Upcoming 2017 IMAC Subcommittee meetings have been scheduled as follows:

TAPP	March 24
CCA	March 27
Workload & Finance	March 28
IM Operational Analysis	April 7
EBD/LTC	April 10
Program Coordination	April 19
Training	April 24
Fraud & Program Integrity	April 25
Performance Monitoring	May 17

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

<u>Subcommittees</u>

IM Operational Analysis

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

- Shared current consortia/county practices to support IM program eligibility transition for inmates being released from prisons and jails. Learned of wide variance across state in approaches – some involving interesting partnering concepts. Consortia will re-evaluate opportunities in county/consortia approaches based on what was learned. Summary will be prepared for Assistant Deputy Secretary as requested.
- Identified further edits to a shared DHS/Consortium COOP plan template to be completed by the Department and by each consortium. Shared possible plan entries, approaches or strategies to assist with completion. Discussion will continue at April meeting.
- 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. Reviewed a DHS proposed list of call outcomes for consideration by consortium. Group continues to struggle with "value provided" question and asked DHS to confirm Department need and use of information. Discussed interest/need to gather additional information on 1) call resolution status 2) tying data to statuses. Recommended discussion at upcoming CCA/Genesys subcommittee meeting to get additional points of view.

- Learned that telephonic signature tool will be demonstrated at next CCA/Genesys subcommittee meeting on March 27.
- 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 continue to be finalized by DHS for review at future IMOA meeting.
- Selected Madison as location for April 7 meeting and identified focal topics as:
  a) Work session to complete COOP plan templates
  b) Roles of CARES Coordinators and Policy Coordinators
  c) Consortia and DHS six month work plan highlights
  d) Employee and staff training surveys
  e) Progress on system enhancement opportunities

Technical Assistance Policy & Process (TAPP)

The TAPP Subcommittee met on February 24. At that meeting:
- Lisa Epple provided an update on the fixes for the Navigator project for the widespread issues and appears to be ok. The issue with viewing restricted documents will be fixed on 3/5. A suggestion was made to enhance the "print all" option for batches. Lisa informed the group that this is in the list of future enhancements.
- Tjeng Her provided an update on SharePoint. He informed the group that the survey he sent out will be open for another week so please provide your feedback. Survey Results will be shared at the next TAPP meeting.
- Raquel Berkshire reviewed the proposed schedule for agencies to begin disabling Enterprise Mode. There were no adjustments.
- Ed Dillon gathered feedback on an enhancement item from the TAPP priority list (Add Customer notification to ACCESS). This information is needed to determine if this is a project or a smaller maintenance item for prioritization purposes.
- Lee Yang asked the agencies if the issue with the absent parent page was still an issue. This is one of the maintenance items prioritized as high by the TAPP members but we don't have any recent reports. Consortia will send in new examples to the CARES Call center. JIRA item 4164.

Workload & Finance

The Workload and Finance subcommittee is now meeting quarterly and receiving monthly written updates in between meetings. The subcommittee received a written update at the end of February.

CCA/Genesys

The Call Center Operational/Technical Subcommittee met on March 13. At that meeting:

Agent Status Discovery - Standardization of Agent Status Codes:
- The group discussed proposal to implement a standard list of status codes across all Genesys users. (In Genesys, these are called "Not Ready Reason Codes")
  *Purpose***:**
  - Provide consistency from a reporting and training perspective for all users
  - User friendly (simple, short list that is easy to select from)
  - Anticipate this will make the initial build more manageable, both from the design/build aspect, but also trouble shooting
- The group agreed on a short list of codes to be implemented across all Genesys users. These include:

Not Ready Reason Code	Description
1) On Break	Break periods, other than lunch
2) Lunch	Lunch periods
3) Meeting	• Meeting • Attending/providing training, mentoring or coaching events
4) Case Processing	• Application/Renewal/SMRF/Change Report Processing • Document Processing • Any other work related activity while not actively taking calls.
5) Supervising	• Supervision related activities, including: • Monitoring call center staffing • Monitoring call center performance

- Although not currently included, the following codes are also being considered:
  - **"After Call Work"**: DHS will continue to explore how Genesys accounts for work related to the previous call, before the next call connects. If an actual status is required, DHS will include this in the list of Not Ready Reason Codes. If the Genesys workflow when transitioning from one call to the next accounts for this time and is reportable, the "After Call Work" code may not be necessary.
  - **"Last Call"**: Agencies are currently using this status for various reasons, including observing which staff are on their last call of the day or prior to break, as well as tracking staff's use of the bathroom. DHS will explore whether or not Genesys has other functionality to meet these needs.

Telephonic Signature Demo
- At the March 27th, 1:00 PM meeting, Genesys project staff is anticipating a high level, in person, demonstration of the new Telephonic Signature process for the

purpose of Consortia/MilES/MECA input. This will occur at the Dane Co. job center for subcommittee members and Operational leads to attend this meeting.
Please note:
o Project staff encourage in person attendance. While tele-presence will be available for this meeting, we can't guarantee the quality of the audio, as it pertains to this demo. If anyone attending via telephone and is unable to adequately hear the demonstration, there may be very little that can be done to resolve this issue.
o The Genesys project team requests attendance (by phone and in person) but is limited to participants of this subcommittee and operational leads. This request is to account for room capacity, but also to allow all agencies the opportunity to provide input on the new process.
o The exact method of demonstrating the telephonic signature is still being determined. At a minimum, the demo should provide the "audible" experience of the agent/customer as the telephonic signature is being created.
o The primary goal is to receive feedback on the agent/customer experience.