Upcoming 2017 & 2018 IMAC Subcommittee meetings have been scheduled as follows:

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| TAPP | October 20 |
| Training | October 23 |
| Fraud & Program Integrity | October 24 |
| CCA | October 30 |
| IM Operational Analysis | November 3 |
| Performance Monitoring | November 15 |
| Workload & Finance | December 12 |
| Program Coordination | January 17 |

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

## Subcommittees

## CCA/Genesys

The Call Center Operational/Technical Subcommittee met on September 25. At that meeting, the group:
- Discussed an IVR Script Standards document developed by DHS CCA Systems Team. This document will serve as a guide to local agencies when they are writing scripts for new messages inserted into the IVR, including: providing pronunciations, punctuation, symbols, emails, web pages etc. It is relevant to both CCA and Genesys (after the move to that platform). This document was sent to all CCA Admins and Operational Leads on October 9th, 2017. It will also be provided with each new request for customized prompts.

The following update regarding the Genesys project was also provided to the consortia operational leads, CCA admins, and members of this subcommittee on October 5th:
- There are no significant updates to report for the DHS Genesys Project. In August, we shared that DOA's goal was to identify and negotiate a new SI off of an existing contract within a few months of that update. DET continues to work with the DOA Bureau of Procurement to identify a new system integrator. However, latest updates from DOA indicate that the procurement process will require more time than originally anticipated to identify a new SI. We will provide an update when more information is known.

## IM Operational Analysis

The IMOA Subcommittee met on October 6. At that meeting, the group:

- Received updates from several consortia or counties on status and progress of implementing telecommuting options for staff.  Several are implementing or are in process of implementing.  Discussed barriers and key decision items. Some shared written policies being used to support implementation.
  Action item:
    - State was asked to outline minimum network connectivity standards needed to operate effectively in a home or offsite setting.
- Identified several products that consortia may want to explore further – SoftPhone, Shoretel, Citrix desktop with VPN.
- Discussed ongoing interest by several consortia/counties in extending office hours into the evening.  While Western has tabled for now, others maintain some interest in early evening accessibility.
- Discussed use and implementation of electronic FoodShare overpayment calculation tool:
    - Agreed that tool works great for more complex cases
    - Asked if printability issues could be addressed – it is not possible to hide columns, making difficult to print.
    - Asked if CWW could be programmed to determine scale of calculator – i.e. determine if case is likely to generate overpayment – without going through entire exercise
    - Identified an issue with sometimes needing to enter a determination month to get tool to work
    - Asked if total overpayment amount can be moved – now in middle of pages so difficult for customer to understand document
    - Northern is tracking overpayment volumes – numbers before and after – will share data in future.
- Shared feedback on the short term workload management tool as follows:
    - Some consortia reported cases showing up in their data that were not part of their consortia – question – is data based on who completed the work? Case may have transferred in interim - a longer term fix for the tool.
    - Can consortia sort the data?  No – not in short term tool
    - One consortium reported LIS referrals showing up in reports – DHS will check.
    - Consortia requested an IMMR training on all reports – how to find and how to best use.  Group concluded this should occur once long term solution is implemented.
- Reviewed detail, shared input and asked questions on design for the long term workload management tool by looking at three Management Report views:
    - View 1 – Workload and Productivity Dashboard
    - View 2 – Workload and Productivity Supervisor Dashboard
    - View 3 – Workload and Productivity Worker Dashboard
- Checked progress status on completion of consortia COOP plans – due to DHS by end of October.
- Acknowledged consortia sharing of various confidential case policies and protocols

- o Requested boilerplate statement language from DHS that can be used in new worker information, security forms and new worker orientation
  - o Expressed interest in learning more about MilES strategies and approaches when ready to share
  - o Requested update on DHS approach to inappropriate use of CARES and other systems
- Discussed preferred approach to annual process of updating security access to CARES and other systems. Recommended that single report with DCF and DOA information be sent to the relevant security officers with instructions of what to do and any needed forms – with e-mail notification to the operational leads.
- Heard an update from Ronda Brown on her engagement in Communications Tool work group process. Initial product screening has occurred, however, there will be opportunities for additional input into business requirements for the tool at the November IMOA meeting.
- Discussed recent request from Mid-State Technical College to revisit conversations on developing worker recruitment, preparation and training strategies, including exploring shared distance learning opportunities.
- Heard an update from April Heim on the launch and progress of the IM ADRC work group that met on September 15. Edits to the proposed ADRC Enrollment and Disenrollment Plan were discussed, documented and have been shared with Bureau of Aging and Disability Resources. Group will continue its work to document process flows, share best practices, review or develop helpful forms and tools, and share strategies to improve collaboration and customer service.
- Identified these possible focal topics for the November 3 (or later) meeting:
  - o DOC Inmate Transition to Community Strategy (with Jenny Malcore)
  - o Civil Rights Plan Updates for 2018 (likely for Dec 1 meeting)
  - o WKRP IM Worker Recruitment video starring Claribel Camacho – DCF Recruitment Videos (likely for Dec meeting)
  - o Telework Implementation Sharing (ongoing)
  - o Health Care Policy or FoodShare Policy Planning (if any reform proposals to discuss)
  - o IMQA Tool Launch and QC Communication Use/Efficiencies (Nov or Dec)
  - o Revisit Roles of CARES Coordinators and Policy Coordinators – correlate to new Communications tool
  - o Communications Tool – CARES Call Center and Other Uses
  - o CARES Mis-Use/Confidential Case Handling Continued (Nov or Dec)
  - o Child Welfare – CLTS Enrollment Process
  - o CARES Access Rules for Non-IM Staff

## Performance Monitoring

The Performance Monitoring subcommittee met on September 20, 2017. At that meeting:

- Raquel Berkshire presented an overview of discrepancies on behalf of DHS. The group discussed a SWOT analysis presented by MilES with feedback provided by the consortia
- Discussion followed regarding the response by LAB in regard to the corrective action plan
- There was a brief overview of the IMQC Discrepancy project that will begin on 10/01/2017.
- The IMMR reports were briefly discussed-a more in-depth discussion will be held at the November 15 meeting
- SMRF processing was discussed and Beck David will follow up to resolve questions.
- A list of best practices to establish identity by phone was presented in written format to the group.
- There was a reminder to consortia to submit their Permanent Quest Card logs on a regular basis.

## TAPP

The TAPP Subcommittee met on September 22.  At that meeting:
- Julie Taylor provided an overview of the Evacuee Ops Memos.  Ops memo 17-42 is for the Harvey Hurricane and 17-43 is for Irma.
- The group reviewed an update on the status of Maintenance Prioritization items. A discussion was held to clarify process on submitting new items, which is to email them to Bonnie DeBauche.  It was suggested to have a schedule for future prioritization meetings so the Consortia can prepare to do the ranking of items. The next ranking will be December 21$^{st}$.
- Noted TAPP will be using Skype for Business on Friday, October 20$^{th}$.

Upcoming TAPP Topics
10/20/2017      SharePoint Update, FSET 6,
10/27/2017      Extension and Premiums, IMQA Tool,
11/10/2017      Post Production Release (Nov), IMQA Tool demo/Q&A,
https://share.health.wisconsin.gov/ext/cares/consortia/default.aspx

## Workgroups

## BRITS

The BRITS subcommittee did not meet in September so as to allow members time to attend one of the BRITS Report Walk Through sessions offered by DCF.
The next BRITS meeting will be held November 15.