

**AGENDA OF THE WORKSHOP ON
REDUCING ERROR, FRAUD & CORRUPTION (EFC) IN SOCIAL PROTECTION PROGRAMS
June 8-12, 2014, Opatija, Croatia**

Day / Time / Session / Topic	Speakers
Day 1: Sunday, June 8th, 2014	
Arrival to Zagreb Airport Transfer to Opatija, Hotel Admiral Remisens 18:00 Welcome drink 18:45 Dinner	
Day 2: Monday, June 9th, 2014	
9:00- 9:30. Seminar Opening	Mr. Hongjoo Hahm , World Bank Representative, Croatia Mr. Codrin Scutaru , Deputy Minister, Ministry of Labor and SP, Romania Ms. Valentina Buliga , Minister, Ministry of Labor, Social Protection and Family, Moldova Ms. Milanka Opacic , Deputy Prime Minister and Minister for Social Policy & Youth, Croatia
9:30 - 10:30. Session 1 Rationale for investing on an EFC system Developing a system to combat error, fraud and corruption in social protection programs: the case of the United Kingdom and Romania <ul style="list-style-type: none"> ▪ Rationale for investing in an EFC control system ▪ UK: the social protection system; the EFC sub-system (institutional set-up; key elements; development over time, results in reducing EFC) ▪ Romania: the social assistance system; the EFC sub-system (institutional set-up; key elements; development over time, results in reducing EFC) ▪ Questions and answers (20 minutes) 	Mr. Emil Tesliuc , Sr. Economist, The World Bank Mr. Christopher Jennings , Head of Fraud, Error & Debt Strategy, Department for Work and Pensions (DWP), UK Mr. Codrin Scutaru , Deputy Minister, Ministry of Labor and SP, Romania

10:30-11:00	Coffee break & Group Photo
11:00 - 12:30. Session 2 UK: Leader in the fight against EFC <ul style="list-style-type: none"> ▪ Key measures to prevent, detect and deter EFC ▪ Institutional set-up: Fraud investigation services, compliance teams, other elements ▪ Referral system to identify suspicious cases ▪ Investigative powers, sanctions and recovery policy ▪ Special topic: Fighting disability error and fraud ▪ Special topic: Working and claiming ▪ Questions and answers (20 minutes) 	Mr. John Armstrong , representing the Director of DWP's Fraud and Error Service, DWP, UK
12:30 – 13:30 Lunch	
13:30 – 14:00 Book Launch Presentation: Income Support for the Poorest. A Review of Experience in Europe and Central Asia	Ms. Margaret Grosh , Lead Economist, The World Bank Mr. Emil Tesliuc , Sr. Economist, The World Bank
14:00 -15:30. Session 3 Romania's EFC system: A mature system developed over the last 3 years <ul style="list-style-type: none"> ▪ Starting point: Strategic shift in 2010 from social services to high-value, risk prone social assistance programs ▪ Key actions taken to detect fraud in the social assistance system ▪ Main results achieved so far ▪ Next steps ▪ Questions and answers (20 minutes) 	Ms. Marinela Dinu , Deputy Director, Agency for Social Benefits and Inspection, Bucharest Mr. Alexandru Alexe , Public Manager, Ministry of Labor and SP, Romania
15:30-16:00 0 coffee break	
16:00 - 17:30. Session 4 Detecting EFC through benefit inspections /reviews: the case of Romania and United Kingdom <ul style="list-style-type: none"> ▪ Organization chart ; specialized units, staff number, caseload ▪ Planning benefit review ▪ Detecting error and fraud ▪ Reporting and monitoring on results 	Ms. Gabriela Rotariu , Agency for Social Benefits and Inspection, Romania Ms. Mihaela Duiculescu , Agency for Social Benefits and Inspection, Romania Mr. John Armstrong , representing the Director of DWP's Fraud and Error Service, DWP, UK

<ul style="list-style-type: none"> ▪ Lessons learned ▪ Questions and answers (20 minutes) 	
19:00 Dinner	
<p>Day 3, Tuesday, June 10th, 2014</p> <p>Field visit:</p> <p>The Croatian social welfare and social service system; innovative methods to prevent error and fraud in means-tested programs</p> <p>08:00 Depature to Malinska (Island Krk) 10:00 Visit to Social Welfare Centre and Home for Elderly People (Krk) 12:30 Lunch on boat 14:00 Free afternoon 16:00 Return to Opatija 19:00 Dinner at hotel</p>	
<p>Day 4, Wednesday, June 11th, 2014</p>	
<p>9:00 - 10:30. Session 5</p> <p>Correcting irregularities: investigative powers, sanction & recovery policy. Lessons from Romania and the United Kingdom</p> <ul style="list-style-type: none"> ▪ Investigative powers ▪ Sanction policy ▪ Recovery policy ▪ Lessons learned ▪ Questions and answers (20 minutes) 	<p>Ms. Rodica Carausu, Public Manager, Ministry of Labor and SP, Romania</p> <p>Mr. Mihaela Duiculescu, Agency for Social Benefits and Inspection, Romania</p> <p>Mr. John Armstrong, representing the Director of DWP's Fraud and Error Service, DWP, UK</p>
10:30-11:00 coffee	
<p>11:00 - 12:30. Session 6</p> <p>Using bulk data matching to identify suspicions of error and fraud. Lessons from Romania and the United Kingdom</p> <ul style="list-style-type: none"> ▪ Rationale for data matching ▪ Technical architecture and flows ▪ Data sources, accessibility and data quality ▪ Protocols and other data exchanges issues ▪ Step-by-step ▪ Lessons learned ▪ Questions and answers (20 minutes) 	<p>Mr. Nicolae Draganescu, Agency for Social Benefits and Inspection, Romania</p> <p>Ms. Sabin Chiricescu, ICT Consultant, World Bank</p> <p>Mr. Christopher Jennings, Head of Fraud, Error & Debt Strategy, Department for Work and Pensions (DWP), UK</p>

12:30-13:30 lunch	
13:30 - 15:00. Session 7 Using risk profiling to identify beneficiary files with high risk of error and fraud. Lessons from Romania and the United Kingdom <ul style="list-style-type: none"> ▪ Rationale for risk-profiling ▪ Techniques ▪ Random inspection for collecting data ▪ Statistical skills and team ▪ Lessons learned ▪ Questions and answers (20 minutes) 	Mr. Dacian Sirbu , Agency for Social Benefits and Inspection, Romania Mr. Vlad Grigoras , Extended Term Consultant, World Bank Mr. Christopher Jennings , Head of Fraud, Error & Debt Strategy, Department for Work and Pensions (DWP), UK
15:00-15:30 coffee	
15:30 - 17:00. Session 8 Panel of country representatives Summary and conclusions. How can these models be adapted to other country settings?	Country Representatives
19:00 Dinner	
8:00 Breakfast Transfer to Zagreb Airport	Day 5, Thursday, June 12th, 2014