



Kansas Fraud Working Group

Group formed in September 2015
after an examiner & 53 others were arrested for fraud

Staffed by: Director of Vehicles, Business Managers, Office of Special
Investigations & IT Security

Meets monthly: Current focus on DL fraud

“If it seems odd, it could be fraud”

Functions:

- Review audit findings
- Review investigation findings
- Study emerging trends
- Identify system enhancements
- Review best practices from other states
- Identify training needs
- Update policies & procedures
- Identify communication needs
- Review reports

Accomplishments:

- Built fraud prevention into new system
- Updated policies
- Created cellphone policy
- Implemented manager audits; created template & notebook
- Sent "Tone at the Top" zero tolerance communications
- Training at new employee orientation
- Added Office of Special Investigations auditor
- Communications on new fraud schemes & trends
- Balance between customer service & fraud prevention
- Provided guidance & direction to staff

Red Flags:

- Short testing times
- Unusually high pass rates
- Incorrect amounts charged
- No proof of SSOLV scanned
- Overrides
- Customer asking for specific examiner
- Repeat translators
- Scan failures
- Records showing no test administered



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**For More Information
Contact:**

**Breana Berroth
or
Lisa Kaspar**