

## IMAC Subcommittee Update October 20, 2016

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Upcoming 2016 IMAC Subcommittee meetings have been scheduled as followed:

Training	October 24
Workload and Finance	October 25
TAPP	October 28
CCA	October 31
IM Operational Analysis	November 4
Fraud and Program Integrity	November 8
Performance Monitoring	November 16
EBD/LTC	January 9
Program Coordination	January 18

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

### Subcommittees

#### TAPP

The Technical Assistance Policy and Process Subcommittee met on Friday, September 30. At that meeting, the group discussed:

- The September Project that was implemented on September 26
- IRS 1095B
- Administrative Renewals
- Work Registrants
- RTE Phase 3
- Add Renewals to Dashboard
- Access Cross Browser HTML5

#### Fraud

The IMAC Fraud and Program Integrity Subcommittee met on Tuesday, September 13. At that meeting, the group discussed:

- WAPAF fall conference is Oct. 24.
- BRITS demonstration. DHS Deputy Legal Counsel, Dennis Schuh and ALJ Tedesco will be presenting on hearings. Quite a few OIG staff will be attending.

- United Council on Welfare Fraud (UCOWF) has conference in Cleveland. Two staff from OIG will present: Nicole Housley on trafficking and social media, and Alan Sheil on WIC Vendor fraud investigations.
- State of Maryland came in, met with OIG and shared information about their program. It is state supervised and locally administered with 33 counties. City of Baltimore is their largest county. They heard the good things that Wisconsin has been doing and wanted to see what they could bring back to their state.

FPI Program:

- Performance Numbers for August - 150 IPV's established, \$1.2 million in cost avoidance, \$1.5 million in overpayments established
- New fraud template was distributed for review. Each Administration Agency would complete Application and Agreement. Every agency completes Cooperative Agreement. OIG has caseload numbers so we hope to get Admin Memo published soon.

## Income Maintenance Operational Analysis

The IMOA subcommittee met on October 7. At that meeting, the group:

- Continued its discussion on staff recruitment and retention strategies on the following topics:
  - i) Telecommuting. Certain counties within WREA and Great Rivers continue to actively explore this option. Issues under discussion are security, performance monitoring, allowable use of laptop computers, who provides equipment, quality of and who pays for internet access.
  - ii) Flex schedules and extended hours. First raised by Western, a growing number of consortium are exploring this practice to deal with staff preference, office space limitations, supporting overtime work, offering part time work options as a way to attract retired IM or other workers. Issues are: hours of availability for CWW (current schedule works provided sufficient advance notice of changes is shared) and CARES Call Center support.
  - iii) Staff Surveys – three staff survey drafts are currently in process at DHS – a new worker survey to be given at completion of training, an exit survey and a current staff survey. Anticipated completion dates are end of year.
  - iv) Video – WKRP reported that they are taping a video, part of which may be appropriate for inclusion in the video DHS is exploring. Goal is to create a visual to use on web sites, with technical colleges, at job fairs etc. to illustrate role of IM worker.
  - v) New topics identified for future meetings:
    - a) Examine trending statistics on talk times and discuss reasons and strategies
    - b) Discuss onboarding process for new IM worker hires
    - c) Revisit workable strategies with technical school partnership

- d) Discuss strategies for supporting outreach in communities to support staff recruitment, especially of diverse populations
- Brainstormed some key segments and important elements of a DHS/consortia shared COOP plan in preparation for in depth topic discussion at January meeting
- Heard from Northern Consortium about a recent threatening customer phone call and discussed strategies for addressing
- Heard highlights of each consortium's September 2016 work plan including accomplishments and future goals
- Confirmed meeting agenda topics for:
  - i) November - Fraud, Benefit Recovery , Overpayments and Related Systems
    - Training Strategic Planning Update (continued from July meeting)
    - System Enhancement Overview (continued from September meeting)
  - ii) January - Developing a Shared DHS Consortium COOP Plan
    - Preparation for Genesys/ Call Center Enhancements Revisited

## Workload and Finance

The Workload and Finance subcommittee met on September 27. At that meeting, the group:

- Heard from DHS staff that the Departments 2017 request to CMS for enhanced funding had been approved – this runs through September 2017
- Confirmed that DHS should be able to cut checks for 2015 enhanced funding in January
- Heard that DHS will start “re-ob-de-ob” process for CY 2015 ACA carryover once amounts confirmed in early November. Contract documents expected in mid-December
- Asked if reminder could be sent on outstanding 2014 FoodShare bonus contracts due
- Clarified that quarterly estate recovery amounts due to consortium are being loaded into CARS and that 3 quarters (2015 – 3<sup>rd</sup> and 4<sup>th</sup> quarter) and 2016 – 1<sup>st</sup> quarter) were loaded at one time
- Confirmed that DHS – OPIB submitted department budget request in September
- Heard consortia update from on status of “stable funding” white paper being finalized which will be shared with DHS in next few weeks
- Discussed status of 2017 IM contract draft – one narrative issue remaining to be resolved
- Heard consortia update on information gathering on backlog of referrals and overpayments which will be component of white paper

## **Work Groups**

### BRITS

The BRITS work group met on Tuesday, September 27. At that meeting:

- Lexi Koliner reviewed the user roles with all of the meeting attendees. Current list of submitted BRITS users will be sent to work group so they can review and make changes by 10/27.
- Lexi Koliner communicated that there were additional open referrals to those on the BV reports. Lists will be sent to each consortium to support clean-up efforts.