

The following is a description of the delineation of IM administrative duties and of the processes that have been or will be implemented during CY2009 as the Wisconsin Department of Health Services assumes some of the IM duties from Milwaukee County Department of Health and Human Services' Economic Support Division.

- Effective 5/1/09 the State began to process, schedule and maintain all applications (except as described under the fourth bullet), and the resultant cases, received in the Milwaukee County ACCESS inbox with a 5/1/09 or later application date. Telephone interviews for these applications will be handled by the State.
- Effective 5/1/09 the State is responsible for all, ongoing cases maintenance for the above cases with the exception of homeless mail and EBT issuance. State staff will make an EBT referral to Milwaukee County via e-mail to the specific e-mail in-box agreed to by both parties for clients needing a vault card.
- Beginning 9/1/09, the State will handle EBT issuance, homeless mail and act as a liaison for members and applicants with the MiLES project, for clients who cannot obtain resolution via telephone or Internet contact. The State will provide one state supervisor with two county clerical staff person assigned to be supervised by the state and the county will provide a location with appropriate equipment (furniture, phone, computer, etc.) in or near the lobby of the Milwaukee County facility at 1220 West Vliet Street.
- Beginning 9/1/09 all verifications received by Milwaukee County for the above cases will be batched daily by the county and picked up by the designated State couriers.
- Beginning 9/15/09 the State will be responsible for processing all six-month report forms (SMRF). On 9/14/09 12 ESS, 1 QA Tech, and 1 Clerical Support position will be transferred to the State. Any SMRF's received by the county will be batched daily by the county and picked up by the designated State couriers.
- Long Term Care applications received in the in-box will be routed to Milwaukee County's eligibility staff co-located with the Milwaukee County Department on Aging to process.
- Milwaukee County will be responsible for all current Child Care related functions until January 1, 2010, or earlier if agreed to by both parties, including Milwaukee all Child Care authorizations.
- The Milwaukee County Child Care call center process associated with childcare authorizations and provider issues will remain the same until January 1, 2010, or an earlier date as agreed to by DCF and the Agency.

- If Child Care is requested for a case maintained by the state, Milwaukee County will transfer the case into its caseload, process the child care request and maintain the case.
- Clients who appear at a Milwaukee County IM facility whose case is maintained by the State can call 1-888-947-6583 with any questions, concerns or issues that they may have.
- Felice Riley and Ed Kamin will handle any issues needing to be resolved between the county and state as it relates to operational issues.
- When duplicate applications are received, whoever received the application first will be responsible for the case.
- For cases maintained by the state who call the Milwaukee County call center County staff will inform clients that they need to mail needed verification documents to PO Box 05676 Milwaukee WI 53205. In event that documents are inadvertently sent to Milwaukee County that should have gone to the State, Milwaukee County will batch these documents together on a daily basis and the documents will be picked up by the designated State couriers
- A separate phone number and a special e-mail will be maintained by State staff for Milwaukee County staff to call to resolve issues with problematic cases.
- Any clients needing reviews for cases processed prior to 5/1/09 will be directed to the County.
- While the State will handle fair hearings that are the direct result of changes made to a case by a Change/Call Center staff person on or after 7/1/09 or by State staff handling ACCESS applications on or after 5/1/09, Milwaukee County remains responsible for all fair hearings that are the result of actions taken by staff reporting to Milwaukee County. The fair hearing will be handled by the State or by Milwaukee County based upon which organization's staff interacted with the case in a way that resulted in a negative action (denial, reduction of benefits, reduced certification period, closure, etc.). State staff at the 1220 W Vliet Street will perform fair Hearings for cases maintained by the State. The Wisconsin Department of Administration, Division of Hearings and Appeals is responsible for scheduling for these hearings.
- Effective July 1, 2009 State Staff will process all changes, received via telephone, mail, fax, e-mail and through ACCESS.
- Effective July 1, 2009 State staff will answer questions for all Milwaukee County and State cases, except when the questions relate directly to a childcare authorization or the question requires a face-to-face interaction, in which case Milwaukee County staff will answer those questions.

- 59 county staff was identified to transfer and completed the transfer on June 29, 2009. Training was accomplished on June 29 and 30<sup>th</sup> and the Change/Call Center began operations on July 1, 2009.
- Milwaukee County remains responsible for the scheduling and processing of all renewals (with the exception of those cases who applied via Access on or after 5/1/09) until January 1, 2010, or earlier if both the State and Milwaukee County agree.
- In instances, where the State, when handling an ACCESS application becomes aware that the case has been closed less than 30 days because of a failure to complete a renewal, state staff will schedule a renewal for Milwaukee County staff. If the closure occurred more than 30 days in the past, the state staff will process the review using the information provided in ACCESS.
- Milwaukee County remains responsible for all Mail-In Applications.
- Milwaukee County remains responsible for all Face-to-Face (FTF) Interviews for the duration of calendar year 2009, or earlier if agreed to by both parties.

### **Phase 3 – Full Transition Completed by January 1, 2010**

The State and County will continue to meet to discuss the full transition of IM administrative responsibilities on January 1, 2010. The result of these discussions will be a revised Income Maintenance appendix to the state/county DHS Contract for 2010. The full transition will result in:

- All programmatic responsibilities for Income Maintenance and Child Care eligibility and certification residing with the State.
- County staff supervised by state supervisors.
- Milwaukee County is to continue contributing \$2.7 million in county funds to support IM functions.
- Shared services, those services and functions performed by non-IM or Child Care Milwaukee County staff that support the IM and Child Care functions, will be charged back to the State at an hourly rate that will result in actual time reporting for those staff. The list of shared services will be described in the IM contract appendix.