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**State of Wisconsin**

Department of Health Services

**MINUTES**

**April 16, 2009**

**Income Maintenance Advisory Committee  
Division of Health Care Access and Accountability  
Department of Health Services**

**Non-State Attendees:**

Joanne Ator, Door Co.	Doreen Lang, Wood Co.
Jackie Bennett, Racine Co.	Liz Mahloch, Sheboygan Co.
Carla Blackcoon, Monroe Co.	Wendy Metcalf, Columbia Co.
Lynn Brenner, Calumet Co.	Adrienne Miller, Walworth Co.
Rhonda Brown-Anderson, Pierce Co.	Luann Page, Waukesha Co.
Roxanne Carpino, Waupaca Co.	Kristine Parkansky, Marinette Co.
Kate Chambers, Lafayette Co.	Sandra Polkoski, Trempealeau Co.
Jamie Christianson-Fawcett, Barron Co	Sandy Potter, Washington Co.
Sheila Drays, Dodge Co.	Sherry Quirk, Rock Co.
Bonnie Debausch, Brown Co.	John Rathman, Outagamie Co.
Lauren Fox, Kenosha Co.	Amy Roland, Outagamie Co.
Lori Garceau, Manitowoc Co.	Patsy Rolo, Langlade Co.
Liz Green, Dane Co.	Terry Schleis, Kewaunee Co.
Lynn Green, Kenosha Co.	Vicki Shawd, Eau Claire Co.
Marge Griep, Pepin Co.	Tony Sis, Dane Co.
Linda Halvorson, Dunn Co.	Barb Spaude, Outagamie Co.
Barb Hernesman, Crawford Co.	Paula Stansbury, Buffalo Co.
Jane Huebsch, Marathon Co.	Kate Surprise, Waushara Co.
Jill Johnson, Jefferson Co.	John Wilberding, Maximus

**State Attendees:**

Angela Dombrowicki, DHS	Tricia Janssen, DHS
Sara Edmonds, DHS	Vicki Jessup, DHS
Brian Fangmeier, DHS	Michael McKenzie, DHS
Theresa Fosbinder, DHS	Amy Mendel-Clemens, DHS
Kathy Gugel, DHS	Angela Moran, DHS
John Haine, DHS	Audrey Roecker, DHS
Lisa Hanson, DHS	Jodi Ross, DHS
Barb Honsa, DHS	Carrie Schneck, DHS

**I. Administrative Items-Angela Dombrowicki and John Rathman**

- Approval of March Minutes  
Minutes approved as is, and entered as “part of official IMAC history”.
- May 21<sup>st</sup> Meeting Date  
Note: C&I will move to May 22<sup>nd</sup>.
- The IMAC web site needs to be updated with current membership and meeting dates – DHS is working on this.

**II. 2009 Fraud Allocations and Process for County Consortiums-Mike McKenzie/Jodi Ross/Counties**

- Because of reduction in funding (61% cut), DHS will be discussing options with Workload and Finance at meeting on Monday.
- The option to reduce agency retention funding so DHS could use it for the fraud program requires statutory language changes, so is not an option at this time.
- DCF has additional funding earmarked for the fraud program but DHS can’t take it according to the current cost allocation/RMS methodology.
- WAPAF and DCF have had input – DCF is agreeable to the idea of prioritizing where we have the fraud program, with some conditions for child care.
- It is possible that some agencies may not get a fraud allocation at all this year.
- Q. If agency has already incurred fraud expenses, will they be covered?  
A. It depends on how much they have spent in relationship to how much their allocation turns out to be. We’ve told everyone that a 61% cut is likely. If an agency has overspent their 2009 fraud allocation, we’ll help you to obtain federal match for MA and/or FS work. CARS will not reimburse until there is a contract.
- Q. Timing – after Monday’s meeting, when will decisions be made? There could be agency staff impacts.  
A. There is a status meeting next week with the DHS secretary’s office. Once this has occurred and DCF has been briefed, a decision for 2009 funding should happen quickly.
- WCHSA would like options addressed for how counties can get out of running the fraud program – in the event that the money offered is not considered enough to run the program. DHS will ensure this is addressed.
- FPI agencies and consortia: DHS will be reaching out to agencies to let them know what to do until this is settled.
- Comment – WCHSA is concerned that we are taking cuts in this area – they are “disappointed” that there are cuts in this area, “at a time when we really need to be beefing up this program area.”

**III. Discuss other Economic Support Summit Topics and State Budget Needs-John Rathman/Liz Green – see handout for details (“System Redesign Summary - March 30, 2009”)**

- MA Transportation Broker
  - Counties still think this is a good idea to do, as long as it is done right. Need a state/county workgroup to plan for this; planning could take 1-2 years. It will be key to work with volunteers. Per DHS – our stance is that until it passes the Joint Committee on Finance, we will not do a lot of work on this again.
  - Other discussion: Need to get input from providers. Also consider a county buy-in to integrate the program.

- Fraud Program
  - Development of Child Care and W2 fraud incentives are under discussion with W-2 C&I.
  - Other related items are addressed in the workload management area of the summary document.
- Workload Management
  - Work has been done by the ESA on prioritizing these items from the summit summary document. John Rathman will get that list out.
  - To be clear: The agencies want the stimulus money to pay for these items, so that there is no cost to them.
  - The item about seeing all individuals on a summary is really that they want to be able to **enter** all individuals on one page – not query them. A related issue is improving the review driver flow – use summary pages more, see all individuals at once. Also need a summary of where all the verification items are, and maybe the ability to go back to the page where the items are.
  - Next steps – to WCHSA on May 6, they will discuss, then will go to Secretary’s meeting on June 10. It would be good to start working on these items even prior to that.
  - Need to consider that if some of these projects are already underway, they are already budgeted for (for example Call Center Anywhere implementation, scanning, online/pre-printed renewals).
  - The idea of customer self serve scanning was brought up – it was noted that we are already working on this as part of the ECF enhancement project.
  - It was noted that some items may be related more to a need for refresher training - there are things on the document that are not policy or systems problems, but need training or communication. There are also some things that we do not have control over – they are state or federal law and we can’t change. We may want to let people know this, so that they know what we have tried to do in the past and were not successful, and also so that we can all consider the best way to advocate for changes in these areas.
  - We have to encumber this money soon if we are going to use it for these items.

#### **IV. Updates on Implementation of BadgerCare Plus for Adults without Dependent Children**

- Meeting date for the ad hoc workgroup is April 23. Plans for this meeting were discussed, including the fact that there will be demos of relevant CARES functionality.
- The invite list for this meeting is based on the previous (October 2008) group – individuals may contact Theresa Fosbinder if interested in attending – however this is not an open forum or a training session.
- Implementation dates were discussed – it is still the plan for new applications for the population to be taken by the ESC June 1, however the date that the renewals are transferred is still under discussion. More detail will be provided at the 4/23 meeting.
- There was discussion about Core Plan individuals who are pending for disability – there are state workgroups working on both identifying those who may be disabled, and on expediting the disability determination for those who are pending.

- An issue was raised about FPW – those applications are received on paper, and we want to encourage them to apply via phone and ACCESS at the same time they are applying for core plan.
- There was discussion about doing a demo of the application process at the next IMAC (May).

## V. Summary of CARES Changes Planned for May 29<sup>th</sup> Release-Angela Dombrowicki/Tricia Janssen

See two handouts:

- “BadgerCare Plus Core Plan for Childless Adults: CARES and ACCESS Changes Summary”
- “CARES/ACCESS Maintenance and Enhancement Work Scheduled for 5/29/09”
- Note that some of the things on these lists are things that were requested via the Summit “Systems Redesign Summary” document.

## VI. FoodShare Update-John Haine

- Error Rate - see handout (State Error Data)
  - Error rate: Was 6.93% for FFY 2008; recently at 1.8%.  
Negative error rate: Was 11.16% for FFY 2008; recently at 1.5%.
  - What is going on? Since we were at risk of federal sanction, we decided to make a change in our QC process. A consultant was hired – Julie Ostness – to help re-engineer the state QC process. We are finding ways - case by case - to “investigate aggressively but within the framework of the rules to see what we (state QC) can do to find the case correct”. This is along the lines of the simplified reporting processes we have implemented in the past, which essentially re-defined what was considered an error. If this process holds, we are not going to have to worry about a federal sanction. Furthermore, based on this, Wisconsin has the second most improved error rate and the **most** improved error rate of any state in the county, and could qualify for bonus money.
  - **NOTE: It was noted that we are not changing what we want workers to do – there is NO CHANGE in any policy or process.**
  - It was noted that in the future we will need to use 2<sup>nd</sup> party data, the MER, call center data and other data instead of just relying on QC data for corrective action planning.
  - The federal FNS regional office pulls a subsample of cases and reviews them for states. It had been implied by the states over time that there was a variance among federal offices in terms of how “strict” they were with these case reviews. In answer to that, FNS mixed around their reporting structure and now we are reporting to a different office - the southeast regional office in Atlanta.
  - Based on March numbers, for the first time ever, Wisconsin is issuing over \$50 million in benefits.
- Big Ten Conference – see handout (SNAP conference announcement)
  - It was noted that this is a conference that focuses on important program related topics, and that the workshops will provide relevant information to attendees. Also want to recognize the good work that is going on in the local agencies.

- It will be held in Milwaukee at the end of July; there is some funding for local agencies to attend.
- Possible workshop topics include: leadership, managing change, outreach, Urban 14 best practices, automation, the Wisconsin Enrollment Services Center, corrective action, policy options to reduce workload, interviewing techniques, error letter review teams, change reporting centers.

**VII. Agenda Items for Future Meetings-All**

- Systems demonstration of ESC/CLA/core plan functionality will be scheduled.
- Get other items to John/Liz.

If you wish to participate by phone, please call 800-462-1257 or 608-265-1000. The pass code is 1671.

Next Meeting: May 21, 2009 at Fen Oak