

# EPIC Meeting Summary February 27,2007

TOPIC	DISCUSSION
<b>Approval of Minutes</b>	Minutes for January 23, 2007 were approved There was an update provided directly to Shay Sanford from Community Advocates with specific information regarding the IM staff at 9 <sup>th</sup> & Mitchell. I did not receive the update but will contact Shay to see if she can forward the email to me. I will then update this bullet.
<b>AGENCY REPORTS</b>	
<b>Income Maintenance Report-Paula Roberts</b>	<ul style="list-style-type: none"> <li>• Paula discussed an upcoming work conference in which the county, state and federal staff will come together to discuss current challenges, successes, restraints, etc. Facilitated by Paul Matthews from the Marcus Center. HTF staff will also be in attendance. She may be able to provide additional update at next meeting.</li> <li>• Verification Center 7-day backlog, inundated with documents some of which may be duplicate. Paula stated that there is a solution in the planning stages, and she may have more information at the next EPIC meeting</li> <li>• In the meantime there is a weekend overtime project to address the current backlog</li> <li>• Call Center is on track to implement the IVR; Paula hopes to use advocates to test system before it goes live</li> <li>• Paula hopes the county can do some creative marketing around the use of the IVR to encourage after-hours use. The IVR will use same line as live calls, there is no way to separate the two</li> <li>• Paula announced she is reviewing the sites where the eligibility van is scheduled; some areas may have been saturated. Paula requested that we provide her with dates for community events where the eligibility van may be useful</li> <li>• Julie Barbieri had a question about an SSI recipient who moved from Green Bay to Milwaukee and had lost eligibility; she was to follow-up with Paula to provide specifics</li> <li>• Paula stated that about 8000 reviews were scheduled per month at the county.</li> <li>• Frank Robinson stated that there is a large spike in Spanish-speaking families requesting services and that there are not enough resources to help them adequately</li> <li>• Paula stated that the childcare benefit has a \$46 million dollar deficit and we would likely see changes soon, starting with changes in co-pays as well as enrollment based childcare (center was paid whether parent used childcare or not – now if actual use is less than 50% of allocation, then center is paid only for actual hours used)</li> </ul>
<b>DHCF – State Report Phoua Her and Mary Moyer</b>	<ul style="list-style-type: none"> <li>• Jeff Burkhart was introduced as the new DHFS Outreach Coordinator</li> <li>• Frank Robinson thanked Mary for her role in linking Frank with EDS, his issues have been resolved.</li> <li>• Frank Robinson stated that he is seeing families apply online on ACCESS and (eligible women) only receiving the Family Planning Waiver. This issue was discussed and the group felt that this is due to the FPW being the “catch-all” with lower requirements than other categories of eligibility.</li> <li>• Rhonda Van Pembroke assisted 3 individuals in applying online via ACCESS and she will follow-up and watch these cases, let us know the outcome.</li> <li>• Paula stated that Milwaukee County is seeing more ACCESS and mail-in applications, as well as more face-to-face requests with applicants / recipients not showing up. She mentioned that each “attempt” to apply for benefits is issued a case number and that might be causing a back-log in the system</li> <li>• <b>Paula asked that anyone assisting individuals with providing any sort of documentation remind / request that people put a SS # for someone in the case on anything that is mailed in.</b></li> </ul>

	<ul style="list-style-type: none"> <li>• Paula stated that the newborn reporting form goes into the Verification Center but is separate from their workload</li> <li>• Mary Moyer reviewed the reply sent to Sandra related to some of the issues presented at the last meeting.</li> <li>• Adding newborns to case through ACCESS is a good 12 months away</li> <li>• ACCESS usage statistics can be viewed at <a href="http://dhfs.wisconsin.gov/em/access/reports/data.htm">http://dhfs.wisconsin.gov/em/access/reports/data.htm</a> This has statewide data, Mary will look into county specific data for Milwaukee</li> <li>• Citizenship Resource website is up and running...can be viewed at <a href="http://dhfs.wisconsin.gov/em/CitandID/data.htm">http://dhfs.wisconsin.gov/em/CitandID/data.htm</a></li> </ul>
<b>GAMP Report</b>	<ul style="list-style-type: none"> <li>• Diane Gallagos is officially our GAMP representative</li> <li>• Diane reported things at GAMP are quiet, for the moment, but that a great many things hinge on the Governor's proposed budget</li> <li>• Cynthia is a newly hired Health Care Specialist, so GAMP is fully staffed</li> <li>• New notices with hospital affiliation began on February 26<sup>th</sup></li> <li>• Frank Robinson raised the issue that transportation is an issue for GAMP members, and Diane replied that the clinic / hospital affiliations were set-up by the CEOs who didn't have the knowledge that this would be a factor</li> </ul>
	<ul style="list-style-type: none"> <li>• Julie Barbieri stated that Abri would be beginning to visit new moms in the hospital following delivery to assist in follow-up so infants can obtain coverage more efficiently</li> <li>• Diane Caspari stated that HTF will be closely monitoring the new department at the State level (waiting for call-back from Diane as I can't remember the name of the specific department)</li> </ul>
<b>HOMEWORK from previous month's meeting</b>	<ul style="list-style-type: none"> <li>• As reported earlier in minutes, Frank Robinson's cases have been resolved with EDS</li> <li>• Masiel Gomez reported that MDs on staff at Clinica Latina are privileged at St. Mary's</li> <li>• Sandra Szabo sent a report with Masiel regarding premature / NICU babies. Premies less than (or equal to) 1200 grams are removed from HMO by the state, and placed into FFS. Families then have the option to apply for SSI benefit. There are other conditions in which NICU babies will qualify for SSI, but the "automatic" are those less than 1200 grams</li> <li>• Rhonda Van Pembroke has been reviewing the DRA and nothing more is popping out at her. She will continue to review – it is a massive document</li> <li>• Diane Caspari is the new Researcher with Hunger Task Force, and was in attendance</li> <li>• Paula will look into providing us with an updated IM staff (worker and supervisor) listing that includes names, phone numbers and email. We have not had an updated listing since Spring of 2006.</li> </ul>
<b>Next Meeting:</b>	<ul style="list-style-type: none"> <li>• Tuesday, March 27<sup>th</sup>, 2007 1:30 PM at Children's Health System Oakwood Facility, Suite 120, Room 1C</li> <li>• Call-in number is (414) 266-7614</li> </ul>