

## IMAC Subcommittee Update March 15, 2018

---

Upcoming 2018 IMAC Subcommittee meetings have been scheduled as follows:

BRITS Workgroup	March 21
TAPP	March 23
Call Center Technical/Operational Subcommittee	March 26
Workload & Finance	March 27
IM Operational Analysis	April 6
Program Coordination	April 18
Training	April 23
Fraud and Program Integrity	May 8
Performance Monitoring	May 16

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

### Subcommittees

#### Fraud & Program Integrity

The Fraud & Program Integrity Subcommittee met on February 20. At that meeting,

- Mike McKenzie discussed Federal Annual Report progress and UCOWF conference this fall. He also notified counties that they have begun work on the 2019 Fraud IM Admin Memo and reminded us if we need more time to submit 2018 plan, to let Wendy know.
- Bob Klingforth gave updates from PARIS and Trafficking.
- The new WEBI reports under construction were demonstrated. They included Fraud Investigations Complete and Claims reports. Attendees were asked for feedback. It was suggested that a consortium option be added. Overall the feedback was positive.
- Margaret reminded people that the spring WAPAF training will be held 4/30/18 in Wisconsin Dells. The focus will be on investigation tips, resources and best practice.

#### IM Operational Analysis

The IMOA subcommittee met on March 2 in Madison. At that meeting, the group:

- Heard an update on status of planning for implementation of drug testing policy including:
  - DHS internal team has been meeting to parse apart rule and think about process flow.
  - Work is not yet to system design.
  - Procurements may be needed to support certain parts of the process.
  - High level process maps are being created which will be shared at April or May IMOA.
  - Timetable for implementation should be defined in next month – November 2018 is ambitious.
  - Consortia shared:
    - 1) alignment across departments for process and screening thresholds would be preferred
    - 2) request for clarification on whether screening is a program or an FSET responsibility
    - 3) concerns about reasonable geographic availability of providers to deliver services
- Revisited the workload management and tracking tool design conversation by:
  - Being introduced to new DHS leads for this project– Tjeng Lee (BEPS Systems) and Jessica Spencer (BEPS IMQA)
  - Sharing feedback on need for and possible strategies to measure work within driver flow that occurs before completion of a worker action. Issue – “work items completed” does not account for all work going into a case.
  - Identifying the following as needing capability to track work/effort: applications, renewals, documents, discrepancies, SMRF’s, changes.
  - Confirming that DHS leads will return to IMOA to share further design thoughts when ready.
- Reviewed a list of DHS answers to consortia questions on the recently released IMQA tool which had been raised at a previous meeting. Operational leads agreed to take answers back to staff using the tool.
  - Consortia were asked to review list of staff with security access to tool to insure optimal usability.
- Heard overview from DHS security access staff on results of pilot project to support annual updated of CARES and other security access for IM staff. As part of this discussion:
  - Heard feedback from pilot consortia (Western and Northern) that process went smoothly.
  - Confirmed that, after three years of non-use, main frame security access is deleted.
  - Heard that additional program security columns will be added for 2019 process.
  - Reviewed and affirmed proposed schedule for balance of consortia to roll out over 2018.
  - Asked that operational leads be alerted when spreadsheets are sent to consortia/county security officers.

- Reviewed and approved an updated proposal and documentation to implement a “loss of contact” strategy to be coordinated between FoodShare Quality Control (FSQC) staff and consortia. Agreed to implement process around March 19<sup>th</sup>.
- Heard an update from CARES security staff on planning and preparation to support a regional COOP event by quickly enabling broader security access for additional consortia or balance of state, specifically:
  - Possibility of creating a canned security template
  - Possibility of setting up log-in ID within lead county of consortia
  - Possibility of creating and using spreadsheet security access template – Security staff will create model and bring back for discussion
  - Preparation by CARES security to expedite security approvals
  - Need to reach agreement on what mobilization looks like – “everyone in” versus allocated resources
  - Interest in doing a table top COOP exercise
- Heard an extensive overview of the status of the BRITS project, including:
  - Introduction of new DCF project manager, Jim Ash, and new DHS project Manager, Jay Chenoweth.
  - DHS commitment of a business analyst to the project
  - Overview of new project management (Agile) process to be utilized by DCF project manager
  - Discussion of goal to efficiently pursue Phase 1 (referrals) fixes along with Phase II (claims) as able
  - Review of Phase issue papers related to Phase 1 fixes
  - Demonstration of enhanced reports capabilities provided by new DCF BI staff, Jen Madden, and Dane County’s Margaret Romens
  - Intent to use representatives from IM BRITS work group to represent on various BRITS related work groups as appropriate. One potential assignment will be to a business glossary project.
  - Heard intended long term vision of incorporating overpayment calculation tools for Medical Assistance into CWW
- Heard update on status of Genesys (call center system) planning and implementation. Discussed:
  - DET progress on selecting system integration vendor
  - Timeline projection for roll-out – sometime during 1<sup>st</sup> half of 2019. Training time will be factored into timetable.
  - Intent is to roll -out regionally.
  - Consortia interest in revisiting needs and wish lists identified 18 months ago.
  - Consortia asked that roll-out be strategically timed around other major project launches or high activity periods.
- Discussed status of consortia assignment to gather participant names to support curriculum design exercise for associate degree program (DACUM process) with Mid State Technical College.
  - Names being sent to Jenny Hoffman - two consortia still sending.
  - Barb Jascor of Mid State will be scheduling full day work session for early April.

- Identified possible focal topics for the April meeting as:
  - CARES Project Prioritization – Debriefing on Process and Outcomes
  - CARES Security Request Process (Streamlining) and Approval Protocols (Consistency)
  - Safe at Home Overview and Discussion
  - WorkNumber Discussion

## TAPP (Technical Assistance Policy & Procedure)

The TAPP subcommittee met on February 23. At that meeting:

- Angela Walters provided details on the FNS CAP project and provided a live demo.
- Bonnie DeBauche reminded the group to turn in their list of maintenance items for reconsideration.

The TAPP subcommittee met on March 9, and discussed the March post-production release:

- There were minor issues reported with work items on the dashboard for documents. The CARES Call Center will work with specific agencies and provide a report for the missing work items.
- There was a system error on the unearned income page that was fixed Monday, March 5.
- Raquel Berkshire reminded the group that the maintenance list will be coming out soon for Consortia to prioritize the list.
- The June release demos have been scheduled and can be found in the Consortia Home SharePoint site:  
<https://share.health.wisconsin.gov/ext/cares/consortia/default.aspx>