



# Optimizing Government through Technology



*What is Innovative and Offers Quick Returns?*

Frieda Yueh  
914-474-6606  
July 27, 2010



# ***A Discussion about Optimizing State Government***

***ROI Possibilities:  
Less than 12 Months  
to 1-5 Year Returns***

- 1. Tax and Revenue**
- 2. Health and Human Services**
- 3. Corrections and Public Safety**
- 4. Cross Agencies/Enterprise**

# Analytics Supports Tax and Revenue

## New York State saves \$889 million by optimizing audit case selection

The New York State Department of Taxation and Finance annually processes 24 million business and personal tax returns and collects more than \$90 billion in state and local tax payments.

### Closing the "tax gap"

Which refunds should not be paid? Which tax returns should be audited and investigated? For the Taxation and Finance Department of New York State, having the answers to these questions is key to maximizing the amount of tax revenue collected and to confirming fairness.

*"Over the past five years, the tax audit and compliance system has saved the state more than \$889M, while allowing us to process refunds faster."*

- Tim Gardinier, Mgr of Data Warehousing Unit, NYS Dept of Taxation and Finance

### Results to-date:

**Increased suspect filings from 56,000 to 200,000**

**Less staff produces significant results**

Improved selection of audit forms reveals many more suspects and identifies most likely noncompliance and highest revenue potential

# Analytics Supports Human Services

*"It is pretty evident to us that we have to do more to root out the waste and crack down on the people that we know are out there who are abusing the system... "I think we are going to save tens of millions of dollars,"*

– Governor Beverly Perdue, NC



## Results to-date: Personal Care Services (\$86M of \$555M = 15%)

- High payments per patient, high home health aid visit utilization
- Billing for services on Sundays/Holidays that may not have been rendered
- Out of sequence billing

## Results to-date: Durable Medical Equipment (\$55M of \$235M = 23%)

- Expensive orthotics for amputees
- Respiratory equipment unbundling

# Analytics Supports Public Safety - Corrections

Florida Department of Juvenile Justice  
*Part of the Community, Part of the Solution*

## Program Spotlight



The Guardian Program represents a unique collaboration/partnership between the Putnam County School District and the Putnam County Sheriff's Office. This program is designed to reduce the number of criminal referrals to the juvenile justice system and to create a safe school environment to deter students from participation in delinquent behavior and motivate them to be educationally driven to reduce truancy, suspensions and expulsions. High-risk youth are given intensive case management with wrap-around services on an individual basis after assessing the students' needs. Individuals served by this program will be from Beasley Middle School and Crescent City Jr./Sr. High School. Program Components include

- Offering various trainings to faculty and staff
- Launching a "Living Violence Free" campaign
- Establishing an Anti-Crime Task Team (ACT Team)

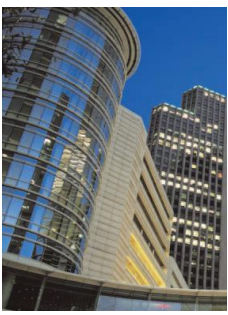
If you are interested in inquiring about the ACT Team, please email us at

[juvenilecrimepreventionoffice@yahoo.com](mailto:juvenilecrimepreventionoffice@yahoo.com)

*"The State of Florida believes that if youth are rehabilitated with effective prevention, intervention and treatment services early in life, juveniles will not enter the adult corrections system.*

*Our goal is to ensure juveniles do not return to the system. IBM SPSS predictive analytics will allow our organization to refine our current practice and better intervene in juvenile lives earlier to help them become — and stay — law abiding citizens."*

**Mark Greenwald, chief of research and planning at the Florida Department of Juvenile Justice**



## Gartner Research: Asset Mgmt and ROI

Labor utilization, increase 10 to 20%

Asset availability, increase 3 to 10%

New equipment/fleet purchases, decrease 3 to 5%

Warranty recovery, up 10 to 50%

Inventory, decrease 20 to 30%

Inventory carrying costs, reduced 20%

Material costs, reduced 5 to 10%

Purchasing costs, decreased 10 to 50%

## Smart Building Solution Enhances Energy Performance, Says Johnson Controls

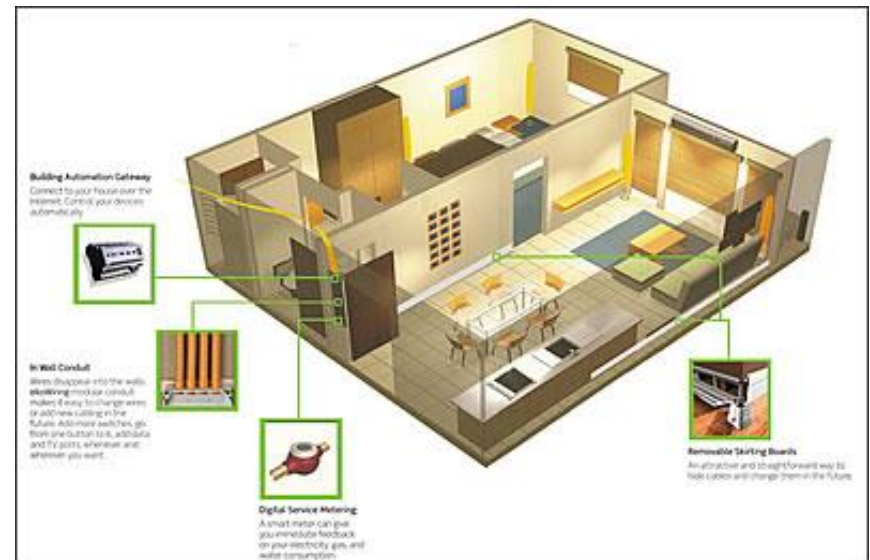
► Mar 1, 2010 11:00 AM, Staff report

According to a case study of the project, in 2005 Missouri decided to reduce the energy consumption of its 32 million sq. ft. real estate portfolio by 15% over a five-year period.

### State saved \$35 million

By integrating individual systems and buildings at the user level, operational activities in the various subsystems could be monitored to detect inefficiencies, which could then be corrected. The program resulted in annual savings of more than \$35 million across a portfolio of 1,000 state-owned and operated buildings, and has an expected payback of just one year on the state's investment.

**Buildings use 70% of U.S. energy and are responsible for 38% of our CO2 emissions**



# InformationWeek

THE BUSINESS VALUE OF TECHNOLOGY

## IBM, Johnson Controls Eye Smart Buildings

Vendors combine facilities management and IT systems to help customers reduce energy costs by as much as 35%.

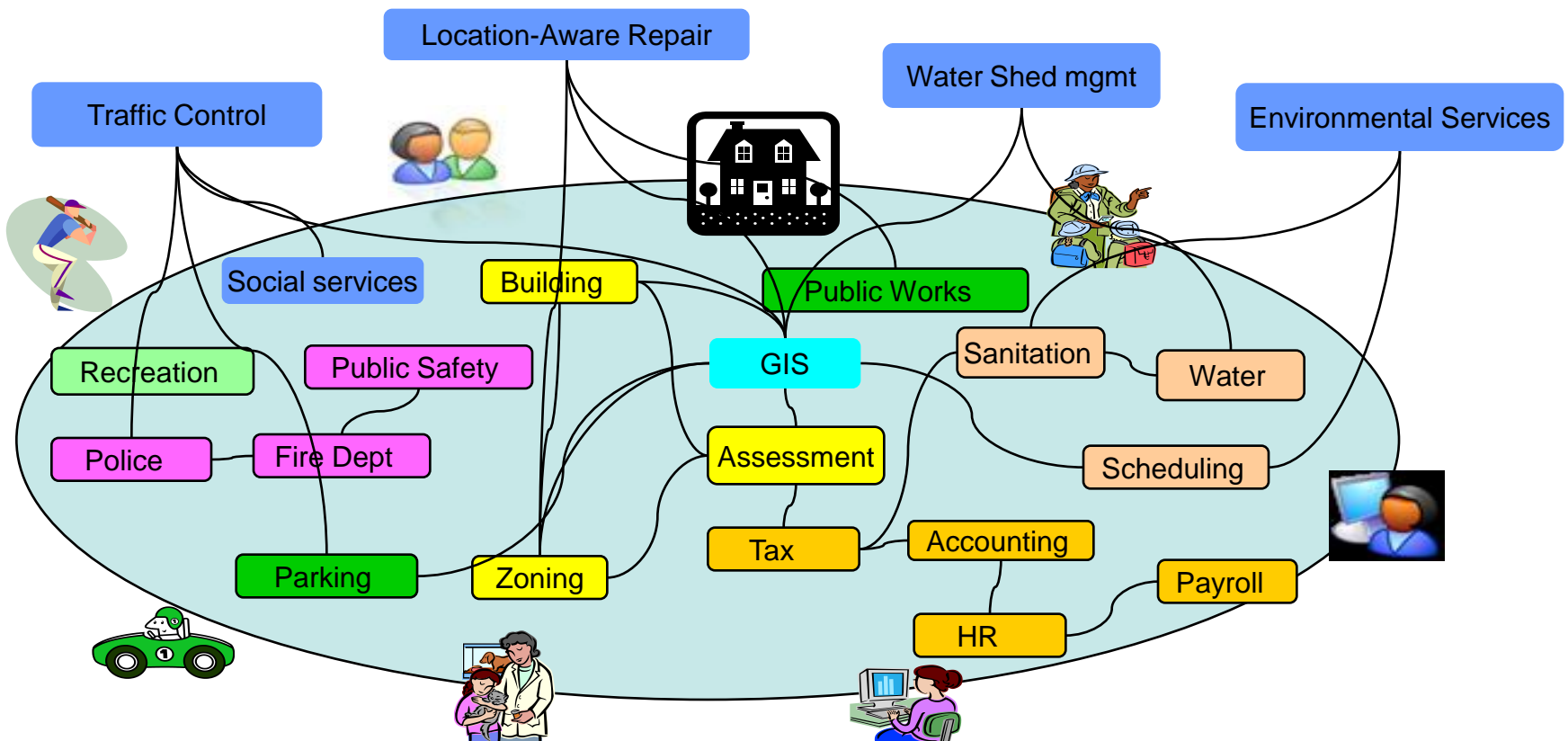
By [Paul McDougall](#)  
InformationWeek

March 30, 2010 10:22 AM

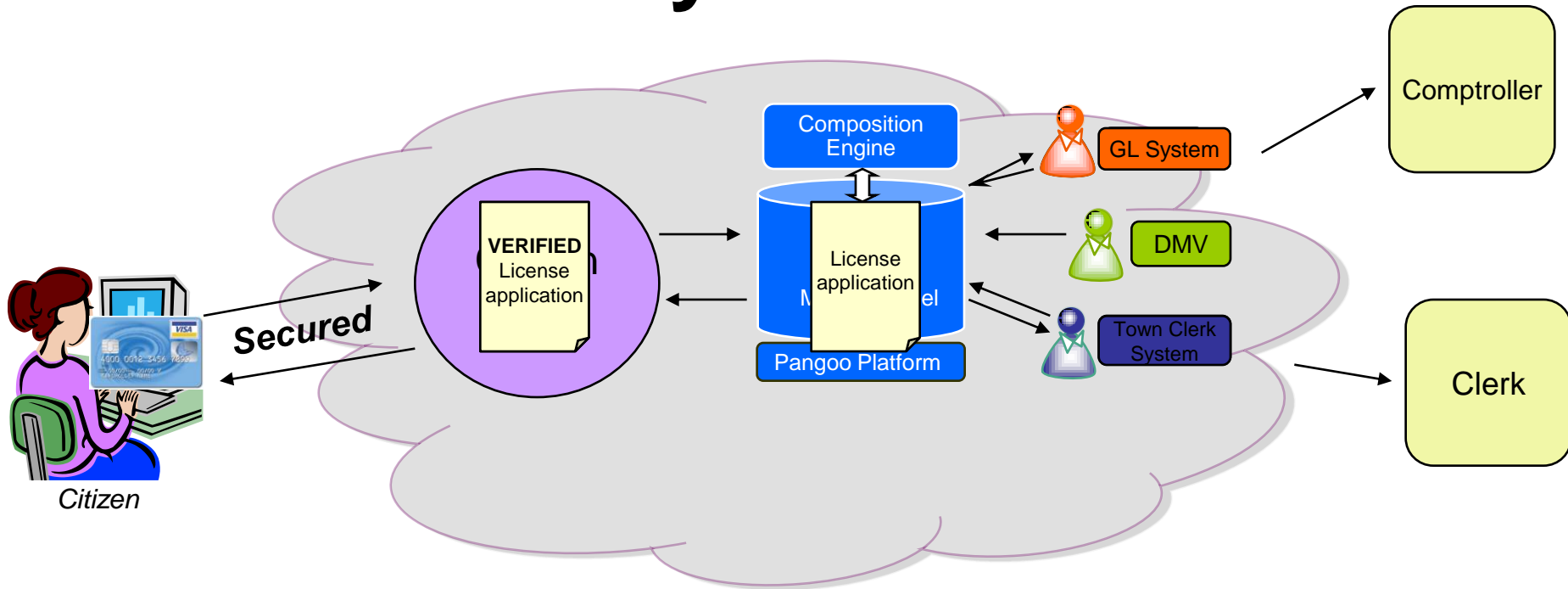


# CLOUD Replaces Government Management of Silos

- Subsystems typically supplied by multiple vendors
- Pair-wise connection could improve efficiency, but would add complexity & inflexibility
- New requirements often add connections across multiple subsystems
- Individual agencies cannot afford full integration of all connections



# Cross-Agency Accountability and Efficiency – Cloud Services



- Citizen portal offers 24 x 7 secured online access for residents
- Applications are “mixed” and “matched” and efficiently provide services
- Completed forms and payments uploaded to systems then emailed
- Multiple services all accessible from a single site
  - Bill viewing and payments, program registrations, license and permit applications, etc.



# *Where are the Opportunities in Your State?*

Frieda Yueh  
914-474-6606  
July 27, 2010

