



DIVISION OF HEALTH CARE ACCESS AND ACCOUNTABILITY

1 WEST WILSON STREET
P O BOX 309
MADISON WI 53701-0309

Scott Walker
Governor

Kitty Rhoades
Secretary

State of Wisconsin

Department of Health Services

Telephone: 608-266-8922
FAX: 608-266-1096
TTY: 711 or 800-947-3529
dhs.wisconsin.gov

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, May 19, 2016

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 **877-820-7831**, access code **361278**

MINUTES

Non-State Attendees:

Jenny Hoffman, Bay Lake / Brown Co.	Carol Wautlet, Bay Lake / Door Co.
Kris Parkansky, Bay Lake / Marinette Co.	Shawn Tessmann, Capital / Dane Co.
Melissa Duane, Capital / Columbia Co.	Bridget Bell, Capital / Dane Co.
Michele Chiuchiolo / Capital, Dane Co.	Kara Ponti, Capital / Dane Co.
Roxanna Vega, 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.
Annett Mooney, East Central / Marquette Co.	Lori Garceau, East Central / Manitowoc Co.
Deb Williquette, East Central / Manitowoc Co.	Annett Mooney, East Central / Marquette Co.
Amy Roland, East Central / Outagamie Co.	Chris Machamer, East Central / Waupaca 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.	Melody Larson, Moraine Lakes / Walworth Co.
Brenda Zweck, Moraine Lakes / Walworth Co.	Sandy Potter, Moraine Lakes / Washington Co.
Debra Berg, Moraine Lakes / Waukesha Co.	Janine Spuhler, Northern / Bayfield Co.
Roby Fuller, Southern / Crawford Co.	April Heim, Southern / Rock Co.
Jill Johnson, Southern / Jefferson Co.	Mark Nelson, Southern / Green Co.
Lorie Graff, Western / LaCrosse Co.	Adelene Greene, WKRP / Kenosha Co.
Debbie Schwandt, WKRP / Kenosha Co.	Amberlyn Yohn, WKRP / Racine Co.

State Attendees:

Abby Abernathy, DHS	Linda Alexander, DHS
Autumn Arnold, DHS	Renee Aschenbrenner, DHS
Joan Alt, DOA	LaTanya Baldwin, DHS
Raquel Berkshire, DHS	Emily Carlson, DHS
Becky David, DHS	Elizabeth Dehling, DHS
Michele Dickinson, DHS	Michelle Ebert, DHS
Matt Fanale, DHS	Lisa Hanson, DHS
Nicole Huffman, DHS	Judy Johnson, DHS
Emily McFarland, DCF	Paul Michael, DHS
Jennifer Mueller, DHS	Chris Partridge, DHS
Benjamin Peirce, DWD	Michael Poma, DHS
Jessica Spencer, DHS	Angela Stanford, DHS
Debbie Waite, DHS	Dawn Winqvist, DHS

1. Administrative Issues – Debbie Waite & John Rathman
 - a. Report Attendance on-site by signing in on attendance sheet and by emailing Linda Alexander if attending remotely.
 - b. TTY Change Reminder – Per Jennifer Mueller, this service for hard of hearing or speech-impaired individuals is now being rolled out nationwide as 711. Previously TTY numbers varied by state, by product, so in an effort to provide consistency and ease of use, 711 was created. Jen reported that, to-date, no announcement had been made regarding the discontinuation of toll-free numbers for Spanish-speaking individuals or for the TTY numbers currently in use. She encouraged consortia to review their materials for references to TTY services and begin the transition to 711. No deadline has been set for the conversion at this time.
2. Approval of April 21, 2016 Meeting Minutes – Debbie Waite
Motion to approve the minutes was made, seconded and passed by voice vote.
3. Update on Automation of Pre-Printed Renewal Forms (PPRF) for FoodShare-Only (FS) Cases - Autumn Arnold
 - Based on feedback and requests from previous IMAC meetings, the work group changed the PPRF process to eliminate sending PPRFs to FoodShare-only cases.
 - The work group evaluated by reviewing Food and Nutrition Service (FNS) rules and systems considerations. While FNS ‘strongly encouraged’ sending the PPRF’s, it did not require it.
 - It was speculated that having the PPRF accessible to the member during the interview might be a marginal benefit. However, the impact to workload for consortia was more significant.
 - If the case is a combination of Health Care and FoodShare, the PPRF will be sent per usual with the 45-day renewal letter.

- Beginning in September, 2016, the PPRF will not be attached to FS-Only cases but language about reporting any changes prior to the interview was added.
- The language that referenced a potential in time savings by completing the PPRF has been removed.

4. CARES Archival Project – Raquel Berkshire (Handout)

- See the handout “CARES Archival” for more details.
- Purpose: Reduce the number of records in CARES Worker Web (CWW) that have accumulated over 20 years to enable the system to perform efficiently while adhering to records retention laws/rules.
- Features:
 - Historical information older than seven years will be archived. The ‘current record’ will always appear first or on top with the archived pages stored behind it.
 - A new CWW page will enable workers to retrieve the archived records. Established 78 months (six years + six months) as the time limit for the archived records.
 - Currently will not archive key information / case comments but may revisit at a later time.
 - Implementation set for 6/25/16 in a phased approach over three months. Depending on progress, may do archiving over weekends.
 - Screen prints illustrated various scenarios, one being the overnight batch process for retrieving a record. Results of updates are then available the following day.
 - Archived Case Retrieval Page is found under Worker Tools, near the link to the mainframe. Workers can see the up to 10 cases for which they have requested retrieval; the statewide limit of requested retrieved cases is 200.
- Confirmed that all programs using CARES will have archive capability but the criteria for them may differ: Health Care (HC), FoodShare (FS), Temporary Assistance for Needy Families (TANF), Wisconsin Works (W2), ChildCare (CC), SeniorCare (SC) and Caretaker Supplement (CTS).

5. Second Party Review Update – Jessica Spencer (Handout)

- See the handout “Second Party Review Overview” for more details.
- Reviewed the genesis of Second Party Review and obligations of DHS and the consortia to make necessary corrections to cases found in error in determining eligibility.
- In evaluating the 5,600 errors on over 3,000 reviews, 62% were technical errors only (no effect on program eligibility or benefit amount), primarily due to incorrect entry of verification codes or income levels.
- Anticipated Changes - Last major changes in the Income Maintenance Quality Assurance (IMQA) tool used to support the case review process were due to the implementation of Maximum Adjusted Gross Income (MAGI) in 2014. The tool is now being updated and should be easier for consortia to use to support QC activities.
 - Additional IMQA tool training will be available through a recorded demonstration found in the IM Training Center.

- Another change is the bulk loading of samples vs. case by case uploading.
 - Also a quarterly analysis will determine where errors occurred and reasons for the errors versus a performance measure-only focus.
 - CWW will now have a second party review reporting feature on the gatepost page. Statewide errors (number of cases and percentage of errors) will be summarized but will also be detailed by consortium. The Process Support Subcommittee will solicit, gather and provide feedback on this feature.
 - 2015 Findings – On a statewide basis, the most frequent errors found were non-financial which were largely due to incorrect citizenship or identification codes. For healthcare-only cases, Real Time Eligibility (RTE) captures the citizenship ID; to avoid this type of error, workers should run eligibility first. This is included in a recent Operations Memo.
 - Second party review staff are also reviewing the quality of worker calls as a supplement to the customer service report. Consortia recommended adding a comments section, especially if a response to one of the questions is ‘no.’ This also may be valuable to responses marked ‘yes.’ Capital Consortia is using these call quality reviews as a baseline for performance.
 - 2016 Goals include revising / documenting training plan for all new Second Party Reviewers – IMQA demo is on the DHS Training page/section.
 - Reaction and discussion from the overview:
 - Great Rivers Consortium has used IMQA feedback for staff - whether positive or an opportunity for improvement – for training and for recognition.
 - It was also suggested that second party review staff could help consortia staff understand the issues and more effectively adapt if they would address them via the more frequent IM Management Reports (IMMR) vs. the less frequent quarterly reviews.
 - The Performance Monitoring Subcommittee will be addressing how to enable consortia to use the IMQA tool at the next subcommittee meeting. Miles is into its fifth month of using the tool. Mike Poma encouraged consortia to explore it for their own use.
6. Training Work Plan Update – Abby Abernathy and Margaret Romens (Handout)
- See “Department of Health Services Income Maintenance Training – 2016 Priorities and Work Plan” for more details.
 - Follow up on the training plan topic was deferred from the previous IMAC meeting,
 - Reiterated the training quarterly meetings with consortia training representatives.
 - Training Subcommittee meeting agendas include a state staffing update, summary of accomplishments and what has been planned. The group also gathers feedback or input on all training activities.
 - Consortia were encouraged to continue to provide feedback on training needs to either co-chair, Abby and Margaret.
 - Roundtables are a good venue for new worker training, information/best practices sharing.
- Action Item: **Consortia** should encourage workers to take refresher training to get valuable feedback for improving.

- In August, the IM Operational Assessment (IMOA) Subcommittee meeting will focus on identifying training needs and challenges associated with the changing workforce as well as call center work.

7. Data Access and Sharing Agreements – Benjamin Peirce, Department of Workforce Development and Jennifer Mueller

- Jennifer introduced Benjamin Peirce, Deputy Administrator of the Unemployment Division of the Department of Workforce Development.
- DHS has reviewed the current data agreements, working with the DWD and had asked consortia and counties to wait for today’s topic to provide clarification and direction before executing agreements for access to DWD data.
- This agreement is at a county level, not a consortium level and is considered an ‘umbrella’ since it covers more than just IM-related data.
- Unemployment insurance (UI) information includes veteran services, housing assistance, public assistance made available through Wisconsin Health Information Network.
- Delivery of the information is through Host on Demand (HOD) and CARES.
- DWD is charging each county a one-time fee for access to this data. DHS will pay the \$30-35 one-time fee for each agency. Counties should carefully review the agreement to determine if one agreement will be sufficient as DHS will pay for one per county only.
- Question: Counties have been using UI data for some time so why now are they required to sign an agreement and why is there a cost?
Answer: A new law now requires an agreement when the UI information / data are used for a purpose other than for UI programs. The law also requires that any ancillary use / service must be charged to the users.
- It may be necessary to have multiple agreements if counties use sub-contractors.
- DWD’s plans to communicate the new requirements to the counties include sending a letter to each one and advising of the need for an ‘umbrella agreement.’ Follow-up call to the county contact will be made; goal is to contact ten counties a week.
 - Consortia asked who was considered the appropriate county contact / who may have received the letter. This may vary: county executive, county security officer, ChildCare coordinator. In fact, this is where the need for an additional or separate agreement and payment may become apparent.
 - DWD will provide their contact list to Operational Leads who can then edit.
Action Item: **Jeff Becker** (DWD) will provide the DWD Contact List to IM Operational Leads for follow-up.
- Since the data agreement covers the automated tools (HOD and CARES) as well as ad hoc reports, counties may be able to obtain additional information from DWD investigations into overpayments. This is being explored in some ongoing conversations between DWD, DHS and the Department of Children and Families (DCF).

8. QUEST / Vault Card Implementation – Michelle Ebert and Michele Dickinson
 - Purpose - To address any questions that consortia may have after last month's discussion about the Administrative Memo draft.
 - The 45-day comment period for the Admin Memo is in effect. Did / do any of the Operational Leads or anyone attending today's meeting have questions or any kind of feedback? A comment was made that it is difficult to provide feedback on a proposed process until the consortia have had some hands-on experience with it. Consortia would like to reserve the right to provide feedback on needed changes after they have seen the draft of Process Help (Chapter 80) which is referenced in the Memo.
 - July 1st is the roll-out date. May be able to revisit if significant pain points are identified once the consortia have had some initial experience with Process Help.

9. IMOA Subcommittee Update – Personnel and Staffing - John Rathman and Jenny Hoffman
 - At the 6/3/16 IMOA Subcommittee meeting, a consultant will present on the topic of the opportunities and challenges inherent in the composition of the emerging workforce.
 - A work environment may now consist of four generations working together, creating unique situations because of varied experiences, expectations and societal values and norms. Education and focus on this topic, especially the millennial segment, has been done by Child Welfare at a recent Wisconsin Counties Human Services Association (WCHSA) conference.
 - Goal is to create some actionable steps or strategies from gaining an understanding or appreciation of the staffing environment and the market.

10. Regional Enrollment Network (REN) Update – John Rathman
 - As mentioned in previous meetings, the annual meeting will be September 19-20, 2016.
 - A committee is now working on developing an agenda.
 - A 'Save the Date' notice will be sent shortly.

11. Income Maintenance (IM) Funding & Contracting Updates – Debbie Waite and John Rathman
 - For the 2017 IM Contract process, Debbie will be scheduling a meeting of the negotiating committee and the WCHSA representatives, either the week of 6/20 or 6/27/16.
 - Debbie had emailed each consortium to determine who will represent each one and in what role or capacity.
 - A conference call with the Division Administrator of Health Care Access and Accountability, Kevin Moore, was held to discuss funding implications related to ongoing IM operations.

- Discussed what is an appropriate way to move towards combining the base contract and supplemental funding amounts (e.g., FSET) instead of using separate supplements? What is reasonable and what allocation methodology is best?

12. Consortia Feedback – John Rathman

Consortia would like to address at a future IMAC meeting:

- ForwardHealth portal and interfacing – suggest a June or later timeline
- FoodShare (FS) on Demand technology enhancements and timing – plan to provide a list and an opportunity to discuss them.
 - Is FoodShare on Demand (tool) a long-term solution or will it be incorporated into the dashboard, something else?
 - Becky David addressed by saying that the on-demand tool is permanent, but it will be improved and enhanced. For instance, renewal coding will be incorporated. Becky is planning to summarize and recap feedback from the five consortia that have implemented and, of course, from the other consortia that have not yet rolled out.
 - From consortia’s perspective, the dashboard is the better alternative since all important measures and data are recorded there, akin to a one-stop-shop. Should resources be devoted to the on-demand tool or reallocated to the dashboard?
 - Discussion and debate are appropriate and encouraged; until the remaining four consortia have implemented (in July), long-term decisions made without all the experience and information may be premature. Feedback will be obtained from the five consortia that have implemented and then from the other consortia as they roll out.
 - IMAC IT Subcommittee may be the best forum for this discussion – to be determined.
- Statewide results of the Electronic Residency Verification (ERV) initiative.

13. Operations Memos - Becky David

- In development / to be released:
 - Electronic Benefits Transfer (EBT)
 - CARES Archiving
 - FoodShare on Demand topics – one scheduled for 6/23/16; will incorporate fixes and enhancements.
 - Scheduled FoodShare handbook changes (not policy changes)
 - Process Help – Chapter 80

14. Administrative Memos – Debbie Waite

- A draft of the 2014 Enhanced Funding Admin Memo along with the distribution schedule and payments is circulating for approval. Payments will be released when all consortia have signed off.

15. Sub-committee & Work Group Updates - Debbie Waite & Work Group Chairs (Handout)
- See the “IMAC Subcommittee Update” handout for more detail.
 - Significant activity has taken place since the last IMAC Meeting, with even more planned for the months ahead.

16. Miscellaneous Updates / Other / Public Comment

a. Gap Fill Chart (Handout)

- The Federally Facilitated Marketplace (FFM) is going to start coding applications to be sent to the states as a ‘gap-fill’ case. One consortium had already received one.
- Suggest an in-depth discussion on gap fill case on either the June or July IMAC agenda.
- Volume will dictate whether DHS develops an automated process / whether a system solution would be pursued.

17. June 16, 2016 Meeting - Tentative Agenda Topics

- a) Discrepancy Work Group Outcomes
- b) Gap Fill Case Process for the Future