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 - 801-261-9000 ext. 144
- Michael Gulbraa, President & Lead Investigator, Private OPS, 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

- Breast Pumps Recovered: 6000
- Replacement Cost: $900
- Total Cost to Recover: $4,253.00

Legend:
- Nurture III Pumps
- Lactina Pumps
- Medela Symphony Pumps