

IMAC Subcommittee Update August 18, 2016

Upcoming 2016 IMAC Subcommittee meetings have been scheduled as followed:

CCA	August 22
Workload and Finance	August 23
IT	August 26
IM Operational Analysis	September 9
Process Support	September 12
FSET	September 13
Fraud and Program Integrity	September 13
Performance Monitoring	September 14
Program Coordination	October 19
Training	October 24

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

Subcommittees

IT

The IMAC IT Subcommittee met on August 12. At that meeting:

- Nick Owen provided information about the plan for the county transition from BadgerNet Converged Network (BCN.) Nick asked for feedback and a primary contact for each county.
- Angela Walters introduced the CWW changes being made as part of the Work Registrants project and showed a demo of the changes. Several questions were raised and either addressed or shown in CWW.
- The Administrative Renewals topic was deferred to a future meeting.

IM Operational Analysis

The IMOA subcommittee met on August 5. At that meeting, the group:

- Heard an overview from Abby Abernathy (BEPS Training Section Chief) and Margaret Romans (Capital Consortium Co-Chair) on the existing training structure, delivery methods and progress on current initiatives (like self-employment training). Also heard a description of Miles historical use of

classroom training and the current effort to better integrate MiLES and BEPS generated training.

- Brainstormed interesting and innovative ways to improve and evolve IM worker training. Discussed and of interest for further pursuit were the following:
 - a) Ways to provide more classroom training through a virtual training concept
 - b) Ways to modularize the training to support customizing the training plan for individual workers and including a mix of on-line, classroom, virtual classroom and other self-study options.
 - c) Options to improve and deliver training for call center and soft skills
 - d) Consortium asked to identify staff interested in working with BEPS and MiLES training leadership to further explore and design these concepts

The subcommittee also:

- a) Suggested that EBD/LTC training be changed to provide more of a high level overview in new worker training, with a separate more in-depth module to be created for more advanced staff or staff who work in EBD/LTC units
 - b) Asked if mini videos or desk aids could be produced showing common call center inquiries and illustrating how to handle
 - c) Asked that more and more meaningful scenarios be embedded in new worker training
 - d) Explored concept of consortia making their trainings available to each other
 - e) Asked if live chats with BEPS training staff could be supported?
 - f) Asked about adding polling features in training or webinar?
 - g) Asked for training on how to navigate main frame? Workarounds?
- Expressed continued interest in creating a video to illustrate IM worker role which could be used on county websites, for recruitment posting, for job fairs, for use in high school or technical college career exploration sites or classroom presentations. Will be fall focal topic.
 - Heard an update from Missy Skurzewski-Servant of Mid-State Technical College on possible collaboration opportunities. Mid-State (and others) is moving away from certifications to two year associate degrees. Degree program could be established if student and employer interest can be demonstrated. Also interest in
 - a) contracted service agreements. Also interest in
 - b) partnering on a virtual classroom concept – may be some barriers to work through on technical college regional “ownership.”
 - c) Embedding an IM overview course in Human Services degree coursework. Definite interest and ability to post job opportunities on technical college websites and create instructor awareness.
 - Continued a series of discussions on staff retention and recruitment on these topics:
 - a) Work at home arrangements. Asked DHS to determine if implementation of Genesys will support work at home.

- b) Flex schedules – Waiting for study results from Workforce Development. Create survey on consortia flex scheduling? Ask for Western update at next meeting. Explore Call Center support for extended hours.
 - c) Using social Media to recruit staff – Brown County developing policy – share at next meeting
 - d) Using current staff to refer prospects– success reported in some consortia
- Discussed current IM related subcommittee and work groups structures. Suggested:
 - a) Folding Process Support subcommittee into IMAC IT. Create separate quarterly forum for EBD/LTC discussions. Enhance planning and value of topics and presentations.
 - b) Moving CCA subcommittee to monthly until more robust work on Genesys begins
 - c) Modeling work group management after QUEST with defined goals and lifespans
 - Shared strategies on how to support better communication from work group and subcommittee members back to leadership. Suggested state staff and co-lead make decision on what needs to be elevated. Confirmed that major design decisions on Genesys should go to operational leads.
 - Identified AVS as a system in need of improvement – create AVS work group for input?
 - Heard an update from Debbie Waite on progress on DHS Work Plan goals and DHS/Consortia shared goals.

Process Support

The IMAC Process Support Subcommittee met on August 8. At that meeting, the group:

- Walked through the FoodShare On Demand process:
- Discussed integrated Client Scheduling: Ops Memo for FSOD; IP is missing and the Memo will be amended to update the code. Unknown on posting date.
- Discussed FSOD: Ops Memo 15-49. Access Renewal. When they are received after the 20th of the month. There is not 10 days left in the month, FNS clarified that the interview needed to happen in the review month. Because the customer gets a 45 day notice, and the AA letter they don't need to have another 10 days to complete the interview, they have been notified already, the interview is not a verification item. If we receive a renewal we attempt x2, don't get them we will process as usual and pend for the interview
- Call Center RAQ's were put on hold due to the format, changes being made from communications group, approved a week ago and new format will be used. This

should be out in the next week or so. Around first part of September, then on monthly standard.

- SEI SCH F is coming out soon for review. Then the harder ones, S-Corp, partnerships etc. and also will be a how to use the 1040. Process Help will be updated February or August 2017.
- Releasing forms in groups, once done and approved will go out. Schedule C, D, F and 4797 will be out first.
- PPRF automated for October reviews. IF FS is not due, it will not be on the PPRF as 09-24-16

- Process Help subcommittee will include a training presentation on Work Registrants and discussion of the Sept. CWW moves.

Fraud

The IMAC Fraud and Program Integrity Subcommittee met on Tuesday, July 12. At that meeting:

- The group reviewed the notes from the June 23rd presentation by DHS OLC Deputy Chief Legal Counsel Dennis Schuh. Next step is to provide remaining outstanding questions to DHA. OIG will follow up on this request.
- Dennis Schuh and John Tedesco from DHA will present to the Wisconsin Association of Public Assistance Fraud (WAPAF) October 24.
- The committee also provided feedback to the OIG on redrafting the annual fraud plan.

Performance Monitoring

The IMAC Performance Monitoring Subcommittee met on July 20. At that meeting:

- Judy Johnson discussed Management Evaluation Review (MER) regarding ABAWDS. This will continue to be a target throughout the FFY 2017 MER. An area of particular concern is clock adjustments.
- Abby Abernathy announced that there is refresher training available on the FS clocks.
- Craig Hayes presented a Power Point and overview of the enhancements that have been made to the IMMR reports.

- Angela Walters presented a Power Point and overview of the project that will add renewals to the dashboard.
- Jessica Spencer gave a report on the assessments of updates needed in IMQA.
- Linda Konsella addressed member's access to their benefits and assuring members are informed about the Quest card.
- Donna King addressed running with dates in order to put eligibility on the file. The group thought that a banner to alert the eligibility worker would be a good enhancement to assure correct eligibility was on file.
- Mike Poma reported on the BEPS/MiLES partnership and the QC activities they are using to correct eligibility errors. The information they are gathering is to be used to develop training for staff.

Training

The IMAC Training Subcommittee met on July 25. At that meeting, the group:

- Discussed recently published trainings and upcoming trainings.
 - a) The Self Employment refresher training was discussed in detail.
 - b) Previews of the draft Self Employment worksheets were brought to the group (along with Process Support Subcommittee) and feedback was received.
 - c) A timeline for publication of the Self Employment training will be made available as soon as possible (dependent on the worksheet review process). The Self Employment training will be broken up into segments and the IMAC Training Subcommittee will be included in the preview of the Self-Employment segments.
- Discussed the Advanced Long Term Care training.
 - a) Details of the training were provided.
 - b) DHS IM Training will preview the Long Term Care Advanced Training at the October IMAC Training Subcommittee meeting.
- Participated in a round table discussion on best practices as how training is conducted at an agency level.

Work Groups

BRITS

The BRITS work group met on July 26. At that meeting:

- Lexi Koliner provided several project updates on topics including upcoming demonstrations of the BRITS application, Day One reporting capabilities, and multiple referral workflows.
- Abby Abernathy shared the training plan and discussed the various training materials that will be available.
- Lexi Koliner led a discussion on the conversion process of CARES data into BRITS and provided some recommendations on cleaning up old referrals.