

IMAC Subcommittee Update September 21, 2017

Upcoming 2017 IMAC Subcommittee meetings have been scheduled as follows:

TAPP	September 22
CCA	September 25
Workload & Finance	September 26
IM Operational Analysis	October 6
EBD/LTC	October 9
Fraud and Program Integrity	October 10 (tentative)
Program Coordination	October 18
Training	October 23
Performance Monitoring	November 15

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

Subcommittees

CCA/Genesys

The Call Center Operational/Technical Subcommittee did not meet in August. There are no significant updates to report on the Genesys project since the last update provided at August IMAC.

IM Operational Analysis

The IMOA subcommittee met on September 8. At that meeting, the group:

- Heard an overview of a DHS internal project to better define situations where IM workers and others have mis-used or inappropriately accessed the CARES and other technology systems which could/should result in a lifetime ban or other corrective action. In that conversation, the group:
 - Shared examples of situations which might be considered a triggering action (example – purposely creating fake cases is cause for lifetime ban)
 - Discussed the plusses and minuses of having a worker appeal process
 - Expressed support for creating a consortia accessible data base that could be checked prior to making an employment offer, recognizing that a phone check system might need to suffice for the short term
 - Discussed the complications of combining a CARES ban with HR employment implications
 - Asked DHS to :
 - create language consortia can use in policies, forms and worker communications about consequences related to mis-use

- strengthen information in training materials
- Shared policy, practices and approaches to handling confidential cases within a county, consortium or at MILES. In that conversation, the group:
 - Indicated whether they had written policies or procedures on this topic and, if so, all agreed to share with the subcommittee
 - Shared their working definition of a confidential case
 - Shared who in the agency works or has access to confidential cases
 - Identified challenges with moving cases out of confidential status when workers leave or circumstances change
 - Described communication or training used to educate workers on handling confidential cases
 - Indicated whether worker is asked to sign any disclosures or acknowledgement of policy awareness
- Discussed current status of ability to propose system changes to CARES project priority list and to JIRA “small fixes” list. Asked DHS staff to get clarification on idea submission cycle, effectiveness of prioritization process, workability of CARES idea button (mailbox is not checked currently)
- Conducted a consortia round table to share six month work plan progress since February 2017. Consortia that reported verbally were asked to submit a one page summary.
- Shared progress on completion of COOP plans which are due to DHS by middle of October. Capital and others are close to finished or quite far along. Reviewed draft of DHS pages for COOP plan.
 - Asked that DHS technical staff familiar with COOP planning for CARES, interChange and FIS systems provide overview of COOP readiness at a future meeting.
 - Asked DHS staff to check if DHS COOP expert could support a table top type exercise
- Heard a progress update from April Heim on the launch and focus of the IM ADRC work group that is meeting on September 15.
- Identified these possible focal topics for the October 6 (or later) meeting:
 - DOC Inmate Transition to Community Strategy (with Jenny Malcore)
 - Civil Rights Plan Updates for 2018 (likely for Dec 1 meeting)
 - Overview of Workload Management Tool Short Term Solution and Input into Business Requirements for Long Term Solution (with Paul Michael)
 - WKRP IM Worker Recruitment video starring Claribel Camacho (likely for Dec meeting)
 - Telework Implementation Sharing
 - Health Care Policy or FoodShare Policy Planning (if any to discuss)
 - IMQA Tool Launch and QC Communication Use/Efficiencies (Nov or Dec)
 - Revisit Roles of CARES Coordinators and Policy Coordinators – correlate to new Communications tool
- CARES Mis-Use/Confidential Case Handling Continued (Nov or Dec)

Workload & Finance

The Workload & Finance Committee did not meet. A summary was distributed to subcommittee members:

- Estate Recovery Funding
 - The timing for next round of Estate Recovery funding and loading of funds is as follows: amounts and documentation for Q3-Q4 of 2016 and Q1 of 2017 will be finalized by 11/14/17 with funds loaded into CARS by 12/05/2017. A draft Admin Memo and draft contract addendum will be shared with consortia for review - language will essentially replicate versions used for previous funding distributions.
- 2016 IM Expenses by Funding Source Chart
 - On September 13, BOC was able to resolve remaining issues or questions about the chart numbers with one last consortium. Also, some initial transpositions of numbers between several consortia were corrected. A final document was sent to the tri-chairs on the 13th, which is being circulated to operational leads for a final review and sign-off. Once DHS is notified by the tri-chairs that this process is complete, BOC will move forward with preparing and mailing enhanced funding checks. This is still anticipated to occur by mid-October.
- Enhanced Funding
 - Enhanced funding has been approved by CMS through September 30, 2017. An APDU request with an enhanced funding component for FFY 2018 was submitted to CMS in early July. DHS anticipates a response or approval from CMS by end of September 2017. Date is important as CMS has historically followed a practice of not backdating enhanced funding requests from date of approval.
- BOC Fiscal Section Chief
 - BOC has initiated the process to fill the Fiscal Section chief position which has not yet been posted at this time.

TAPP (Technical Assistance Policy & Procedure)

The IMAC TAPP Subcommittee met on August 25. At that meeting,

- Tjeng Her provided an update on SharePoint security. The access requests will transition to the CARES Security Team. SharePoint will be an option on the new security form. For staff that have issues with multiple accounts, please contact the WI Helpdesk for resolution – 608-261-4400 or Toll Free 866-355-2810. Is working through outstanding user add requests.
- The BEPS systems team provided updates on post production issues for the August release. FoodShare on demand issues were all fixed by Tuesday, August 15th. The CARES Tech project reported an improvement in performance of CARES servers. SLMB+, Divestment and FSET 6 didn't have any issues to report on.

- Jennifer Przekurat reviewed the Project schedule from Nov 2017- Oct 2018.
- Alex Flores inquired on how Consortia use the existing group IDs. There may be changes to this through the IM workload tracking tool. Document due dates will be set at 10 days initially then Consortia can adjust if preferred.

The IMAC TAPP Subcommittee met on September 8. At that meeting, the group:

- Decided to start using Skype for Business. One of the main reasons for this is that we will be able to record the session when a Demonstration is being presented. The effective date for this change is 10/20/2017.

Upcoming TAPP topics:

9/22/2017

- Review Maintenance items
- Evacuee Ops Memo (Tentative)

10/20/2017

- SharePoint
- FSET 6
- ACCESS Mobile Infrastructure

10/27/2017

- Extension and premiums
- IMQA Tool