

Consolidated Annual Report Required by Senate Bill 30, 75th Legislature

Section 22.0252, Texas Human Resources Code: Telephone Collection Program

Statutory Provision

This statute requires the agency to make telephone calls to attempt to collect overpayments in the Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) programs. The 76th Legislature adopted House Bill 875, which requires the agency to use an automated system to monitor the results of the telephone collections program and provides guidelines for operating that system. The statute also requires the agency to submit an annual report to the Governor and Legislative Budget Board on the operation and success of the telephone collection program.

Background

The telephone collections program is one of several collection efforts federal and state law require. The Treasury Offset Program (TOP) and recovery through the reduction of future benefits also are part of those collection efforts. The agency designated modules in the program known as “call-out campaigns” to allow for evaluation, modification, and avoidance of conflicts with other collection efforts. The agency designed and implemented the first call campaign in fiscal year 1998. The telephone collections campaign is coordinated with TOP, which is the most effective collections tool available to the agency.

Accomplishments

From September 1, 2015, through August 31, 2016, the agency collected \$1,329,276.23, from clients identified for telephone call-out campaigns. During the campaign period the agency attempted to contact 193 clients representing \$509,495.99 in SNAP and TANF delinquencies. Of the attempted contacts 12 repayment agreements (positive inquiry) totaling \$34,589.27 were obtained. Additionally, from September 1, 2015, through August 31, 2016 the telephone collection program received 31,068 calls from clients. The agency prioritizes calls received from clients.

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Telephonic Collections “Call-out” Program					
Time frame	Collections	Repayment Agreements Negotiated	Delinquent Amount Associated with Payment Plans	Attempted Contacts	Delinquent Amount Associated with Attempted Contacts
09/2009–02/2010	\$557,216.58	63	\$39,472.00	265	\$220,639.00
03/2010–08/2010	\$452,009.86	0	\$0.00	0	\$0.00
09/2010–02/2011	\$388,357.64	0	\$0.00	1	\$305.00
03/2011–08/2011	\$373,309.15	0	\$0.00	7	\$1,104.00
09/2011–02/2012	\$221,971.68	52	\$33,153.00	1,009	\$472,148.21
03/2012–08/2012	\$152,694.05	67	\$10,058.37	237	\$148,847.58
09/2012–02/2013	\$619,181.80	18	\$7,157.00	1,004	\$663,992.65
03/2013 - 08/2013	\$647,167.05	27	\$28,539.38	412	\$470,021.96
09/2013 – 08/2014	\$1,516,746.70	4	\$4,669.00	466	\$782,748.50
09/2014 – 08/2015	\$1,458,482.39	17	\$41,816.00	549	\$1,574,529.80
09/2015 - 08-2016	\$1,329,276.23	12	\$34,589.27	193	\$509,495.99
TOTAL	\$7,716,413.13	260	\$199,454.02	4143	\$4,843,832.69

**Section 22.0292, Texas Human Resources Code:
Information Matching System Relating to Immigrants and Foreign Visitors**

Statutory Provision

This statute requires the agency to conduct matches for immigrants and foreign visitors with the U.S. Department of State and the U.S. Department of Justice to prevent and detect fraud in the Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) programs. The statute also requires the agency to submit an annual report to the Governor and Legislative Budget Board on the operation and success of the information matching system for immigrants and foreign visitors.

Background

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 required the consular offices of the U.S. Department of State to develop a system designed to determine whether applicants for immigration to the United States were likely to become public charges.

Accomplishments

HHSC eligibility determination business processes continue to utilize the Systematic Alien Verification for Entitlements (SAVE) system. Automated verification through the SAVE system provides information from U.S. Citizenship and Immigration Services and assists the agency in determining the validity of the immigration documents presented and the benefit eligibility of the non-citizen. Eligibility staff request SAVE verification through the agency's data broker system. The data broker vendor reports 179,260 SAVE verifications processed in fiscal year 2016.

**Section 531.108, Texas Government Code:
Data Matching Efforts From HHSC With Information From Neighboring
States and Texas Department of Criminal Justice**

Statutory Provision

This statute requires the agency to submit an annual report to the Governor and the Legislative Budget Board on the computerized matching of agency information from neighboring states and information from the Texas Department of Criminal Justice (TDCJ).

Background

Under this provision, the Commission is charged with identifying individuals who are already receiving benefits in another state. The Commission is also required to prevent and detect fraud committed when an incarcerated individual illegally receives public assistance benefits administered by the Commission.

Accomplishments

Since August 2010, HHSC has participated in the Public Assistance Reporting Information System (PARIS) interstate send file. The PARIS interstate match cross checks Social Security numbers of active Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) program, and Medicaid clients as sent by State Public Assistance Agencies (SPAA) for a predetermined month within the match quarter. If matched, PARIS sends the matched records back to the respective SPAA for review and investigation as appropriate. Although once a year participation is mandatory for Medicaid, the data provided to the program is at the discretion of each SPAA. Not all states participate for each match quarter or for all programs. In Texas, the PARIS match meets the legislative requirement for HHSC to match with border states to identify duplicate benefits.

From September 1, 2015, through August 31, 2016, the agency identified \$439,124 in benefits simultaneously received by individuals in both Texas and another state. During this same time period, the agency identified \$752,669 in benefits received by individuals who were ineligible because of incarceration.

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PARIS Interstate Match					
Timeframe	Match Count	Referrals Created	Investigations Created	Claims Created	Claim Amounts
09/2009–02/2010	*	*	*	*	*
03/2010–08/2010	3,542	90	35	37	\$45,161
09/2010–02/2011	28,756	452	182	137	\$164,888
03/2011–08/2011	27,074	341	151	152	\$163,158
09/2011–02/2012	30,368	217	112	93	\$82,813
03/2012–08/2012	25,634	243	125	131	\$135,203
09/2012–02/2013	28,322	372	86	117	\$128,421
03/2013 - 08/2013	30,154	443	197	236	\$295,174
09/2013 – 08/2014	63,775	455	325	384	\$697,290
09/2014 - 08/2015	118,316	643	188	218	\$338,132
09/2015 - 08/2016	148,432	507	267	242	\$439,124
TOTAL	504.373	3,763	1,668	1,747	\$2,489,364

*PARIS Interstate Matches were implemented effective August 2010

TDCJ Incarceration Match				
Timeframe	Referrals Created	Investigations Created	Claims Created	Claim Amounts
09/2009–02/2010	445	374	375	\$234,142
03/2010–08/2010	679	579	560	\$364,729
09/2010–02/2011	422	360	357	\$251,007
03/2011–08/2011	1,010	848	832	\$547,003
09/2011–02/2012	621	493	476	\$302,980
03/2012–08/2012	717	546	534	\$533,272
09/2012–02/2013	552	457	463	\$458,241
03/2013 - 08/2013	428	374	405	\$372,440
09/2013 – 08/2014	850	683	720	\$761,225
09/2014 - 08/2015	655	354	388	\$367,928
09/2015 - 08/2016	815	582	527	\$752,669
TOTAL	7,194	5,650	5,637	\$4,945,636