

IMAC Subcommittee Update February 15, 2018

Upcoming 2018 IMAC Subcommittee meetings have been scheduled as follows:

Fraud and Program Integrity	February 20
BRITS Workgroup	February 21
TAPP	February 23
CCA	February 26
IM Operational Analysis	March 2
Performance Monitoring	March 14
Workload & Finance	March 27
Program Coordination	April 18
Training	April 23

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

Subcommittees

IM Operational Analysis

The IMOA subcommittee met on February 2 in Stevens Point. At that meeting, the group:

- Continued its conversation from December and January IMOA meetings on a range of partnering opportunities with the technical colleges on strategies to support recruitment, retention and training of IM staff. Focus of January conversation was on determining level of interest in the creation of an associate degree program for IM staff. Consortia heard detailed responses from Mid-State Technical College Dean Barb Jascor on the following questions:
 - Kinds of existing degrees that could be tailored for this purpose
 - Coursework that would be part of an IM related degree
 - Grant or other funding that could support student cost to obtain the degree
 - Strategies or abilities to offer a degree statewide and through remote technologies
 - Strategies to support buy-in or partnership of technical colleges across the state
 - Also discussed were opportunities to create a recruitment type video to recruit interest in the field along with additional marketing and awareness campaigns that would accompany launch of a degree

- Subcommittee members concluded that there was interest in moving forward with exploration around the creation of an associate degree and agreed to form a small workgroup to work with Mid State to go through a curriculum design exercise known as DACUM. Each consortium was asked to identify 1 or more participants by February ES PAC. DHS will be represented by Abby Abernathy. Goal is to hold first meeting in early April.
- Shared feedback on recently released IMQA tool and accompanying training session, including the following :
 - Asked if power point used for training was recorded and could be shared
 - Identified printability issues with screens which are used to give feedback to workers
 - Shared concern that, if consortium refutes a QC finding, there is no ability to see the result – ability to track disputed resolutions
 - Asked if an “in progress” status could be added
 - Asked for clarification on “proof” requirements
 - Western reported still sending documents the “old way” – can’t upload the documents.
 - WKRP reported tool does not align well with Numara causing them to use manual routing within their team – this is creating more work for them
 - Reported that, for mistakes, no ability to delete and re-submit
- Were reminded of need to submit annual training attestation to BEPS Training section. BEPS Training will follow up directly with those that have not submitted for 2017.
- Heard a proposal and discussed a new strategy to assist FSQC with improving completion rate through use of a “loss of contact” strategy. Process document and draft letter will be sent by Lisa Hanson for review.
 - Consortia requested addition of QC name to sanction request
- Discussed launch of annual systems security access update process and heard feedback from two pilot consortium – Northern and Western. Electronic spreadsheets were sent to listed security officers. Consortium asked that operational leads be notified when sent to enable tracking.
- Shared updates on progress and issues relating to preparation and submission of certification for civil rights planning. Some consortia struggling with getting county level language prevalence. DHS will send methodology it used to conduct LEP analysis several years ago.
- Shared feedback on consortia progress in completing and submitting its priority list of CARES project priorities for 2019 using new project request form process. Initial list of five items was submitted to BEPS leadership with more detail to follow after ES PAC meeting on February 15. Consortia requested:
 - Clear definitional distinctions between projects and JIRA items, to include process request distinctions
 - Creation of a Share point site to capture project ideas and JIRA ideas throughout the year to minimize tracking challenges
 - Future discussion at IMOA to go over process protocols for submission
- Heard an issue overview from IM Central regarding security level structure prohibiting ability of staff to view consortia wide dashboard. Currently staff with

- security level 25 cannot view beyond county. Asked for DHS resolution of this issue.
- Viewed a DHS Systems COOP plan presentation which included:
 - disaster recovery plans for major IM support systems including CARES and CCA/Genesys
 - business continuity discussion and lessons learned from December 2017 outage event
 - identifying follow-up steps as follows:
 - i. DHS to create a communications plan framework for discussion with IMOA
 - ii. IMOA to provide feedback to DHS on plan content including what information is needed, at what point in time, and to which contacts.
 - Identified possible focal topics for the March meeting as:
 - Drug Testing Implementation
 - BRITS Project Update and Discussion
 - CARES Project Prioritization – Debriefing on Form and Process
 - Genesys Implementation Update
 - CARES Security Request Process (Streamlining) and Approval Protocols (Consistency)

Performance Monitoring

The Performance Monitoring subcommittee met on January 17. At that meeting, the focal topic was discrepancy processing and items discussed include:

- Linda Konsella presented data on FFY 2017 FS active error rates. Through the month of 8/2017, the current error rate is 7.15% which is over the federal tolerance of 6%.
- An error review committee will be launched to address error trends and develop strategies to lower active error rates and CAPERs.
- Discussion regarding the increase of shelter and utility errors.
- Jessica Spencer provided information on the IMQA training.
- Donna King provided data from the Discrepancy Project.
- Group discussion followed including input from Emily McFarland-DCF with strategies that could benefit both departments.
- Debbie Waite announced that we are looking at developing a demo to share with agencies that will address how to properly work a discrepancy.
- There was a follow-up discussion with Craig Hayes and Becky David to clarify how to address a SWICA when processing a SMRF. Policy will provide follow-up on this discussion.
- Tony Trout led a discussion regarding the reports in IMMR that are not accessed regularly. Consortia will follow up to provide additional feedback.

TAPP

The TAPP subcommittee met on January 26. At that meeting,

- Tjeng Her provided information as well as a demo for the March project to move some Mainframe letters to CWW.

The TAPP subcommittee met on February 9. At that meeting,

- Ed Dillon provided information as well as a demo for the March project on policy changes from the Affordable Care Act.
- Alex Flores provided information as well as a demo for the March project to add documents to the Dashboard.

The next TAPP is scheduled for February 23rd and will cover the FNS CAP phase II project.

Training

The Training Subcommittee met on January 22. At that meeting, the group:

- Walked through the 2018 focus areas: Maintenance of IM NWT materials, Training Call center, Enhanced New Worker Trainings, Training for New Projects, Refresher Trainings, and the IM NWT curriculum and model review. In addition, the group discussed the recently published trainings from the end of 2017 and discussed upcoming projects for 2018.
- Discussed the Self-Employment training including feedback regarding the recently published Partnership & SEIRF Introduction trainings. In addition, discussed what would be covered in the upcoming SEIRF Worker Worksheet training.
- Discussed the Skype for Business transition. IM Training will be transiting to Skype for Business for Enhanced NWT webinars starting in April and for the April IMAC Training Subcommittee meeting.
- Discussed FNS CAP correspondence Training Plan (Pending Verifications & Negative Notices Concepts Training).
- Provided an update on the EBD MA Restructure. A preview will be held at a different date with the IMAC Training Subcommittee so the group has an opportunity to provide feedback and input into some of the revisions being made.
- Provided an update on the IM NWT Curriculum review. DHS IM Training discussed some of the changes coming including removing some duplicates within the curriculum, eliminating some courses, and making some of the courses searchable.
- Shared additional resources related to Cultural Competency and agencies discussed various ways that they are meeting the Cultural Competency training requirement.

- Participated in a training roundtable that focused on QC review results and how they are communicated within each agency and what training has resulted from them.

Workgroups

BRITS

The BRITS Workgroup met on January 17. At that meeting, the group discussed:

- 2018 Workgroup and Introductions - In 2018 we are aligning this group with the IMAC subcommittee structure and membership process, which allows 2 reps from each consortia (primary and secondary). Margaret Romens is the co-chair. (Applause)
- New BRITS Project Structure and Management - Jay Chenowith has been added as Project Manager, and DHS is adding a Business Analyst to work on the technical side. Jay's role will provide DHS with more presence at the table, and better coordination with DCF program areas and project management. Jay introduced himself and spoke about his activities.
- Ongoing Work – Enhancements - Minor enhancements were made in versions 1.1 and 1.2 of BRITS – see BRITS User Guide release notes for more information. The “Top 5” larger enhancement requests from each program area (DHS IM, DHS OIG, W-2, Child Care, DCF OIG) have now been expanded into issue papers for discussion with DCF and the BRITS team.
- Ongoing/Upcoming Work - The next large chunk of work is called Phase 2 – Claims. Note that this does include claims and collections. At the next meeting we can talk more about how this work will be approached, and possible opportunities for input from this group.
- Workgroup Involvement - Current Involvement includes Margaret, Alex and Jennifer meeting with the BI (Reports) team led by Anne Musto from DCF. Margaret and Alex are also involved with BI Dashboard activities.
- Service Desk/Support - If you have issues that immediately affect your work, you should be sending those through the service desk. Feedback has been that the service desk is attentive and provides good service. If you ever have questions or problems with how they are handling an issue, contact Bob, Wendy, or Theresa.
- Other Issues/Questions/Suggestions - Discussion tabled due to time. This will be a main topic for our next meeting. Also note that if you have suggested enhancements to the system, those can go to the Service desk, but please copy Theresa, Wendy, or Bob as the DHS “Change Agents” who can take these through the process.