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**INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)**

**Thursday, July 21, 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.	Kris Parkansky, Bay Lake / Marinette Co.
Ron Redell, 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.
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.	Mandy Mayek, IM Central / Portage 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.	April Heim, Southern / Rock Co.
Jill Johnson, Southern / Jefferson Co.	Lorie Graff, Western / LaCrosse Co.
Adelene Greene, WKRP / Kenosha Co.	Claribel Camacho, WKRP / Racine Co.

**State Attendees:**

Abby Abernathy, DHS	Linda Alexander, DHS
Joan Alt, DOA	Raquel Berkshire, DHS
Emily Carlson, DHS	Becky David, DHS
Elizabeth Dehling, DHS	Tonya Evans, DHS
Matt Fanale, DHS	Michelle Furr, DHS
Nicole Huffman, DHS	Mia Inman-Anderson, DHS
Lexi Koliner, DHS	Emily McFarland, DCF
Mike McKenzie, DHS	Jennifer Mueller, DHS
Brian Schneider, DOA	Julie Taylor, DHS
Tony Trout, DHS	Debbie Waite, DHS
Angela Walters, DHS	Rachel Witthoft, DHS
Pang Xiong, DHS	

1. Administrative Issues – Debbie Waite & Jenny Hoffman
  - a. Report Attendance on-site by signing in on attendance sheet and by emailing Linda Alexander if attending remotely.
  - b. Announcement of appointment of Rebecca McAtee as the new Director of the Bureau of Enrollment Policy and Systems (BEPS); start date is 7/25/16 and Rebecca will attend the August IMAC meeting.
  
2. Approval of May 19, 2016 Meeting Minutes – Debbie Waite
  - Motion to approve the minutes was made, seconded and passed by voice vote.
  
3. Dialogue with Division of Hearings and Appeals (DHA) - Joan Alt and Senior Administrative Law Judge Brian Schneider, Department of Administration & Rachel Witthoft
  - Introductions, background and description of roles of Joan, Brian and Rachel in the hearings and appeals process. Rachel serves as the DHS consortia contact.
  - The dialogue centered on questions solicited prior to the meeting; they were largely related to procedural activities.
  - Background on DHA staffing: several recent retirements of experienced administrative law judges (ALJ's) with more scheduled in the near future. Three new ALJ's will begin working in Madison (two starting on 8/8/16) with one new ALJ beginning in Milwaukee. It is anticipated that they will begin holding hearings no sooner than September. Some ALJ's will be doing more traveling, using a circuit approach.
  - Topics discussed:
    - Criteria for ALJ to override a due date – must insure that the member has received the Notice of Decision with the due dates for filing for hearing. Consortia still must prepare for the hearing and the ALJ will still complete the hearing per prescribed procedure, even if the member does not appear.
    - Definition of 'hearsay' – The formal definition is “a statement intending to prove a fact made by someone who is not present (to testify) at the hearing.” If the person who made a statement is present and testifies, this is not hearsay.
      - ALJ may not make a decision based on uncorroborated hearsay or contested documents.
      - The cases in which hearsay is most likely to be an issue are those related to intentional program violations (IPV's), fraud and over-payments.
      - ALJs' interpretations of hearsay can vary.
      - The investigator report is not hearsay – it is what the investigator sees and reports. However, a conversation with another person (e.g., a neighbor, a child living in the household) that is included in the report is considered hearsay.
      - Question on whether an economic support (ES) worker's case comments were hearsay or were more accurately described as 'business records' which could be used as evidence (similar to law enforcement records). In general, case comments are considered hearsay unless the worker who made the case comments is present to testify that they are true and accurate. The person under oath (testifying) is considered more credible than case comments.

- It was noted that the consortia model (workers are not assigned to specific cases/do not have a defined caseload) does not lend itself to having one person testify about a case or the case comments. Consortia noted that under the previous county model, a worker may have been assigned 600 to 1,000 cases so that he/she would also be unable to testify to case specifics.
- Is a certified or notarized statement permissible as valid testimony? No, still considered hearsay if the person making the statement is not present to testify.
- Various comments about the idea of developing staff to testify at hearings so that they understand the process and are comfortable in testifying and know their role. However, if the ‘testifying staff’ differs from the staff that created the record / made the statement, this is still considered hearsay.
- Educating, training and acclimating new ALJ’s – what is the process to educate and train the new ALJ’s and perhaps share the consortia’s feedback based on their experiences with past and current ALJ’s? New ALJ’s gain knowledge of the process and the landscape by reading past decisions/cases. This could highlight the variety of interpretations of hearsay of past and current ALJ’s. Is this an opportunity to provide a more consistent interpretation among the ALJ’s? The next step to acclimate the new ALJ’s is to have them sit in on current cases, observe and learn. The consortia asked that the discussion today and feedback, concerns be shared with the incoming ALJ’s as part of their matriculation.
- FoodShare income calculation – use ‘actual’ income vs. ‘what it should have been / happened;’ this is a challenge because of using various ‘as of dates.’
- Purpose of ‘proposed decisions’ – this occurs when a new policy (law) is implemented but the current handbook does not show the new policy yet or the new policy has yet to have been ruled on. In these cases, the decisions are considered ‘proposed.’
- Potential changes at DHA to scheduling dockets in order to manage cases more efficiently. The need for administrative support staff to do research is minimized and the hearing can be scheduled more quickly than previously.
- Withdrawals must be signed by the customer – is it possible to do this electronically now? Food and Nutritional Services (FNS) requires a signature; system feature that allows recording of whether a simple or detailed summary. Also has a box to check indicating whether it may be withdrawn. Joan commented that the trends toward fewer but more complex cases are a sign that consortia are doing a great job; she encouraged consortia to alert DOA / DHA about any cases that are potentially challenging and may require more than 15 minutes
- Tracking tool – Joan reported that a tracking tool shows 26 hearings although the total number of cases is more than 50.  
Action Item: **Joan Alt** and **Rachel Witthoft** will develop a list of the cases not now in the tracking tool and provide to the consortia.
- DHA is trending to paperless communications – it’s unnecessary to send a paper version if a document has already been sent electronically.
- Question: How can consortia confirm that the cases they have sent to DOA have been received and have adequate documentation?

Answer: DOA will alert the consortia leads if additional information is required. Consortia were concerned that if the consortium lead is absent/doesn't handle the alert, the case is not being addressed; this needs more discussion.

- DHA confirmed that consortia do not need to call 24 hours in advance of the hearing (unnecessary if ES staff's number is in the tracker).

#### 4. Discrepancy Work Group Outcomes - Raquel Berkshire (Handout)

- See handout "Updates to Discrepancy Efficiencies" for more detail.
- Background (page 6) on Legislative Audit Bureau's (LAB) recommendation has a link with reports that go back as far as 1999.
- Changes Implemented (page 10) – Volume for processing:
  - State On-line Query-Internet (SOLQ-I): process an average of 13,000 in a day; about 12,900 records without setting a discrepancy.
  - Unemployment Benefit Insurance (UIB) – process an average of 15,000 UIB requests a day; about 14,950 records without setting a discrepancy.
  - UIB Batch – update an average of 1,100 individuals during the monthly run.
- Statistical Outcome (pages 11 and 12) – Page 11 is the graphic representation and page 12 shows the data represented in the graph from September, 2013 through March, 2016.
- Observational Observances (page 13) – DCF was involved in developing the definition of 'resolved.' – Good examples of 'knowledge shared':
  - End dating employment - employment ended with October begin /end dates when the employment really ended in December will create a discrepancy in April of next year.
  - If no notice sent at renewal, use the last notice date which may be from an application. This doesn't mean that the member didn't have an overpayment.
  - Take advantage of New Worker Training, Process Help and in Enhanced New Worker Training. Agencies must take the hands-on training.
  - Once consortia gain more experience with Benefit Recovery Investigation Tracking System (BRITS), please provide feedback on the tool and additional tracking needs and issues.
- Next Steps (page 16)
  - Please send issues into the CARES Call Center (CCC) after doing thorough research at the agency.

Action Item: **Raquel Berkshire / Debbie Waite** will work with DCF to encourage the completion of W2 discrepancies to prevent ES workers from clearing out their discrepancy lists.

#### 5. Renewals on the Dashboard – Operational Implementation Strategy – Angela Walters & Becky David (Handout)

- See handout "Renewals to the Dashboard Project" for more details.
- Dates available for discussions:
  - It was suggested that consortia managers be invited to the September 14<sup>th</sup> Performance Monitoring Subcommittee meeting (topic is "Renewals to Dashboard IMMR Reports"). Another suggestion was that subcommittee members should

identify others that would benefit from participating in the demonstration; after the demo, anyone not involved in the subcommittee would be free to leave.

- Discussions are targeted specifically for leads and managers as well as for staff.
- IMAC IT will be addressing work items in CARES Worker Web (CWW) and walking through pre-printed renewal forms (PPRFs).
- If consortia prefer, other opportunities, subcommittee meetings or venues can be explored for other discussions with an expanded list of invitees.

6. Data Processing Unit (DPU) Services - Mia Inman Anderson & Becky David

- Mia offered to have DPU staff visit IM agencies to learn about the agencies' processes in handling paper (applications, PPRFs) and to provide insight, share recommendations, best practices to help the agencies increase efficiencies.
- In another effort to help agencies become more efficient, DPU is developing a "Tips & Tricks" document. This will be distributed to all interested parties, regardless of whether DPU staff visits an agency.
- DPU staff is available to provide hands-on demos, working alongside agency scanning staff to offer ideas and suggestions.
- Scheduling visits is tentatively scheduled for August; flexible in accommodating agency staff and locations.

Action Item: **Consortia Operational Leads** will determine interest in having visits and will get back to Mia and Becky with preferred dates.

- An example of how DPU can help: Mia has been working with the tribes to reduce and eliminate their back-logs.

7. Update on FoodShare (FS) on Demand Tools - Michelle Furr, Becky David & Angela Walters

- All FS on Demand tools have been implemented.
- More than 50% of members are being interviewed on the first day.
- Prioritizing of tool fixes:
  - DHS is using feedback gathered at roundtables
  - Lists of priorities were sent to Operational Leads and roundtable attendees; will be returned to IMAC IT.
- Two more roundtables will be held in the next few days. Encourage anyone who wants to attend to do so, not just staff from the most recently launched consortia.
- Becky will provide a recap of all the feedback gathered, what priorities were set, how fixes were applied; it will be distributed after implementation is complete.
- Post-implementation, IMAC IT Subcommittee will address priorities for fixes and enhancements as part of the standard prioritization process.

8. BadgerNet Converged Network (BCN) Update – Jennifer Mueller (Handout)

- See handout "BadgerNet Converged Network (BCN) Changes" for more details.
- Purpose is to give consortia a heads up on changes coming to BCN targeted for 1/1/2017.

- IMAC IT Subcommittee is creating a plan for the transition and will be presenting at the August IMAC meeting.
- Presentation highlighted the inconsistent usage of BCN services among the 54 user counties as well as the need to increase circuit size in order to process IM business.
- Participating counties contribute \$100 / month; DHS, the Department of Children and Families (DCF) and the Department of Workforce Development (DWD) cover the remaining costs.
- Goal is to transition to a new platform -- whether to a local internet service provider (ISP) or to BCN -- without interrupting current business. Some counties are using BCN to support Host on Demand (HOD); some counties are supporting printing from their mainframe.
- Project Support Roles – outline of timing and who/what agency is responsible for the activity.
  - DHS/DHCAA, as advocates for IM, will be responsible for putting together a plan to describe who, what, when and where. Knowing that 1/1/2017 is the target date, is this feasible?
  - Comment from consortia: Be sure to also coordinate with the consortia, not just directly with the counties.
  - Noted that DWD had just sent counties an invoice for \$600 for the second half of 2016 (6 months x \$100). Response: This is appropriate as it covers the remainder of 2016.
- Additional discussion and questions:
  - Need both counties' and consortia feedback / input.
  - DHS will be asking about the consortia technical staff contacts in addition to how BCN is being used. Operational Leads asked that this be coordinated through them. Question: Was BCN a contributor in system slowness, performance? Possibly, but cannot be sure.

9. Benefit Recovery Investigation Tracking System (BRITS) Preparation Update – Lexi Koliner (Handout)

- See handout “Benefit Recovery Investigation Tracking Systems (BRITS) Preparation Update” for more details.
- BRITS work group was formed in early summer and is meeting monthly to track DCF/DHS implementation of Phase I and to provide input into the design of Phase 2 as well as subsequent phases. At the July meeting, it was recommended to the work group that old mainframe referrals should be cleaned up prior to the November, 2016 scheduled implementation of BRITS Phase I.
- Member Debbie Schwandt of WKRP is tracking discussions and is a good resource if anyone wants more detail.
- The deadline for cleaning up old referrals is 11/7/16; that date was determined by weighing the business needs from all areas of the consortia. Great Rivers reported that it was able to clean up nearly all of its old referrals in the last three weeks.
- Operational Leads were asked to alert consortia staff to this request.
- No need to close out DCF programs for ChildCare and W2 referrals that are older than six years since these will be closed upon conversion to BRITS.

- Also be sure that referrals that were assigned to former employees are either closed or transferred.

#### 10. Regional Enrollment Network (REN) Update – John Rathman

- REN Conference will be held at the Kalahari Resort in Wisconsin Dells from September 19-20, 2016.
- Conference will include training for new Certified Application Counselors (CACs) and Navigators. Federal training materials for these positions are now available on-line.

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

- Contract Update:
  - Wisconsin Counties Human Services Association (WCHSA) negotiating team held initial session with DHS at the beginning of June. Both parties exchanged their lists of suggestions; held two subsequent teleconferences to discuss, with another scheduled for 7/25/16.
  - Good progress is being made with a limited number of issues left to resolve.
- Funding Update:
  - John Rathman reported that the IM Funding group had been meeting and their progress was discussed at the ESPAC meeting earlier today. Plan to give Debbie the feedback from these discussions. If any further input, please provide to John, Shawn or Jenny before 8/1/16.
  - Thus far, many changes from the 2016 funding have been suggested by consortia and by category (source).
  - The IM Funding group meeting is scheduled for 8/11/16. Plan is to provide the 2017-2019 recommendations before the 9/1/16 WCHSA meeting.
  - Question on status of 2015 funding close-out information. Bureau of Operational Coordination (BOC) Fiscal section is working on it and trying to expedite with Community Aids Reporting System (CARS) staff.
  - Noted that none of the Patient Protection Affordable Care Act (PPACA) 2015 carryover funding is appearing yet on the 2016 funding reports.

#### 12. “Walk-on” Topic: Work Registrants & Training – Julie Taylor

- Important to give consortia a heads-up on a subject that will also be on the August IMAC agenda but with more detail.
- In the 2015 state Management Executive Reviews (MERs) Employment and Training Review, the Food and Nutrition Service (FNS) identified a needed improvement in the accuracy of the 583 Report. DHS must accurately identify and differentiate between work registrants and an Able-Bodied Adult without Dependent (ABAWD) in order to support more accurate funding.
- IMAC Training Subcommittee will be discussing on 7/25/16 as will IMAC IT at its meeting on 8/12/16. The training will be developed to be delivered through AdobeConnect.

- Plan is to handle the identification and categorization through a system solution. The solution will be presented at the August IMAC meeting with more details.

### 13. Consortia Feedback - Jenny Hoffman

- Fair Hearing (FH) Appeals – Does /do DHS or the Department of Administration (DOA) appeal hearing decisions? Need to revisit this with the BEPS policy staff. Are there ways to strengthen the consortia / DHS’ engagement in the appeals? Are there any new trends that can lead to FH improvements? Great Rivers Consortium reported that the CARES Call Center had assisted them with some challenging cases in the past.  
Action Item: **Debbie Waite** and/or **Rachel Witthoft** will take the concerns to the BEPS Policy staff and bring back any feedback or information about improving this process.
- SharePoint Work Group – The group met once. When will it reconvene? Thus far, DHS has not shared any technical specifications. The user list was to have been sent as well.  
Action Item: **Debbie Waite / BEPS Staff** will look into this and advise by next meeting.
- Midwest Partners Conference - Linda Konsella is putting together a roster of all consortia attendees to send.  
Action Item: **Linda Konsella** will distribute the roster of attendees as soon as possible.
  - Wisconsin is very well represented in this group.
  - Future conferences will be rotated among states.

### 14. CARES Call Center (CCC) Updates – Becky David

- CCC staffing update – New staff Krista Blair is being trained. One more vacancy to fill. Once complete, plan to provide names and biographies of all CCC staff.
- At August IMAC, will share the Call Center process description.
- Nine Operations Memos will be issued between 8/22/16 and October. Topics to be covered are Updates to Real Time Eligibility (RTE); Dashboard Renewals; Presumptive Eligibility (PE) Streamlining; Work Registrants; 1095-B and Planned Mailing; Changes to RTE Temporary Card; BRITS Release; Gap Case Process Changes.

### 15. Administrative Memos – Debbie Waite

- a) 2014 FoodShare Bonus – All required signatories have signed off on the draft. Sign-off list was given to BOC. A base contract addendum draft is currently being routed internally at DHS and will be shared for Operational Leads’ review shortly. Payments will then be loaded into CARS.

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

- See handout “IMAC Subcommittee Update - July 21, 2016” for more details.

### 17. Miscellaneous Updates / Other / Public Comment

N/A

18. August 18, 2016 Meeting - Tentative Agenda Topics

- a) Renewals on the Dashboard
- b) GAP Case Process Changes
- c) Foster Care Process
- d) Electronic Residency Verification Results
- e) FoodShare Work Registration
- Please provide any other proposed agenda items to Debbie, John or Jenny.