

IMAC Subcommittee Update

December 17, 2015

Upcoming 2015 and 2016 IMAC Subcommittee meetings have been scheduled as followed:

Training	January 25
Workload and Finance	December 15, January 26
FSET	January 12
Program Coordination	January 20
PPACA/Health Care Reform	Inactive
CCA	December 28
IT	January 8
Performance Monitoring	January 20
Process Support	January 11
Fraud and Program Integrity	January 12
IM Operational Analysis	January 8

The following subcommittees and work group have met since the November IMAC meeting:

Performance Monitoring

This subcommittee met on November 18, 2015. At that meeting, the group:

- Heard a presentation by the Second Party Review Team of the reports available in IMMR as of November 2015
- Heard an overview of results from recent completion of ABAWD/TLB reviews. Requested development of a desk aid/checklist to provide guidance on conducting nonexempt ABAWD case reviews
- Heard an overview of the 2016 ME review process
- Discussed DHS approach to evaluating quality of customer service calls over CCA
- Identified need to promote consistency in communications from QC areas
- Requested a demonstration of the IMQA tool at a future meeting
- Agreed to identify a co-lead for this subcommittee to work with DHS staff on agenda planning and facilitation.

IT

The IMAC IT Subcommittee met on Friday, December 4th 2016.

- Katie Quaintance provided information for the upcoming IRS 1095 B project, which will send out about 1.3 million forms starting Mid - January 2016.
- Julie Zastrow talked about the system changes to accommodate the FS renewal verification policy and Break in Service page (60 day).

- Raquel Berkshire mentioned the next round of DHS/IM Priority prioritization will be coming up in January. She will send the list out to Bonnie DeBauche in early January.
- Raquel Berkshire provided the Meeting and Minute Schedule for the 2016 IMAC IT meetings.

FSET

The FSET Subcommittee did not meet in December. A small group of state staff and the FSET Regional Agency representatives met by phone to discuss FFY16 contracts and funding. The entire group will reconvene on January 12, 2016 for a meeting hosted by Forward Service Corporation in Oshkosh.

IM Operational Analysis

The IMOA subcommittee met in Stevens Point on 12/03/15. At the meeting:

- MiIES provided a presentation on “Enhancing Use of Team and Task Based Processing or Other Case Leveling Strategies” within their agency.
- Each consortium provided updates on enhancements they are considering on that topic and challenges they are facing in implementation.
- Learned that WKRP has an internal QC system they are currently using which was of interest to other consortium. WKRP will provide a demonstration at the next IMOA meeting.
- Began discussion of the work plan template assignment to develop approaches to support better collaboration of ADRC and Income Maintenance activities for affected populations. As part of that discussion:
 - Brown County provided an overview of ADRC/Income Maintenance procedures which have been working well for them.
 - Staff from DLTC provided an overview of the information they are gathering to Complete a report to the Legislature by 04/01/2016 on integration of Income Maintenance and ADRC’s and solicited input from IM agencies.
 - DLTC will provide an overview of the input received from both IM and ADRC’s at the next IMOA meeting.
 - DLTC staff will also facilitate a discussion on strategies and tools that IM agencies and ADRC’s can use to work together to more efficiently serve the customer. One concept that was mentioned was the use of a of a “Benefit Assistant” position which would act as the liaison between the ADRC and IM Agency and could assist customers with the application process.
 - Several agencies identified procedures they use that work well. Agencies that have documentation of these procedures were asked to send them to Deb Waite, John Rathman, and Jenny Hoffman for use at the next meeting.
- A reminder was provided that each consortium needs to provide an initial IMOA work plan template to DHS by mid-February.

- In addition to a follow-up on the long term care topic, the focal topic for February's meeting will be Standard Operating Procedures.

The next meeting of this subcommittee will be January 8th in Madison.