

# Social benefits emergency program delivery

A multilayered approach to support governments providing help to citizens in need



Monitor and measure



Mitigate risk



Review and refine

## The Issue

As the COVID-19 pandemic and its social and economic impacts unfold, governments are creating new programs and expanding existing programs to help protect the financial stability of individuals and families. These efforts include identifying and getting benefits to the people who need them most, increasing benefit delivery capacity, and safeguarding against operational and financial risks by:

- Meeting the urgent need to understand enrollment patterns and to anticipate growth while assessing operational risks and policy needs.
- Predicting and mitigating risks by optimizing case management and service delivery (such as staffing requirements and fraud prevention efforts) while adapting to the pace of ongoing changes.
- Rebuilding or reducing programs as people return to a firmer financial footing and reassessing outcomes and expectations to reimagine future policy changes in the near and long term.

What is often lacking is a holistic view of the disruption because there may be few (or no) resources available to collect and analyze the data needed to monitor the evolving situation, predict growth, manage risk, assess policy needs and make critical decisions accurately. Governments need a better way to enable social program agencies to address and adapt through these stages of emergency program delivery.

## Challenges



**Data availability and complexity.** Numerous data collection systems and formats and varying extraction times can result in limited or conflicting views of the current situation. SAS has been in the data management business for decades, working with thousands of organizations around the world to solve their data challenges.



**Manual efforts or inadequate tools.** Data scale and complexity and the analytical speed required in an emergency are often beyond what some analytics solutions can handle. Response times and accurate reporting suffer as a result. We can help you quickly scale a highly secure, cloud-based solution that can provide you with the extra analytical capacity you need then scale it down just as quickly once a disruption stabilizes.



**Unidentified risks.** The volatility and speed of program delivery may create unforeseen or undermanaged operational risks in workforce capacity, increased processing errors and bottlenecks, and the potential for fraud (particularly by organized crime). SAS provides on-demand, high-performance risk analytics to ensure greater efficiency and transparency, enabling you to strike the right balance between short- and long-term strategies.

## Our Approach

Data-driven decisions improve outcomes and mitigate operational risks, provide timely and accurate reporting, and enable you to measure, forecast and inform program effectiveness.

Our social benefits emergency program delivery solution provides the flexibility to adapt as the crisis evolves and programs change. We approach the problem by providing software and services to help you:

- Quickly organize data from many sources for a consolidated view of critical information.
- Accurately predict, forecast and identify trends in sustainable, automated ways.
- Enable proactive alerts on claims that need further investigation.
- Identify operational and financial risks at the outset.
- Measure program impacts and create policy-change models.

SAS provides data-driven insights for responding quickly and making critical decisions with confidence. Governments worldwide use SAS to manage social benefit programs effectively. SAS resources are mobilized to help governments during this crisis. Our technology and program experts are ready to help.

## The SAS® Difference

The SAS solution covers all phases of an emergency support program delivery life cycle. Multiple delivery options are available to provide a new solution or augment existing agency systems with data management, visualization, advanced analytics, and detection and investigation. SAS uniquely offers:

- An approach that is modular and can be expanded incrementally in phases.
- An integrated SAS solution that allows core capabilities to work together seamlessly.
- The ability to connect to virtually any data source, integrate with open source solutions and provide outputs in the formats you need.

Our single integrated platform and rich capabilities support urgent needs and longer term or changing requirements. At the same time, we do not take a one-size-fits all approach. Based on our current work with governments, we understand the need to continuously adapt metrics and visualizations as our communities recover from this pandemic.

# SAS Can Help

The global COVID-19 pandemic presents governments with unprecedented challenges for delivering emergency benefits to individuals and families. Social benefits emergency program delivery is a multifaceted and multistage solution that includes:



### Targeting of Benefits

- Getting the right benefits to the right people quickly.
- Understanding the impacts and intersections of programs.



### Managing the Capacity to Deliver

- Understanding and forecasting demand.
- Responding to rapid changes in policy.
- Optimizing people and technology needed to deliver.



### Safeguarding Against Risks

- Operations risks, such as overtime and burnout rates for caseworkers.
- Financial risks, for example, identifying previously unseen fraud schemes.

Learn more at the [SAS COVID-19 Resource Hub](#)

