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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, August 18, 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.
Shawn Tessmann, Capital / Dane Co.	Melissa Duane, Capital / Columbia Co.
Kara Ponti, Capital / Dane Co.	Tony Sis, Capital / Dane Co.
Roxanna Vega, Capital / Dane Co.	Amy Beranek, Capital / Dodge Co.
Sheila Drays, 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.	Annett Mooney, East Central / Marquette Co.
Chris Machamer, East Central / Waupaca Co.	Deb Williquette, East Central / Manitowoc 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.	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.
Doreen Lang, Northern / Wood Co.	Cece Fishnick, Southern / Grant 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.
Claribel Camacho, WKRP / Racine Co.	

State Attendees:

Abby Abernathy, DHS	Linda Alexander, DHS
Emily Aschenbrenner, DHS	LaTanya Baldwin, DHS
Mic Brownlow, DHS	Becky David, DHS
Elizabeth Dehling, DHS	Michele Dickinson, DHS
Tonya Evans, DHS	Matt Fanale, DHS
Judy Johnson, DHS	Donna King, DHS
Lexi Koliner, DHS	Rebecca McAtee, DHS
Emily McFarland, DCF	Jennifer Mueller, DHS
Jatinder Singh, DHS	Angela Stanford, DHS
Katie Vieira, DHS	Debbie Waite, DHS
Angela Walters, DHS	Pang Xiong, 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. Reminders from a meeting this morning that will help to insure that remote attendees can hear the proceedings clearly: on-site attendees, please avoid side conversations and rustling papers.

2. Approval of July 21, 2016 Meeting Minutes – Debbie Waite
 - Motion to approve the minutes was made, seconded and passed by voice vote.

3. New Bureau of Enrollment Policy and Systems (BEPS) Director – Rebecca McAtee
 - Rebecca McAtee’s new role begins 8/25/16. She has six years of Medicaid experience, primarily in the benefits and partnership / relationship areas.
 - Rebecca is looking forward to learning more about the eligibility and enrollment areas and is excited to be able to work closely with the consortia and agencies.

4. Renewals on the Dashboard Demo - Angela Walters (Handout)
 - See handout “Renewals to the Dashboard” for more detail.
 - Currently in user acceptance testing (UAT).
 - Function/capability shown by ‘Current state’ vs. ‘After CWW Moves.’
 - Page 7 – Finding renewals: option to create own client-scheduling team; renewals would be shown on the team homepage.
 - Page 12 – Late renewals: need an explanation of how these are defined by program. Discussion of entering FoodShare late renewals as the worker must make a choice of reason. The renewal will be considered an application; IMAC IT had concerns about this. The Operations Memo to be sent will have detailed instructions on how this works and what actions should be taken.
 - Page 13 – Work items: please note a change from security level 50 in the presentation to a correct security level of 25.
 - IMAC IT Subcommittee is planning a walk-through of all the system screens on 8/26/16. This was identified as important in feedback from consortia so it is being implemented with this effort.
 - Consortia asked if it is possible to use a reason code to generate a case comment systematically. Per Becky David, this could be feedback given at the post-production review and potentially considered at a future date as an enhancement.

5. New Electronic Case File (ECF) Searching Tool, Navigator – Lexi Koliner (Handout)
 - See the handout “New ECF Searching Tool: Navigator” for more detail.

- Pages 3 & 4 – Background: ECF (all documents stored in CARES) has been supported by IBM e-Client. IBM e-Client will no longer be supported at the end of September. New technology used will be IBM Navigator.
- Page 8 – Changes / Example of Search Results: The Operations Memo scheduled for release in early September will detail how to search.
Action Item: **Lexi Koliner** will follow up on the example shown since the results are not in the expected order per the explanation.
- Page 11 – Upcoming Communications: ECF Handbook is being revised significantly.
- Other questions and discussion:
 - If a case is scanned with the wrong case number, it can be corrected by a worker with the appropriate security level (supervisor).
 - If a need for multiple users (three people/users in Racine County), send a special request form through the CARES Security Team to describe the preferred arrangement.
 - Time-outs in the system: based on the person’s CARES ID (30 minutes maximum).

6. Work Registrants Update – Katie Vieira (Handout)

- See the handout “FoodShare Work Registration Enhancements” for more detail.
- Julie Taylor provided a ‘heads up’ at July IMAC meeting. Katie is providing details and specifics today.
- Shawn Tessmann noted that the work registrant policy and the Able-Bodied Adults without Dependents (ABAWDs) policy are distinct from one another. What is the number of work registrants? What is the number of ABAWDs? What is the size of the universe?
 - From April – July, 2016, roughly 1,800 new work registrants each month. We anticipate that the number of participants subject to the work registrant requirements will increase, but by how much is unclear.
- Questions and discussions:
 - Page 3 – Why Focus on Work Registration? If work registrants are not being consistently notified of their rights and responsibilities, is it possible to have a script that enables the eligibility worker to describe this?
 - Yes, it is an attachment to the upcoming Operations Memo.
 - Page 8 – General FoodShare Work Registration Requirements – if work registration requirements are not met, participants are sanctioned from receiving FS benefits.
 - Page 11 – FoodShare Benefits after Sanction Ends: Must re-request or reapply. Benefits will not automatically reinstate at the end of the sanction period.
 - Will the end of employment entry into CARES Worker Web (CWW) trigger a ‘loss of employment’ page to be created?
 - Yes.
 - Discussion on training and implementation:
 - Training module on work registration was sent to consortia 8/17/16.

- The modules are an hour and include the opportunity for questions after a short demonstration.
- Are VQT sanction letters going to be automated?
 - Yes.
- System changes only; no policy changes.
- Status shows exemptions.
- Once a case worker enters answers to the interview questions, the system will automatically determine the status. This was cause for concern about consortia workload.
- Will LOE page schedule only for cases with FoodShare?
 - Yes, the LOE page will only schedule for cases that have FoodShare on them.
- Will the Sanctions screen be improved?
 - Jennifer Mueller advised that the team had worked hard to implement the fixes and changes that were most critical / important by the implementation date.

7. Gap Case Process Changes – Becky David and Pungnou Her

- Becky David and Pungnou Her (BEPS Healthcare Policy Analyst) provided an overview of the gap case changes.
- Previously, an applicant would indicate that s/he was a gap-fill candidate. The applicant needed to have a marketplace rejection notice and a BadgerCare Plus (BC+) ineligibility determination to be considered gap. Potential gap cases were sent to the CARES Call Center (CCC) to check gap eligibility – if eligible, the Enrollment Management Central Application Processing Operations (EM CAPO) was managing enrollment.
- Centers for Medicare and Medicaid Services (CMS) is now providing a ‘gap-fill indicator’ (100% of Federal Poverty Level) on the case; this began in May, 2016.
- To date, 260 account transfers have been made since the indicator was implemented.
- In an upcoming Operations Memo, agencies/consortia will get detailed instructions on how to determine gap-fill eligibility. EM CAPO will track through interChange (iC).
- The September IMAC meeting will include clarification on the process that IM agencies should use to handle gap cases.
- How to work out the backlog of cases will also be discussed at the September IMAC meeting.
- Until the Ops Memo is issued, consortia are not required to take any action.
- EM CAPO will continue to be involved in the enrollment process. Counties will need to provide the med stat codes to EM CAPO for this purpose.

8. CARES Call Center (CCC) Update - Becky David (Handout)

- Previous agenda topic was known as “Operations Memos,” has been re-named to CARES Call Center Update.
- See handout “CARES Call Center Introduction” for more detail on structure and staff.

- CCC currently has staff vacancy opportunities for interested individuals.
- Recent / current priorities are identified.

9. Electronic Residency Verification (ERV) – Becky David & Jatinder Singh

- ERV reports are posted monthly to each agency’s SharePoint site.
- Approximately 3,200 cases have accumulated in the reports. The reports were initially issued beginning in January, but then were suspended until about April. Some agencies have received their monthly reports and others have not received one since April, 2016.
- Process is for CARES Coordinators and the Operational Leads to get a notification when the reports are posted to the SharePoint (SP) sites.
Action Item: **Becky / Jennifer Mueller** will evaluate what monthly reports have been posted to the SP sites and advise consortia. If consortia have questions or input, send Becky and Jatinder an email with “ERV” in the subject line.
Action Item: **Consortia** will alert Becky if they are unable to view the reports on their SP site.
- Data results from ERV reports worked to date are being analyzed and will be shared at a future meeting. Consortia expressed strong interest in seeing the data.

10. Benefit Recovery Investigation Tracking System (BRITS) Update – Jennifer Mueller & Lexi Koliner

- BRITS demos are scheduled for the upcoming Monday and Wednesday.
 - BRITS Committee meeting is scheduled for the following week (8/29/16). The following take place at committee meetings: training updates and discussion of case clean-up.
- Department of Children and Families (DCF) is reaching out to the W-2 agencies to encourage the clean-up of cases. Asked if DCF could confirm that this has been done, whether W-2 agencies have been working on the clean-up because the old cases are still showing up in reports.
Action Item: **Lexi** will alert DCF about the consortia’s concerns regarding the clean-up of W-2 cases.
- Feedback from several consortia that they had either completed their clean-up or were close to doing so.
- DHCAA is actively involved and represents the consortia’s/I M agencies’ interests in the BRITS Development Team; still working towards Phase II of the BRITS solution.

11. Midwest Partners (FNS) Debriefing – Debbie Waite, Linda Konsella, Raquel Berkshire & Attendees (Handout)

- See handout “First Midwest Partners Education & Training Event” handout for more detail on the conference.

- Excellent Wisconsin representation – both agencies and DHS staff – at the conference which was held in St. Paul, MN. Twenty-two attendees, which included four presenters. Special recognition for performance and innovation was given to the Northern Consortium and was accepted by Doreen Lang.
- Conference was structured as series of trainings, sharing and workshops.
- Feedback about the conference from some of the attendees:
 - Valuable experiences included information about federal waivers, application timeliness strategies, process improvement training and Management Executive Review (MER) enhancement opportunities.
- Wisconsin has been approached to hold the next Midwest Partners training conference in Madison in July, 2017. More information will follow.

12. Regional Enrollment Network (REN) Update – John Rathman

- As reported previously, the 2016 REN Conference will be held in Wisconsin Dells on September 19-20. Encourage attendance, especially if new Certified Application Counselors (CAC) and Navigators are now on board.
- OE-4 training has been released; takes 14-16 hours to complete.
- Preliminary rates for marketplace coverage have been released; some areas are experiencing cost increases of 20-30%.

13. Income Maintenance (IM) Funding & Contracting Updates – Debbie Waite

- Economic Support Policy Advisory Committee (ESPAC) Topics – discussed at the meeting earlier today.
 - Work continues with Wisconsin Counties Human Services Association (WCHSA) on 2017 contract negotiations – drawing to a close.
 - ‘Track changes’ version was sent to WCHSA and to others that are tracking the process.
 - Funding (allocation) portion is separate. Consortia continue to work on their recommended 2017 distribution methodology which is due on 9/9/16. Bureau of Operational Coordination (BOC) has been finalizing 2015 numbers for use by consortia in developing this recommendation.
- John Rathman reported that the Income Maintenance (IM) Funding Subcommittee meets on 8/25/16.
 - Asked that financial survey be completed by that date.
- Debbie Waite noted that DHS is awaiting all signatures on the FoodShare Bonus Addendum, which will facilitate distribution of the funds.

14. Consortia Feedback – John Rathman

- Request a list of specific fixes to FoodShare on Demand scheduled for September release.

- BadgerNet – counties are concerned that the cost of T-1 lines will be prohibitive for their budgets. In addition to the cost issue, concern about technical requirements and capabilities.
Action Item: **Counties** should contact **Jennifer Mueller** regarding their concerns, especially whether they have adequate telecommunications capabilities in their locale and whether the cost is reasonable.
 - May consider another survey after September but the DHS team will continue to work on the plan in the interim.
 - Jen will address the counties’ financial concerns with the Department of Workforce Development (DWD).
- Action Item: **Jenny Hoffman** will distribute the survey to the Operational Leads who can then identify the appropriate county contact.
- SharePoint Work Group has met once but has not yet been revitalized.

15. Quality Control (QC) Findings and Tips – Linda Konsella, LaTanya Baldwin & Jessica Spencer

- Second Party Review and QC Findings – common error areas
 - Citizenship and verification
 - Birth query born
 - Updating of dates (run them)
 - Pre-tax deductions for BadgerCare Plus (BC+) – pay stubs are not shown correctly
 - Presumptive disability dates are wrong (manual work done by worker)
 - QC Tips to Operational Leads for next month – will show examples, what training is available and appropriate sections of Process Help.
 - Operational Leads are asked to reinforce with consortia staff, especially the most common problems/issues. The QC Tips are a quick read, very practical.
- FoodShare QC
 - SNAP QC Guide that is used by BEPS QC staff is being changed.
 - SNAP QC is being more closely scrutinized by Food and Nutritional Services (FNS).
 - Common error areas:
 - Shelter expenses – how are they being met and if documented in case comments
 - Phone verification - Free phones / on another person’s plan; Call Center verification of phone #s, even emails and texting.
 - Consortia should contact client to encourage cooperation when their case is being pulled for a QC review. System change is being made to populate this information into case comments so workers know this is happening.
- Action Item: **Linda and LaTanya** will provide more detail on each of these items in a separate document to be shared at a future meeting.
- Linda mentioned an excellent pamphlet created by Venture County, California that explained the benefits of Quality Control to clients / members and how it works.

16. Administrative Memos – Debbie Waite

N/A

17. Sub-committee & Work Group Updates - Debbie Waite & Work Group Chairs (Handout)

- See handout “IMAC Subcommittee Update – August 18, 2016” for more detail.
- Very detailed reports of what the subcommittees have done, what is planned. Good information on these groups.

18. Miscellaneous Updates / Other / Public Comment

- In the next 60 days, 8-9 Operations Memos will be released.
- Navigator – no changes to policy. The Process Support Subcommittee will meet on 9/12/16; can join via AdobeConnect.

19. September 15, 2016 Meeting - Tentative Agenda Topics

- a) Error Prone Profile Overview
- b) Veterans Outreach
- c) Revisiting Fair Hearings
- d) BadgerNet Progress / Update