

# Private OPS

NWA 2015 INTEGRITY CONFERENCE

# CONTACT & FIRM INFO

- Court OPS, Inc, (DBA – Private OPS) - 5693 S. Redwood Rd., Taylorsville, UT 84123
- 35 licensed and bonded investigators in Utah alone – the largest independent PI agency in western US.
- Work cases involving anything from boyfriend/girlfriend backgrounds, infidelity, worker's comp fraud, medical malpractice, custody matters, police officer candidate backgrounds, asset searches, and even homicides
- Spencer Lawrence, CEO, Court OPS, Inc. – [spencer@privateopsut.com](mailto:spencer@privateopsut.com) - 801-261-9000 ext. 144
- Michael Gulbraa, President & Lead Investigator, Private OPS, [mike@privateopsut.com](mailto:mike@privateopsut.com) - 801-261-9000 ext. 123

# WIC Fraud Prevention

- Education – many who are selling WIC DO NOT really understand that they are not allowed to sell, give away, or barter product – reinforce clinic R&R's for program participants
- Prevention – we are seeing social media site administrators warn people about selling WIC product AND our efforts support them and WIC offices/clinics – OUR MUTUAL GOAL is to keep product available to those that really need/and use it
- Savings – a three tier savings: 1) accountability for tax dollars in program; 2) program dollars to those that really need and use it; 3) training & education dollars for clinics – may lead to increased levels of service

# Three Classes of “Offender”

- Those who simply do not understand or remember that they cannot sell, trade, or barter WIC products.
- Those who KNOW they are not allowed to sell, trade, or barter WIC products AND try and hide their identity in doing so.
- Organized syndicates that operate nationwide and internationally – these folks amass product and ship domestically and even internationally and make huge \$\$.

# Utah Assumptions

- As population of Utah grows program will grow in participants and budget dollars
- Continuing education of those in program - participants will understand rules and regulations and staff will feel more comfortable “enforcing” rules and regs
- As the current participant who is selling is re-educated levels of “fraud” will drop
- Organized syndicates that operate across the country

## Utah Numbers/Findings Since Beginning

- Average of 40 Man-hours/week spent scrubbing sites
- We scrub over 350 sites in Utah alone/week
- Over 10,000 cases of WIC fraud investigated in 24 months
- 3,210 cases of fraud (intent to sell WIC product) reported to UT DOH WIC Team (32/week, 134/month, or 401/quarter)
- All ethnic segments of Utah society represented
- Rural areas have JUST AS high of offender rate (% of participant based) as urban areas

# Resource Requirements

- Technology - Private OPS and WIC partnership – access to tools that help us find people
- Personnel requirements – experienced investigators & clinic level buy-in – **personal touch to investigations leads to more discovered**
- Budget – growth through better management of all resources
- Eye towards growth – expertise to cover all aspects of WIC needs – compliance buys, fraud detection, etc.

# Risks & Rewards

- Risks
  - Temporary drop in program budget
  - Drop in # of participants – keep those that really need it
  - Clinic comfort levels with programs of fraud detection
- Addressing risk
  - Additional education of rules and regulations at each clinic visit
  - Utah population growth will sustain clinic personnel
- Rewards
  - Program savings, & happier, healthier participants



# BREAST PUMP SUCCESS as of 10/07/2015

