Federal and state agencies have issued an estimated $560 billion in one-time cash payments, unemployment and pandemic assistance to those impacted by COVID-19. As of mid-August, more than 60 million constituents have applied for unemployment, overwhelming state staff and systems. As the number of constituents applying for assistance continues at unprecedented levels, improper payments will also increase as a result of bad actors, deceit, and errors.

Google Cloud is aiding the efforts of states and local agencies to identify and prioritize improper payments, before funds are distributed, thwarting fraud, honest mistakes, and supporting distributing aid to the constituents truly in need. Additionally, the scalable and rapid to deploy environment helps agencies manage huge caseloads and the backlog of claims states continue to face. Google’s Big Data Analytics & AI/ML capabilities enable states to process vast amounts of data at scale and accelerate the distribution of claims quickly, efficiently, and accurately.

Google’s Improper Payment & Fraud Solution

Outcomes & Benefits

<table>
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<tr>
<th>Reduce Improper Payments &amp; Fraud</th>
<th>Expedite Claims Adjudication</th>
<th>Validate Identity Using Multi Dimensional Analysis</th>
<th>Improved Claimant User Experience</th>
<th>Reduce Current Claims Backlog</th>
<th>Reduce Call Center Volume</th>
</tr>
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Top governments and agencies modernizing the employment and benefits experience with Google Cloud.