

IMMR Documentation and Usage Analytics

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March 16, 2017

Income Maintenance Advisory Committee (IMAC) Meeting



Overview of this project

- **Background**

- Income Maintenance Management Report (IMMR) has over 100 reports organized into folders according to subject matter. There is currently no easily searchable resource giving an overview of each report and what they contain.

- **Vision**

- Increase the usability of IMMR through improved search criteria and system/report documentation.

Goals of this project

- **Develop a structure of categorizing all IMMR reports.** Overview of each IMMR report to assist in discovering the report that matches a person's data need
 - Each report's title, description, drill-down depth, refresh frequency, programs, measures, etc.
- **Develop a system-wide solution to discover and use IMMR reports.** This tool allows users to more easily locate the data that they need.
 - Available to all IMMR users as a searchable, indexed, sortable, and filterable online-tool with direct links to IMMR reports

Goals of this project

- **Update/reorganize Process Help and System Help to be consistent and current.**
 - Create IMMR listing for Systems Gateway Help
 - Update Process Help
 - Create and update help files for *all IMMR reports*
- **Create new WebI report of IMMR report usage.**
 - Count of number of times each IMMR report is run within a defined timeframe, grouped by Consortia with ability to drill down to details of County and worker

Home Page & Search Tool Mockups

New ways to discover, understand and use IMMR reports

New link at the Gateway

The screenshot shows the Wisconsin Gateway website with the following layout:

- Header:** "YOU ARE ON WISCONSIN.EDI" logo and "State of W I S C O N S I N" banner.
- Navigation:** "EM Home" and "CC Home" icons.
- Main Title:** "Income Maintenance / Workforce Development Systems Gateway".
- Right Side:** "Help" and "Add this Page to Favorites" links.
- Grid of Links:**
 - ACD (highlighted):** Automated Case Directory
 - ACCESS:** Access to Eligibility Support Services
 - ASSET:** Employment and Training System
 - BRITS:** Benefit Recovery Investigation Tracking System
 - BST:** Barriers Screening Tool
 - CATS:** CATS PCR Tracking System
 - CCPI:** CC Provider Information
 - Child Care Provider Portal:** Child Care Provider Portal
 - Control-D:** Control-D
 - CSAW:** Child Care Statewide Administration (Web)
 - CWW:** CARES Worker Web / Availability Calendar
 - CWW - Training:** Training Environment
 - DWD IDs:** DWD/Wisconsin Logon Management System
 - EATS:** Emergency Assistance Tracking System
 - ECF:** Electronic Case File
 - ForwardHealth iC:** ForwardHealth interChange for IM Agencies / State Staff
 - FSDW (highlighted):** FoodShare Data Warehouse
 - JAMA:** CARES Application Lifecycle Management Tool
 - JIRA:** CARES Application Lifecycle Management Tool
 - Learning Center:** DCF / DHS Learning Center
 - MyWiChildCare Parents:** MyWiChildCare Parent Portal
 - SAVE:** Alien Verification System
 - W-2 Plans:** Wisconsin Works (W-2) Plans
 - WAMS:** Web Access Management System
 - WebI (highlighted):** Web Intelligence
 - IMMR:** Income Maintenance Management Reporting
 - WISA:** Wisconsin Integrated Security Application
 - WISCCRS:** Wisconsin Child Care Regulatory System
 - YoungStar:** Child Care Provider Ratings
- Technical Information:**
 - Agency Workstation Requirements
 - Agency IE-11 Upgrade Guide for IT Staff

Home Page

IMMR
HOMEPAGE

Welcome, John Smith
?

KEY METRICS	Active Case Count	Recipient Count	Application Timeliness	Renewal Timeliness	Average Renewal Processing Time
Statewide	120K ▲ 2.7%	670K ▲ 2.7%	94% ▲ 2.9%	88% ▲ 2.8%	14 ▼ 2.7 days
MILES	80K ▲ 0.7%	430K ▲ 0.7%	92% ▲ 12.7%	90% ▲ 0.7%	13 ▲ 4.9 days

My Recently Viewed		My Frequently Viewed	
STATEWIDE	DRILLDOWN	STATEWIDE	DRILLDOWN
Active Case Summary Report	Consortium	Active Case Summary Report	Consortium
IM AG Closure and Denial by Benefit Category and Reas...	County of Residence	Active Case Summary Report for Tribal IM Agencies	Worker
IM FoodShare Benefit Issuance Report	Statewide	IM AG Closure and Denial by Benefit Category and Reaso...	County of Residence
Individuals Summary by Benefit Category and Source Re...	Consortium	RTE Application Summary Report	Consortium
Active Case Summary Report for Tribal IM Agencies	Worker	Individuals Summary by Benefit Category and Source Rep...	Consortium
VIEW MORE		VIEW MORE	

Statewide Frequently Viewed	Newly Added
Active Case Summary Report	Active Case Summary Report
Active Case Summary Report for Tribal IM Agencies	Active Case Summary Report for Tribal IM Agencies
IM AG Closure and Denial by Benefit Category and Reason Summary Report fo...	IM AG Closure and Denial by Benefit Category and Reason Summary ...
IM Case Summary Report	IM Case Summary Report
IM FoodShare Allotment History Report	IM FoodShare Allotment History Report
VIEW MORE	

Suggested:

IM AG Closure and Denial by Benefit Category and Reason Summary ...

Views in Last 30 days: 800

The report displays the count of active cases which are open, pending or closed less than a calendar month. The report supports drill downs to view and analyse the data underlino each of the areareat ?

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Home Page (top half)

CARES IMMRR HOME PAGE 🔍 📁 Welcome, John Smith ?

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[VIEW MORE](#)

- Key metrics – statewide and your consortium
- My Recently Viewed – last 5 reports you ran
- My Frequently Viewed – your top 5 reports

Home Page (bottom half)

Statewide Frequently Viewed	Newly Added
Active Case Summary Report	Active Case Summary Report 
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- Statewide frequently viewed – most popular statewide
- Newly added – brand new reports
- Suggested – reports you don't run, but might

Search page

CARES IMMR Search Tool 50 REPORTS FOUND ?

Last Database Refresh Date: 01/19/2016

User Selections

Program(s) HEALTH CARE, FOODSHARE	Business Function(s) 2nd Party Reviews, Eligibility, FSET
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2nd Party Review Health Care Error Rate Summary Report

Views in last 30days: 800

The report provides a summary of 2nd Party Health Care Reviews error rates information by benefit category and sub category. The report shou...

REFRESH FREQUENCY	LAST REFRESHED	START MONTH
Weekly	10/12/2016	Sep - 16

Statewide (6 Pages)	Consortium (6 Pages)	Agency of Administration (6 Pages)
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Active Case Summary Report

Views in last 30days: 800

The report displays the count of active cases which are open, pending or closed less than a calendar month. The report supports drill downs ...

REFRESH FREQUENCY	LAST REFRESHED	START MONTH
Weekly	10/12/2016	Sep - 16

Statewide (6 Pages)	Consortium (6 Pages)	Worker (6 Pages)	Case Detail (6 Pages)	Individual Detail (6 Pages)
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FNS Waiver to Conduct Unscheduled Interviews ("On-Demand") Evaluation Summary Report (DHS Internal)

Views in last 30days: 800

The report displays operational and agency performance metrics related to FS On-Demand interviews.

REFRESH FREQUENCY	LAST REFRESHED	START MONTH
Weekly	10/12/2016	Sep - 16

Statewide (6 Pages)

FoodShare (FS) Individuals Time Limited Benefit (TLB) Utilization History Report (FSET Region)

- Search by Programs
 - BC+, Medicaid, LTC
 - FoodShare
 - FSET
- Search by Sub-Programs
 - BC+ for Childless Adults, IRIS, PACE
- Search by Business Functions
 - Timeliness, Referrals, TLBs

Search page



IMMR Search Tool

50 REPORTS FOUND?

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Sample report

Views in last 30 days

Last Refreshed

Drill Depth

Help File

Refresh Frequency

Start Month

Number of Pages

Wrapping up

Phase I: May 27, 2017

Overview

- **New link on the Gateway**
 - Existing routes to Webl, etc. remain
- **Home Page customized to you and your usage**
 - Your reports, reports of people like you
- **Search Page**
 - Search by Program and Business Function
 - Results include report's title, description, drill-down depth, refresh frequency, sample report and help
- **Usage Report**
 - Rankings and usage info statewide and your consortium

Key Dates

- TAPP Presentation – April 28, 2017
- Ops Memo - May 5, 2017
- Deployment – May 27, 2017

Questions

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