



# PADRU WOPR Cases Design Event

## **BACKGROUND:**

- Department of Inspections & Appeals
- The purpose of the event was to create a process for overpayment cases that are over \$1000 per claim, not agency error, or criminal to be pursued by the Public Assistance Debt Recovery Unit (PADRU) and to examine collection options for delinquent debts for all PADRU cases.
- This event was a design event that took place from 12/11/17-12/13/17 utilizing staff from DIA Investigations, PADRU, and Department of Human Services.

*Key Results:*  
*Increase the number of fraud noncriminal WOPR cases processed by PADRU from 0 to 100%.*

## **HIGHLIGHTS**

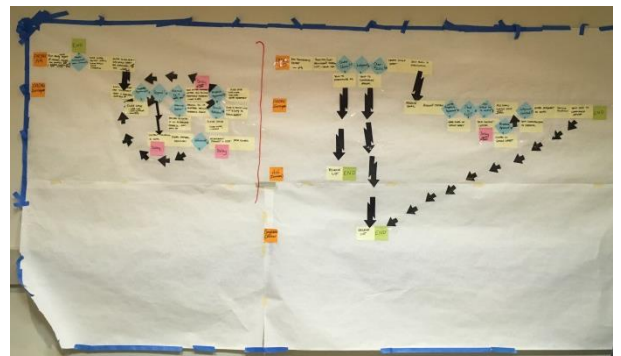
- Developed a new process to initiate contact within 60 days with debtors who did not respond to previous attempts to enter into agreements to repay debts owed to the Department of Human Services.
- Developed a new process to attempt more assertive collections of delinquent debts.
- Identified data that can be utilized to assist in collection of unpaid debt.
- Identified opportunities for greater communication with partner agencies.

## **Next Steps**

- Submit service requests for the WOPR system to obtain data identified during the event.
- Create work groups to address ongoing issues with WOPR and collections.
- Develop a method of prioritizing collection on delinquent debt.
- Examine state and federal regulations for potential legislative changes to assist with delinquent debt collection.

## **Team members:**

Steve Squires, DIA, Investigations  
Tricia Dieleman, DIA, Investigations  
Fabricio Gonzalez, DIA, Investigations  
Megan Clark, DIA, Investigations  
JoBeth Harden, DIA, Investigations  
Melissa Conner, DIA, Investigations  
Amy Bradley, DHS, IMW  
Heather Myer, DIA, Investigations  
Lee Navin, DIA, Investigations





## PADRU WOPR Cases Design Event

For more information, contact Steve Squires at (515) 281-6377 or [steve.squires@dia.iowa.gov](mailto:steve.squires@dia.iowa.gov).