

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, August 20, 2015

1:00 – 3:30 p.m.

Dane County Job Center, 1801 Aberg Avenue - Ballroom, Madison, WI 53704

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.	Michele Chiuchiolo, Capital / Dane Co.
Kara Ponti, Capital / Dane Co.	Tony Sis, Capital / Dane Co.
Cindi Flynn, Capital / Adams Co.	Amy Beranek, Capital / Dodge Co.
Stephanie Ronnfeldt, Capital / Richland Co.	Julie Arendsee, Capital / Sauk Co.
John Rathman, East Central / Outagamie Co.	Amy Roland, East Central / Outagamie Co.
Chris Machamer, East Central / Waupaca 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.
Amy Mayo, IM Central / Oneida Co.	Mandy Mayek, IM Central / Portage Co.
Rachel Pantaleo, Moraine Lakes / Ozaukee Co.	Brenda Zweck, Moraine Lakes / Walworth Co.
Melody Larson, Moraine Lakes / Walworth Co.	Sandy Potter, Moraine Lakes / Washington Co.
Debra Berg, Moraine Lakes / Waukesha Co.	Doreen Lang, Northern / Wood Co.
Roby Fuller, Southern / Crawford Co.	Marlin Harms, Southern / Iowa Co.
April Heim, Southern / Rock Co.	Naomi Morris, Western / LaCrosse Co.
Adelene Greene, WKRP / Kenosha Co.	Claribel Camacho, WKRP / Racine Co.
Anna Huizar, WKRP / Racine Co.	Roger Ingebritson, CMS
Sarah Diedrick-Kasdorf, Wisconsin Counties Association	

State Attendees:

Abby Abernathy, DHS	Linda Alexander, DHS
Julie Anstett, DHS	Autumn Arnold, DHS
Raquel Berkshire, DHS	Emily Carlson, DHS
Becky David, DHS	Kris DeBlare, DHS
Elizabeth Dehling, DHS	Michele Dickinson, DHS
Melissa Elson, DHS	Tonya Evans, DHS
Craig Hayes, DHS	Bob Klingforth, DHS
Kara Koonce, DHS	Emily McFarland, DCF
Paul Michael, DHS	Fratney Miller, DHS
Jennifer Mueller, DHS	Diane Pederson, DHS
Jennifer Przekurat, DHS	Megan Ryan, DHS
Allison Shabino, DCF	Shawn Tessmann, DHS
Tony Trout, DHS	Debbie Waite, DHS
Jacob Webb-White, DHS	Mai Lee Xiong, DHS

1. Administrative Issues – Debbie Waite & John Rathman
 - Please be sure to sign in if attending on-site; remember to email Linda Alexander of your attendance remotely. Important to have an accurate attendance record.
 - Gap Cases Chart was distributed which shows Gap participant numbers from first of year through early August. Their eligibility will continue through December 31. Participants will receive a notice telling them their coverage will end and they will need to re-apply for the next year.
 - Consortia said that assisters have asked if it would be possible to add a question to Medicaid application asking if the applicant has recently been denied coverage through the marketplace.

2. Approval of July 16, 2015 Meeting Minutes – Debbie Waite
 - Received many positive comments and feedback on the success of the July meeting at Miles location. A thank you to Tonya Evans and her staff for providing a very valuable experience for consortia leaders.
 - Motion to accept the minutes; seconded and passed on a voice vote. Minutes were approved.

3. Verification of Residency – Fratney Miller (Handout)
 - See handout “Electronic Residency Verification Briefing” for more details.
 - 2013-15 State Budget mandated confirmation of residency and authorized DHS to implement a data exchange that would enable the electronic verification of residency.
 - DHS awarded contract to Public Consulting Group (PCG), which contracts with Lexis-Nexis, to use a database tool to conduct the searches and verifications.
 - A ‘lead report’ will be produced for the consortia/agencies for use in following up on cases. Consortia were asked about ideal frequency of report. DHS is proposing quarterly but monthly is also an option.

- The 2016 IM (Base) Contract budget was increased from \$2.6 million to \$2.8 million to support the work to do the research for eligibility verification.
- Consortia asked if this could be automated in CARES. Any CARES systems changes would need to be prioritized against other projects, priorities, what has been identified and is scheduled to date. This can be added to list for prioritizing future CARES changes.
- An Operations Memo on electronic verification is scheduled for an early September release at this time.
- Discussions and questions:
 - Questioned if the initial run/report could be run by consortium. Yes, that is possible. Consortia also asked for a sort by county as well.
 - Inquiry if all consortia had to agree on a report frequency or if consortia could select a frequency different from the other consortia. All consortia would need to agree on a common frequency.
 - Once the consortia have had an opportunity to review the initial data run/report, the group will advise DHS of its preference on report frequency.
 - Plan is to distribute the initial reports within the next couple of weeks.

4. FoodShare (FS) on Demand – Michele Dickinson

- **NOTE:** See an attached document, “FoodShare-On-Demand Interview Update,” made available subsequent to the 8/20/15 meeting.
- Michele was introduced as the new FoodShare Policy Section Chief and provided an update on the work of the FS ad hoc work group since the last IMAC meeting.
- DHS plans to propose to FNS some changes to the existing on-demand interview waiver. See attachment “FoodShare On-Demand Interview Project” for more details.
- Food and Nutritional Services (FNS) is expediting the approval of the waiver.
- The target date for submission of the waiver filing is approximately September 1st and FNS has promised expedited turn around.
- Consortia requested a place to collect potentially impacted cases to help manage the volume when the waiver is approved.
- No plans at this time for changes to the Dashboard or for inbox enhancements.
- Consortia requested the number of ACCESS interviews for a year, by county and by consortia.
Action Item: **Jennifer Mueller** will research how to provide this information.
- The ad hoc work group plans to meet again. Northern Consortium has agreed to pilot FS on Demand.
- Consortia asked about staging consortia roll-out and suggested ESPAC could serve a coordinating role in developing the implementation timeline.

5. FoodShare Employment Training (FSET) / Time-Limited Benefits (TLB)

Implementation Issues & Updates – Kara Koonce & Craig Hayes (Handout)

- Kara provided FSET Referral and enrollment Statistics for 2015 (January through July). These numbers include Able-Bodied Adults without Dependents (ABAWDs) that had met the work requirement and voluntary participants.

- Total Referrals = 44,711 (32,708 non-exempt; 12,003 voluntary)
- Total Enrollments = 12,345 (7,552 non-exempt; 4,793 voluntary)
- As of the end of July, 2015:
 - Referrals = 10,214 (8,095 non-exempt; 2,119 voluntary)
 - Enrollment = 2,998 (2,075 non-exempt; 923 voluntary)
- See the handout “Important Information about Your Time-Limited FoodShare Benefits” for more detail. Time-Limited Benefits warning letter will be implemented in January, 2016. Letter is generated from CARES Worker Web (CWW) and will be sent on the second Saturday of the second TLB month. The letter will be stored in Electronic Correspondence File (ECF) to support fair hearing activity and can also be found in Client Correspondence in CWW. The letter will also have the Limited English Proficiency (LEP) text / language boxes as standard in other letters.
- Second Party Review recently completed a 3rd cycle of reviews for IM agencies, using a more current date range (7/1 - 7/21). This review also included FSET agencies for the first time. Training is using results of the review to develop additional or enhanced training, targeting the end of September for release.

6. CARES Schedule and Wish List Update – Jennifer Przekurat & Raquel Berkshire (Handout)

- See three handouts for more detail: “2016 SFY Projects – Project Schedule,” “2016 SFY Projects – Scheduled Maintenance Items,” and “2016 SFY Projects – Sent for Upcoming Releases.”
- Jennifer Przekurat described the project / prioritization process, how projects are selected for the CARES work plan and timing, and noted that the IMAC IT Subcommittee is highly engaged in the process.
- State Fiscal Year Project Schedule’s most current dates (approximately six months) are solid and, as can be expected, the later dates are less so. The schedule includes all identified projects through December, 2017.
- The March, 2016 release is projected to be relatively small, which may afford an opportunity to fit in a number of maintenance projects/items.
- Per Raquel Berkshire, the maintenance needs were first identified and then incorporated into the overall plan, using a “Top 10 List” created about a year ago from input from IMAC IT, business areas, consortia.
- Each quarter, IMAC IT prioritizes maintenance items for the upcoming release. Those results are then given to Deloitte to assess and make recommendations on what can be included. Tony Sis commented that it’s often difficult to prioritize without knowing the scope. Still, it is helpful to see the big picture for the year (vs. just the consortia wish list).
- Discussion / Questions:
 - What is the status of the Call Center Anywhere (CCA) replacement project? Deferred update to later in the agenda.
 - What are the entries ‘scheduling’ and ‘resource planning’ in the plan? Jennifer Mueller advised that these activities are common to all projects and serve as placeholders until more detail is known and the amount of hours needed are more definite.

- What can be done regarding archiving documents in the ECF? Currently no ability to identify which documents should be archived. One suggestion was to identify by time when a document is in an 'active' or 'archive' view.
 - How often should the IMAC Meeting group discuss/see the CARES Plan? As long as IMAC IT is closely involved, consortia felt an annual discussion was reasonable. Raquel said she could include more detail on the IMAC IT Subcommittee update handout for each month's IMAC meeting.
7. Electronic Benefits Transfer (EBT) 4+ Replacement Cards Follow-up – Mai Yee Xiong (Handout)
- See two handouts, “High Level Counts by County” and “High Level Counts by Consortium” for more detail.
 - The reports / numbers, which were promised at the July IMAC meeting, look higher because this is a 2.5 year timeframe, covering 1/1/2013 through 10/15/2014.
 - The conversion letter language states “more than 4 EBT cards were issued to you.” The goal is to educate and state what will happen if additional cards are requested.
 - On cases that are referred to Office of the Inspector General (OIG), they will coordinate and communicate with the Fraud Contract contact; no tracking or intervention is required of the consortia.
 - The letters will be stored in the ECF and in Client Correspondence (CWW). These letters will be identified by a special code.
 - Implementation/roll-out of the EBT 4+ Cards begins on October 26, 2015 with the sending of the conversion letters.
8. Call Center Anywhere (CCA) Replacement Request for Proposal (RFP) – Paul Michael
- Department of Administration (DOA) has issued an 'intent to award' notice. The vendor tentatively selected is Genysis.
 - Procurement is currently in the protect stage.
 - The CARES Project Schedule shared previously shows “CCA Replacement” as a placeholder. No implementation timelines can be developed until more concrete information is available from the new contract.
 - Various strategies are being explored, including integrating with CARES. The most important requirement is that the transition be stable and not negatively impact Income Maintenance service levels.
9. State Budget Directive – Evaluation of Aging Disability Resource Center (ADRC) Structure Discussion – All
- State budget language requires DHS to evaluate opportunities to align ADRC's with IM operations. Consortia were asked to share their thoughts and observations on this.
 - Wisconsin Counties Human Services Association (WCHSA) had asked that the Governor veto this part of the budget. Consensus was that coordination between ADRCs and IM programs is critical.

- Topic was on the agenda at the recent ADRC meeting this month at which time the tentative completion date of March or April, 2016 was communicated.
- Work groups are being formed, primarily through the Division of Long Term Care (DLTC). Staff from the Bureau of Enrollment Policy and Systems (BEPS) has requested participation in these groups.

10. Federally Facilitated Marketplace (FFM) Letter Status – Autumn Arnold

- This is a continuation of the June IMAC discussion of account transfers and errors. Individuals who had applied during the 2014 open enrollment period were determined to be ineligible but who had requested a full MA determination.
- The FFM is in the process of sending out 16,000 letters to participants who applied for coverage in 2013 to 2014 but whose applications were never transferred to Wisconsin. A copy of that notice was shared previously with consortia.
- Last week, DHS received the file of the 16,000 individuals but the file needs cleaning and formatting work to be able to use it.
- CMS is wrapping up a plan for ongoing data matching to identify dual enrollments. CMS will generate a notice to those individuals, advising that the member cannot be in both programs. DHS is awaiting a copy of that notice.

11. Real-Time Eligibility (RTE) Update – Autumn Arnold

- The deadline for consortia to identify how they want RTE cases assigned is tomorrow (8/21/15). Thus far, a good response; awaiting a few more returns.
- Some confusion arose about whether a consortium could use a team caseload – this is a viable option.
- Discussed whether one scenario was preferable over the other. No strong feelings. Debbie Waite asked that any tribal representatives listening to the meeting send that preference to Autumn.
- At IMAC IT subcommittee on August 28, some remaining issues on RTE will be discussed.

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

- Reminder of the REN Conference to be held at the Heidi House Resort in Green Lake from 9/29-30/15.
- Fee is \$50.00 per person in advance.
- Hotel reservations can only be made by phone.
- Content provides two tracks: 1) Certifying new Navigators and Certified Application Counselors (CACs) and 2) Renewal of certification.

13. Income Maintenance (IM) Funding & Contracting Updates – Debbie Waite & John Rathman

2016 IM Contract Negotiations

- Progress on 2016 IM Contract continues; close to completion.

- Issues outstanding:
 - Ability to integrate FSET contract and Fraud contract into base IM contract. Bureau of Operational Coordination (BOC) is now working with the CARS staff to determine if the proposed approach to use addendums will work.
 - Average Speed of Answer (ASA) contract element / performance standard is proposed to change to 10 minutes from 12 minutes. IM Funding work group will meet next week and may provide a counterproposal.
- Consortia reported that no other concerns with the drafts have been shared thus far.
- Consortia's proposed funding methodology spreadsheet has been revised to reflect Sheboygan County's request to move to the Capital Consortium.
- Final draft will be shared with negotiating committee shortly.
- Note that the recently-signed budget contained an additional \$500,000 annually for fraud activities. Therefore, an additional \$250,000 will be available in the second half of 2015. Same methodology will be used for allocating.

Income Maintenance Operational Assessment

- Progress update: all input from visits and other information/data has been assimilated by Deloitte into a draft report and shared with DHCAA management.
- Consortia Operational Leads were asked to review a snapshot of their consortium for accuracy.
- DHCAA management is currently discussing timing and process for sharing draft report.
- Consortia requested that the final report be presented for questions and discussion in a group setting.

14. Discrepancies - On-going Conversation – Jennifer Mueller & Consortia

- Jenny Hoffman and Raquel Berkshire are leading the Discrepancies work group and will be working with the group to develop a vision and mission statement.
- To prepare for the meeting on 9/16/15, consortia should think about what they want the work group to accomplish. This could include:
 - Developing process and system recommendations which fit within the confines of policy. Collectively prioritizing recommendations.
 - Develop shared definition of “done” or “complete.”
- Jen requested that Capital and WKRP consortia and Miles identify their workflow and bring handouts to the meeting. (Dashboards for these 3 are clean.)
- A request was made to accommodate a sort by program type – this will be brought to work group.
- Calendar – Jen will send to consortia coordinators next week via the CARES Call Center.
 - UIB will run on 9/12, generating 2,000 discrepancies. UIB runs monthly on the second Saturday of the month. **Process Help 44.4.2.3**
 - Unemployment Insurance runs on 9/12, generating 4,000–5,000 discrepancies. UI runs on the second Saturday of the month. **Process Help 44.4.2.1**
 - SWICA - Next on 10/31; expected to generate 50,000-70,000 discrepancies. Runs quarterly on the last Saturday of the month in January, April, July and October.

- Raquel noted that backlog report is running weekly and is in SharePoint. These cases still need to be worked.

15. Consortia Feedback – John Rathman

- Foster Care Medicaid Update - An ad hoc subcommittee is being formed to track the Foster Care Medicaid process that was discussed at the July IMAC meeting.
 - At that time, noted that EWISACW systems change is scheduled to be live on 10/12/15 and DHS needs to be prepared to support that.
 - Consortia provided helpful feedback that has been used to draft processes. Need consortia's reaction and additional feedback.
 - Pungnou Her or the CARES Call Center will be contacting Operational Leads who should respond with the names of ad hoc subcommittee members.
- Regarding RAQ-2 recently sent out by CARES Call Center. Please correct answer to question related to "Institution for Mental Disease (IMD)."
- 2016 Management Evaluation Reviews (MERs) – Will federal staff be coming to any or all MER sessions?
- IT Summit
 - Consortia had previously suggested the potential value of holding a statewide Information Technology summit. Consortia still feel this is important, particularly in light of some technology issues that the consortia, especially the Western Consortium, have been experiencing.
 - DHS has been attempting to prioritize and address the critical issues, partnering with DET, DCF and Deloitte.
 - A federal IT summit is being held at Monona Terrace in Madison in December, 2015 which could serve as a forum. Ideas for structure: a specific presentation, table top discussions, Q&A session. W-2 implementation was cited as a successful model.
 - Some topics/important issues for continued exploration are:
 - Compatibility with Internet Explorer 11.0 - how can we develop applications without impacting other agencies (DET, DCF)?
 - What are technology requirements for all components? (Income Maintenance, Call Center Anywhere, CARES, etc.)
 - Consistency in desktop requirements documentation – for everyone.
 - Productivity negatively impacted by systems performance/issues.
 - Consortia expressed concerns about being caught "in between" state IT systems and their county IT staff.
 - Western Consortium has developed a list of IT issues that will be reviewed to determine next steps. Lori Graff (Western) volunteered to assist Jen and to work on a proposal for addressing the IT summit idea.

15. Operations Memos - Becky David

- a) BadgerCare Plus Eligibility – Changes for Pregnant Women
Changes in policy on BadgerCare Plus prenatal care are in effect as of 7/14/15. A work-around will be described in the memo.
- b) 15-29 Federal Fiscal Year 2016 FoodShare Mass Change coming out 8/29/15.

- c) 15-J8 Collection Centralization and Changes to the Benefit Recovery Repayment Agreements
- d) Real Time Eligibility – based on consortia’s feedback, will include a table of contents because of size.

16. Administrative Memos – Debbie Waite (Handout)

- a) Lobby Services / Right to Copies – Kara Koonce
See handout for more details. See p. 4 for detail about two options for members in getting copies.
Kara reviewed memo content and noted two options for notice language versions.
Action Item: **Kara Koonce** will investigate whether DHS will print both versions (Option 1 and Option 2) and confirm that these will also be translated in the versions stated.
Consortia approved admin memo language with DHS clarifying language on version options. DHS will also explore printing options.

17. Subcommittee Updates - Debbie Waite & Work Group Chairs (Handout)

- **NOTE:** See attached handout “County Slowness” provided subsequent to the 8/20/15 meeting.
- See both handouts for more details.

18. Work Group Contacts

- a) ACCESS - Julie Anstett
- b) Central Document Processing Unit (CDPU) - Becky David
- c) DHS Website EM Home Page Redesign – Debbie Waite
- d) Real-Time Eligibility – Autumn Arnold
- e) Discrepancies – Jennifer Mueller
- f) FoodShare on Demand – Angela Waltz

19. Miscellaneous Updates / Other / Public Comment

N/A

20. September 17, 2015 Meeting - Tentative Agenda Topics

- a) Annual Training Plan Update
- b) Benefit Recovery Investigation Tracking System (BRITS) Implementation Update
- c) Medicaid Quality Control (MAQC)Update
- d) Systems Issues