

WCHSA ES PAC Meeting Minutes Thursday January 18, 2007

Present: John Rathman (Outagamie), Bob Macaux (Florence), Ed Kamin (Kenosha), Jan Place (Polk), Liz Green (Dane), Joanne Faber (Washington), Jackie Bennett (Racine), Chris Machamer and Chelley Lee (Waupaca), Amy Roland (Outagamie), Jane Hubsch (Marathon), Sheila Drays and Cindy Abel (Dodge), Tim Gessler (Winnebago), Liz Mahloch (Sheboygan), Doreen Lang (Wood), Ann Kruegel (Winnebago), Kelly McCarthy and Sandy Hurtado (Outagamie), Jenni Dalton (Marathon), Kara Jenkins (Jackson), Lori Mueller, (LaCrosse), Jane Huebsch (Marathon), Luann Page (Waukesha) and Susan Rooney and Tony Sis (Dane).

Participating by phone: Cindy Sutton (Rock), Lynn Brenner (Calumet) and Sue Schweichert (Washburn)

The meeting was called to order at 9:35 a.m. by Co-chair Ed Kamin. Ed explained that the purpose of today's meeting was to identify items that would create efficiencies, reduce workloads, or make-work in Economic Support more manageable. This exercise is similar to the one we did several years ago in Steven's Point.

Ed stated that we wanted to focus on three main areas today (1) highlighting changes that could be made to the CARES Worker Web, (2) highlighting changes that could be made to Policy, (3) highlighting work that could be transferred to the State to ease burdens at the local level. Specific suggestions in each of these areas follows:

CARES Worker Web Changes

- For MA only review, have the review mailed centrally out of Madison. **High**
- Create a directory of employers that offer health insurance that also lists the name of the health insurance provider for that particular company. **Eliminate**
- The search function should allow for a sort by name within the county. It was recommended that any query should be able to search multiple things (and especially on birth dates). Also suggested was that on the summary screen, the worker responsible for the case should have a drop down box with his/her contact info. **Medium**
- Be able to search for “??” in CARES fields, also be able to search for cases with “NV”, “QV” and “SP”. **High**
- Should be able to search for cases that have recently closed or for pending close cases. **Medium**
- For reports, want the ability to sort data on any field contained on the report. **Medium**
- No cross matches on kids under 18, people not relevant to the case and FPW cases **High**
- Keep previous verification codes in CWW when running a review even though you would be forced to make an entry. **High**
- When a case is in review mode and it goes through deadline, it should continue pending, not go to a closed status. **High**

- Complaint was made that ECF times out real fast and the amount of time should be increased before you are kicked out. **High**
- Link to ECF in CWW for quicker access to certain documents. **High**
- Comment section to be added to self employment screen and child support obligation screen **High**
- For self-employment pages, keep verification codes from prior reviews. **See page 1**
- Option to add text to the AGVC letter in the office before printing it **High**
- Employer Verification Forms to be printed locally---see more under last comment section **Eliminate changes 1/1/08**
- Non-cooperation screen for singles (ncp for different case) instead of the override. **Eliminate changes 1/1/08**
- Automate SLMB+ **Medium**
- Add a CWW child support average code to the child support screen instead of using a 'DE' or 'OW' **High**
- When determining overpayments, there should be a separate driver flow since some of the employment screens may have already been put into history. The suggestion was to have a generic income, unearned income, etc screen where the info could be entered. This would alleviate the need to enter new employment screens, etc. **High**
- NODS-----information is not clear but roll out for new NODS is January 2008. We were told they would be more specific and easier to read.
- AGOR should show SMRF date along with the review date **Low**
- When running a review, you should only have to enter the date once and all subsequent fields would be updated with that date. **Low**
- We need a cleaner way to change program request dates. **High**
- Need to find an easier way to complete overpayments. Right now you have to go to too many different CARES screens. **High**
- BARS and Short cuts should be at the top of the screens. **Low**
- Reports on Access applications are needed. **High, High, High**
- Need a drill down report to show individual worker's intakes, reviews and changes processed in a given month. **High**
- Automatically transfer cases closed over 30 days to closed caseload **High**
- Add Child Support Income information on new Cases **High**

Policy Changes

- Eliminate the break in service face-to-face requirement for Child Care and Food Share. **Effective 1/1/08**
- Bring Badger Care reduced verification requirements in-line with Food Share (give us 30 days to get check stubs). **Effective 1/1/08**

- Review the timing of the 45 day notice. Some say it's too soon and clients get the notice before worker even gets the alert. The options were to have WEBI pull cases by review date or for the state to mail the review packets. However, Ops Memo 07-04 has new CWW changes for this. **High**
- Longer review time for EBD cases. One-year asset check and two year review was suggested since these types of cases don't normally have a lot of changes. **Eliminate**
- Make self-employment requirements the same for all programs and align it with the tax forms (present self employment tools do not produce accurate results). **Medium**
- There is a glitch in CARES and EDS with FPW cases that go to healthy start pregnancy cases. Example: it's Jan now and change was made, there should be eligibility for Jan and forward. This will show in CARES but EDS won't get the update until March since Jan and Feb benefits have already been determined. This should be fixed to avoid having to send 3070's. **Should not have to run with dates ever High**
- Have a policy for pharmacies to accept a temporary MA card issued by the county. Or, have an instantaneous update from CARES to EDS instead of waiting for a batch run to update the MA to the state. Pharmacy education was also suggested even for current MA situations. **High**
- HMO being removed for 30-60 days when a review is run late, there are also delays when people switch from HMO to Fee for Service. **Low**
- There needs to be provider education on how to read insurance cards and coverage information. **Medium**
- Removing Kids from HMO's when going into IMD transferring to Institutional MA with no delay. **High a workgroup is being formed headed by Vickie Jessup**

Items that could be done by the State

(With the assumption that no existing IM allocation would go to fund this work)

- Family Planning Waiver cases could be centralized and handled by a CAPO. **High**
- Housing verifications and Federal Tax credits could be done centrally **High**.
- More data matches could be worked at the State level. **Low**
- Consider moving childcare eligibility back to the IM agency. **Eliminate**
- Consider having a toll-free assistance line "help for people filling out mail-in applications" **Medium**
- Statewide refresher training is needed for experienced workers to make them more efficient in using CARES Worker Web. **Low**

Meeting adjourned at 12:00 p.m. Next meeting will be Thursday, February 15, 2007.