2024 Government Fraud, Waste & Abuse Report

New threats, AI, and a push for greater efficiency
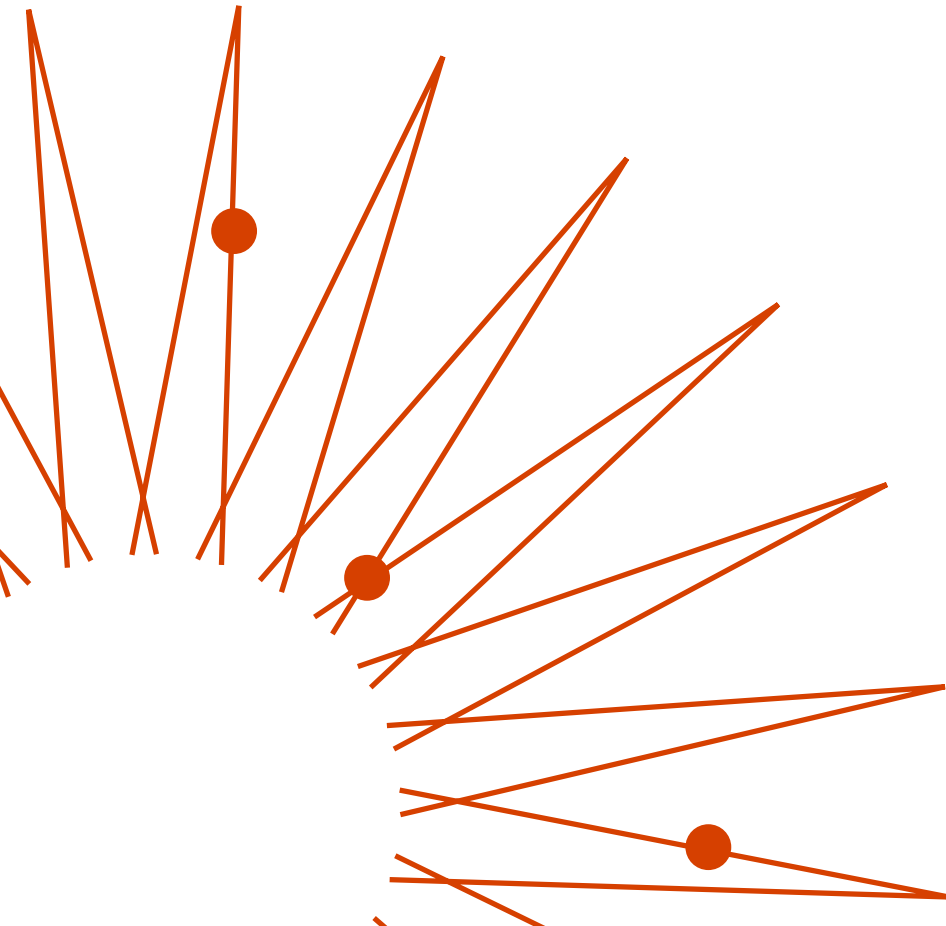
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Executive summary

The fifth year of the Thomson Reuters Institute's annual *Government Fraud, Waste & Abuse (FWA)* survey report finds government workers who are responsible for managing government programs and safeguarding the public's tax dollars in circumstances that have become all too familiar.

Tight budgets, lack of resources, outdated technology, increasing workloads, insufficient training, recruitment difficulties — all are part of the daily litany of challenges that government workers face when fighting FWA, regardless of whether they are federal, state, or municipal employees.

The differences between 2023 and 2024

Each year, this survey includes participants from all levels of government — federal, state, local, and municipal — but the proportionate representation from each level of government is inevitably different every year. For example, this year there were more federal workers in the survey sample, as well as a somewhat different survey population, and the results in some cases reflect this difference.

In the 2023 survey, for example, only 2% of respondents were from federal agencies, whereas in this year's survey, 19% of respondents worked at the federal level. There were also more administrative/paralegal/secretary respondents in 2024 (17% now, compared to 7% in 2023) and fewer manager/supervisors (4% now, compared to 17% in 2023), as well as fewer investigators this year (13% compared to 21% in 2023).

Almost half (45%) of this year's survey respondents said they expect FWA to increase over the next couple of years.

Differences in the survey population between 2023 and 2024 meant that respondents reflected slightly different priorities, and these differences yielded some interesting trend lines.

For example, 2024 respondents are more *likely* to:

- express confidence that they have the tools and resources needed to address fraud, waste, and abuse in their job, with 73% saying this, compared to 59% in 2023;

- say the most important measure of success for their department is *efficiency* (26%, compared to 17% in 2023;

- list staff development and training as a major issue they'll have to address in the next 12 months (8% compared to 4% in 2023); and

- note that their department tracks the impact of FWA on their agency through general monitoring or tracking metrics (8% compared to 4% in 2023).

And 2024 respondents are *less likely* to:

- experience common types of fraud such as submission of false claims, with 29% saying this now, compared to 41% in 2023, and use of fake documents (18% compared to 33% in 2023);

- say the most important measure of success for their department is *agency satisfaction* (8% now compared to 18% in 2023);

- list recruiting new talent as a challenge to be faced over the next 12 months (32% compared to 43% in 2023); and

- cite staff turnover as a major issue for the next 12 months (4% compared to 15% in 2023).

In most cases, however, responses in 2023 and 2024 are not dramatically different, but they are worth noting to explain occasional discrepancies or identify new trends in the 2024 data.

AI: Pros and cons

New on the radar this year is that many workers see a potential role for generative artificial intelligence (GenAI) in combatting FWA, but potential use cases are still being explored before agencies consider widespread adoption. In the meantime, many government agencies and departments have grown comfortable using machine learning and other forms of AI to identify suspicious billing patterns and monitor key risk-management metrics, so employing GenAI for FWA work seems like a logical progression.

On the other side of the discussion, almost half (45%) of this year's survey respondents said they expect FWA to increase over the next couple of years, due in part to applications of AI that make it easier for illicit actors to fake documents and forge identities. That, coupled with the increasing technical sophistication of today's fraudsters and the persistent technological deficiencies of most government agencies, makes the likelihood of more fraud on the horizon seem almost inevitable.

Methodology

For this year's study, 119 surveys were completed by officials at all levels of government: federal (23), state (53), county (31), and city/municipal (12). Participants were required to: *i)* work for a government organization; and *ii)* use public records or other FWA resources on a regular basis. Job titles of participants included administrators, paralegals, investigators, analysts, attorneys, directors, and more than a dozen other titles. The survey was open from April 4 through May 7, 2024.

Types of FWA: Frequency & impact

When evaluating the types of fraud, waste, and abuse covered in this report, be aware that the concepts of fraud, waste, and abuse themselves are not the same thing. *Fraud* is illegal, for example, while *waste* and *abuse* may or may not be illegal, depending on the circumstances.

What fraud, waste, and abuse have in common is that they are all, to varying degrees, violations of the citizens' trust in the purpose and processes of governance. Billions of tax dollars are lost each year to criminals trying to cheat the system as well as to government contractors (and occasionally employees) bent on exploiting systemic vulnerabilities.
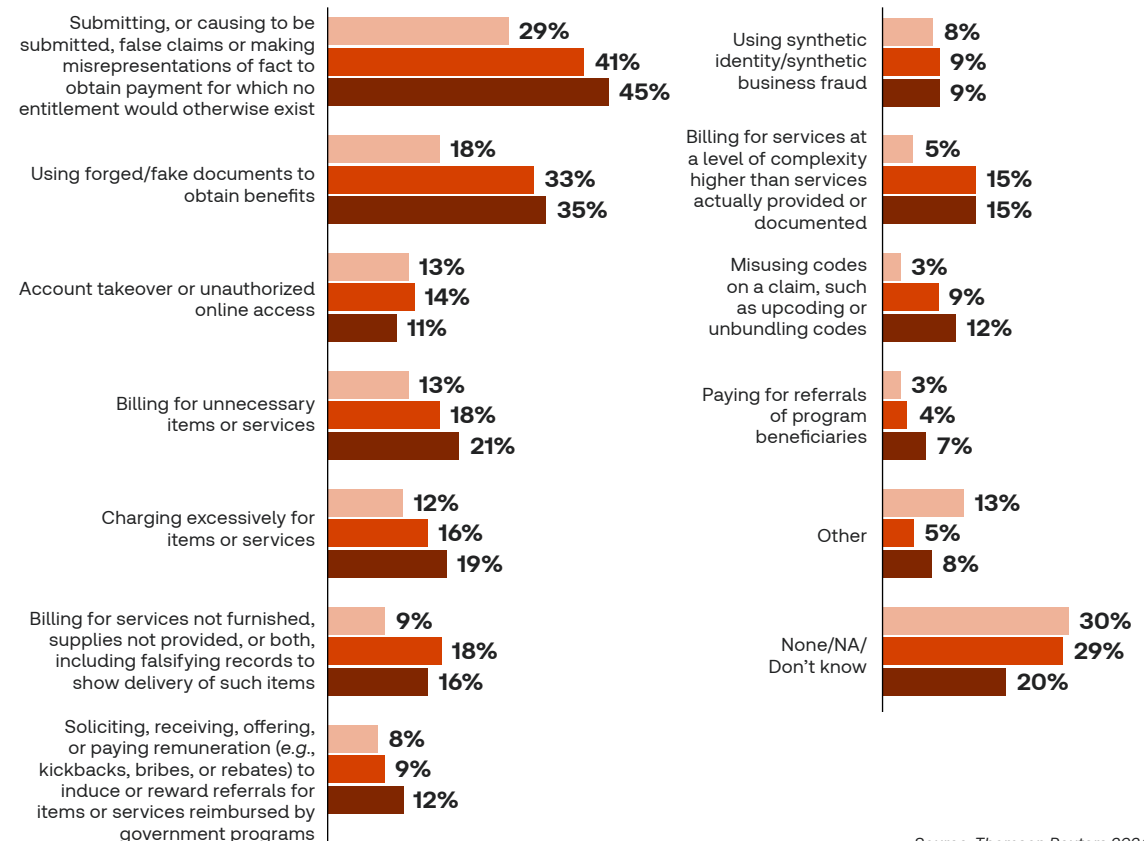
Millions of dollars are also wasted on inefficient or ineffective processes within agencies themselves. And still millions more are spent each year on efforts to prevent, detect, investigate, and prosecute people engaged in FWA, the funding for which comes from tax dollars that could, in a more perfect world, be spent far more productively.

FIGURE 1:

Types of fraud, waste, or abuse experienced

The most frequently mentioned types of fraud, waste or abuse are submitting false claims and using fake documents.

Legend: 2024 | 2023 | 2022

Type	2024	2023	2022
Submitting, or causing to be submitted, false claims or making misrepresentations of fact to obtain payment for which no entitlement would otherwise exist	29%	41%	45%
Using forged/fake documents to obtain benefits	18%	33%	35%
Account takeover or unauthorized online access	13%	14%	11%
Billing for unnecessary items or services	13%	18%	21%
Charging excessively for items or services	12%	16%	19%
Billing for services not furnished, supplies not provided, or both, including falsifying records to show delivery of such items	9%	18%	16%
Soliciting, receiving, offering, or paying remuneration (*e.g.*, kickbacks, bribes, or rebates) to induce or reward referrals for items or services reimbursed by government programs	8%	9%	12%
Using synthetic identity/synthetic business fraud	8%	9%	9%
Billing for services at a level of complexity higher than services actually provided or documented	5%	15%	15%
Misusing codes on a claim, such as upcoding or unbundling codes	3%	9%	12%
Paying for referrals of program beneficiaries	3%	4%	7%
Other	13%	5%	8%
None/NA/Don't know	30%	29%	20%

Source: Thomson Reuters 2024

Statistical differences in 2024

When examining the 2024 statistics for the types of FWA that government agencies are experiencing, the most obvious difference from prior years is that the percentage of respondents referencing one form of FWA or another is lower in almost all cases.

In 2022 and 2023, for example, the percentage of respondents citing the submission of false claims as the most common type of FWA they had encountered was 45% and 41% respectively, whereas that percentage dropped to 29% this year.

Likewise, respondents who mentioned the use of forged or fake documents as a commonly encountered form of FWA held steady in 2022 and 2023 at 35% and 33% respectively, whereas the percentage mentioning forged or fake documents in 2024 dropped to 18%.

Most common types of FWA

Despite the drop in overall percentages, however, false claims and forged documents remain the most common forms of FWA that front-line government employees said they encountered in 2024.
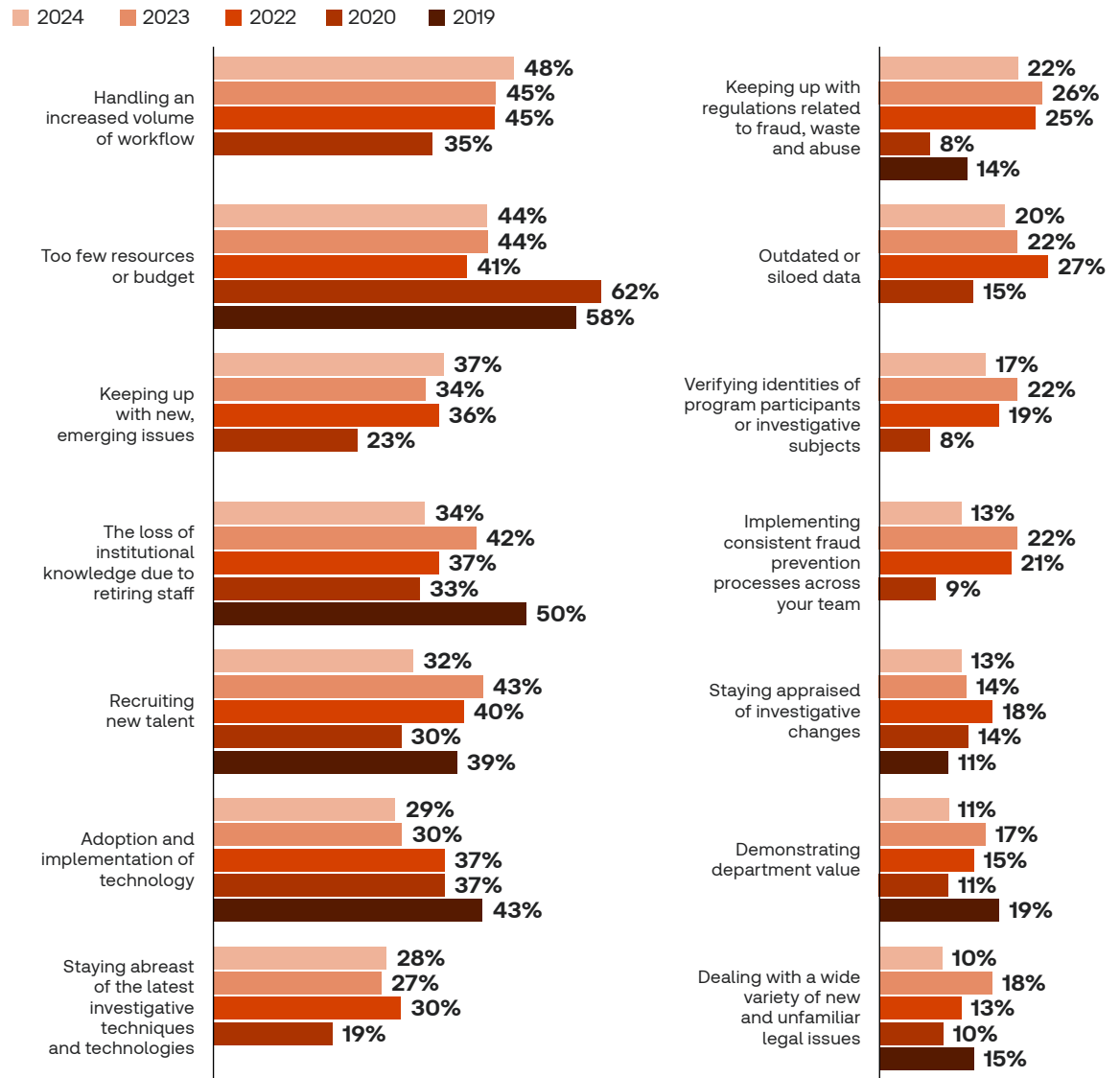
Challenges & Issues

To combat FWA in all its various forms, government agencies need sufficient resources, personnel, and technology, all of which tend to be in short supply in government functions today, especially at the local level.

FIGURE 2:

Major challenges facing department

In 2024, top challenges include increased volume of work, too few resources, keeping up with new emerging issues, loss of institutional knowledge, and recruiting new talent.

■ 2024   ■ 2023   ■ 2022   ■ 2020   ■ 2019

Handling an increased volume of workflow	
2024	48%
2023	45%
2022	45%
2020	35%

Too few resources or budget	
2024	44%
2023	44%
2022	41%
2020	62%
2019	58%

Keeping up with new, emerging issues	
2024	37%
2023	34%
2022	36%
2020	23%

The loss of institutional knowledge due to retiring staff	
2024	34%
2023	42%
2022	37%
2020	33%
2019	50%

Recruiting new talent	
2024	32%
2023	43%
2022	40%
2020	30%
2019	39%

Adoption and implementation of technology	
2024	29%
2023	30%
2022	37%
2020	37%
2019	43%

Staying abreast of the latest investigative techniques and technologies	
2024	28%
2023	27%
2022	30%
2020	19%

Keeping up with regulations related to fraud, waste and abuse	
2024	22%
2023	26%
2022	25%
2020	8%
2019	14%

Outdated or siloed data	
2024	20%
2023	22%
2022	27%
2020	15%

Verifying identities of program participants or investigative subjects	
2024	17%
2023	22%
2022	19%
2020	8%

Implementing consistent fraud prevention processes across your team	
2024	13%
2023	22%
2022	21%
2020	9%

Staying appraised of investigative changes	
2024	13%
2023	14%
2022	18%
2020	14%
2019	11%

Demonstrating department value	
2024	11%
2023	17%
2022	15%
2020	11%
2019	19%

Dealing with a wide variety of new and unfamiliar legal issues	
2024	10%
2023	18%
2022	13%
2020	10%
2019	15%

Source: Thomson Reuters 2024

For example, when asked what major challenges are currently facing their department, almost half (48%) of overall respondents said handling an increase in the volume of work was their most pressing issue. And 44% also cited a lack of resources and/or budget issues as a major challenge, but that portion jumps to 58% at the local level, suggesting that local officials are significantly more strapped for resources than state and federal employees. Further, the overall percentage of respondents citing challenges with resources and budget in this year's survey are almost identical to results from the previous two surveys, indicating that nothing much has changed in this department.

Other major challenges cited in the survey by at least one-third of overall respondents included keeping up with new and emerging issues (37%) and the loss of institutional knowledge due to retiring staff (34%).

More fraud or less?

FIGURE 3:

Major issues affecting department in next year

In 2024, 13% say increase in fraud will be a major issue, 9% cited increased workloads and/or keeping up with technology.

Top mentions

Legend: ■ 2024 ■ 2023 ■ 2022 ■ 2020 ■ 2019

Increase in fraud
- 2024: 13%
- 2023: 8%
- 2022: 13%
- 2020: 5%
- 2019: 5%

Increased workloads
- 2024: 9%
- 2023: 8%
- 2022: 8%
- 2020: 9%
- 2019: 4%

IT/Keeping up with tech
- 2024: 9%
- 2023: 8%
- 2022: 10%
- 2020: 7%
- 2019: 15%

Staff development/training
- 2024: 8%
- 2023: 4%
- 2022: 4%
- 2019: 6%

Integrity/quality/accuracy challenges
- 2024: 8%
- 2023: 5%

Growing/hiring staff
- 2024: 7%
- 2023: 10%
- 2022: 9%
- 2020: 1%
- 2019: 5%

Cybersecurity/digital assets/cryptocurrency
- 2024: 5%
- 2023: 2%

Law changes
- 2024: 5%
- 2023: 5%
- 2022: 8%
- 2020: 2%
- 2019: 5%

Staff cuts/shortages
- 2024: 5%
- 2023: 8%
- 2022: 2%
- 2020: 8%
- 2019: 8%

Staff turnover
- 2024: 4%
- 2023: 15%
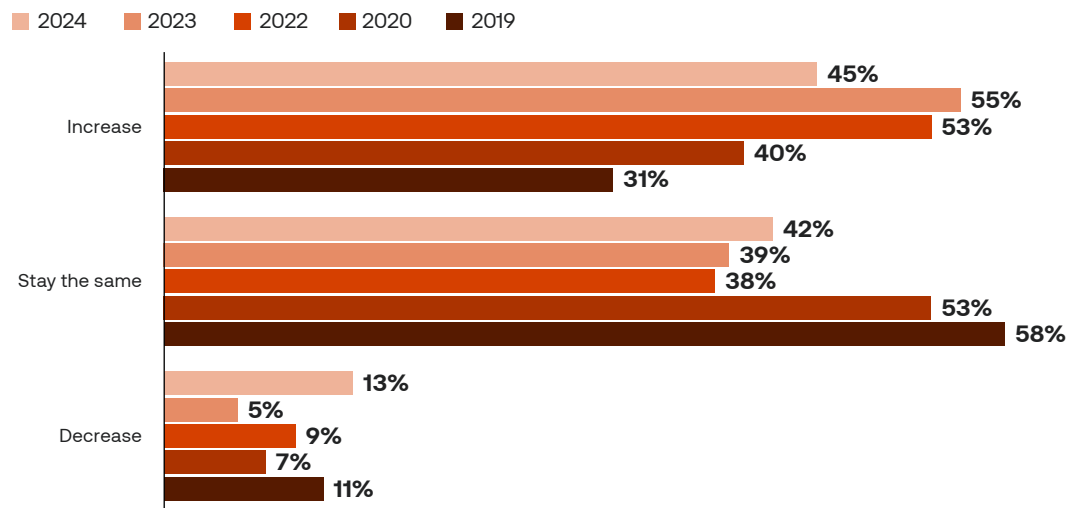- 2022: 20%
- 2020: 2%
- 2019: 7%

Source: Thomson Reuters 2024

While increasing work volumes topped the list of major challenges facing government employees in 2024, open-ended questioning about the most pressing issues that government agencies and departments expect to deal with over the next year revealed that an *increase in fraud* was also a top concern, with 13% of all respondents citing this. In fact, that concern was most pronounced among respondents at the state level, in which 19% mentioned it.

FIGURE 4:

Change in FWA over next 2 years

In 2024, 13% think the prevalence of fraud, waste and abuse will decrease over the next two years. This is higher than in 2023 when only 5% thought it would decrease.

Legend: 2024, 2023, 2022, 2020, 2019

Increase
- 2024: 45%
- 2023: 55%
- 2022: 53%
- 2020: 40%
- 2019: 31%

Stay the same
- 2024: 42%
- 2023: 39%
- 2022: 38%
- 2020: 53%
- 2019: 58%

Decrease
- 2024: 13%
- 2023: 5%
- 2022: 9%
- 2020: 7%
- 2019: 11%

Source: Thomson Reuters 2024

Interestingly, 45% of respondents overall said they thought the prevalence of FWA would likely *increase* over the next two years — a 10 percentage point drop from 55% in 2023. However, 13% said they also felt FWA was likely to *decrease*; in 2023, only 5% thought a future decrease in FWA was likely.

FWA: Causes and concerns

Ways that fraud, waste, abuse will increase

Of those who say the prevalence of fraud, waste, and abuse will increase over the next two years, about one in five predict it will be related to new technologies and AI.

Top mentions (coded)

Category	Percentage
New technology/AI	19%
More opportunities	13%
Economic changes/inflation	9%
Identity verification challenges	9%
Inaccurate/false information provided by clients	9%
Misuse of funds	9%
Societal factors/changes	9%
Fraud will continue to increase/get worse	7%
Smarter/more experienced fraudsters/scammers	7%
Challenges keeping up with fraud tactics	6%
Difficulty stopping fraud/inability to prosecute	6%
Increased workloads	6%
Lack of expertise/training among employees	6%

Source: Thomson Reuters 2024

While AI shows a great deal of promise as a tool for fighting FWA, the technology is also being used by criminals to commit various kinds of fraud. In fact, of those respondents who said they thought FWA would likely increase over the next two years, about 1-in-5 (19%) said they thought the cause would be related to new technologies and developments in AI, which has made it much easier for illicit actors to falsify records and create fake identities.

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Measuring department success

FIGURE 6:

Most important measure of department success

In 2024, 26% say efficiency is their most important measure of success, while 19% selected public satisfaction.

■ 2024   ■ 2023   ■ 2022   ■ 2020   ■ 2019

Efficiency
- 26%
- 17%
- 27%
- 16%
- 20%

Public satisfaction/a thriving community
- 19%
- 16%
- 19%
- 31%
- 25%

Volume of work produced
- 10%
- 9%
- 14%
- 5%
- 10%

Governing board satisfaction
- 9%
- 7%
- 8%
- 7%
- 6%

Agency satisfaction
- 8%
- 18%
- 14%
- 17%
- 17%

Demonstrating/ quantifying dollars of fraudulent benefits recovered (after providing benefits)
- 8%
- 8%

Case close rate
- 7%
- 11%
- 15%
- 7%
- 10%

Demonstrating/ quantifying dollars of fraud avoided (prior to providing benefits)
- 3%
- 6%

Total spend to budget
- 3%
- 2%
- 3%
- 6%

ROI
- 2%

Other
- 4%
- 2%
- 5%
- 13%

None/don't know
- 2%
- 5%
- 4%

Source: Thomson Reuters 2024

When tackling issues related to FWA, every government agency and department has different priorities, of course, and some of them — delivering services, enforcing laws, crafting policies — often take precedence over FWA concerns. Yet, how a government agency *measures* its success is also an indication of where it is directing its energies and what metrics it deems important.

Every year, we ask respondents to share how their departments measure success. This year's most common response was *efficiency*, which is often a euphemism for trying to maximize productivity under the strain of limited resources. Nevertheless, the drive for efficiency was cited by more than one-quarter (26%) of overall respondents this year, compared to 17% of overall respondents in 2023. This jump was propelled in large part by the one-third (33%) of local government respondents who cited greater efficiency as their top measure of departmental success.

The second-most-mentioned measure of success was *public satisfaction with the agency or department's performance* (19%), followed by *volume of work produced* (10%).

The drive for efficiency was cited by more than one-quarter (26%) of overall respondents this year, compared to 17% of overall respondents in 2023.

Tracking the impact of FWA

One of the reasons it is so difficult to get an accurate picture of how FWA erodes the effectiveness, efficiency, and availability of government services is that more than 6-in-10 (61%) of respondents said their government departments simply don't track the impact of FWA on their agency.

How can that be? There are several reasons.

First, most government agencies are strapped for resources, and tracking the impact of FWA requires training, tools, and time that may not be available. Government agencies are notorious for having outdated IT systems, for instance, and the resulting inability to collect and analyze FWA data is an obvious impediment. Government operations are also complex and intertwined, making it difficult to track contracts and transactions across multiple departments and agencies. Then there's the fact that some government agencies shy away from tracking FWA because finding it could, paradoxically, call the effectiveness of the agency's FWA prevention efforts into question.

Among those government agencies or departments that *do* track the impact of FWA, the most common method cited by respondents is by general monitoring, employee vigilance, and standard prevention efforts.

In 2024,
61%
do not track the impact of fraud, waste and abuse on their agency.

FWA: Prevention, detection & investigation

However, just because an agency doesn't specifically track the impact of FWA doesn't mean it doesn't have procedures and processes in place to prevent it or that the agency is without resources to detect and investigate FWA.

Indeed, prevention, detection, and investigation are the three pillars of protection most government agencies employ to safeguard the integrity of the system — however, at which point in the process resources are deployed is different for every agency.

Prevention typically focuses on the front end of the process, a time in which vendors and citizens are applying for contracts, benefits, or funds, and their identities and other information must be verified.

Detection can occur at any point in the process, but typically involves monitoring systems and responding to alerts for anomalous and suspicious activity, as well as training front-line employees to spot and report irregularities.

Investigation usually happens *after* a suspected instance of FWA has been detected or reported, although investigative tools can be used at any point in the application, procurement, or disbursement process.

Prevention: More time on the front end, please

FIGURE 7:
Focus of fraud, waste and abuse work

In 2024, 17% of fraud, waste and abuse work is focused on front-end prevention, but the desire is to spend 24%.

■ 2024 Current   ■ 2024 Desired

Category	2024 Current	2024 Desired
Identity validation	33%	27%
Fraud detection	22%	22%
Front-end prevention	17%	24%
Deep dive investigation	14%	15%
Other	2%	1%
Don't know	33%	27%
None/NA	9%	8%
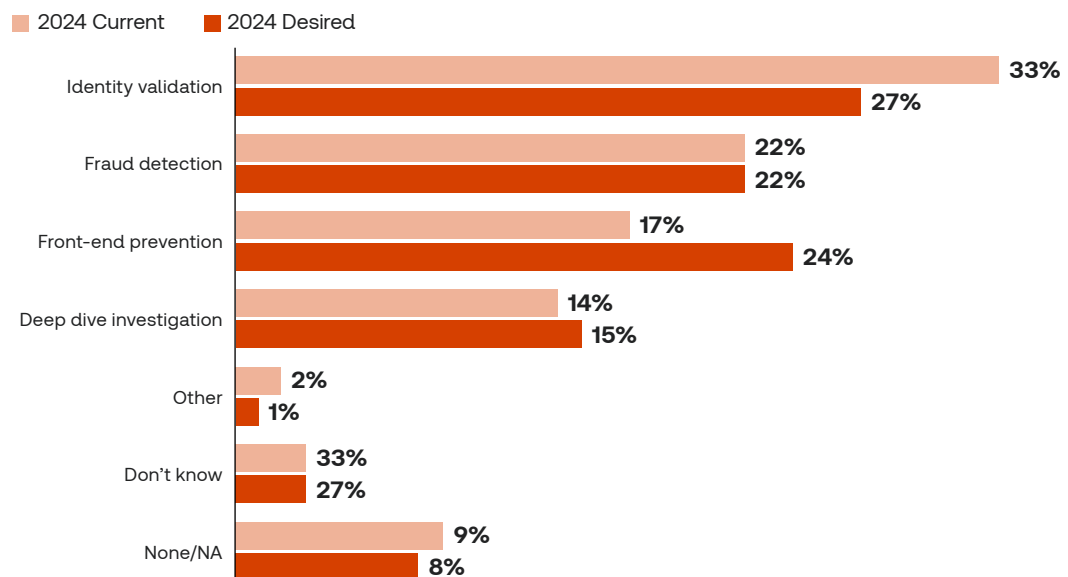
Source: Thomson Reuters 2024

In each edition of this annual survey, government employees have expressed a desire to focus more energies and resources on front-end prevention, and this year is no exception.

This year, respondents reported that an average of 17% of their current FWA work time is focused on front-end prevention, but they would prefer to spend more time (24% at the state level and 27% at the local level) on prevention and somewhat less time on activities such as identity validation, which consumes one-third (33%) of their time.

Respondents appear to be content with the amount of time they spend on fraud detection (22%) and deep-dive investigations (14%), although state-level respondents said they would prefer to devote a bit more attention to fraud detection and somewhat less to investigations.

On average, identity validation consumes one-third (33%) of a FWA worker's time.

Detection: The ways and means

Fraud detection is a component of prevention, but its larger purpose is to actively gather and analyze information and data to identify suspicious activity and, when appropriate, refer those findings to investigators.

FIGURE 8:

Ways in which organization identifies fraud

About two-thirds of those who do fraud detection identify fraud through cross-referencing databases within the state.

Legend: 2024 | 2023 | 2022

Cross-referencing databases of social benefit recipients within the state (e.g., between prison records, death records, unemployment insurance beneficiaries, etc.)
- 63%
- 62%
- 70%

Enlisting beneficiaries/citizens as whistle-blowers, providing an anonymous hotline or online portal to report suspected fraud
- 44%
- 55%
- 58%

Hiring more anti-fraud workers within your state
- 23%
- 17%
- 23%

Utilizing new technologies (like artificial intelligence to detect aberrant billing activities, etc.)
- 19%
- 28%
- 25%

Private sector audits
- 14%
- 17%
- 22%

Other
- 7%
- 6%
- 2%

Source: Thomson Reuters 2024

Of those respondents who work in fraud detection, 63% said they do so by cross-referencing databases of prison records, death records, unemployment rolls, and social-benefit recipients within their state. A large portion (44%) said they also use anonymous hotlines and online portals on which whistleblowers and citizens can report suspicious activity. And a full 85% said their department or agency has a hotline or other process in place for citizens or employees to lodge a FWA tip or complaint directly.

FIGURE 9:
Process for citizen/employee tip or complaint

85% have a process for a citizen or employee to lodge a fraud, waste, or abuse tip or complaint.

Yes | 2024 **85%** | 2023 **87%** | 2022 **89%**
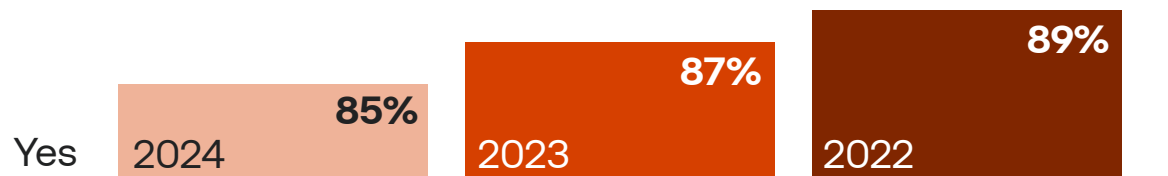
Source: Thomson Reuters 2024

At the state level, hiring more anti-fraud workers is a popular strategy that almost one-third (31%) of respondents said their state agencies employ, compared to 23% of all respondents. Almost 1-in-5 (19%) of all respondents said their departments are using new technologies such as machine learning or AI to detect anomalous behavior patterns. And 14% said they also identify fraud through private-sector audits.

GenAI for detection

FIGURE 10:
Application of GenAI to fraud, waste and abuse detection

About one-in-three believe GenAI should be applied to detecting fraud, waste & abuse.

45% Can be applied   **34%** Should be applied
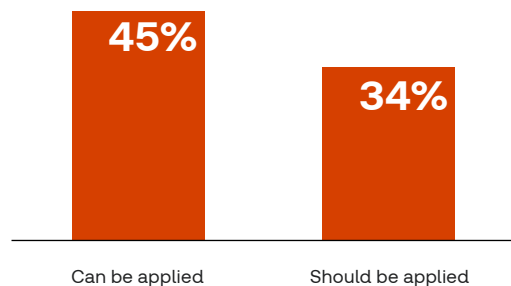
10% are either already using or planning to use GenAI for their work.

We are already using **6%**
We are planning to use **4%**
We are considering whether or not to use **13%**
Right now, we have no plans to use **76%**
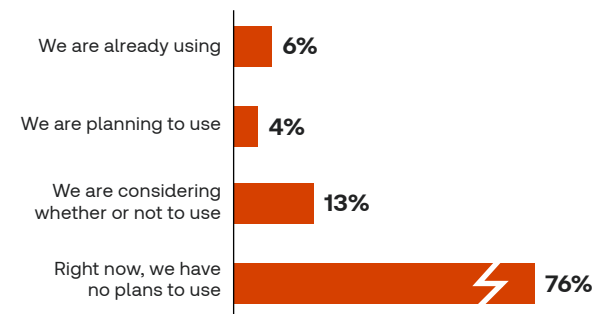
Source: Thomson Reuters 2024

As among other professionals, government agency workers are also pondering the potential uses of GenAI in FWA detection, even amid a lot of uncertainty about the technology's applications in the space. A large portion (45%) of survey respondents said they think GenAI *can* be applied to FWA detection work. And when asked whether GenAI *should* be applied to FWA

detection work, more than one-third (34%) of respondents said it should, while more than half (55%) said they did not know.

As for using GenAI in their work, 10% of respondents said they are already using or planning to use GenAI; however, until use cases become clearer and budgets open up, more than three-quarters of respondents (76%) said GenAI does not factor into their current plans.

Ongoing monitoring

FIGURE 11:

Sources used to monitor for eligibility changes

Among those who do fraud detection, the most frequently mentioned sources used to monitor for changes in eligibility are other agencies and states and internal memos.
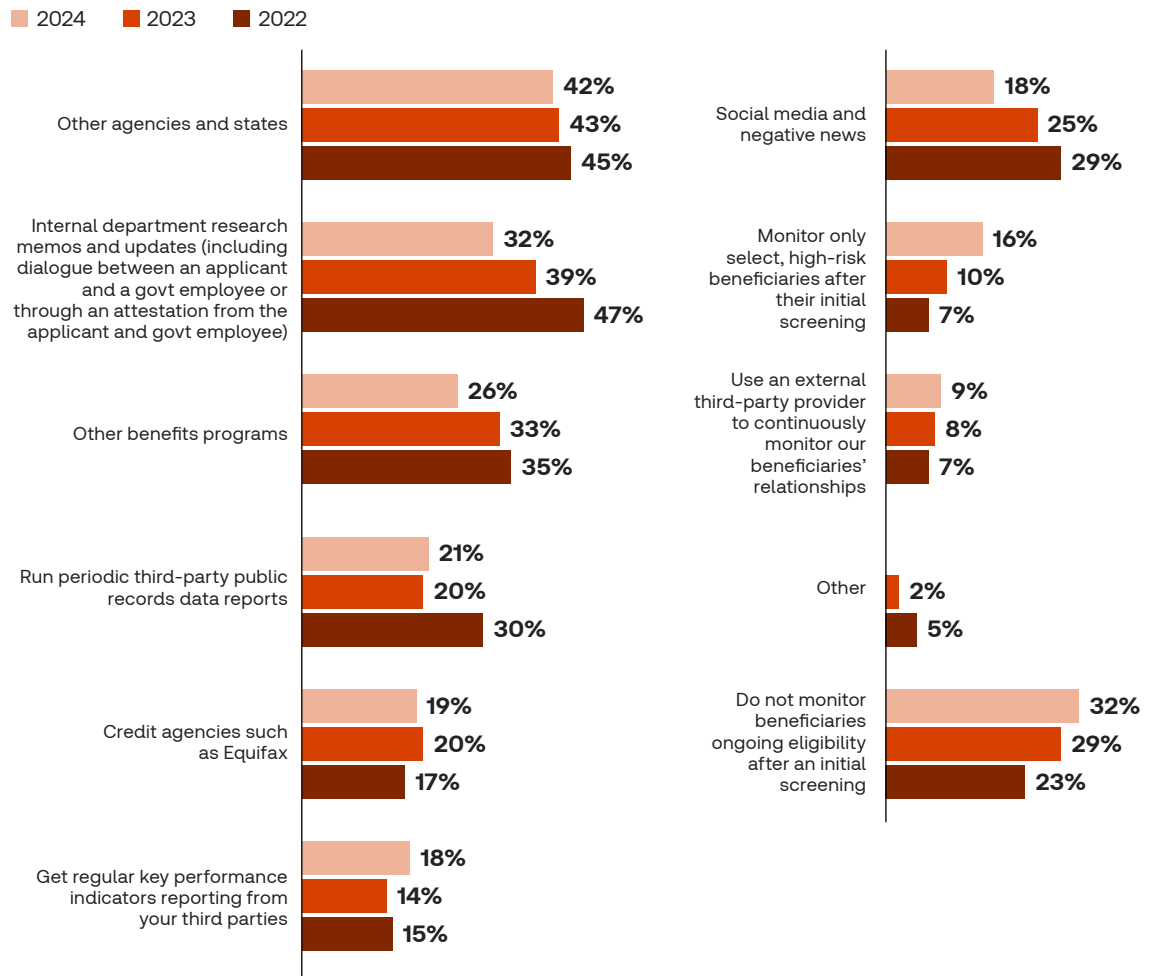
Source: Thomson Reuters 2024

Yet another way to detect fraud is by monitoring current beneficiaries for changes in eligibility, which can be an indicator of identity manipulation or outright theft. Of those respondents who work in fraud detection, the most common data source used in their work is information gathered from other agencies and states. Almost one-third (32%) also use internal department memos, updates, and personal interviews to detect fraud, which is down from a high of 47% in 2022.

Data from other benefit programs, third-party public-records reports, and credit agencies round out the top information sources used to monitor the current population for changes in eligibility, along with adverse media and the monitoring of select, high-risk beneficiaries after their initial screening.

Investigation: The "deep dive"

Though investigative activity is involved in various aspects of prevention and detection, *deep-dive* investigations are typically triggered when additional information needs to be gathered on high-risk applicants (including vendors) or when an occurrence of suspected FWA has been reported. The key difference is that deep-dive investigations require additional resources above and beyond normal day-to-day processes, including additional personnel who are specially trained to use more advanced investigative tools.

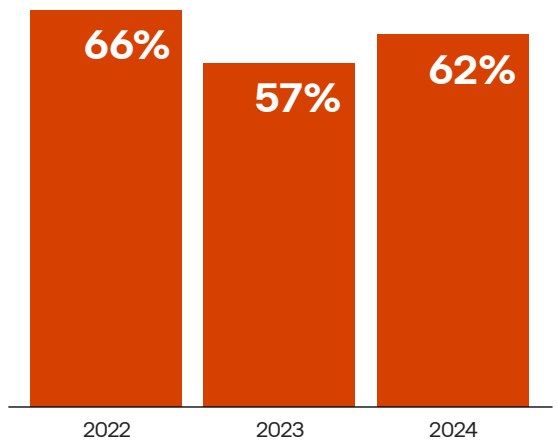**FIGURE 12:**

Deep dive investigation cases

Among those who do deep dive investigation, the average weekly number of cases requiring public records or investigative resources searches is 5.

Median # cases
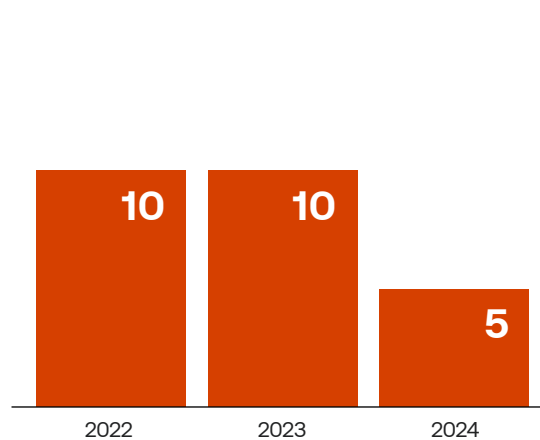
Nearly two-thirds of cases requiring public records or investigative resources are considered routine.

Mean % routine

Source: Thomson Reuters 2024

This year, however, the average number of cases requiring an extra level of investigative resources dropped to five per week, down from 10 per week cited over the past two years. It's difficult to pinpoint a specific reason for such a dramatic drop, but 62% of those cases are considered routine.
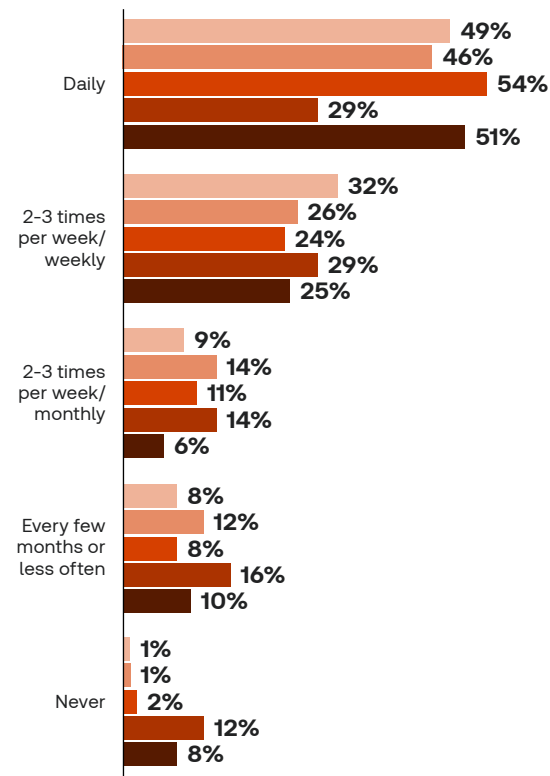
Tools & resources

Search frequency

FIGURE 13:

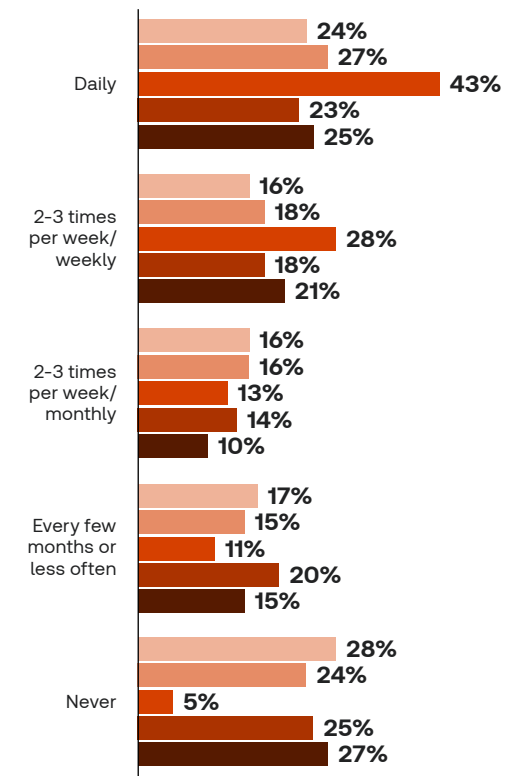## Frequency of using public records and other FWA resources

■ 2024   ■ 2023   ■ 2022   ■ 2020   ■ 2019

Frequency of using public records

Nearly half use public records daily.

Daily	
2024	49%
2023	46%
2022	54%
2020	29%
2019	51%

2-3 times per week/ weekly	
2024	32%
2023	26%
2022	24%
2020	29%
2019	25%

2-3 times per week/ monthly	
2024	9%
2023	14%
2022	11%
2020	14%
2019	6%

Every few months or less often	
2024	8%
2023	12%
2022	8%
2020	16%
2019	10%

Never	
2024	1%
2023	1%
2022	2%
2020	12%
2019	8%

Frequency of using other FWA resources

About one in four use other fraud, waste and abuse resources daily.

Daily	
2024	24%
2023	27%
2022	43%
2020	23%
2019	25%

2-3 times per week/ weekly	
2024	16%
2023	18%
2022	28%
2020	18%
2019	21%

2-3 times per week/ monthly	
2024	16%
2023	16%
2022	13%
2020	14%
2019	10%

Every few months or less often	
2024	17%
2023	15%
2022	11%
2020	20%
2019	15%

Never	
2024	28%
2023	24%
2022	5%
2020	25%
2019	27%

Source: Thomson Reuters 2024

Regardless of how respondents are accessing them, public records are where a great deal of the information relevant to vendor and beneficiary due diligence resides. Consequently, nearly half (49%) of respondents said they search public records on a *daily* basis, and an additional 32% said they do so two to three times per week.
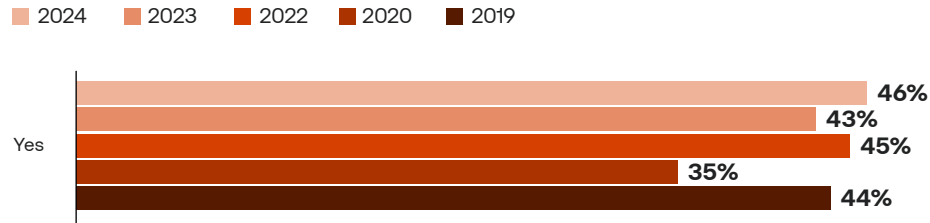
Meanwhile, about one-quarter (24%) use other FWA resources on a daily basis, and 16% do so two to three times a week.

Budget allocation and case management

Allocated budget toward tools for fraud prevention

Just under half have allocated budget towards tools or resources for fraud prevention.

■ 2024   ■ 2023   ■ 2022   ■ 2020   ■ 2019

Yes
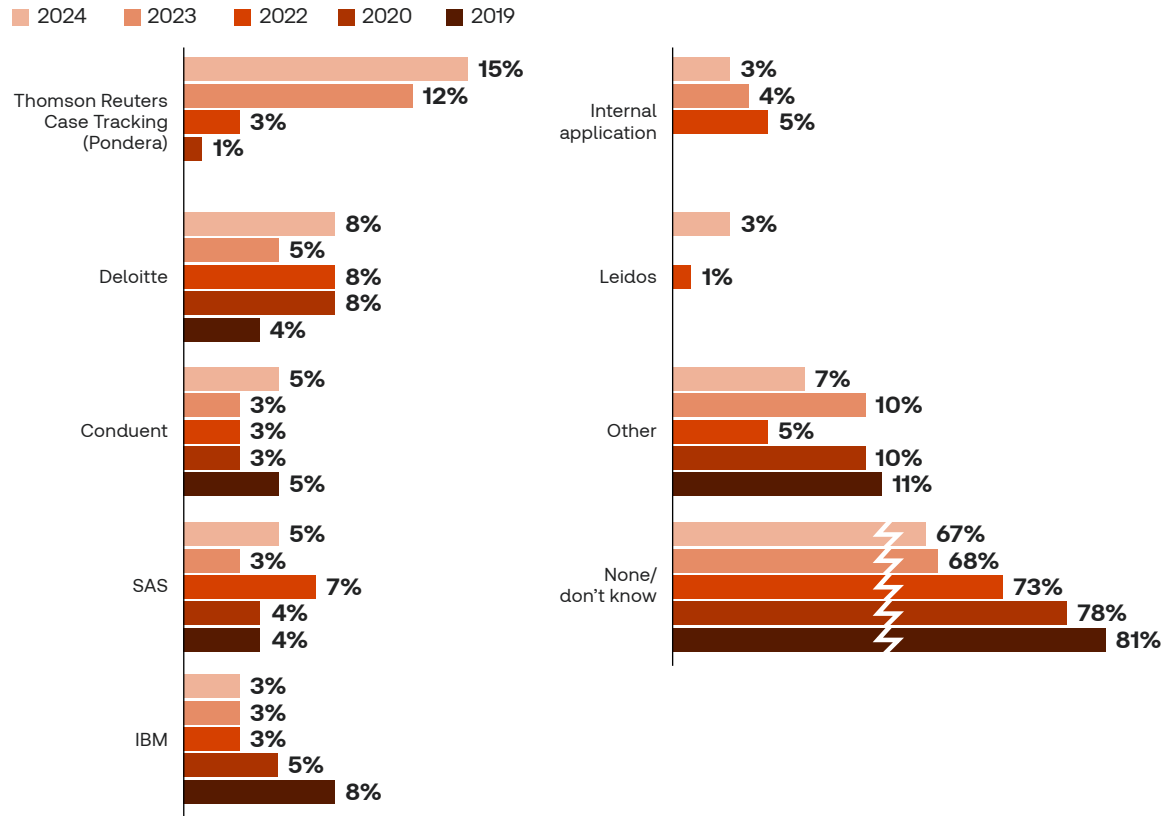
46%
43%
45%
35%
44%

Source: Thomson Reuters 2024

In order to effectively deter FWA, however, government agencies and departments need a variety of tools and resources, most of which come with a not-inconsequential price tag. Yet fewer than half (46%) of respondents to this year's survey said their department has a specific budget allocated for tools and resources to help with fraud prevention. That portion — just under half of respondents — has been more or less consistent in every survey over the past five years, with the exception of 2020, when budgets were stretched thin from the pandemic.

Also consistent with past surveys is the fact that most respondents said their government agencies do not use any sort of case management or integrator solution, which would provide departments with a more holistic view of their vendor and beneficiary population and allow investigators to cross-reference more types of data.

FIGURE 15:

Current case management or integrator solutions

Nearly 70% do not have a case management or integrator solution. However, 15% have Case Tracking.

■ 2024 ■ 2023 ■ 2022 ■ 2020 ■ 2019

Thomson Reuters Case Tracking (Pondera)
- 15%
- 12%
- 3%
- 1%

Deloitte
- 8%
- 5%
- 8%
- 8%
- 4%

Conduent
- 5%
- 3%
- 3%
- 3%
- 5%

SAS
- 5%
- 3%
- 7%
- 4%
- 4%

IBM
- 3%
- 3%
- 3%
- 5%
- 8%

Internal application
- 3%
- 4%
- 5%

Leidos
- 3%
- 1%

Other
- 7%
- 10%
- 5%
- 10%
- 11%

None/ don't know
- 67%
- 68%
- 73%
- 78%
- 81%

Source: Thomson Reuters 2024

Since 2019, however, the percentage of respondents saying their government departments are without a case management or integrator solution has dropped to 67% in 2024, from 81% five years ago, suggesting that at least some government entities are recognizing the advantages of such a solution. This year, 15% of respondents also said they use Thomson Reuters Pondera case-tracking software, and an even smaller percentage use some other case-management solution — all of which is a step in the direction of a more organized, integrated case-management process.

Conclusion

Many themes of this year's *Government FWA Report* echo issues explored in past surveys. Increasing workloads, tight budgets, loss of institutional knowledge, technological disadvantages, lack of resources, recruitment difficulties — all are recurring issues that appear to be endemic to those professionals working in government agencies, so progress tends to be slow no matter what threats are on the horizon.

A potential rise in FWA is one of those threats. Almost half (45%) of this year's survey respondents said they think FWA will increase over the next two years, due in part to advances in AI and the growing use of GenAI that make it much easier to forge documents and create synthetic identities. Economic stressors and smarter, more technologically adept fraudsters could be key factors in the rise of FWA as well.

To combat FWA, government agencies and departments employ a wide variety of tools and tactics, but more than half of respondents said their organizations still don't track the impact of FWA, still don't have access to advanced investigative software or an integrated case-management solution, and still don't have an allocated budget for fighting FWA. Further, respondents this year cited *efficiency* — not *effectiveness* — as the most important measure of the success of a department or agency, which suggests that lean budgets will continue to be a fact of life for those on the front lines of fraud prevention for some time to come.

As in past years, however, almost three-quarters of this year's survey participants express confidence that they have the tools they need to combat FWA, despite the many obstacles to overcome. Those doing the work would still prefer to devote more resources to front-end prevention, and there is growing interest in the potential use of GenAI for detection and monitoring. And in general, government workers still *feel* as if they have the FWA situation under control, even if that means turning a blind eye to the many ways in which they may not and the various advanced tools at their disposal.

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