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IMAC Subcommittee Update
February 16, 2017

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Upcoming 2017 IMAC Subcommittee meetings have been scheduled as follows:

TAPP	February 24
CCA/Genesys	February 27
IM Operational Analysis	March 3
Performance Monitoring	March 15
Workload & Finance	March 28
EBD/LTC	April 10
Fraud and Program Integrity	April 11
Program Coordination	April 19
Training	April 24

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

Subcommittees

TAPP – (Technical Assistance Policy & Process)

The subcommittee met on February 3. At that meeting:
- Lisa provided an update on Navigator, it is still on track for a production release on Saturday, February 11, 2017. Watch for communications going to IT, CARES/Policy Coordinators and Operational leads before then. The Ops Memo will be amended with the new release date.
- Katie and Nicole provided an update on Admin renewal case summary and worker alert. The ops memo will be amended to provide more details. Alert help text will be updated as well. The issue that cases summaries to not generate is usually a data issue.
- Justin - FNS project went well, no issues to report and there were no questions from the consortia.
- Katie – the project was released and there was only one issue that occurred since the release which was the system error occurring at confirmation. It was fixed on Tuesday night. No questions from the Consortia.
- Lee & Raquel – The project had a couple of issues found before release that did not occur while in Enterprise Mode so agencies were asked to remain in Enterprise mode while the issues were fixed. The issues were on the Community Waivers page, a fatal occurring when entering comments in the doc viewer and HATS. After the release an issue was raised on the Authorized rep with the Zip Code and Email fields. Other issues that occurred after the release were due to

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agencies having Compatibility view mode turned on. Although it was turned off on a workstation it was found that it was on from a group policy so IT staff had to turn it off for the Wisconsin.gov domain and if needed for other applications such as ECF the subdomain for that site would need to be added to the group policy. Instructions were sent to IT staff and Operational leads on how to handle these situations. A couple of other issues were discovered that only occur while in Default Mode (Enterprise Disabled) so we have asked agencies to remain in Enterprise Mode we plan to fix these issues by the end of February. We have asked for Volunteers to switch over to default mode starting March 6th and then roll out the rest of the state throughout the end of April. Please let Raquel know by 2/10 if you wish to go first.

- A couple of issues not related to the above projects is where MAGS was not being created correctly for 19 year olds with parents in the households where the parent is coded and "Caring for is Y".

- FS that should be pending for interview is instead failing over income.

- Please send agenda items to Raquel.Berkshire@wi.gov

TAPP Calendar	
2/24/2017	No topics yet
3/3/2017	No topics yet
3/10/2017	No topics yet
3/24/2017	Paperless Correspondence
4/7/2017	Benefit Issuance Project
	PS FS Timeliness
4/14/2017	Benefit Issuance Project
4/28/2017	No topics yet

CCA

The CCA Subcommittee met on February 13. At that meeting, we discussed:

- The timeline for project implementation with DET. DHS will provide more information when available.
- The Call Center Operational/Technical Subcommittee plan, centering on two important topics to be covered in the next two months:
  - February 27:
    - Agent Statuses - Discuss proposal to implement a standard list of status codes across all Genesys users.
    - Why:
      - Provide consistency from a reporting and training perspective for all users
      - User friendly (simple, short list that is easy to select from)

- March 27:
  - Subcommittee feedback/discussion regarding navigation of the Automated Telephonic Signature. A partial demo of the process will be provided.

Performance Monitoring

The Performance Monitoring Subcommittee met on January 18. At that meeting:

- Tony Trout led a discussion of the Consortia Monthly Report
  - Reports can be accessed through Share Point and up to three years of historical data can be pulled
  - Reports contain statewide data as well as a breakdown by consortia.
  - Each included report was reviewed
- Tjeng Her did a live demonstration of the IMMR reports that are available with the addition of renewals to the dashboard.
  - A request was made for a list of reports that have been moved from ACD to IMMR
  - Any questions or feedback should be sent to Tjeng
- Debbie Waite and Jenny Hoffman opened a brief discussion on Discrepancies. A more detailed conversation will occur at the March meeting.
- Anna Huizar and Joanne Jaehnke share best practices in regard to recertification timeliness. Recertification timeliness will be one of the focus areas for the 2017 MER.
- Items to be discussed at the March 15, 2017 meeting include:
  - Establishing Identity for phone interviews/best practices
  - Discrepancies
  - Timeframe for corrections of Second Party Reviews
  - QC Tips
  - BRITS IMMR?

Income Maintenance Operational Analysis

The IMOA subcommittee met on February 3. At that meeting, the group:

- Received an overview from Deloitte regarding current availability of information through the dashboard, IMMR and other system generated reports that can assist with managing workload and tracking staff performance and productivity. As part of this discussion, reviewed a chart illustrating possible short term and long term initiatives that provide further efficiency and flexibility to support both of these functions. Concluded that updating existing crosswalk of data sources to employee scorecards was most achievable short term initiative.
- Had a follow up discussion with Paul Michael on the status of DHS assessing internal interest on tracking certain consortia call outcome data elements out of

CCA/Genesys. Internal discussions will continue through March with IMOA update targeted for April meeting.

- Confirmed next due date for updated consortia six month work plans is on or before last week in February. Reviewed efficient approach to capture completed initiatives while refreshing ongoing and new work items.
- Prepared for a sharing conversation in March on consortia/county practices to support IM program eligibility transition for inmates being released from prisons and jails. Heard remarks from Assistant Deputy Secretary Jenny Malcore regarding DHS' interest in collecting this information.
- Reviewed a WFCAP participation chart created for St Croix County and confirmed interest in receiving a statewide version containing county specific data.
- Reviewed draft pages of a Consortia/DHS COOP plan template. Provided suggested edits and identified additional pages for creation. Targeted March meeting to work on completing plan content together.
- Heard progress report on distribution of BRITS FoodShare overpayment tool developed by OIG. Expedited internal review is occurring with goal of sharing in next few weeks.
- Discussed continued frustrations with access issues and lack of strategic visioning around SharePoint tool. Asked DHS staff to re-engage on functionality and support of SharePoint.
- Heard brief update on status of three IM workers surveys a) new worker training completion survey b) existing worker survey c) exit survey. Drafts are being finalized by DHS for review at future IMOA meeting.
- Received information regarding fiscal manager training being presented by DHS CARS and BOC staff via teleconference on March 8 from 1:00 to 3:00.
- Selected Stevens Point as location for March meeting and identified focal topics as:
    o Sharing session to complete COOP plan templates
    o Sharing session on prisoner and jail release eligibility initiatives

Training

The Training Subcommittee met on January 10 to preview and provide feedback on the upcoming Self-Employment Refresher training.

The Training Subcommittee met again on January 23 for the regularly scheduled, quarterly meeting. At that meeting, the group:
- Discussed training plans for upcoming projects in 2017, including Transition FoodShare Benefits Issuance from Mainframe to CWW.
- Discussed the Self-Employment Refresher training and additional feedback was given including suggestions on what worksheets should be looked at next. Feedback was also given on the recently published (November 2016) Advanced Long Term Care training.

- Conducted a walkthrough of the implemented Coaching & Mentoring Corner on the DHS Learning Center.
- Discussed some of the recent topics that were brought up at the IMOA Subcommittee training discussion, including exploring Kahoot, EBD Initial & Advanced curriculum, virtual classroom concept, and IM NWT curriculum review.
- Confirmed that Proper Use of Dates is still at the top of the Refresher Training Prioritization list and something that IM Training is looking at developing in 2017.
- Discussed the roundtable topic of training needs surveys and how they are being used in each agency.

The next Training Subcommittee meeting is planned for Monday, April 24 from 1PM-4PM via Adobe Connect.