

IMAC Subcommittee Update April 20, 2017

Upcoming 2017 IMAC Subcommittee meetings have been scheduled as followed:

Training	April 24
Fraud & Program Integrity	April 25
TAPP	April 28
CCA/Genesys	May 8
IM Operational Analysis	May 12
Performance Monitoring	May 7
EBD/LTC	July 10
Program Coordination	July 19
Workload & Finance	June 27

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

CCA/Genesys

The Call Center Operational/Technical Subcommittee met on March 27. At that meeting, the group:

- Provided a demonstration of the Genesys telephonic signature process currently being developed.
- Gathered valuable input from subcommittee members and others in attendance and minor changes to the process will likely result. This includes changes to some of the sounds that assist the worker in navigating the process.
- Decided this subcommittee will continue to provide input on various Genesys configurations, including:
 - Agent Status (“Not Ready Reason Codes” in Genesys)
 - Outcomes (“Disposition Codes” in Genesys)
- Addressed some technical concerns with agents logging into CCA. In addition to troubleshooting the issue with local IT, consortia should send Agent Name, time of attempted login (for those taking more than 2-3 minutes), session ID, server ID to DHSIMACDSupport@wisconsin.gov. (New Supervisor template will be created for this, or assistance can be provided to walk users through adding these manually to their view).

IM Operational Analysis

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

- Reviewed “old” Operations memo documentation relating to the roles of the CARES Coordinator and the Policy Coordinator. Concluded that the Operations memo should be updated to reflect current practice and consortia models which have evolved since it was issued. The group also:
 - Identified the need to update and maintain consistent distribution lists used for communication
 - Identified need to differentiate distribution lists between staff with actual roles responsibilities and staff who need update information only
 - Identified a longer term goal of implementing an electronic “ticketing” type system to more efficiently manage questions and issues being sent in to CARES Call Center
 - Suggested including more detail in Ops memo on formatting of issues submitted to Call Center.
- Reviewed and provided suggested edits to three survey templates:
 - New worker training completion survey
 - Existing staff survey
 - Staff exit surveyFinal versions will be made available to agencies in the next month for their discretionary use.
- Reviewed updated version of a staff scorecard tool from Capital Consortia along with their crosswalk used to populate the tool to prepare for further work by DHS on electronic population of the tool. Goal is to create a template that can be used by most consortia – perhaps designed to support some customization. Consortia were asked to get feedback to Debbie Waite and Lisa Hanson by Friday May 5. Capital will also share “wish” list of additional items they would like incorporated.
- Shared exploration or action items pursued by consortia with local jails or prisons since the March meeting to better support program enrollment by inmates to prepare for release.
- Shared county level information on how drug testing for convicted felons is currently being handled including: numbers of tests being performed, type of test, provider performing test, and cost/billing information and protocols. Information to be used to inform developing policy at the state level. Those counties/consortia with written protocols asked to send to DHS by April 14.
- Reviewed final draft templates for the DHS Consortia shared COOP plans, including which pages owned by DHS and which by the consortia. Mid October is date for submission. DHS staff will explore security preparation for statewide sharing- both CARES security and CCA/Genesys security – also availability of paper forms and brochures.

- Shared recent consortia 2016 accomplishments and 2017 goals contained in most recent work plans (submitted in February). DHS also shared updates on its work plan progress and goals for the year, including shared QC activity with MiLES.
- Heard progress report on supporting broader sharing of BRITS FoodShare overpayment tool with late April/early May 1 as the target. Training by OIG staff will occur at various events including WSSA and WAPAF.
- Noted that May meeting was moved to May 12 to avoid WCHSA conflict. Location will be Madison at DATCP. Focal topics identified for May:
 - IMOA Subcommittee Self Review
 - Roles of CARES Coordinators and Policy Coordinators (continued) – update to Ops Memo
 - System enhancement progress for performance tracking and workload management
 - COOP Preparation - DHS security access preparation
 - COOP plan progress (a standing agenda item to promote sharing)
 - Training Innovation Update
 - BRITS and Overpayment Tool Update
 - SharePoint

TAPP (Technical Assistance Policy & Procedure)

The TAPP Subcommittee met on March 24. At that meeting:

- Raquel Berkshire provided a status on the HTML5 rollout. The rollout to turn off Enterprise Mode began on March 6th with MiLES and WKRP. No issues were reported. By 4/10/17 all Consortia will have Enterprise Mode turned off.
- Ed Dillon provided a summary of changes coming up in April 2017 for the Paperless Correspondence Security project. Some of the fixes include, removed the view ability by others for PIN based letters. Members will now be able to request paperless for individuals instead of case based. Changes were made to ACCESS to accommodate these security fixes.
- Raquel Berkshire reviewed the Maintenance item spreadsheet. All tabs were reviewed and explained. Minor changes done and sent to the Consortia. A new tab was added for Consortia to provide suggestion on CWW Enhancements. The list of deferred items will be kept down to the last 6 months.
- Jennifer Przekurat provided an update to the DHS CARES Projects scheduled for the remainder of 2017. The 2018 list is still under discussion.
- Future TAPP meetings and agenda topics are:
 - 4/21/2017
 - PS FS Timeliness
 - Benefit Issuance Project PartII

- 4/28/2017
 - SharePoint
 - IMMR Documentation and Analytics
- 5/5/2017
 - Please send agenda items to Raquel.Berkshire@wi.gov
- 5/12/2017
 - Please send agenda items to Raquel.Berkshire@wi.gov