



# VETERANS BENEFITS ADMINISTRATION

## FRAUD PREVENTION APRIL METRICS

May 1<sup>st</sup>, 2020

### Targeting May 1<sup>st</sup> Payments

178	83	\$198,550	\$101,434	\$20,350	\$76,767
Veterans Investigated	Veterans Defrauded	\$ At Risk	\$ Lost	\$ Recovered	\$ Protected
227	87	14%	49%	37%	
Reported Incidents	Fraud Incidents	eBenefits	Natl. Call Center	Paper Forms & Other Means	

### Fiscal Year 2020

1,868	961	\$2,826,556	\$1,319,253	\$468,229	\$1,039,074
Veterans Investigated	Veterans Defrauded	\$ At Risk	\$ Lost	\$ Recovered	\$ Protected
2,770	1,056	37%	33%	30%	
Reported Incidents	Fraud Incidents	eBenefits	Natl. Call Center	Paper Forms & Other Means	

### Fiscal Year 2017 to Present

11,214	7,721	\$22,813,484	\$12,242,476	\$5,457,576	\$5,113,431
Veterans Investigated	Veterans Defrauded	\$ At Risk	\$ Lost	\$ Recovered	\$ Protected
18,367	9,013	76%	13%	11%	
Reported Incidents	Fraud Incidents	eBenefits	Natl. Call Center	Paper Forms & Other Means	

### Distribution of FY20 Reported Incidents

All Types				VA Errors (by Organization)																			
eBenefits: 395	Other: 225	SHARE/ 0296: 88	Veteran: 139	Austin SDC: 35	Winston-Salem: 15	Houston: 8	Detroit: 5	Lincoln: 4	St. Louis: 4														
	Call Center: 348						St. Paul: 9	Boise: 5	Chicago: 4	Oakland: 4	Roanoke: 4												
Milwaukee: 15				San Diego: 9	New York: 6		Jackson: 5	Los Angeles: 5															
	Atlanta: 16						Louisville: 8	San Juan: 7	Indianapolis: 6														
Muskogee: 13							Seattle: 12	Buffalo: 10															
Fraud				All Other Offices: 37	Waco: 23	Columbia: 22		St. Petersburg: 18															
Not Fraud: 599	Description Required: 175	Outside Scope: 98	VA: 475	Nashville: 41	Phoenix: 34	Philadelphia: 28	Salt Lake City: 27																
	Pending (Re)Investigation: 222																						
Other			Error																				

\*Note: Recovered figures will be updated during first full week of new month

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## FRAUD PREVENTION *APRIL METRICS*

May 1<sup>st</sup>, 2020



### Distribution of FY20 Reported Incidents

All Types				VA Errors (by Organization)		
Fraud	eBenefits Fraud	395	14%	Nashville	41	8%
	Call Center Fraud	348	13%	Cleveland	36	7%
	SHARE/0296 Fraud	88	3%	Austin SDC	35	6%
	Other	225	8%	Phoenix	34	6%
Other	Not Fraud	599	22%	Philadelphia	28	5%
	Description Required	175	6%	Salt Lake City	27	5%
	Pending (Re)Investigation	222	8%	Waco	23	4%
	Outside Scope	98	4%	Columbia	22	4%
Error	VA/Employee Error	475	17%	St. Petersburg	18	3%
	Veteran Error	139	5%	All Others	275	51%

### Top 10 VSOs Representing Defrauded Veterans

All-Time (since FY2017)		FY2020	
Disabled American Veterans	2,073	Disabled American Veterans	242
No Power of Attorney	1,837	No Power of Attorney	238
American Legion	1,235	American Legion	127
Veterans of Foreign Wars of the US	815	Veterans of Foreign Wars of the US	92
Texas Veterans Commission	573	Texas Veterans Commission	73
NC Dept. of Military and Veterans Affairs	205	California Dept. of Veterans Affairs	30
California Dept. of Veterans Affairs	186	Paralyzed Veterans of America, Inc.	22
Paralyzed Veterans of America, Inc.	174	NC Dept. of Military and Veterans Affairs	17
AMVETS	120	AMVETS	13
Georgia Department of Veteran Service	105	Oregon Department of Veteran Affairs	12

### Top 10 States for Fraud

All-Time (since FY2017)		FY2020	
Texas	1,220	Texas	135
Florida	692	Florida	74
California	623	California	69
North Carolina	433	North Carolina	48
Georgia	334	Georgia	35
Ohio	272	Alabama	33
Pennsylvania	263	Colorado	31
Alabama	250	Arizona	28
Virginia	247	Ohio	28
New York	240	VA	26