistance (SNA) applicants. FEDS occurs at application and is based on specific criteria, known as indicators. Eligibility workers refer an application for FEDS investigation when the applicant cannot satisfactorily explain or support the relevant indicators. An example of such an indicator is "Supported by loans or gifts from family or friends." A cost avoidance savings is calculated when the investigation results in either an application denial or grant reduction. That means, within 10 days of the application, staff need to knock on a client's door and verify all of the information on the application is correct.

This task of home visiting has been more difficult during this pandemic. I am proud to report that this team has not only completed this task, but has achieved a larger cost avoidance than the previous year! Our need to interact with each other has never been more valuable than now. Our fraud investigators team has been a shining example of teamwork and achieving our mission for the taxpayers.

This task for calendar year 2021 has saved our taxpayers \$717,036 in estimated cost avoidance.

The team is:

- Helen Weed, Resource Consultant
- Maureen Grupe, Examiner
- Rick Jacobs, Investigator
- David Cole, Investigator