Upcoming 2017 IMAC Subcommittee meetings have been scheduled as follows:

TAPP	August 25
CCA	August 28
IM Operational Analysis	September 1
Performance Monitoring	September 20
Workload & Finance	September 26
EBD/LTC	October 9
Fraud and Program Integrity	October 10
Program Coordination	October 18
Training	October 23

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

Subcommittees:

Training

The Training Subcommittee met on July 24. At that meeting, the group:
- Previewed the upcoming Proper Use of Dates refresher training and provided feedback to DHS IM Training. DHS IM Training is looking at feedback received and making necessary updates to the training which will be released this fall.
- Discussed incorporating Kahoot into the Enhanced New Worker Training webinars.
- Discussed upcoming training projects that were recently published including the CAPERS training and Undue Hardship training. A Cultural Competency training is also available on the DHS Learning Center for agencies to access.
- Discussed new trainings that are coming out which include: Proper Use of Dates Refresher, Assets Refresher, IMMR overview, and self-employment.

TAPP

The Technical Assistance Policy & Procedure (TAPP) Subcommittee met on Friday, July 21. At that meeting,
- Katie Quaintance provided details around the system changes for the FSET 6 projects.

- Tjeng Her provided an update on SharePoint (SP). Due to the UAT period there is a delay is security requests. Will start to focus on those as soon as UAT is done. The process to update the security form to include a request for SP in underway.

The Subcommittee met on Friday, July 28. At that meeting,
- Katie Quaintance provided details on the system changes for Divestment and provided a demo of those changes.
- Mai Yee Xiong provided details on the system changes for SLMB+ automation.
- Angela Walters provided details on the system changes for FoodShare on Demand and a demo of those changes.
- Consortia feedback: please review the maintenance priority list and respond to Bonnie Debauche. Super excited for the upcoming changes.

TAPP upcoming schedule:

8/25/2017 10:30 AM	**Technical Assistance Policy and Process**
	Post Production Release - Updates, Policy, Process, Systems:
	Divestment
	SLMB+
	FSET 6
	FS on Demand Tool
	CARES Refresh Technology
	DHS CARES Project Schedule Update
9/8/2017 10:30 AM	**Technical Assistance, Policy and Process (TAPP)**
	No Agenda items. Please send agenda items to Raquel.berkshire@wi.gov

CCA/Genesys

The Call Center Operational/Technical Subcommittee did not meet in July. The following update on the Genesys project was provided to consortia leadership on August 2.
- Summary on the Genesys project:
  1) On July 31, DOA announced that DOA procurement sent Genesys a 30 day notice of the intent to terminate the services portion of the contract due to missed deadlines and lower than expected quality as a service integrator.
  2) DOA intends to retain the Genesys product as it still assessed as a good match for enterprise needs.
  3) DOA is hiring a system integrator (SI) to complete enterprise-wide system implementation. The goal is to identify and negotiate a new SI off of an existing contract within a few months.
  4) The DHS timeline to transition to Genesys will remain undefined until onboarding is complete for the new SI and the enterprise project is stable. Until that point, DHS will continue to work with DET on project elements that can proceed in the absence of an SI.

- Current Status & Updates on Genesys project:
  1) The DHS Genesys Technical Design Document (TDS) was received but remains unapproved at this time. Portions of the TDS will still be usable regardless of the SI selected; others may require change.
  2) The project timeline and implementation schedule discussions with DET will resume once a new SI is engaged.
  3) 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 2018 CARES release. Once the CARES release date is finalized, it will be shared with DHS/DCF project stakeholders and with IM Consortia.
  4) DHS will continue to use the subcommittee to provide updates on the Genesys project and to gather input regarding specific components of the Genesys platform.

Fraud & Program Integrity

The Fraud & Program Integrity (FPIP) Subcommittee met July 25. At that meeting,
- The group discussed the Governor/Secretary Day at Brown County and Racine County.
- Kefah from the BRITS Team presented a walk-through of version 1.1 release. The subcommittee discussed that the FS overpayment tool will soon be released as well as the means in which it will be released, FPIP contract re-design work, stats, CLEAR Users, PARIS & Traffic updates & WAPAF training in the fall, which will be on Child Care overpayments and new policy.

Income Maintenance Operational Analysis

The IMOA subcommittee met on August 4. At that meeting, the group:
- Heard an overview of the Bureau of Enrollment Policy and Systems strategic priorities for the next two years:
  1) internal staff development
  2) system modernization – (CARES, ACCESS mobile and others)
  3) process efficiencies (including Call Center tracking tool, IM workload tracking tool)
  4) clear policy initiatives and implementation
  5) member and partner engagement

- Agreed to engage in further discussion at ES PAC and in other venues about subcommittee structure and its effective use

- Reviewed a set of business requirements to support design and implementation of an electronic tool to support communication between CARES Call Center and IM agencies, including communication when system is down. Training call center may also use. The group identified the following as additional needs:
  1) ease of use by IM agencies
  2) ability to track status of communication
  3) ability to view responses given to others
  4) ability to effectively maintain distribution lists
  5) ability to tie in CCT requests

- Heard preliminary information about a FoodShare mass change initiative coming in September.

- Heard an overview of progress on the short term workload management and staff productivity tool which will be implemented by early September. Provided feedback on design questions for long term tool (scheduled for spring 2018 and will include documents on the dashboard and worker scorecard enhancements) as follows:
  1) Both document received date and due date are important – preference is to use application due date. Sort and receive search can meet broader need.
  2) For scorecard, consortia just want the data – they will establish own benchmarks as appropriate for their agency.

  DHS staff will flesh out business requirements in more detail and bring to future conversation for additional input

- Discussed a plan to move forward with the ADRC IM process documentation and improvement project which included:
  1) updating consortia participation list
  2) identifying April Heim as IM work group lead
  3) asking consortia to identify ADRC lead and participants

- Shared progress on COOP planning - focal topic for September meeting

- Agreed to streamline six month work plan process into executive summary format

- Identified focal topics for September meeting as:
  1) Misuse of CARES System including handling of confidential cases
  2) COOP Plans
  3) Work Plan Executive Summary Sharing

Workgroups

BRITS

The BRITS IMAC Workgroup met on July 25. At that meeting,
- Staff from DCF were present to discuss and demonstrate the features of BRITS 1.1, which was implemented to production on July 17.
- The group discussed, the re-release of the "Day 1" reports, and how agencies can begin using those again with some caveats. Related materials for both of these topics were distributed to the group.
- The group decided, due to a request from some workgroup members, the monthly meeting day/week of the month may change after that. For any questions, please contact your IMAC BRITS workgroup representative, or Theresa Fosbinder (TheresaL.Fosbinder@dhs.wisconsin.gov).

The next BRITS meeting is August 22.