

**EPIC September 25, 2007
Meeting held at 12th & Vliet**

TOPIC	DISCUSSION
Approval of Minutes	Accepted as submitted
AGENCY REPORTS	
Income Maintenance Paula Roberts	<ul style="list-style-type: none"> ◆ Drop Box at 12th & Mitchell emptied 2 times per day (AM & PM). There was a glitch and mail was at one time only picked up every other day. That has been corrected. ◆ Next week Monday – Break in Service policy approved and goes into effect. Means about 50% of Food Share clients will not need to come in if case is closed for less than 30 days. Previously if case closed for only one day – had to reapply. 300 to 350 DOC1s per day. Hoping this will cut traffic significantly. They will be moving 5 staff people who are currently in DOC1 area and putting them on the phones ◆ Child Care issues will be a separate ◆ Call Center 104,000 to 110,000 calls per week, answering about 10% of that. ◆ County Cabinet meeting for budget today. Looking at vacancy rate in Income Maintenance. ◆ SMRF unit supervisor retired last week. Hoping to have it filled ASAP ◆ Verification Center 4 days out – likely to be 5 days by end of today. ◆ Increase in drop-off. Received 356 walk-ins yesterday. Usu. under 200 on any given day. Not sure why spike. Usu. spike occurs after cut-off, which was a 1 ½ weeks ago, so that doesn't explain it. ◆ Policy re: Milwaukee County paying for birth certificates. Milw County provided this service several years ago. Funds are there; paperwork set. Check needs to be cut from the Business Office. Business Office is in the Coggs building (good news). Policy is written; awaiting for it to be disseminated and implemented. Paula sent an email to Sups asking about prevalence of request for assistance and only 2 requests had been received; both of which were resolved without needing for birth certificates to be ordered / paid for. They are looking for one unit to process and then update case upon receipt, rather than each individual staff person who requests document. It won't be verification unit – they have enough to do! Planned Parenthood raised issue that their clients applying for FPW don't usu. ever have a face-to-face with an ESS. How can they request birth certificate if they don't have face-to-face. ◆ State pushed back face to face waiver to March 1st 2008. ◆ ACCESS population has doubled. 500 people using Report My Changes on ACCESS. That has doubled. 1117 ACCESS for Aug. 925 for mail-in. ◆ IVR demo by Deb from IS dept. Roll out date hopefully within the next 2 weeks. Testing continues. Will be available in English, Spanish, and Hmong. ◆ Paula to share van schedule with us ◆ Verlene Perry-Newburn provided a tour of all departments; EPIC members were able to meet several supervisors as well as Customer Service unit staff. Tour included the child care center available to parents who are conducting business at 12th & Vliet, and the food pantry in the basement (not

	operated by Milwaukee County but available to FoodShare applicants by referral from county worker)
DHCF – State Report	<ul style="list-style-type: none"> ◆ No report today as time ran short due to the tour.
GAMP Report	<ul style="list-style-type: none"> ◆ No one from GAMP present.
COALITION REPORTS (if any)	
ON-GOING ISSUES AND ACTION	<ul style="list-style-type: none"> ◆ Billie Jean had a question regarding terminally ill man, born to a US citizen who happened to be in Canada when she delivered him. He needs to verify citizenship to keep case open. ◆ Masiel replied via email with the following information - ◆ I spoke with the Immigration Case worker from Senator Feingold's office and learned that the gentleman who was born in Canada (while mom was on vacation) should have filed for a certificate of birth abroad with Immigration. He is a US citizen by blood and a Canadian Citizen by birth. ◆ If mom did not do so at the time of his birth, he will need to file for a N600 with Immigration. The process can take up to 6 months to process and it can be costly. Due to the gentleman's medical condition he may be able to file a waiver for the cost with immigration but I am not sure if it will be granted. I also am not sure if this would fall under the cost coverage that DHFS is required to help with payment either. ◆ If he has a Passport it shows proof of citizenship but I am not sure if he even has one. ◆ It is my understanding that the gentleman's case can remain open for is coverage while he is filing for the N600. As long as he is showing "good faith". ◆ Update on case – this is a Racine County case and Phoua from the state has been in contact with the county to make certain that the case remains open due to “good faith” as the individual has requested specific documentation as requested.
Next Meeting:	<ul style="list-style-type: none"> • Tuesday, October 23, 2007 at 1:30 PM at our normal meeting space, Children’s Oakwood Conference Center. Call-in number for the room is 414-266-7614.