

**Income Maintenance Advisory Committee (IMAC) Meeting Minutes
Thursday, May 17, 2007**

In-person attendees: Joanne Faber, Washington County; Brian Fangmeier, DHFS; Theresa Fosbinder, DHFS; Liz Green, Dane County; John Haine, DHFS; Linda Halvorson, Dunn County; Melissa Henderson, DHFS; Scott Riedasch, DHFS; Jane Huebsch, Marathon County; Vicki Jessup, DHFS; Ed Kamin, Kenosha County; Doreen Lang, Wood County; Barb Apel, DHFS; Liz Mahloch, Sheboygan County; Bob Martin, DHFS; Mike McKenzie, DHFS; Amy Mendel-Clemens, DHFS; Julie Milleson, DHFS; Sara Edmonds, DHFS; Lorie Mueller, La Crosse County; Luann Page, Waukesha County; Eden Schafer, DHFS; Joanne Simpson, DHFS; Cindy Sutton, Rock County; Melissa Wilson, DHFS; Eduardo Zarate, DHFS; Sheila Drays, Dodge County; Chris Machamer, Waupaca County; Susan Moser, Milwaukee County; Carol Hazlewood, DHFS

Attendees by telephone: Jackie Bennett, Racine County; Amy Rowland, Outagamie County; Barb Spaude, Outagamie County; Nan Pahl, Brown County; Joanne Ator, Door County; Lynn Brenner, Calumet County; Kara Jenkins, Jackson County

I. Administrative Items – Ed Kamin & Joanne Simpson

The March and April 2007 meeting minutes were approved.

Ed Kamin requested that an issue regarding children moving from an HMO to a fee-for-service IMD placement be addressed at a future IMAC meeting. If a child is placed in an IMD, the HMO has 72 hours to approve the placement. If the placement is not approved, the HMO will only pay for 72 hours of care and then the county must pay the balance until the fee for service eligibility kicks in. This is especially problematic if the placement occurs near cutoff and the county ends being liable for many weeks of care. Counties would like a way for eligibility to switch from the HMO to fee for service immediately instead of being linked to adverse action logic in CARES. This is becoming more of a problem since HMO enrollment is mandatory in many areas. A small group will convene to discuss options to resolve this issue.

II. Biennial Budget Update – Joanne Simpson

On May 2, the Joint Finance Committee approved the following '07-'09 budget items related to IM:

- Additional IM funding of \$750,000 all funds in each year to implement citizenship and identity requirements.
- Voluntary FSET participation with a mandate for DHFS to report annually on the impact of voluntary FSET participation on participation in Food Share.
- FSET program administration transfer from DWD to DHFS.

- Elimination of the requirement for FoodShare participants to cooperate with child support as a condition of eligibility (this includes custodial and non-custodial parents).
- The creation of a new Department (initially identified as the Dept. of Children and Families, but the name may change). FoodShare will stay in DHFS.

Budget items still pending JFC approval:

- FPW for men
- BadgerCare Plus
- DRA provisions
- QA initiatives (including PAC positions)
- MA policy changes related to Medicare Part B and the exemption of SSN requirement for religious reasons

III. WisconsinCare – Joanne Simpson

On May 12, 2007 Governor Doyle announced a new program called WisconsinCare that is being developed to replace SeniorCare effective January 1, 2008.

WisconsinCare is an expansion of the current QMB, SLMB, and SLMB+ programs for Medicare beneficiaries including the elderly and disabled and will include assistance with Medicare Part B and Medicare Part D costs. The amount of assistance available to participants will depend on income, however there is no asset test for WisconsinCare. We are still waiting for final approval from CMS of the new program.

WisconsinCare will be administered centrally similar to SeniorCare and it is expected that all 8,000 QMB, SLMB, and SLMB+ only cases will be transferred from the counties to CAPO. Cases open for other programs in addition to WisconsinCare will be considered “mixed” cases and will be county cases with WisconsinCare eligibility being determined centrally. However, no funds will be transferred from the counties to the state to support WisconsinCare administration. All current SeniorCare participants in Levels 1, 2a, and 2b will be automatically enrolled in WisconsinCare, so we are encouraging SeniorCare participants to maintain their eligibility through timely renewal. More information about WisconsinCare is available at <http://WisconsinCare.wi.gov>

IV. LTC Care Management Organizations and Access to CARES – Ed Kamin

Family Care expansion has increased the requests from CMO providers to IM workers for current demographic and financial information about participants. This can involve several phone calls to IM workers, is time-consuming and not related to eligibility. Reports are provided monthly to the CMOs with information about their enrollees, however CMO staff have indicated the information in the reports is not current enough so they call the IM workers requesting up to date information. Allowing CMO staff to have access to CARES would eliminate the need for these requests. In agencies like LaCrosse, where the CMO is a county (public) agency, CMO staff have IM experience and CARES access, so the IM workers are not asked to provide additional information to the CMO. However, in Racine and Kenosha

Counties, the CMO is a private agency and the county staff is requesting that the CMO also be given access to CARES to alleviate the workload associated with these requests for information. Dane County IM workers have expressed concern about giving CARES access to private organizations, however more information is needed about what their specific concerns are.

Discussion revolved around providing CMOs (public or private) with CARES access with well-defined conditions including adequate training and communication and no more requests for information made to IM workers.

Tailor-made query access has also been requested for other agencies including child welfare, fraud units, energy assistance agencies, and SSI managed care organizations.

An Administrator's Memo related to confidentiality of client information is in development and will address concerns about who can have access to client data and under what circumstances this information can be made available.

V. CWW and Mainframe slowness – Bob Martin

During recent weeks all mainframe activity has exceeded its capacity and has resulted in slowness for all applications – including CARES and ECF. The mainframe will be upgraded on Sunday May 27, 2007. The mainframe is expected to be functioning at an acceptable speed beginning Tuesday, May 29.

VI. Subcommittee Update – Mike McKenzie

Program Coordination – This subcommittee is now meeting every other month. Co-chairs are Mike McKenzie and Vicki Jessup (DHFS), Rebecca Brueggeman (DWD), Tim Gessler (Winnebago County), and Susan Moser (Milwaukee County).

The January meeting involved the recommendation that the face to face interview requirement be waived for Child Care. This recommendation is still being researched by DWD.

The March meeting included discussions about the FoodShare break in service application policy. This policy is being changed to eliminate the requirement for a new FoodShare application if verification is submitted within 30 days of case closure following a review, reported change, or SMRF. A new application will still be required if verification is not submitted timely to establish initial eligibility. The group also discussed the voluntary FSET program proposed in the biennial budget.

Next meeting is May 18. On the agenda are: Update from DWD on Child Care; verification of citizenship for MA; TANF reauthorization; reassignment of counties to different regional offices to balance workload; the Fraud Program pilot; and Biennial Budget updates. Future items for discussion are ACCESS issues, the 2007 Farm Bill (Food Stamp reauthorization), and updates on Biennial Budget items as they work their way through the Legislature.

VII. Payment Accuracy – John Haine

There has been no significant change in Medicaid error data since the last report. More Medicaid error information will be available at the next IMAC meeting.

The FoodShare active error rate is currently 5.96% and the national average through December 2006 is 5.4%. The negative error rate is currently 7.93% and the national average is 8%. Regression adjustments are not yet complete for FFY 2006. Currently Wisconsin's FS error rate for FFY 2006 is 6.04% and the national average is 5.7%. This is within the federal tolerance level, so we will not be in sanction status again this year. Wisconsin's FFY 2006 negative error rate is 9.4%, while the national average is 6.3%. There has been improvement in the negative rate so far in FFY 2007, but the reasons for the improvement have not yet been identified.

Milwaukee continues to drive the error rate with 36% of the total state sample and 60% of the error rate. Milwaukee also has a 90% participation rate, so it is expected that as participation in the balance of state increases, more of the QC sample will be drawn from the balance of state allowing Milwaukee to be less of a driving factor in the error rate.

Current Corrective Action activities include:

- Find and Fix III in Milwaukee – second party reviews will be completed by selected Milwaukee County staff and 3 PACs.
- 1 PAC is completing second party reviews for specific agencies in the balance of state. Selected agencies will be notified.
- An Operations Memo clarifying how to budget self-employment income has been released with the expectation that reporting and budgeting simplification for self-employment income will reduce errors in this area.

VIII. FoodShare Program Participation Grant – Theresa Fosbinder

DHFS will be submitting an application for another Food Stamp Program Participation Grant (FSPPG). Wisconsin was previously awarded this grant which was used to help develop ACCESS. The RFA for grants this year are for FS agencies to partner with community agencies to simplify the FS application process to improve the quality and efficiency of operations in FS offices.

The DHFS grant proposal involves partnering with various agencies to develop Strategic Adaptation . We are all aware that rapid and multiple changes continue to occur in public agencies as well as in private organizations, primarily due to the increased use of technologies to support functions that previously were manual and face to face. Successful adaptation to these changes is critical to efficient operations, worker productivity and morale, as well as customer satisfaction. Looking elsewhere for ideas on how to improve FS office quality and efficiency provides models for improvement in Wisconsin. For example Florida has used technology and partnering agencies to help people access benefits through Community Access Points statewide and Maine has had L.L. Bean come in to do presentations on their best business practices. In Wisconsin we are proposing to use the grant in part to complete a

Business Process Analysis to identify “as is” benchmarks to develop tools for the improvement and streamlining of operations processes in local agencies. Another component of the grant proposal is strategic adaptation for FS applicants including education and empowerment so they are more likely to use on-line application and case management processes, instead of local agency contacts in-person or by phone. The proposal includes modernization in Milwaukee and other agencies to do things like provide computers with support in more places.

Comments from County representatives:

- Include an administrative structure for reporting in the CWW inbox to allow better organization and management of ACCESS applications, changes, and (eventually) reviews. Local agencies need to know where applications are coming from so that underutilized areas can be targeted for service.
- There needs to be education and training provided to community partners such as churches, CBOs, child welfare and W2 agencies. A technical support system is also needed for community partners.
- Staffing computer rooms with experienced IM staff may be the most effective way to encourage customer use of ACCESS, however other options should be explored. .
- Currently applicants are submitting more than one on-line application which is time-consuming for IM workers and bogs down the system.
- Don’t forget the balance of state agencies in the “Modernization” effort!

IX. Sharing of Best Practices – County Representatives

County representatives were asked to share what is working for them and what they plan to try in the future to reduce workload and improve customer service. Agencies with Change Centers were asked to report how they were working out.

Several suggestions were made for improvement to ECF - most issues will be resolved when there is a link to ECF in CWW (scheduled for 2009). The ECF does time out after 30 minutes of non-use. This is a State standard and has been tested. It is working as designed.

When asked how waiving the face-to-face interview for FS in favor of a phone interview impacts them, counties responded that it does help reduce the foot traffic in their offices.

Following are best practices and Change Center updates that were shared.

Dane County:

- All FPW cases have been assigned to a rural office
- A new front-end model will be implemented strongly encouraging clients to use ACCESS instead of walking in to the office
- A new calendaring system is being implemented for scheduling to track all worker activity on a daily basis. The system will also generate letters to clients about scheduled and missed appointments.

- Client self check-in for scheduled appointments.
- Client self-service for verification drop-off including a copy machine.
- Commitment to the Change Center by adding resources. Call queue time impacts worker/client acceptance of the Change Center. Shorter queue time = fewer calls directly to the worker.
- Reassignment of some duties from IM staff to clerical or accounting staff. For example: data entry of FPW cases (not confirmation); 2nd party reviews; MA transportation authorization.

Kenosha County

- FPW applicants do not meet with a pre-screener.
- IM workers are not seeing walk-ins.
- All worker schedules and activities go into their GroupWise calendars to improve time management. This includes time spent on mail-ins, return calls, etc. Hard copies of the schedules are printed for back-up each night in case GroupWise goes down. This allows tracking and monitoring of no-shows, intakes and reviews (including program type), and all other worker activities. Bob Martin noted that the IMAC-IT subcommittee is looking at a similar system.
- Exploring a numbering system for walk-ins similar to the one used at DMV.
- Builds reports using WEBI universes to meet data management needs.

Washington County:

- Copier is available for customer use
- Reassigned some duties to other units (client registration is completed by Change Center staff).
- Client education required for buy-in to Change Center implementation regarding talking to someone other than their worker. The Change Center does provide time-savings.

LaCrosse County:

- The Change Center is working very well. Change Center staff are now processing all FC changes reported by CMOs, SMRFs and paper change reports as well as changes that are reported by phone. They have 4 Change Center workers with 3 always on the phones. Each of these workers also has a caseload of 600 FPW cases. These workers also handle walk-ins.
- Would like to become a regional change center as part of LTC expansion, however no agencies have the money to support a change center consortium.

Calumet County:

- Screens for family cases through their Call Center.

X. Next Meeting – June 21, 2007 at Fen Oak