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State of Wisconsin

Department of Health Services

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, September 15, 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.
John Rathman, East Central / Outagamie Co.	Lori Garceau, East Central / Manitowoc Co.
Kate Surprise, East Central / Waushara Co.	Ann Kriegel, East Central / Winnebago Co.
Linda Struck, Great Rivers / Eau Claire Co.	Amy Mayo, IM Central / Oneida Co.
Mandy Mayek, IM Central / Portage Co.	Rachel Pantaleo, Moraine Lakes / Ozaukee Co.
Melody Larson, Moraine Lakes / Walworth Co.	Brenda Zweck, Moraine Lakes / Walworth Co.
Sandy Potter, Moraine Lakes / Washington Co.	Annett Mooney, East Central / Marquette Co.
Doreen Lang, Northern / Wood 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
Joan Alt, DCF	Raquel Berkshire, DHS
Emily Carlson, DHS	Becky David, DHS
Elizabeth Dehling, DHS	Kersten Denzin, DHS
Tonya Evans, DHS	Matt Fanale, DHS
Melissa Gibbs, DHS	Rebecca McAtee, DHS
Mike McKenzie, DHS	Paul Michael, DHS
Angela Moran, DHS	Jennifer Mueller, DHS
Colleen Rinken, DHS	Jessica Spencer, DHS
Angela Stanford, DHS	Debbie Waite, DHS
Rachel Witthoft, 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 to insure that remote attendees can hear the proceedings clearly: on-site attendees, please avoid side conversations and rustling papers.

- c. Elizabeth Dehling gave a heads-up / reminder about upcoming Regional Meetings. The Madison meeting is on October 4th and the Wausau meeting is October 11th. Both meetings will allow remote attendance and consortia were asked to encourage attendance. More detailed information will be sent.
2. Approval of August 18, 2016 Meeting Minutes – Debbie Waite
 - Motion to approve the minutes was made, seconded and passed by voice vote.
 3. A Continuing Dialogue with Division of Hearings and Appeals (DHA) - Rachel Witthoft & Joan Alt, DHA
 - This is a follow-up to the discussion held at the July IMAC meeting on Fair Hearings and how DHA and DHS/the consortia can work together.
 - Joan conveyed Administrative Law Judge (ALJ) Brian Schneider’s thanks for the exchange of information at that meeting.
 - Joan and Rachel touch base at least weekly to stay current on needs and feedback. Please reach out to one of them if an urgent response to a situation is needed. One example of a situation that required immediate attention was a change to the DCF tracker in Milwaukee County in which a change in permissions was implemented. DHA does not have access to CARES; DHA’s case management system is ACES.
 - DHA Projects and Initiatives:
 - Paperless Initiative –DHA is moving to a paperless system. One reason is their move into the Department of Transportation (DOT) building in 2018 where storage space is extremely limited. The tracker can be used to record documents electronically and is not limited by number or size of documents. It will be important to clearly label / name documents and files. DHA has waived the 10-page fax limit and consortia may fax as many pages as are needed. Please call DHA if you encounter a problem with faxing.
 - Hearing Scheduling - Due to a federal mandate, appeals must be scheduled as soon as the initial summary is received. Dockets of cases are sent two weeks in advance and scheduling notices are sent daily. If the appeal is scheduled quickly, consortia may have a very short time to prepare or conduct research. Consortia may want to work with the petitioners as required and determine if the petitioner might withdraw the appeal. Only the petitioner can withdraw the appeal. Other discussion – Consortia should look at the date the petitioner filed the appeal. This is the date that determines if the hearing is a discontinuance or a denial. Note that different definitions apply for eligibility and fair hearings. For a discontinuance, FoodShare is continued pending the appeal; for a denial, FoodShare is discontinued.
Action Item: **Rachel and Joan** will develop written guidelines regarding ‘denial’ and ‘discontinuance.’ Rachel will work with the Communications team to insure consistency between the IM Manual and the definitions that are developed.

- Questions / Answers:
 - Question: Will the Fair Hearing process impact the Enrollment Management Central Application Processing Operation (EM CAPO)?
 - Answer: EM CAPO's fair hearings are handled by DHA but they do not use the fair hearing tracker.
Action Item: **Rachel** will explore with Pang Xiong whether the tracker could be used.
 - Question: Can administrative disqualification / FS Intentional Program Violations (IPVs) be handled through the DHA tracking tool?
Action Item: **Rachel** will investigate whether this could be considered as a future enhancement.
 - Note that FoodShare Elderly Blind & Disabled (EBD) is another type of fair hearing that is not in the tracking tool.
4. Veterans Outreach Presentation - Colleen Rinken, Division of Care and Treatment Services (Handout)
- See the handout “Veterans Outreach and Recovery Program (VORP) Behavioral Health Issues” for more detail.
 - In addition to the presentation, a brochure entitled, “Support for Homeless Veterans with Behavioral Health Needs” was distributed.
 - Definition of VORP ‘at risk’ means either an eviction notice has been served or the veteran is six months in arrears on house payments.
 - Criteria for Enrollment in VORP: military service applies whether honorably or dishonorably discharged.
 - Currently six Outreach Recovery Specialists (ORS’s) for the 49 counties in which the program operates. Other resources:
 - Peers offer support. Under this program, the peer is a veteran who has recovered from an addiction and become certified in addiction counseling.
 - Motivational Interviewing – a tool that teaches listening, rather than telling the veteran what to do.
 - Clinical Coordinator drives to where the veteran is located as needed when an immediate assessment is necessary.
 - Program was initially funded through a 3-year grant which was enhanced and which enabled expansion from 3 ORS’s to one Full-Time Equivalent (FTE) Clinical Coordinator (Colleen) and 6 ORS’s. The program is advertised in shopper papers.
 - Plans are underway to apply for grants to expand the program statewide.
 - County Veteran Service Officers (CVSO’s) are given kits containing program and services details and contact information about the VORP, including business cards.
 - Data Collection under two platforms: Homeless Management Information System (HMIS) which includes all homeless whether a veteran or not and Government Performance & Results Act (GPRA) under which assessment is done, recorded and a follow-up is completed. This data enables the development of new strategies and programs as well as justifying new grants / funding.
 - Income Maintenance program staff can identify and refer veterans to VORP through IM contacts they are receiving. A referral to VORP should indicate that the person is a

veteran. Wisconsin Heat and Energy Assistance Program (WHEAP), administered through the Department of Veterans Affairs is also a great referral source. Does VORP make referrals to other programs such as FoodShare (FS) or Medical Assistance (MA)?
Response: Yes, probably.

5. Error Prone Profile (EPP) Overview - Kersten Denzin & Raquel Berkshire (Handout)

- See the handout “Error Prone Profiles” for more detail.
- The presentation/handout was first made to the Midwest Partners Conference and was well received. Since then, the presentation has been updated with State Fiscal Year (SFY) 2016 results. (SFY = June 30, 2015 to July 1, 2016)
- Page 6 – State Fiscal Year (SFY) 2015-2016 Errors by Profile Type.
 - SFY 2015-16 Errors by Profile Type = 61,067 which is about 6% of all cases. The initial analysis cell was for October, 2014 through June, 2016 (9 months) was about 5% of total number of cases.
 - Questionable Income & Expenses was 66% (vs. 60% initially)
 - History of Overpayment and/or IPV was 21%, the same for both timeframes.
 - Unworked Data Exchange Discrepancies was 13% (vs. 16% initially).
- Page 7 – SFY 2015-16 Results Overview: 53% of potential errors were resolved within 5 days.
- Page 9 – EPP Detected / Resolved: Raquel noted that the number of unresolved cases is slowly increasing – why? Approximately 3,000 unresolved work items statewide. Question: Why are work items for EPP’s being withdrawn? (Reminder that security clearance of 50 is required to withdraw a case.)
Action Item: **Raquel** will pull data to determine where the withdrawn cases are found, whether at the consortium or county level.
- Page 11 – Overpayments and Underpayments Avoided in SFY 2016 was a savings of \$3.27 million; in SFY 2015 (a 9-month period), savings were \$3.6 million.
- Jenny Hoffman noted that is great information to share with workers so that they can see the result of their work on EPP’s.

6. CARES Call Center Updates - Becky David

- Electronic Residency Verification (ERV) reports – most recent set was posted 9/6/16. Notice was sent to CARES Coordinators. Once consortia verify accuracy of reports, DHS will combine all the reports on the consortia’s individual SharePoint sites. A ‘Quick-Link’ to the SharePoint site was sent via email; easy to copy the link and paste the URL into a browser. Anyone that has access to the consortium SharePoint site can see the ERV reports. If this is not the case, please advise Becky.
 - It’s important to remove staff permissions once they leave employment.
 - Could the consortia determine their own access / permissions instead of the SharePoint Work Group? Becky will look into this.
 - 2017 schedule – report issue dates are close of business (COB) on the 4th, 5th, and 6th of each month.
- Gap Fill – An Operations Memo will be issued in mid-October, describing the process for transferring the accumulated cases (June to the present) to the agencies. Currently have

340 statewide referrals (including Miles) not yet reviewed / scrubbed to remove those cases that were already handled. Consortia will be working on the reports and sending referrals to Enrollment Management Central Application Processing Operation (EM CAPO) by 11/30/16.

- A reminder that the member must initiate the process; everyone ‘drops off’ at year-end so member must re-apply for the new calendar year.
- Cases will now be coming regularly from the Marketplace with a gap-filling indicator.
- Operations Memos issued to date in September:
 - 16-25 Federal Fiscal Year 2017 FoodShare Mass Change
 - 16-26 New Software for Accessing Documents in the Electronic Case File – Ops Memo was issued but implementation did not move forward in short term due to technical difficulties. Regardless, the training materials for this will be posted.
 - 16-27 CARES to Transmit Eligibility Information to interChange in Real Time for Real-Time Eligibility Determinations
 - 16-28 Updates to 1095-B Tax Form Administration – Now a code to indicate mailing to homeless and to identify number of members in a family (e.g., 01 of 05, 02 of 05, etc.). Another enhancement is that in split-custody situations, a form for the child /children will be sent to each child at the most recent address on file.
 - 16-29 Process and System Changes Related to the FoodShare Work Registration Requirements
- Future Operations Memos:
 - Benefit Recovery Information Tracking System (BRITS)
 - Work Registrant Requirements for Able-Bodied Adults without Dependents (ABAWDs).
- Subcommittee Update - Process Support is being combined with IMAC IT to form a new Technical Assistance Policy and Process (TAPP) Subcommittee.
Action Item: **Consortia** are asked to provide their subcommittee members by 9/30/16 to Becky as a result of this change.
- The Elderly-Blind-Disabled / Long Term Care (EBD/LTC) work group will continue to meet quarterly.
- Recently Asked Questions (RAQ’s) were sent the first week of the month.
- Central Document Processing Unit (CDPU) Visits – Four October appointments have been scheduled. Will distribute the schedule once all dates are confirmed.
- CARES System fixes – several maintenance items which had been requested by the consortia are scheduled for September release.

7. FoodShare Quality Control Findings – Jessica Spencer

- Second Party Review findings from case reviews:
 - State Wage Income Collection Agency (SWICA) matches are not being resolved – case comments may indicate resolution but, in fact, income does exceed limits.
 - Wisconsin Heat & Energy Assistance Program (WHEAP) was not updated at the appropriate time.
 - General Child Support Budgeting – Workers are using CARES Worker Web when they should be using KIDS.

- Three Quality Control (QC) Tips were distributed to Operational Leads last week. Should these also be sent to CARES Coordinators? Consortia support this.
8. Midwest Partners Planning and Follow-Up – Debbie Waite
- DHS has approved Wisconsin’s hosting of the 2017 Midwest Partners Planning Conference.
 - The conference will be held the last week of July, 2017 in Madison.
 - Linda Konsella is leading planning efforts and will be asking for input and ideas for the agenda. She is also working on procuring hotel space.
9. CARES Schedule Overview - Jennifer Mueller (Handout)
- See handout “CARES Project Portfolio as of September 12, 2016” for more detail.
 - The CARES Portfolio plan was designed to better schedule operational changes and the issuance of Operations Memos more evenly throughout the calendar year. Consortia were appreciative.
 - Additional remarks about future releases:
 - January, 2017
 - Notice of Pending Status – compliance with Food & Nutrition Services (FNS) corrective action; impacts health care (HC), FS and Care Taker Supplement (CTS).
 - Six-Month Report Form (SMRF) Due Date – dynamic based on adverse action date; also a response to FNS corrective action.
 - CARES Worker Web (CWW) Cross-browser Compatibility (HTML5) Phase 2 – more responsive to changing browser environments.
 - April, 2017
 - Member Information Interface – in response to a request from HMO’s for member emails.
 - Income Maintenance Quality Assurance (IMQA) Development – multiple enhancements, including denied benefits requests; ability to load more than one case at a time; add FoodShare Employment and Training (FSET) Able-Bodied Adults without Dependents (ABAWDs) policy to support case reviews.
 - Contact Center Anywhere (CCA) – will be replaced with Genesys; preliminary steps to modify CARES to support new software.
 - Paperless Correspondence Security Fix – more secure and easier-to-use case-related correspondence.
 - Income Maintenance Management Reports (IMMR) Documentation and Analysis – improved search capability (similar to ‘key words’) and improved documentation.
 - Disaster Supplemental Nutrition Assistance Program (DSNAP) Enhancements – will support federally-required reports which are labor-intensive for vendor to produce.
 - Priority Service FoodShare Timeliness on Workload Dashboard in CWW – more than just maintenance.
 - CARES Technology Refresh – may trigger possible server ‘bugs.’

- August, 2017
 - FoodShare On-Demand Dashboard - transition from the tool to the dashboard; real-time update.
 - 5% Cost Share – implements federal requirements to limit members’ household expenses to 5% and involves integrating information from interChange to CARES.
 - FSET Phase 6 – currently defining the scope.
- November 2017
 - Katie Beckett Eligibility Automation – DHCAA and DLTC collaboration to address the highly-manual process.
 - FNS Corrective Action Plan (CAP) Correspondence Phase 2 – denial / termination of benefit will put verification items on the Notice of Decision (NOD).
 - ACCESS Mobile Infrastructure – will support increase in members’ use of mobile devices; makes it easier to remember access codes. This will be a 2018 project.
 - FSET Reporting Requirements – new policy changes; will pull data and report to FNS.

10. Administrative Renewals – Brief Update - Jennifer Mueller

- January pilot with IM Central Consortium is on track.
- Pre-printed Renewal Forms (PPRF) implementation in September, 2016 is a step toward preparing for what will then be implemented in the January release.
- Statewide roll-out will be for June renewals.

11. BadgerNet Update - Jennifer Mueller

- Jen is recommending to the work group that the project should be paused. Work group is comprised of the Department of Workforce Development (DWD), Department of Children and Families (DCF) and DHS.
- New rate sheet has been published showing charges to the counties.
- Mainframe printing is an issue in this change. Division of Enterprise Services must propose a solution.
- Chris Partridge will be providing more information on the recommendation.

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

- REN Conference will be held next Monday and Tuesday (9/19 and 9/20/16)
- Encourage consortia to think of ways to energize their staffs for the next open enrollment cycle.

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

- Consortia-recommended IM methodology is now being reviewed by Kevin Moore. The review process is underway. Thank you to everyone who helped to meet the deadline.

- 2017 IM Contract – one remaining issue is a paragraph on indemnification that was requested by the consortia’s legal counsel. Conference call with legal counsel will be convened to discuss.
- FoodShare Bonus Contracts (Addendum) – was sent to the consortia signatories. Please sign and return so that the monies can be loaded into the system for payment to your consortia.

14. Consortia Feedback - Jenny Hoffman

- SharePoint Work Group – revitalizing the group is important to consortia. Any updates that can be shared? Plan for an agenda topic at the October IMAC Meeting.
- Due to time constraints, other issues were shared off-line with Debbie Waite.

15. Administrative Memos – Debbie Waite

N/A

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

- See the September report for more details.

17. Miscellaneous Updates / Other / Public Comment

- Heads up that two Gap Fill reports were sent, one for August and one for September.

18. October 20, 2016 Meeting - Tentative Agenda Topics

- a) Foster Care Eligibility
- b) Wisconsin Funeral & Cemetery Aids Program (WFCAP) Policy and Enrollment
- c) Benefit Recovery Investigation Tracking System (BRITS) Update
- d) Authorized Representative Overview