

Presented by the State of **Wisconsin**



Barb Klug

Bureau Director

Jane Blank

Section Chief



Objectives

- Provide brief overview of the Wisconsin Home Energy Assistance Program (WHEAP)
- Share the different types of Monitoring Reviews practiced by Wisconsin
- Describe processes that help to prevent fraud



Home Energy Plus (HE+)

WHEAP

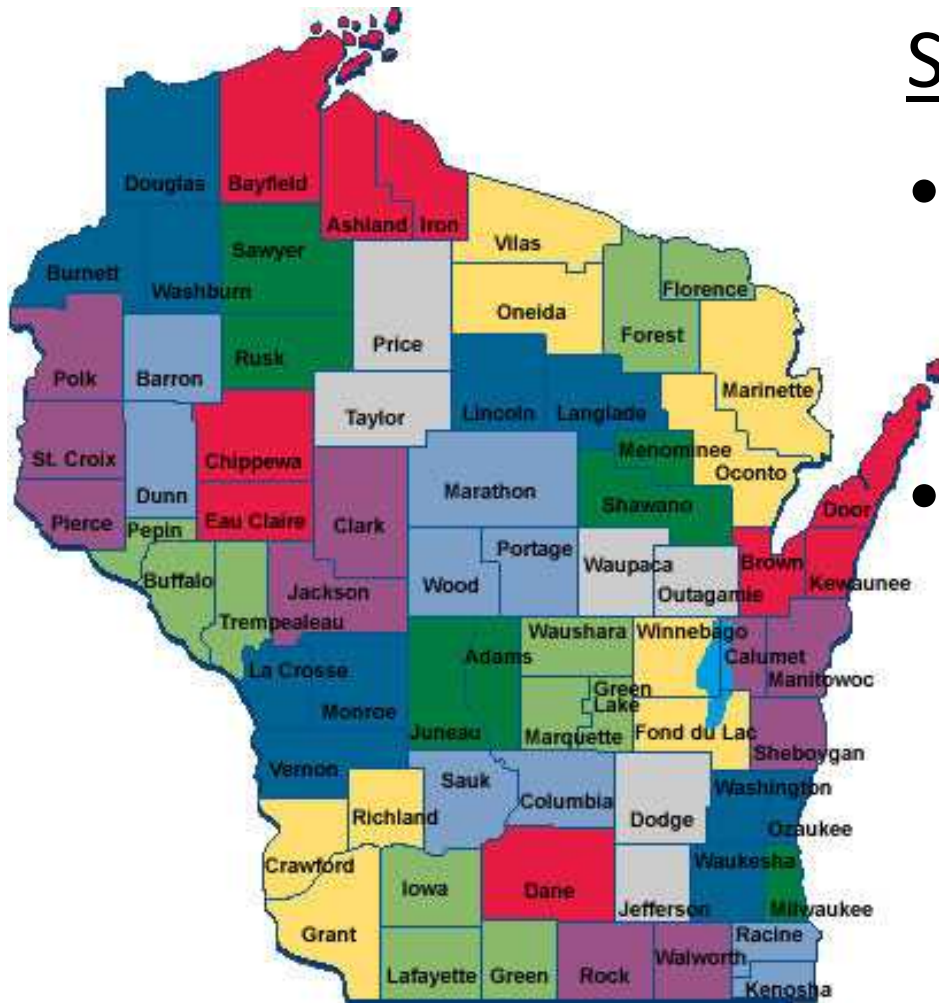
HE+
Furnace

Weatherization

WHEAP Program Delivery

SUB-GRANTEES

- Contract with 72 counties and 7 tribes
- 30 counties currently subcontract with private non-profit or other government agencies



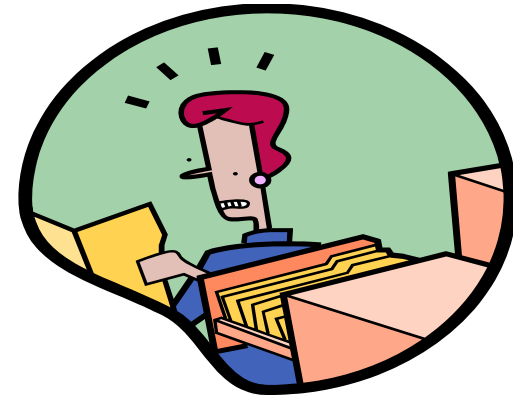
Types of WHEAP Monitoring

- On-site Administrative Reviews
- Desktop Monitoring
- Vendor Desktop Monitoring



Administrative Review

- Contract compliance
- Agency policy for handling sensitive data
- Internal QA procedures
- Agency tour to review intake practices



Sub-grantee Desktop Monitoring

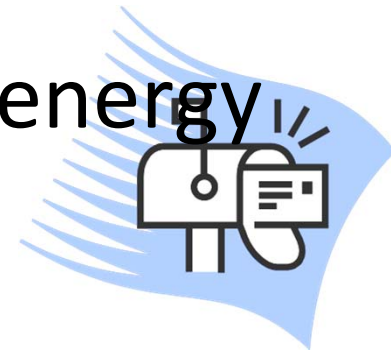
- Contract compliance
- Contract spending trends
- Caseload variances
- Case File Review (20 Cases)

Vendor Desktop Monitoring

- Delivery receipts
- Account ledger showing all benefits awarded and potential credits due to WHEAP customers
- Provide a ledger of WHEAP funds that may have been transferred to another provider along with canceled checks showing the amount transferred

WHEAP Benefit Payments

- Centralized web based system
 - Calculates benefit amount and issues benefit payments
- Checks are sent directly to energy provider from State
- Electronic Funds Transfer (EFT) in 2014-2015 heating season



Home Energy Plus Online System

- Address cleansing software (Zp4)

- Utility account automation



- Social Security Number (SSN) Verification

Other Processes and Policies

- Positive photo ID required
- Resourcing other state government databases for information validation
- Determining Categorically Eligibility

In Summary

- Wisconsin uses Administrative Reviews, Desktop Monitoring and Vendor Monitoring to aid in preventing client/worker fraud and ensuring program integrity
- Policy Requirements and System Enhancements assist Wisconsin in preventing fraud and insuring program integrity