

**Income Maintenance Advisory Committee (IMAC) Meeting Minutes  
Thursday, March 15, 2007**

**Attendees/participants:** Barb Apel, DHFS (by phone); Autumn Arnold, Deloitte; Julie Arendsee, Sauk Co. (by phone); Jackie Bennet, Racine Co.; Lynn Brenner, Calumet Co. (by phone); Jeff Burkhart, DHFS; Nancy Buckwalter, DWD (by phone); Rachel Carrabel, DHFS; Gail Chapman, DHFS (by phone); Mary Claridge, DHFS; Sheila Drays, Dodge Co.; Christy Duhr, Richland Co. (by phone); Sara Edmonds, DHFS; Joanne Faber, Washington Co.; Theresa Fosbinder, DHFS; Tim Gessler, Winnebago Co.; Liz Green, Dane Co.; John Haine, DHFS; Linda Halvorson, Dunn Co.; Barb Hernesman, Crawford Co. (by phone); Jane Huebsch, Marathon Co.; Kara Jenkins, Jackson Co.; Vicki Jessup, DHFS; Jim Jones, DHFS; Ed Kamin, Outagamie Co.; Shirley Kitchen, Dodge Co. (by phone); Doreen Lang, Wood Co.; Pamela Lohaus, DHFS; Chris Machamer, Waupaca Co. (by phone); Liz Mahloch, Sheboygan Co.; Bob Martin, DHFS; Mike McKenzie, DHFS; Susan Moeser, Milwaukee Co.; Lorie Mueller, LaCrosse Co.; Kirstin Nelson, DHFS; Clare O'Brien, Milwaukee Co. (by phone); Luann Page, Waukesha Co.; Nan Pahl, Brown Co. (by phone); Chris Parkansky, Marinette Co. (by phone); John Rathman, Outagamie Co.; Amy Roland, Outagamie Co.; Jodi Ross, DHFS; Eden Schafer, DHFS; Sue Schweichert, Washburn Co. (by phone); Joanne Simpson, DHFS; Cindy Sutton, Rock Co. (by phone); Sandy Wormet, Adams Co. (by phone); Eduardo Zarate, DHFS

**I. Administrative Items**

- The February 2007 meeting minutes were approved as submitted.
- Organizational changes within DHFS were presented. Total of 8 senior manager positions were filled by new managers. Jim Jones will become the Deputy Division Administrator (on 4/2/07) and Food Share Director (later this year). Joanne Simpson will be the Interim Bureau Director. The BEM Bureau Director position will be filled via a job posting.

**II. MA Transportation 2007-09**

- Governor's budget has identified common carrier transportation as something to be claimed as a benefit rather than an administrative cost because the state can capture a higher federal matching rate.. Specifics of how to facilitate this process is TBD. Developing a data reporting system for tracking transportation costs and utilization (along with Funeral and Cemetery aids) is likely going to be needed. At this time the state is considering using the CARES contract as the vehicle for developing the system. Types of data elements to be included: MA ID, Date of Service, Type of Service, quantity, amount paid, and purpose. The Department has already worked with an ad hoc work group of economic support and aging agencies to determine whether this data is already available and to identify ways to minimize the administrative burden of implementing the system. There is a desire by the local agencies for the state to look at incremental administrative costs/work necessary as a result of any changes in the process.
- OIG is auditing non-emergency transportation services at the state level and may also be going out to some county agencies to collect trip specific information.

### **III. ESPAC Workload Efficiency Discussion**

State reviewed and responded to specific suggestions raised by IMAC committee related to workload efficiencies by discussing specific changes/enhancements for CARES WorkerWeb, and policy and process changes that would not adversely impact IM allocations.

*POTENTIALLY INSERT PARTIAL SUMMARY FROM JIM/BEM STAFF DOCUMENT??*

### **IV. Notice Re-engineering**

Notice re-engineering project is moving forward with a target date of 1/1/08 for Notices, later phases for the project include letters and then verification check lists. See hand-out as an example. An overall goal for notices that the example demonstrates is to target quality, not quantity. State is also looking into sending out notice related documentation centrally and creating a centralized phone number for client questions.

### **V. Customer Service Survey**

Electronic copies of the complete survey were sent out to the IMAC distribution list. State received enough responses from all agencies to ensure statistically valid samples from X-Large, Large, Medium and Small agencies. Highlights include: about 32% of those sampled returned a completed survey, 92.1% felt they were treated with respect by staff at their local agency, 86% felt comfortable visiting local agency and 78% felt comfortable talking on the phone, 66% of respondents were seen in their local agency in 30 minutes or less, over 75% of respondents said that local agency workers explained what benefits were available to them, etc..

### **VI. IM Payment Accuracy Update**

As of March 13<sup>th</sup>, the FS error rate is @ 5.98%, the negative FS error rate is at 9.4% and the MA case error rate is @ 16% with a MA payment error rate is @ 6.66%.

### **Next Meeting: April 19, 2007, Fen Oak**

Requested agenda items for a future IMAC meeting:

- Agency Scorecard – data sources, enhancements, new reports
- ECF Scanning status and county Q&A
- BadgerCare Plus update

Minutes submitted by: Bob Martin