

IMAC Subcommittee Update June 15, 2017

Upcoming 2017 IMAC Subcommittee meetings have been scheduled as followed:

TAPP	June 23
CCA	June 26
Workload & Finance	June 27
EBD/LTC	July 10
Performance Monitoring	July 19
Program Coordination	July 19
Training	July 24
Fraud & Program Integrity	July 25
IM Operational Analysis	August 4

The following subcommittees have met since the May IMAC meeting:

Training

The Training Subcommittee held an additional meeting on May 23. At that meeting, the group:

- Talked through the Proper Use of Dates Refresher training outline.
- Provided feedback on the training outline.
- Noted The Proper Use of Dates Refresher training walkthrough will be conducted during the regularly scheduled IMAC Training Subcommittee on July 24th

Fraud & Program Integrity

The Fraud and Program Integrity Subcommittee met on April 25. At that meeting, the group:

- Discussed the possibility that the 2018 UCOWF National conference will be hosted in Wisconsin by the OIG and scholarships are available (you need to be a UCOWF member). Mike, Wendy & Candice attended the FNS Integrity Conference in Chicago and presented.
- Provided an update on BRITS reports – data cannot be used at this time.
- Validated data collected and shared by the OIG on stats, FS Overpayment tool and its progress.
- Discussed the WSSA conference. The OIG presentation scheduled for June 22.
- Reviewed the FPIP Contract feedback pros and cons of the new version.

- Scheduled ITAU Team and county participation in order to rework the contract. Agencies were asked to put a hold on county ordinances until further clarifications can be made on these.

TAPP (Technical Assistance Policy & Procedure)

The TAPP Subcommittee met on May 26. At that meeting, the group:

- Decided to avoid conflicts with IMOA, the subcommittee will now meet on the 2nd and 4th Friday of the month.
- Gathered feedback from Consortia on what their needs are from the subcommittee.
- Reviewed the Priority List's new items submitted to gather business need and additional information on some of the items.

Upcoming meetings:

June 23: No agenda items at this time
 July 7: SharePoint, FoodShare on Demand, FSET 6
 July 28: Divestment & SLMB+
 August 11: Post Production Release Updates
 August 25: Post Production updates, Policy, Process & Systems Q&A

Check SharePoint for schedule/topic updates:

<https://share.health.wisconsin.gov/ext/cares/consortia/default.aspx>

IMOA (Income Maintenance Operational Analysis)

The IMOA subcommittee met on June 9. At that meeting, the group:

- Heard an update on prisoner/jail release policy state level discussions from Jenny Malcore, DHS Assistant Deputy Secretary. At her request, shared some best practices that could be evaluated for broader statewide consideration and possible resource opportunities including:
 - a) use of AmeriCorps volunteers to assist with eligibility application process
 - b) promoting consortia access to jail generated electronic weekly prisoner release date lists (like Phoenix system)
 - c) stationing IS workers in courthouse or jail settings on a regular or periodic basis
 - d) removing barriers to use of phone contact with inmates prior to release date
 - e) exploring funding sources that might be made available to support any of these activities

Jenny asked to return to IMOA later in the year to discuss progress and provide updates on options and resources, including facilitating conversation with jail association and other related contacts.
- Saw a demonstration of SharePoint capabilities provided by Tjeng Her of BEPS systems area and heard plans for

- a) revising and improving security access and security maintenance processes and
- b) bolstering staff resources to better support both BEPS/consortia portion of SharePoint and consortia dedicated portion of SharePoint.

Viewed multiple uses of local SharePoint site by Capital Consortia, including library capability and calendaring; also viewed calendaring capability being used by Northern

Agreed that future strategic session with new BEPS system staff dedicated to supporting SharePoint should be scheduled at a future meeting.

- Reviewed drug testing data collection chart and shared best practices among the group. Answered questions from Jenny Malcore regarding various approaches that can be taken back for broader planning and implementation conversations occurring around the childless adult waiver, FoodShare and informing other conversations about other department program eligibility drug testing protocols.
- Heard a short overview from Becky David regarding launch of project work group focused on development of a tracking tool to support CARES Call Center communication with consortia/MiLES. Discussed best approaches for getting consortia input into that project, including input into business requirements – two suggestions made were representation on the work group or holding a discussion forum involving consortia and subset of work group members to get input on business requirements and discuss communication process implications.

For next meeting, further work will be done by BEPS staff to develop an outline of a revised administrative memo to describe:

- a) roles of CARES/Policy coordinators
- b) clear processes for communicating various kinds of information between consortia/MiLES and CARES Call Center
- c) efficient maintenance of distribution lists used to support communication
- Viewed a demonstration by Claribel Camacho of WGRP of PREZI technology as possible alternative tool to PowerPoint
- Identified interest in holding a work session on ADRC/IM roles for long term care
Eligibility at the August IMOA meeting
- Heard a brief update on the status of the child support eligibility proposal in the Governor's budget – consortia were encouraged to send any background information or issues they had collected on this issue to DHS for use in a future conversation.
- Noted that July meeting will be skipped. Next meeting will be August 4 in Madison with these focal topics:
 - a) ADRC IM Roles in Eligibility Process
 - b) Roles of CARES Coordinators and Policy Coordinators (continued) - update to Ops Memo
 - c) CARES System Modernization Discussion
 - d) Policy and Program Priorities

CCA

The Call Center Operational/Technical Subcommittee did not meet in May. The Current Genesys Status & Updates include:

- The DHS project team and DET worked with Genesys over the past month to refine the DHS Business Requirements Document (BRD).
- The DHS BRD is signed and approved as of Monday, 6/12/2017.
- Remaining discovery activities to determine and document the overall system solution via Technical Design are expected to continue through the end of July.
- DHS will provide an update on certain items identified in discovery for IM Consortia input in the 6/26/2017 Call Center Technical/Operational Sub Committee.
- Once the full discovery process is complete and scope of work is defined, DET and Genesys plan to provide DHS the overall project timeline/implementation date. The DHS project team expects to receive this in early August and finalize the more detailed DHS project schedule in August.
- Once an implementation date range is set for our phased rollout, we will share it with DHS/DCF project stakeholders and with IM Consortia and start discussions on which Consortia will implement in each phase.
- The DHS project team will continue to assess the coordination of efforts needed to align the overall Genesys project timeline and implementation with the appropriate CARES release. Once the CARES release date is finalized, it will be shared with DHS/DCF project stakeholders and with IM Consortia.