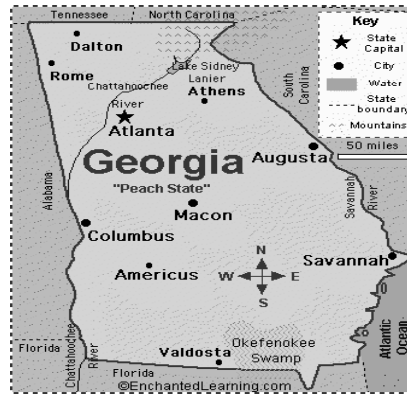


# NHCAA ANNUAL CONFERENCE



Atlanta, Georgia

## Task Forces Private/Public Sector Partnerships



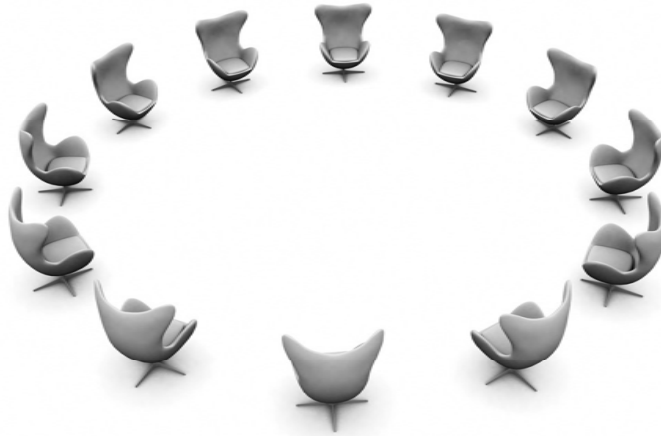
**BONNIE M. DUMANIS**  
*District Attorney*

DOMINIC I. DUGO  
*Deputy District Attorney*  
*Director of Fraud Grants*  
[dominic.dugo@sdcdca.org](mailto:dominic.dugo@sdcdca.org)  
*Phone: (619) 685-6534*

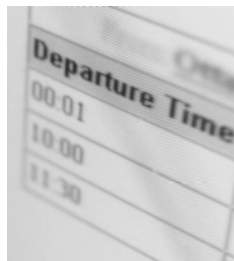
Atlanta, GA

November 16, 2011

# TASK FORCES



## ONE PROSECUTOR'S PROSPECTIVE



## Outline



- I. Task Force Experience.
- II. Should you Start a Task Force?
- III. How to Form a Successful Task Force.
- IV. Winning Guidelines for New Ventures.
- V. Insurance Fraud Deterrence Program.

## Task Force Caveats

Beware of Failure.

One Size Does Not Fit All.

Identify Targets to Accomplish.

Communication and Cooperation.

Team Players Only.

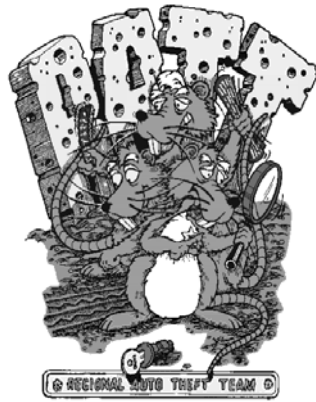


## I. Task Force Experience 1992 to 2011

1992 Auto Theft  
1996 Workers' Comp  
2001 Auto Insurance  
2001 Medical/Legal  
Insurance Fraud  
2003 Fire Fraud  
2007 Advisory Fraud



## a. RATT/Auto Theft Task Force, 1992



Lead Prosecutor

Supervised DA Staff

Member of RATT  
Oversight Committee

## Auto Theft TF - Members



San Diego DA

La Mesa PD

California Highway Patrol

Carlsbad PD

FBI

CA Dept. Of Insurance

Chula Vista PD

SD Sheriff

Coronado PD

Probation Dept.

El Cajon PD

NICB

## **Auto Theft TF - Staff**



2 Prosecutors

17 Investigators

2 Clerical

Commander – California Highway Patrol

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## **Auto Theft – Command Structure**

CHP Captain; 3 Sergeants

Vertical Prosecution

Memorandum of Understanding  
(MOU)

Mission: Auto Theft

Finances Through DA's Office

---



## **b. Premium Fraud Task Force, 1996**



Established TF

Lead Prosecutor

Supervised DA staff

## **Premium Fraud TF - Members**

San Diego DA  
CA Dept. Of Insurance  
Franchise Tax Board  
Labor Commissioner  
Contractors' Licensing Board  
Employment Development  
Dept. (Criminal and Civil)



## **Premium Fraud TF - Staff**

2 prosecutors – 1 Lead

16 Investigators

Clerical Support



## **Premium Fraud TF - Command Structure**

Lead Prosecutor

Vertical Prosecution

No Memorandum of  
Understanding

Mission: Premium Fraud and  
Tax Evasion

Finances Through Each Agency



## **c. Auto Ins. Fraud Task Force, 2001**



Assisted in Establishing TF  
Supervised DA staff

## **Auto Ins. TF - Members**

San Diego DA  
CA Dept. Of Insurance  
California Highway Patrol  
National Insurance Crime Bureau



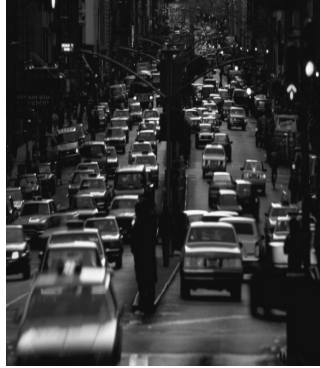


## **Auto Ins. TF - Staff**

2 prosecutors

8 Investigators

Clerical Support



## **Auto Ins. TF – Command Structure**

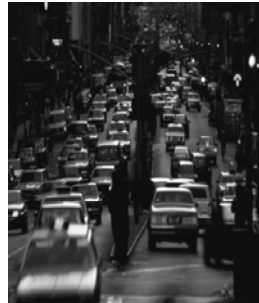
Dept. of Ins. – Lead Supervisor

Vertical Prosecution

Memorandum of Understanding (MOU)

Mission: Organized Auto Insurance Fraud

Finances Through Each Agency and MOU



## d. Medical/Legal Insurance Fraud Task Force, 2005

Established TF



Selected DA Staff

Lead Prosecutor

Supervised DA staff



## Medical/Legal TF – Members

San Diego DA  
FBI Healthcare Fraud Team  
CA Dept. Of Insurance  
Franchise Tax Board  
Employment Development Department  
State Bar  
Dental Board  
Medical Board  
FDA  
US Veteran's Affairs



Office of Inspector General  
Dept. of Health Services  
CA Dept. of Justice  
US Dept. of Health and Human Services  
CA Dept. of Industrial Relations  
Dept. of Defense, Defense Criminal Investigations  
US Railroad Retirement Board  
CA Dept. of Consumer Affairs

## Medical/Legal TF – Staff



2 prosecutors – 1 Lead



18 Investigators

Clerical Support

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## Medical/Legal TF – Command Structure



Lead Prosecutor

Vertical Prosecution

No Memorandum of Understanding

Mission: Provider Fraud and Tax Evasion

Finances Through Each Agency

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## II. Should you Start a Task Force?



Items To Consider

## II. Should you Start a Task Force?



Crime Problem?

Need Multi-Agency  
Approach?

Need Improved Multi-  
Agency Cooperation?

Resources to Dedicate?

Cost/Benefit Analysis?

### III. How to Form a Task Force?

#### 1) Specific Goals to Accomplish

Action Plan

Targets

Outcome Desired

Focus on One Case



### III. How to Form a Task Force?

#### 2) Staff Selection/Resources

Team Players Only

Self-Motivated

Goal Oriented

Leaders

Equipment/Overtime



### III. How to Form a Task Force?



#### 3) Agencies

5 to 7 to Start

Manager vs.  
Line Investigator

Identify Worker who will  
be Responsible

### III. How to Form a Task Force?

#### 4) Memorandum of Understanding

Written contract between agencies.

Usually written by managers.



### III. How to Form a Task Force?

#### Memorandum of Understanding

##### Includes:

Mission  
Chain of command  
Finances  
Problem resolution  
Investigative and  
prosecutorial protocols  
Staffing  
Signed by management  
Liability resolution



### III. How to Form a Task Force?

#### 5) Leadership – Key to Success

Prosecutor

Investigator

Prosecutor/Investigator

Entire Team



### III. How to Form a Task Force?



#### 6) Media

Press Conference/  
press release

Coordinated effort,  
include all agencies

Announce new Task  
Force with first major  
case

### III. How to Form a Task Force?

#### 7) Monitoring Outcomes & Success

Meetings 4 to 6 weeks

Discuss cases and duties

Target outcomes with deadlines





### III. How to Form a Task Force?

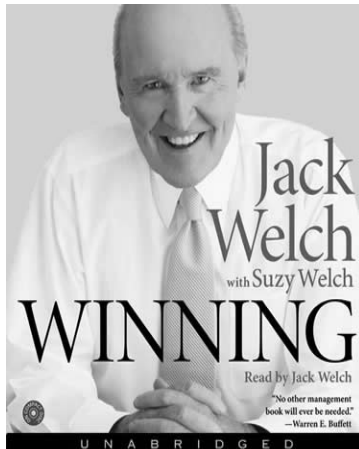
#### 7) Monitoring Outcomes & Success



Minimize bureaucratic control

Focus on first project

Managers – promote, encourage, acknowledge;  
reinforce obtainable goals and success achieved

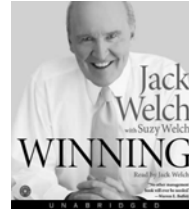


### Jack Welch

Former Chairman and CEO of  
General Electric

2005 Management Book "Winning"

## IV. Winning Guidelines for New Ventures



- a. Personnel
  - b. Encouragement
  - c. Autonomy
  - d. Winning
- 

## Winning Guidelines for New Ventures



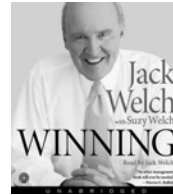
### a) Best Personnel

“Spend plenty up front, put best, hungriest, and most passionate people in leadership roles.”

“Do not send expendable bodies to run new venture.”

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## Winning Guidelines for New Ventures



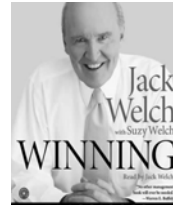
### b) Positive Encouragement

“Start-ups need cheerleading – constant and loud. You will doom them if you don’t.”

“Rant and rave about new project, how important it is.”

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## Winning Guidelines for New Ventures



### c) Autonomy

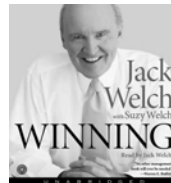
“Err on the side of freedom; get off the new ventures back.”

“Give new venture more freedom than you might like, not less.”

“Autonomy gives people ownership and pride.”

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## Winning Guidelines for New Ventures



### d) Winning

“Pick passionate people to lead, resource them with everything you’ve got, and give them oxygen to breath.”

## V. San Diego's Deterrence Program

Billboards

Posters



Movie Ads

Ethnic  
Newspapers

## Billboard Ads, 2009

16 Billboards

4 to 6 Weeks

1 Million People a Day



A billboard advertisement with a yellow background. The text reads: "Workers' Comp Fraud" in large, bold, black letters. Below it, in smaller black letters, is "by employee, employer, health care provider". Below that, in large, bold, black letters, is "IS A FELONY". At the bottom, in yellow letters on a black background, is "Don't do it. Don't tolerate it. Report it. 800-315-7672". On the right side of the billboard is a portrait of Bonnie M. Dumanis, District Attorney of San Diego County. Below the portrait, the text reads: "BONNIE M. DUMANIS", "District Attorney", "San Diego County".

Billboard

**Fraude De Compensación Del Trabajador**  
por parte de el Trabajador, Patrón o Proveedor Médico  
**ES UN DELITO**

**No lo hagas. No lo toleren. Denúncielo al 800-315-7672**



BONNIE M. DUMANIS  
Fiscal del Distrito del  
Condado de San Diego

**Billboard**



**Commit Workers' Comp Fraud,  
Make New Friends.**

**DON'T DO IT. DON'T TOLERATE IT. REPORT IT:**

**(800) 315-7672**

**San Diego County District Attorney**

**Tuesday, December 16 2008**

**Billboard**



**Usted hará nuevos  
amigos si comete Fraude  
De Compensación Del  
Trabajador.**

**NO LO HAGAS. NO LO TOLEREN. DENUNCIELO AL:**  
**(800) 315-7672**

Fiscal del Distrito del Condado de San Diego

Thursday, December 18 2008

Billboard



**COMMIT  
WORKERS' COMP FRAUD,  
GET A NEW OUTFIT.**

**Don't do it. Don't tolerate it.  
Report it: 800-315-7672**

San Diego County District Attorney

Billboard



**Does Your Employer  
Have Workers' Comp?  
It's the law!**

**For information call  
800-315-7672**

**San Diego County District Attorney**

**Billboard**

## **b. Anti-Fraud Posters, 2009-2011**

80,000

English/Spanish

Numerous Employers





## Workers' Comp Poster



## Workers' Comp Poster



## c. Movie Theater Ads, 2010

340 Movie Screens

1 Month

1 Million People



**Workers' Comp Movie Ad**



## Auto Insurance Movie Ad

### d. Ethnic Newspapers, Anti-Fraud Ads, 2011

Spanish  
Chinese  
Vietnamese  
Filipino  
Arabic  
African American



## Chinese Newspaper Ads

San Diego

Los Angeles

San Francisco

Epoch Times

San Diego New Times



## Vietnamese Newspaper Ads

Nguoi Vet

The Freeviet News

San Diego Thuong Mai



## Hispanic Newspaper Ads

El Latino

Frontera

Star News

The Californian



## Formula for Success

Law Enforcement + Insurance  
Industry

Public Awareness

