

# Enhanced Ethnicity and Race Questions

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Income Maintenance Advisory Committee (IMAC) Meeting



# Background

- Federal regulations and guidance requires states to collect information on applicants and members' ethnicity and race.
  - Food and Nutrition Civil Rights Manual
  - Managed Care Rule [42 CFR 438.340(b)(6)]
  - Administration for Children and Families
- The federal Office of Management and Budget (OMB) has developed standards for collecting ethnicity and race.
  - Wisconsin's applications for income maintenance (IM) programs has been out of compliance with OMB standards.

# Overview

- Beginning March 2, 2019,
  - Applications for IM programs, ACCESS, and CARES will be updated to ask about ethnicity and race as separate questions.
  - Include statements explaining to the individual about how ethnicity and race information may be used on applications, in ACCESS and CARES.
  - New Member Demographic Dashboard for Income Maintenance Management Reports (IMMR) that replaces the CARES Race and Ethnicity Statistics Calendar Year Report posted to SharePoint.

# Goals

- Comply with federal regulations for all CARES programs and continue to support existing reports on race and ethnicity.
- Collect and store ethnicity and race across multiple systems.
- Share ethnicity and race data with IM agencies, FSET agencies and managed care organizations.

# Collection and Use of Ethnicity and Race

- The federal OMB standards require ethnicity and race to be collected as two separate questions.
- Ethnicity must be asked first, followed by race.
  - Providing this information is optional. Individuals can provide information on ethnicity, race or neither.
- Individuals must be informed of the intended use of ethnicity and race when asked to provide information.
  - This may include reporting ethnicity and race to federal authorities and or sharing information with their managed care organizations.
- Individuals are not required to provide a response to complete an application or receive an eligibility decision.

# Intended Use of Ethnicity and Race Statement

- An intended use statement has been added to the instructions on applications and in ACCESS when applicants are asked for ethnicity or race.
- The statement has also been added in CARES Worker Web.
  - When asking for ethnicity or race, workers must read this statement to the individual.

*“You don’t have to answer these questions if you don’t want to. We’re asking these questions to help improve our programs and make sure they do not discriminate based on ethnicity or race. Your answers will not be used to make a decision about your programs and benefits.”*

# Categories of Ethnicity and Race

- The following categories must always be provided when asking for ethnicity and race. These categories align with federal OMB standards, the US Census Bureau categories, and are the same as what we use currently.

Ethnicity		
Hispanic or Latino	Not Hispanic or Latino	

Race		
American Indian/ Alaskan Native	Asian	Black / African American
Native Hawaiian/ Other Pacific Islander	White	



# Systems

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# ACCESS

- ACCESS will be updated to allow independent collection of ethnicity and race and the intended use statement has been added to the instructions.
- The applicant can select only one ethnicity response and can select multiple responses for race.
  - If the applicant selects multiple categories for ethnicity, he or she will receive a notification at the top of the page to select only one.
- Responses to ethnicity and race are not required. The applicant can move past the page without providing a response.

# ACCESS Screenshot

## Ethnicity and Race

Please check the box or boxes that best describe this person's ethnicity and/or race. You don't have to answer these questions if you don't want to. We're asking these questions to help improve our programs and make sure they do not discriminate based on ethnicity or race. Your answers will not be used to make a decision about your programs and benefits.

What is this person's ethnicity?

Hispanic or Latino

Not Hispanic or Latino

What is this person's race?

American Indian / Alaskan

Asian

Black / African American

Hawaiian / Other Pacific Islander

White


# CARES Worker Web (CWW)

- CWW will be updated to change the order in which ethnicity and race are collected. Ethnicity first followed by race.
- A yellow informational banner will appear on the Additional Data and Permanent Demographics pages which includes the Intended Use Statement that workers must read when collecting ethnicity and race by phone or in person.
- Removed the “Populate all responses to No” functionality on the page.
  - Workers are no longer required to enter “No” in for different categories of race in order to navigate off the page.



# Additional Data Page Screenshot

**Additional Data** Cancel  Reset

**The following events have occurred:**

 **AE786:** Read this to the member or applicant when you ask about ethnicity and race: I am going to ask about your ethnicity and race. You don't have to answer these questions if you don't want to. I am asking these questions to help improve our programs and make sure they do not discriminate based on ethnicity or race. Your answers will not be used to make a decision about your programs and benefits.

**RFA Information**

*RFA Type	*Contact Date	*Contact Method	*Language
<input type="text"/>	MM / DD / YYYY 	<input type="text"/>	<input type="text"/>
*County / Tribe	*Eligibility Office	Assigned Worker ID	Assigned Worker Name
40 - MILWAUKEE COUNTY	<input type="text"/>	<input type="text"/> 	<input type="text"/>
*Application Source			
LA - Local Agency Office			

**Ethnicity**

Hispanic or Latino:	<input type="text"/>
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**Race**

American Indian / Alaskan:	<input type="text"/>	Asian:	<input type="text"/>	Black / African American:	<input type="text"/>
Hawaiian / Other Pacific Islander:	<input type="text"/>	White:	<input type="text"/>		

# Income Maintenance Management Reports

- The Income Maintenance Member Demographics Dashboard will provide dynamic member demographic information on active members and replaces the CARES Race and Ethnicity Statistics Calendar Year Report posted to SharePoint.
- The dashboard will display measures of active members related to disability, homelessness, tribal members, and non-citizenship status and contain detailed reports on ethnicity, race, primary language and disability.
- Users can filter demographics by gender, age (adults and minors), program, consortia, county or tribal agency.
- Users can also select a reporting period by period, year and month.

# ForwardHealth interChange

- There are no changes to how ethnicity and race is sent from CARES to ForwardHealth interchange.
- Managed Care Organizations will begin receiving ethnicity and race for enrolled members on the monthly enrollment reports in March for April enrollment.

# Impacts to IM Workers

- Since ethnicity and race are not required for an eligibility determination, there are few changes to how this information is collected.
  - Workers must read the intended use statement if they are collecting any information on ethnicity or race over the telephone.
  - Workers are not expected to read this statement every time they touch the Additional Data or Permanent Demographics pages in CWW. Only when they are collecting ethnicity or race.



# Important Dates

<b>Activity</b>	<b>Date</b>
Operations Memo Published	February 15
ACCESS/ CARES/ ForwardHealth Systems Changes	March 2

# Questions