

## IMAC Subcommittee Update November 16, 2017

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

TAPP	November 24
Call Center Technical/Operational Subcommittee	November 27
IM Operational Analysis	December 8
Workload & Finance	December 12
Performance Monitoring	January 17
Program Coordination	January 17
Training	January 22

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

### Subcommittees

#### Call Center Technical/Operational Subcommittee

The Call Center Operational/Technical Subcommittee did not meet in October. An update on the Genesys Project follows:

- DET continues to work with the DOA Bureau of Procurement to identify a new system integrator (SI). An RFP was posted October 12, 2017 to solicit proposals for a Genesys fit-gap analysis and integration services. DET intends to use the results of the solicitation to award multiple contracts for such services. RFP responses were due October 31, 2017, with review anticipated by mid-November. No timeline for the onboarding of a new SI is available. The DHS timeline to transition to Genesys will remain undefined until onboarding is complete for the new SI and the enterprise project is stable. We will provide an update when more information is available.

#### IM Operational Analysis

The IMOA subcommittee met on November 3. At that meeting, the group:

- Continued its discussion about opportunities to partner with the Department of Justice and various law enforcement associations to explore strategies to better support inmate re-entry to the community. Discussion included:
  - Hearing information from Dane County and DHS staff regarding use of AmeriCorps staff to support eligibility activities.
  - Reviewing information from Western Consortium and DOJ staff regarding availability and use of TAD grants to support eligibility activities.
  - Reviewing current processes for making HMO health care option information available to inmates for selection pre-release.
  - Identifying next steps for engaging in dialogue with the Criminal Justice Coordinating Council and other correctional facility leadership. Agreed to form sub work group of subcommittee members under leadership of Elizabeth Dehling, Area Administration, to pursue these conversations and report back.
  - Continuing, through the DHS Secretary's Office, to explore and pursue budget funding opportunities that support successful re-entry
- Heard a brief update on DHS change in contact person to request or trouble shoot consortia access to SharePoint. New contact will be [Andrew.Best@dhs.wisconsin.gov](mailto:Andrew.Best@dhs.wisconsin.gov).
  - Additional security request process changes will be coming in early 2018, along with more information about support for consortia local SharePoint sites.
  - Asked Great Rivers consortium to demonstrate their locally built shared site at the December meeting.
- Received an update from DHS staff on the planning progress for the IM-BEPS communication tool.
  - Consortia have until November 18 to submit additional feedback on business requirements.
  - Discussion occurred around initial phase components/capabilities versus future phase opportunities.
  - Consortia asked that software demos be made available for review by Ronda Brown prior to ES PAC meeting on November 16. DHS agreed to also share demo with operational leads.
  - The group suggested that the discussion on roles of CARES Coordinators and Policy Coordinators be revisited in early 2018 as part of planning for distribution list maintenance under the communications tool project.
- Viewed PowerPoint overview of the new IM Quality Assurance (IMQA) tool and its capabilities which launched as part of November CARES release.
  - Had extensive discussion on security access request responses with some consortia responding based on assumption that consortia would be able to pull cases for QC purposes. DHS staff clarified that this capability will be launched in February of 2018 – as a result, some consortia will revise their initial security access requests. DHS contact Jessica Spencer will re-solicit to confirm.

- Had initial discussion about ways to streamline QC corrective action communications on both DHS side and consortia side. More conversation to occur at future meetings once IMQA tool is fully implemented.
- Heard brief update from John Rathman on status of conversations with Mid-State Technical College to explore partnering opportunities on training and recruiting IM workers. Mid-State leadership will be invited to a work session at the December 8 IMOA meeting.
- Heard a training overview on multiple topics including:
  - Information on the targeted launch of elementary versus advanced segments of EBD/MA training in 2018. Heard request from consortia for targeted training on asset assessment and divestment.
  - Progress on BEPS re-design of new worker training curriculum including more a la carte options, use of a more modular approach, and use of interactive quizzes.  
Also, certain coursework will be designated as optional – like fair hearings.
  - Kahoot technology is now being included in new worker training and in coaching/mentoring corner.
  - Virtual classroom work group has met several times - Mid State Technical conversations could provide opportunity to move thought process along.
- Heard update from WKRP on interest in exploring extended work hours and need for CARES support. WKRP is moving towards telecommuting as an initial strategy but may revisit extended hours at a future date.
- Shared additional feedback on the design of the long term workload management tool targeted for launch in spring of 2018.
  - Asked that references to “most productive worker” be changed.
  - Identified difficulties with drilling down once data is exported.
  - Better instructions needed for short term tool.
  - Asked for more hands on learning (a workshop) for launch of long term tool.
- Heard a progress update from April Heim on the launch and focus of the IM ADRC work group that has met several times and is in progress of sharing and documenting best practices.
- Identified these possible focal topics for the December 8 (or later) meeting:
  - Technical College Conversation on Training Delivery and Recruitment (Dec)
  - Civil Rights Plan Updates for 2018 (Dec)
  - WKRP IM Worker Recruitment video starring Claribel Camacho (likely for Dec meeting)
  - DCF Recruitment videos
  - Telework Implementation Sharing
  - Health Care Policy or FoodShare Policy Planning (if any to discuss)
  - Revisit Roles of CARES Coordinators and Policy Coordinators – correlate to new Communications tool (Jan or Feb)
  - CARES Mis-Use/Confidential Case Handling Continued

## Technical Assistance Policy & Procedure (TAPP)

The Technical Assistance Policy & Procedure met on October 20. At that meeting,

- Lisa Epple provided an update on some ECF slowness, which only seems to occur with IE and state employees. CDPU, MDPU and Consortia are not seeing the issue.
- Tjeng Her provided a demonstration of the new IMQA Tool.
- Tjeng Her provided a status on SharePoint. He is in the process of cleaning up SP requests and will be reaching out to those who have made requests.

The Technical Assistance Policy & Procedure group met on October 27. At that meeting,

- Ed Dillon provided a demonstration of the Extension and Premium fixes that went live on Friday, Nov 4<sup>th</sup>.
- Angela Walters provided a demonstration of the FSET 6 changes that went live on Friday, Nov 4<sup>th</sup>.

## Training

The Training Subcommittee met on October 23. The group:

- Reviewed the progress of 2017 training projects and discussed upcoming trainings through the end of 2017.
- Discussed the EBD MA Restructure progress. DHS IM Training will provide a preview in early 2018 to the IMAC Training Subcommittee on the EBD MA Restructure.
- Discussed the upcoming Self-Employment trainings. Partnership, Self-Employment Income Report Form (SEIRF) Training Introduction, and updates to existing new worker training all are scheduled to be published on 11/6/17.
- Shared information about Kahoot being added to the Coaching Corner on the DHS Learning Center as well as Kahoot being incorporated into Enhanced New Worker Training sessions.
- Held a roundtable discussion on EBD/LTC Overpayment training.
- Reviewed the ongoing list of refresher trainings and determined that Self-Employment continues to be the priority with looking at S Corps next. Upon completion of the Self-Employment refreshers, the group would like to look at the refresher training list again.

## Workgroups

### BRITS

The BRITS Workgroup met on October 25. At that meeting, the group discussed:

- Recent improvements to BRITS reports, and the corresponding communication and walkthroughs that were offered by DCF.
- The move to BRITS production (BRITS v 1.2) which is scheduled for November 18. This was initially supposed to be a purely technical move; however the opportunity arose to add some functionality that users have been asking for. This functionality includes:
  - Add “County of Residence” indicator to workload page
  - Add reminder flag to workload page
  - New referral type (Data Exchange) for PARIS reports
  - Filter out deleted aliases from BRITS advanced search results
  - Web and Help button label clarifications
  - Updates to BRITS User manual

The next meeting is November 15<sup>th</sup>.