

IMAC Subcommittee Update May 18, 2017

Upcoming 2017 IMAC Subcommittee meetings have been scheduled as followed:

CCA	May 22
BRITS	May 23
TAPP	May 26
IM Operational Analysis	June 9
Workload & Finance	June 27
EBD/LTC	July 10
Fraud and Program Integrity	July 11
Performance Monitoring	July 19
Program Coordination	July 19
Training	July 24

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

Training

The Training Subcommittee met on April 24th. At that meeting, the group:

- Reviewed the progress of 2017 training projects and discussed upcoming trainings.
- Provided feedback on the recently published Self-Employment Refresher training.
- Reviewed the Refresher Training Prioritization list and requested a walkthrough of the outline of the upcoming Proper Use of Dates Refresher Training. A walkthrough is scheduled for May 23rd.
- Discussed other topics including IM New Worker Training review, virtual classroom concept, training surveys, and EBD overview/advanced.
- Decided a Kahoot demonstration will be conducted during the next IMAC Training Subcommittee.
- Determined the next Training Subcommittee meeting is scheduled for July 24th from 1 PM-4 PM

BRITS

The BRITS subcommittee met on April 25. At that meeting, the group:

- Discussed the significant issues with BRITS current reports. The focus of this meeting was reviewing related problems, solutions, workarounds and data needs.
- Upcoming meetings are scheduled for: May 23, June 27, July 25.

Program Coordination

The Program Coordination subcommittee met on April 19. At that meeting, the group:

- Reviewed a handout from DHS Bureau of Enrollment Policy and Systems on the pilot initiative to launch administrative renewals (AR) for health care eligibility. This initiative requires agencies to re-determine eligibility without requesting member information if there is reliable information available through data exchanges. Data was shared on pilot results from February through March on: a.) AR eligible households b.) #'s of households administratively renewed c.) AR process exclusion types and numbers d.) Pilot activity conclusions. Statewide launch is scheduled for May 2017.
 - Discussed pending directive to IM agencies to “clean-up” cases prior to statewide release by end dating employment – identified that this may create possible issue for DCF child care cases. Guidance will be forthcoming.
- Reviewed a Federal ChildCare Development Block Grant timeline for DCF implementation of the final rule. Three phases for implementation are :
 - Phase 1 Implement 12 month eligibility (completed)
 - Phase 2 Implement liquid asset test - target August 2017
 - Phase 3 Implement a) list of “family friendly” eligibility rules; b) create policy around definition of homelessness c) 12 month authorization
 - Other – EBT cards for childcare?
- Confirmed interest in having DHS Area Admin staff develop template to capture major projects and timelines across departments. Identified fields of information to include in template.
- Identified confirmed and possible focal topics for July meeting:
 - TANF Overview and Developments – Debra Cronmiller (confirmed)
 - Cross Department Major Project Timeline Amy Bell-Ferries (confirmed)
 - Cross Department Policy Initiatives – Governors Budget
 - Federal Policy Reform Changes
 - Consistency on Citizenship/Identity Eligibility Processes – Systems & Other

TAPP (Technical Assistance Policy & Procedure)

The Technical Assistance Policy and Process Subcommittee met on April 21. At that meeting:

- Angela Walters provided a demonstration on the Priority Service timeliness project that was release on 4/22/2017.
- Katie Quaintance provided a demonstration for the Benefit Issuance Project, which was a continuation from the previous TAPP meeting.

The Technical Assistance Policy and Process Subcommittee met on April 28. At that meeting:

- Tjeng Her provided an update on SharePoint. Security is working on individual access to SharePoint. He also clarified that access to SharePoint and the Consortia Reporting site have different security requirements, so it is a two-step process. If you are requesting access to the consortia report you need to state that on the request.
- Tjeng Her provided a demonstration of the upcoming IMMR changes. There will be a homepage and a new search tool. See Ops Memo 17-22
- An update was given for each of the projects Released in April.
 - Transition BI MF screens to CWW – a couple of post-production issues were identified and fixed with an emergency release.
 - PS FS Timeliness – No Issues
 - Paperless Security – a couple of post-production issues were identified and fixed with an emergency release.
 - CCA Replacement tool – No issues
 - DSNAP – No issues
 - Member Information Interface – A post-production issue was identified with the format of the email address in the case summary. This will be fixed with the August Release.

TAPP future meetings are scheduled on Friday's at this time, there are no agenda items for upcoming meetings. The meetings will get canceled if there are no agenda items.

CCA

The Call Center Operational/Technical Subcommittee met late April. At that meeting, the group:

Demo of the Automated Telephonic Signature:

- Reviewed the decisions made at the March meeting regarding the Automated Telephonic Signature. DHS confirmed that a voice prompt can be added to the sounds which confirm when the recording is starting and when it is ending. For example, upon starting the telephonic signature recording, a voice prompt will indicate, "Recording English", followed by a chime.
- Gathered feedback regarding the demo provided at our March meeting.

Not Ready Reason Codes:

- Decided upon the following "Not Ready Reason Codes" in Genesys. Similar to "statuses" in CCA, these are the statuses an agent will select when they do not want the system to offer them any calls at that time.

Not Ready Reason Code	Description
On Break	Break periods, other than lunch
Lunch	Lunch periods
Meeting	Meeting Attending/providing training, mentoring or coaching events
Case Processing	Application/Renewal/SMRF/Change Report Processing Document Processing Any other work related activity while not actively taking calls.
Supervising	Supervision related activities, including: Monitoring call center staffing Monitoring call center performance
After Call Work	Completing work related to the previous call
Last Call	Currently on last call prior to a break, lunch, end of day or no longer taking calls.
Other	Unavailable for calls for reasons other than those listed above, including bathroom breaks.

Disposition Codes in Genesys (aka “outcomes” in CCA):

- Decided to table any further discussion of Disposition Codes in Genesys until after implementation of the Genesys application.
- Decided for consortia currently using outcomes in CCA, the CCA Technical Team will have individual discussions with them regarding whether or not they would like these same outcomes to transfer to Genesys.