

IMAC Subcommittee Update May 19, 2016

Upcoming 2016 IMAC Subcommittee meetings have been scheduled as followed:

Workload and Finance	May 24
IT	May 27
CCA	May 30
IM Operational Analysis	June 3
Process Support	June 13
FSET	June 14
Fraud and Program Integrity	July 12
Performance Monitoring	July 20
Program Coordination	July 20
Training	July 25

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

Training

The Training Subcommittee met on 4/25/16. At that meeting, the group:

- Discussed recently published trainings and upcoming training modules. Self-Employment Refresher Training - this training will be broken down into segments and will use real life scenarios. Internal DHS group is meeting to update the worksheets and the training timeline is being developed. The IMAC Training Subcommittee will continue to have the Self-Employment refresher training as a focal topic on future agendas and will have the opportunity to preview and provide feedback on the Self-Employment refresher training materials.
Long Term Care Training - Specific scenarios and format of the Long Term Care Advanced training was discussed and feedback offered. DHS IM Training will preview the Long Term Care Advanced Training at the October IMAC Training Subcommittee meeting.
- Reviewed the refresher training prioritization survey results and provided feedback. The Training Subcommittee will continue to utilize the results of this survey for future refresher topics.
- Heard from Dane County on their lead help line.
- Provided feedback to DHS staff on evolution of new worker training for the future.

Process Support

The Process Support subcommittee met on May 9. At that meeting, the group:

- Discussed improvements to the electronic residency verification process. Columns are understandable in regards to what each means. Report names are shorter and easier to understand. Definition list and description is included. Will be posted on SharePoint and always be there. No questions on the report. Results field: drop down box with options to choose from. Date completed: the date the agency is done. Date identified: first date of discrepancy. County of residence will be added back to the form. Melody reports this is much easier and clearer to use.
- Heard a June CARES Updates/Projects walk-through from staff:
 - EBT Replacement Fee: effective in July. \$2.70 for a card reported damaged, lost or stolen. Ops Memo out as soon as 2 weeks from now. Will apply to all types of card holders, one free card per calendar year. One free card June-Dec 2016. And then calendar year after that. The “fee” will come right off of the FS allotment. If funds are not available, the fee will “hold” will apply to next deposit. Expungement clock is still 365 days. If done at county level is it different? If we have someone present at the local agency to get and qualify for replacement card, there will be no cost to the customer. Each consortium is part of the workgroup working through guidelines on replacement and vault card policy and procedures. Updates will come to Process Support before any updates to the policy and procedures. Everyone who is open for FS etc. will get a letter about the fee.
 - Reasonable Compatibility now going to include MAPP for Reasonable Compatibility Test
 - Asset Assessment RFA not showing in the Inbox: will go out and find the ones hanging there, old date ranges, testing of this right now. The search criteria should include what we need.
 - Fixing the alert to be generated the month before a child turns 19 so BC+ can be closed, this had ended but it will start again.
 - Alert(s) were being generated on cases for individuals who are turning 65 and no requested program – we will be stopping the alerts for these individuals
 - Fixing Interview when: FS closed for more than 30 days, then request FS via the FS program request and there is? in the interview, the case is pending for income.
 - Eligibility for FS AG has run for January and February. System issued Expedited benefits for January, requested to submit verification for Feb and failed the AG for February. Worker receives verifications in February and wants to re-open the FS AG. But when he runs the eligibility, the AG fails.

We have 1 Day closure policy for FS. The only way to open this AG is to update program filing date or use BIS (as we have it available now). The problem with using program filing date is it will be considered as a new application and expedited benefits will be issued. However if the worker uses BIS, the AG will open from the run date and expedited benefits will not be issued.

IM Operational Analysis

The IMOA subcommittee met on May 6th. At that meeting, the group:

- Began an ongoing conversation focused on staffing and retention issues with a keynote presentation from Ann Groves Lloyd, a University of Wisconsin Madison – College of Letters & Science academic advisor, on generational differences in work expectations and environments and how to create effective intergenerational staff teams.
- Identified the initial focal topic in this ongoing staffing conversation for the June meeting as recruitment and retention of staff.
- Discussed an approach/ process to begin discussion on creation of COOP or business continuation plans by consortia in the event of a natural disaster, system or technology failure, or other customer service disruption occurrence. Identified sharing of the state’s plan as a first step in the broader conversation. Will be focal topic for September meeting.
- Reviewed member lists, start-up timetables and DHS staff leads for the following work groups: SharePoint (Nick Owens and Chris Partridge), BRITS (Lexi Koliner), and ADRC/IM Collaboration (Mary Grell, Debbie Waite and Jamie Fawcett).
- Focal topics for the June meeting will be: AM session - planning for launch of Genesys (CCA replacement) system in early 2017. PM session – Staffing Focus - Recruiting and retaining IM staff.

Program Coordination

The Program Coordination subcommittee met on April 20th. At that meeting, the group:

- Heard a presentation from Doreen Lang of Northern Consortium and Michelle Furr of DHS staff on Northern’s pilot experience with launch of FoodShare On Demand. Suggestion was made to use survey to gather information on how each consortium is handling ChildCare through one touch process and to revisit implications for ChildCare, energy assistance and other programs at July meeting.

- Discussed request from Secretary's office to put together high level cross department timeline of major projects, policy launches and system changes that may impact other departments or customer service. Jamie Fawcett of Area Administration facilitated initial brainstorming on timeline elements. This work will be continued at July meeting.
- Discussed issues and challenges impacting child support and income maintenance collaboration. With input from child support specialists, identified some issues relating to IM application processing and CARES Worker Web that are impacting child support processing. DHS policy and systems staff will be invited to July meeting to discuss further.

IT

The IT subcommittee met on Friday, May 13th. At that meeting, the group:

- Heard an overview from Raquel Berkshire on the CARES moves scheduled for June 2016. These included:
 - EBT replacement card fee –This project implements charging a fee for all WI EBT cards to replace cards that have been lost or stolen.
 - CWW HTML 5 Phase I update to CWW to work with IE 11, users should not see any changes. 80% of pages will be updated. The remaining 20% will be updated in Phase II (Jan 2017).
 - CARES Archival- Archive targeted data within CARES in order to improve system performance.Maintenance-20+ items that need to be updated in CWW, but Laurie will be sending out those CARES Updates prior to them being done.
- Gave feedback to Emily Carlson and Lexi Koliner regarding Real Time eligibility handling of individuals who are deleted from case through ACP.
- Decided to cancel the June 10th and June 24th meetings.

CCA

The CCA subcommittee met in early May. At this meeting, the group:

- Continued to discuss the transition from CCA to Genesys. DOA is in the process of setting their schedule, so there is not a firm schedule for DHS migration at this time. Therefore, DHS does not have a firm schedule for migration at this time. Planning continues for an “automated telephonic signature” functionality in CWW. More information on this functionality will be provided in upcoming meetings.
- Shared operational concerns and solutions.

- Suggested future agenda topics for the subcommittee including:
 - Agent Performance
 - Call Center Scheduling