

# IMAC Subcommittee Update

April 21, 2016

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Upcoming 2016 IMAC Subcommittee meetings have been scheduled as followed:

IT	April 22
Training	April 25
Workload and Finance	<del>April 26</del> May 3
CCA	May 2
IM Operational Analysis	May 6
Process Support	May 9, July 11 (EBD, LTC)
Fraud and Program Integrity	May 10
FSET	May 10
Performance Monitoring	May 18
Program Coordination	July 20

The following subcommittees and work groups have met since the March IMAC meeting:

## Process Support

Process Support Subcommittee met on April 11, 2016. At that meeting, the group:

- Discussed Spousal Impoverishment and Asset Assessments, creation, dates and processing flow as well as references available for policy and process
- Reviewed Social Security 503's, DAC's, Widow/Widowers', 1619b: ForwardHealth is defaulted to yes for all members
- Were asked to watch the Medicare premium amounts on SOLQ-I. The difference between the \$121.80 premium and the \$104.90 premium is \$16.90. Should not assume this is D premium – it is the difference between the old premium amounts and the new ones so more investigation is needed by the workers. More discussion at the next EBD/ LTC meeting
- Discussed AVS: Some counties are having issues with the internet connections. Will be future agenda item. Consortium asked to share successful tips or tricks with the DHS help desk.

Note: if the “workflow” in AVS isn't worked at reviews & there is a Threshold issue, AVS will not have current updates.

- Learned that direct Express, SSA debit and Child Support debit cards are considered an asset, and the balances need to be verified. These will not show up in AVS.
- The next EBD/ LTC meeting will be July 11, 2016.

## Performance Monitoring

The subcommittee met on March 16, 2016. At that meeting, the group:

- Discussed the new IMQA Video Training that is now available on the Learning Center website. Agencies are encouraged to use the IMQA tool as soon as possible in order to provide feedback to DHS for future enhancements.
- Discussed the Second Party Review (SPR) process for conducting reviews on calls received through the Call Centers.
- Discussed how the subcommittee will be responsible for discussing, analyzing, and providing recommendations on performance measures for the 2017 contract negotiations.
- Discussed the positive results from the FNS FSET review conducted in Dane County.
- Discussed the IMMR renewal report which will be available in September 2016.
- DHS will be providing a survey to the consortia to solicit ideas for future IMMR reports and/or enhancements.
- In order to improve the QC completion rate FSQC staff discussed a new process for failures and refusals that will require assistance from the consortia.
- Discussed the QC tips that will be coming out soon. There are currently 3 for HealthCare and 1 for FS.

Next meeting scheduled for May 18, 2016. Tentative agenda items include:

- Management Evaluation Review update
- Information sharing on internal QC procedures

## IM Operational Analysis

The IMOA subcommittee met on April 1<sup>st</sup>. At that meeting the group:

### For FoodShare On Demand

- Viewed a FoodShare On Demand Case Management Tool demonstration; heard a presentation from Northern on how staff prepared for launch and reviewed a

spreadsheet on how initiative was being managed – supervisory duties were restructured

- Was told that consortium scheduled for May 1 launch could defer to July if desired; for May launch, any case leveling changes need to be made by April 11
- Received confirmation that the renewal reports consortia received for advance planning reflect cases that had a FoodShare component but did include cases sent in for a renewal that was not required - may have caused the numbers to be higher than expected
- For ongoing reports, had a discussion about a) whether renewal items should be put into dashboard format or contained in reports b) whether reports could break out EBD cases - – DHS staff will take both items back to work group for a discussion and recommendation
- Shared (by consortia) how each was preparing for the FS On Demand launch – some are doing pilots ahead of launch, one is tracking after-call times and setting expectations; some are using to define “one touch” – i.e. is it feasible to work discrepancies in model?; one is looking at creating child care queue; some are looking at outbound calling models

#### For BRITS

- Learned that DHS and DCF have been in ongoing information sharing including list of questions regarding functionality of system – more detailed discussion about functionality will occur at April 8 IMAC IT subcommittee meeting
- Was encouraged to send BRITS work group representative if not already done. Work group will be looking at defining needed reporting capability
- Reviewed list of interoperability features CWW to BRITS (and vice versa)
- Were assured that the single referral issue is being looked at and possible solutions identified
- Heard that a timeline for phase II claims establishment has not yet been determined

#### For Work Plan Innovation Sharing

- Bay Lakes, Western, Moraine Lakes and WKRP presented on “Moving from Team Based to Task Based Processing” (In this discussion, consortium prioritized getting information on dashboard over routing rules)
- Northern shared options being evaluated to support storage and access to Standard Operating Procedures (SOP’s) (SharePoint site vs hosting IT site)
- Capital presented on studies they are using to track CCA volumes
- Capital described team day concept they are using – 1 to 2 days per month – schedule out one year
- East Central shared handout on workload tracking tool they are using – can support re-mobilization of staff across counties when needed

- Great Rivers reported that Barron County is looking at telecommuting option for staff – possibly 2 days/wk

## FSET

The FSET subcommittee met on April 12<sup>th</sup>. At that meeting:

- IM and FSET agencies shared updates on local programs and processes.
- DHS presented a summary of the March FNS SNAP E and T visit.
- DHS shared information on updated forms, reports, and reviewed fair hearings roles and responsibilities. FSET and IM agencies shared local fair hearing processes that work well.
- FSET agencies are going to track issues related to appointment letters getting to participants in a timely fashion and share with Call Center. Will also send examples of FSET referral requests for non-qualifying immigrants .

## Fraud and Program Integrity

The March 8<sup>th</sup> meeting was cancelled.

## CCA

Call Center Operations and Technical Subcommittee met on March 21<sup>st</sup>, April 4<sup>th</sup> and April 18<sup>th</sup>. At those meetings:

- Updates on the Genesys Transition were provided. DOA has signed a contract with the vendor and is in the beginning stages of project planning.
- Updates and overview of the handling of recent network outages were provided.
- The subcommittee also discussed:
  - Call Center Forecasting
  - One Touch Method
  - The impact of On-Demand on Call Center Operations

## Workload and Finance

This subcommittee met on March 29<sup>th</sup>. At that meeting:

- DHS reported that it was still awaiting final sign off from CMS on enhanced funding amounts which will be attached to draft Administrators Memo. Chart will be shared when approval received and check processing will proceed expeditiously.
- DHS noted it is still awaiting FNS approval of submitted FS bonus utilization plan – FNS has 60 days to approve
- Group discussed timeline for CY 17 IM funding allocations and contract – DHS staff is preparing and will share timeline. WCHSA will get negotiating committee composition to DHS in next few weeks.

## IT Subcommittee

The Friday, February 26<sup>th</sup> meeting was cancelled. The IMAC IT Subcommittee met on March 11<sup>th</sup>. The following topics were covered:

- Angela Walters provided information and screen shots for the FoodShare on Demand Case Management tool that will be implemented on March 28<sup>th</sup>.
- Angela Walters reviewed policy changes for the W2 Temporary absence as it related to IM worker entries.

The next meeting is scheduled for April 22<sup>nd</sup>.