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State of Wisconsin

Department of Health Services

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, July 16, 2015

12:30 – 3:00 p.m.

**Milwaukee Enrollment Services (MilES) Center, Room 104
1120 Vliet St., Milwaukee WI 53205**

**Or online at <https://connect.wisconsin.gov/imac/>
For audio, dial 888-808-6929, access code 468-5307**

MINUTES

Non-State Attendees:

| | |
|--|---|
| Jenny Hoffman, Bay Lake / Brown Co. | Kris Parkansky, Bay Lake / Marinette Co. |
| Melissa Duane, Capital / Columbia Co. | Kara Ponti, Capital / Dane Co. |
| Tony Sis, Capital / Dane Co. | Roxana Vega, Capital / Dane Co. |
| Cindi Flynn, Capital / Adams Co. | Stephanie Ronnfeldt, Capital / Richland Co. |
| Julie Arendsee, Capital / Sauk Co. | John Rathman, East Central / Outagamie Co. |
| Annett Mooney, East Central / Marquette Co. | Tim Gessler, East Central / Sheboygan Co. |
| Kate Surprise, East Central / Waushara Co. | Ann Kriegel, East Central / Winnebago Co. |
| Linda Struck, Great Rivers / Eau Claire Co. | Ronda Brown, Great Rivers / St. Croix Co. |
| Jane Huebsch, IM Central / Marathon Co. | Mandy Mayek, IM Central / Portage Co. |
| Rachel Pantaleo, Moraine Lakes / Ozaukee Co. | Brenda Zweck, Moraine Lakes / Walworth Co. |
| Sandy Potter, Moraine Lakes / Washington Co. | Debra Berg, Moraine Lakes / Waukesha Co. |
| Doreen Lang, Northern / Wood Co. | Marlin Harms, Southern / Iowa Co. |
| April Heim, Southern / Rock Co. | Jill Johnson, Southern / Jefferson Co. |
| Tricia Wavra, Western / LaCrosse Co. | Adelene Greene, WKRP / Kenosha Co. |
| Kimm Peters, WKRP / Kenosha Co. | Nicole Brooks, WKRP / Racine Co. |
| Claribel Camacho, WKRP / Racine Co. | Audrey Mattison, CMS |

State Attendees:

| | |
|----------------------|------------------------|
| Abby Abernathy, DHS | Linda Alexander, DHS |
| Julie Anstett, DHS | Jennifer Bach, DFS |
| Emily Carlson, DHS | Michele Dickinson, DHS |
| Sara Edmonds, DHS | Tonya Evans, DHS |
| Yolonda Evans, DHS | Matt Fanale, DHS |
| Craig Hayes, DHS | Pungnou Her, DHS |
| Judy Johnson, DHS | Elizabeth Jungers, DHS |
| Emily McFarland, DCF | Libby Mertens, DHS |
| Wendy Metcalf, DHS | Paul Michael, DHS |
| Kevin Moore, DHS | Jennifer Mueller, DHS |
| Michael Poma, DHS | Vanessa Robertson, DHS |
| Shawn Tessmann, DHS | Tony Trout, DHS |
| Debbie Waite, DHS | Jayne Wanless, DHS |
| Xiong, Mai Yee, DHS | Pang Xiong, DHS |

1. Administrative Issues – Debbie Waite & John Rathman
 - Attendance – on-site, sign in sheet; remote, email Linda Alexander.

2. Approval of June 18, 2015 Meeting Minutes – Debbie Waite
 - The June meeting minutes were not attached to the July meeting email, so approval was deferred to the end of the meeting to give everyone a chance to review them.
 - Motion to accept the June 18th meeting minutes; seconded and passed on a voice vote. Minutes approved.

3. DHCAA Administrator Update – Kevin Moore
 - The Budget bill was signed by Governor Walker earlier in July.
 - The governor’s vetoes had minimal impact on income maintenance operations.
 - Part of proposed IM Funding was held in reserve by the Joint Finance Committee (JFC) Supplemental Appropriations account. Access to those funds occurs through a quarterly process called 13.10. The Department of Administration (DOA) will send a notice to the Department of Health Services (DHS), advising of opportunities to present to the JFC to request release of additional funds.
 - DHS is awaiting the DOA notice for the next quarterly opportunity to request funds for 1) Income Maintenance (IM) and 2) FoodShare Employment & Training (FSET) Vendors, which is expected to occur in October or November, 2015.
 - DHS will advise IMAC and the Wisconsin Counties Human Services Association (WCHSA) when this opportunity is known.
 - Consortia reported that their IM Funding Sub-committee is estimating the need for this additional funding and the impact if IM agencies are not able to access it. Consortia were encouraged to contact their legislators to build the relationship and to promote their legislators’ understanding of the issue.
 - DHS will provide the Legislative Fiscal Bureau (LFB) summary to the consortia when available.
 - Discussion and questions:
 - Line item vetoes impact – some vetoes were made but no impact to IM.
 - Drug testing budget item – funding and implementation will be addressed through the rule-making process. The Wisconsin Attorney General has filed suit against the federal government to seek clarification that Wisconsin can move ahead with implementation.
 - Two more budget items of interest are:
 - Proposals impacting Able Bodied Adults without Dependents (ABAWDs) – the requirement to pursue a federal waiver from the Centers for Medicare and Medicaid Services (CMS) remains.
 - The requirement to charge electronic benefits transfer (EBT) card users for lost or stolen cards is in effect, with a new implementation date of July, 2016. The test is more than four lost or stolen cards in a rolling twelve-month period.

4. FoodShare Recognition – Kevin Moore
 - Presentation of awards from Midwest Office of Food and Nutritional Services (FNS) for payment accuracy.
 - 2014 overall payment accuracy rate was 97.4% for \$1.1 billion in benefits.
 - Awards/plaques presented to consortia with the following payment accuracy percentages:
 - WKRP @ 98.64%
 - Capital @ 98.7%
 - Bay Lake @ 98.89%
 - Western @ 99.17%
 - Northern @ 100%
 - Kevin asked the representatives to convey DHS’ thanks and congratulations for these remarkable results.

5. Four Plus (4+) Cards Initiative – Mai Yee Xiong (Handout)
 - See handout “EBT 4+ Card Replacement Automated Process” and sample letters for more details.
 - Project began in October, 2014. Implementation of the new automated process is scheduled for October 26, 2015 when the first conversion letters are sent to any households that have had four or more replacement cards issued from January 1, 2013 to October 25, 2015.
 - If a vault card is issued, a new card is sent and this is counted as the baseline.
 - Letters sent to members will be shown in “Client Correspondence” in CARES Worker Web (CWW). This enables workers to access the letters, advise the member of the date sent and reiterate the message.
 - Question was posed regarding any talking points or any new training materials. Scripts are being developed; current materials are being adapted, but no new training modules. Details will be in an Operations Memo to be sent prior to implementation.
 - Question was posed regarding timing of the reference to the Office of Inspector General (OIG) involvement at the fifth card replacement. DHS wanted to give everyone time to understand the new process and to give a warning regarding consequences if behavior continues.
 - OIG will get a referral and will determine whether to conduct an investigation; not all cases will be investigated.
Action Item: **Mai** and **Shawn Tessmann** will investigate whether OIG can notify the appropriate consortia or agency of any client investigations being conducted.

6. Foster Care Medicaid Initiative – Pungnou Her (Handout)
 - See “Foster Care Medicaid” handout for more details.
 - Kevin Moore complimented the efforts and partnerships among the Department of Children and Families (DCF), Foster Care Medical Homes and Children’s Hospital which worked especially hard on the Care4Kids pilot in southeast Wisconsin. The

pilot provided both opportunities and challenges in addressing the needs of this highly sensitive population.

- Redetermination Period – scope is expanding as needed; will likely add more data elements to those listed on page 10.
- Roles and Responsibilities of Child Welfare – In order to keep benefits, it's important to educate parents or legal guardians about the need for a health care redetermination at the time of discharge. Child Welfare worker enters the date of discharge (from out of home care) within 5 days of transfer of the child.
- Discussion and questions: With regard to the initial questionnaire, if the parent/guardian takes no action, child is no longer eligible at the end of the third month of eligibility. This will likely be a small number of cases.

7. Re-designed Payment Notices – Jennifer Bach, Department of Children and Families
1:30 p.m. by phone

- The DCF Public Assistance Collection Unit (PACU) has been responsible for all posting functions (including those for MILES) since 2011.
- Last year, PACU updated the original payment notices and moved them to CARES Worker Web; now moving repayments to CWW.
- PACU will now handle all overpayments; consortia addresses have been removed from redesigned repayment notices so members should not be contacting the consortia. Implementation is scheduled for 8/14/15.
- Operations Memo will communicate that all program payments will be processed by PACU; anticipate this will be available by the second week of August. In tandem, the Benefit Recovery system will be disabled at about the same time.
- In the past, one repayment agreement was used for both W-2 and for Child Care. A conversion program will generate a new repayment agreement for Child Care.
- Agencies will no longer be required to process refunds as PACU will handle. For existing refunds, agencies can send the repayment.
- No changes to any incentives for the agencies, nor for processing 'in kind' payments (e.g., community service hours).

8. Discrepancies – Ongoing Conversation – Jennifer Mueller & Consortia

- DHS staff continues to work internally to assess next steps with this initiative.
- In May, 70,000-90,000 discrepancies were released to the consortia. That has now been reduced to about 11,000. Thanks and 'great job' to the consortia who dedicated resources to moving these discrepancies.
- Any agencies that have been unable to move them should consider options on how to address their discrepancies.
- One consortium has contacted the department to discuss how to use CWW in order to make progress. Any agency considering options can contact the Call Center for input.
- DHS will run State Wage Income Collection Agency (SWICA) Quarter 2 & Quarter 3 jobs on 7/25/15. Regular SWICA run will be processed on 8/1/15.

- For Q2 2014, approximately 2,900 discrepancies were created; for Q3, approximately 9,399 were created.
- DHS is planning the kick-off of a work group to address discrepancies in September, 2015. Please send names of staff who want to participate.
Action Item: **Jen Mueller** will investigate if it's possible to move up the work group kick-off date.

9. FoodShare Employment and Training (FSET) / Time Limited Benefits Implementation Issues & Update – Jayne Wanless

- CWW enhancements to support FSET efforts:
 - June Release
 - FoodShare Gatepost questions are grayed out; unnecessary.
 - ABAWD Exemptions page – allows entry of a future date.
 - Fall, 2015 Release
 - Medical Exemption Form – mentally or physical unable
 - New letter to those who have earned a second time limited benefit
- FSET tool enhancements:
 - Sort referral pages by zip code.
 - Edits (e.g., enrollment date pre-dated)
- DHS is now prioritizing December, 2015 enhancements.
- Referred over 43,400 members of which 24,614 are ABAWDs.
- Training: FSET-ABAWD Refresher Training – a video including role-playing of an interview is scheduled for Fall, 2015.
- Second Party Review is doing a third cycle of case reviews which looks at more current cases and includes the FSET vendor agencies as well. The findings will help identify training needs.
- John Rathman commented that he had been impressed by the participation of FSET vendors, agencies and tribes in collaborating and cooperating with this effort.

10. Income Maintenance (IM) Operational Analysis Project Update & Sharing – John Rathman, Debbie Waite, All

- Debbie Waite and Bill Hanna completed the last of the on-site visits to consortia yesterday (7/15/15).
- Deloitte to compile and assimilate the data and information gathered during the process. Now planning to issue the report in late August or early September.
- In response to a question about whether the consortia could provide additional input, the input can be provided once a draft has been produced.
- Consortia thought the Perceptive tool that had been used in the process was valuable, especially in regard to comparing various consortia operations, including MILES, and in looking at state averages. Consortia were comfortable with DHS compiling the Perceptive charts and sharing broadly across consortia. The license for the Perceptive tool continues for another ten months and may be available to consortia to run additional process analyses out of CARES.

- Consortia asked if two key areas – Six Month Report Forms (SMRFs) and applications – could be done again, especially if a consortium had changed its process and wanted to measure impact.
- Feedback from consortia:
 - WKRP – workers appreciated being able to see how the agency is doing overall.
 - Northern – at first, somewhat apprehensive before the meetings began but now are comfortable with the process and looking forward to results and how they can be used to improve performance.
 - Moraine Lake – echoed Northern’s comments. One finding was that health care-only applications took 2 days because of training that had been done in Waukesha County.
 - IM Central – Deloitte was able to provide detail behind cases which allows the consortia to analyze and evaluate issues and processes.

11. IM Funding & Contracting Updates – Debbie Waite & John Rathman

- Consortia Income Maintenance Funding Work Group is doing further analysis on the funding implications and will provide additional information to DHS in the near future.
- Debbie asked if the four remaining PPACA contracts had been returned to the Bureau of Operational Coordination (BOC). Some confusion around FSET funding had delayed return of some of the contracts. BOC has now resolved this confusion.
- The 2016 IM contract negotiations on 6/30/15 went smoothly. Two items still to be resolved are:
 - Integration of Income Maintenance and Fraud contracts – conversation with OIG needed to get sign-off.
 - Consortia were asked to propose a change to reduce the Average Speed of Answer (ASA) metric.
- Thanks to all for flexibility and work in addressing this activity.
- Comments from outside partners: have noticed improvement in the contract negotiation process over time.

12. Regional Enrollment Network (REN) Updates – John Rathman

- Annual REN Conference will be held at the Heidl House in Green Lake from September 26-29, 2015. Registration will be available on-line.
- Steering Committee is anxious to get a list of dual-enrolled members (BadgerCare Plus and the Marketplace).

13. Consortia Feedback - John Rathman

- ‘On Demand’ Ad Hoc FoodShare Work Group meets 7/17/15 and will address what the ‘feedback on 24-hour turn-around time’ meant. Consortia expressed concerns and had questions about this expectation. Was this related to the Federal Corrective Action Plan (CAP)? Also want to clarify if calendar days or business days.

- Shawn Tessmann responded to various FoodShare On Demand-related questions and indicated DHS’ willingness to revisit waiver criteria but shared some issues to consider:
 - The CAP language from FNS related to notices. DHS needed to seek a waiver to come into compliance.
 - ‘Same day’ touch concern raised by consortia – may open questions on existing waiver if changes are going to be requested.
 - Expect risks to be associated with incorporating input/feedback vs. adhering to the current six-month (CARES) release schedule.
 - DHS has learned more about what Food and Nutritional Services (FNS) has approved in other states. Potential for some flexibility in ‘on demand’ within 24 hours of having received the case and conducting the interview.

14. Operations Memos - Becky David

N/A

15. Administrative Memos - Debbie Waite

- Amended Lobby Services Administrative Memo – FoodShare / ACCESS – requires a copy of application summary to be made available to customer in the lobby upon request. Draft is circulating for review at DHS.

16. Sub-committee Updates - Debbie Waite & Work Group Chairs (Handout)

- See handout for more details.

17. Work Group Updates

- a) ACCESS - Julie Anstett

N/A

- b) Central Document Processing Unit (CDPU) - Becky David

N/A

- c) DHS Website EM Home Page Redesign – Debbie Waite

N/A

18. Miscellaneous Updates / Other / Public Comment

- Mike Poma recently attended the Urban 14 Conference in Detroit and said that the national FNS group has been encouraging other states to work with / consult with Wisconsin on its handling of electronic signatures.
- Miles staff is encouraged to attend future ESPAC and IMAC meetings.

19. August 20, 2015 Meeting - Tentative Agenda Topics
 - a) Verification of Residency
 - b) August Face-to-Face PPACA Meeting (CMS direction needed)