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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, February 21, 2019

1:00 – 3:30 p.m.

Dane County Job Center, 1801 Aberg Avenue - Ballroom, Madison, WI 53704

Or online at <https://connect.wisconsin.gov/imac/>

For audio, dial 877-820-7831, access code 361278

Minutes

Non-State Attendees:

Chelsey Groessl, Bay Lake / Brown Co.	Michele Chiuchiolo, Capital / Dane Co.
Kara Ponti, Capital / Dane Co.	Ron Redell, Capital / Dane Co.
Tony Sis, Capital / Dane Co.	Roxanna Vega, Capital / Dane Co.
Amy Beranek, Capital / Dodge Co.	Stephanie Ronnfeldt, Capital / Richland Co.
Jenny Cox, Capital / Dodge Co.	Mitch Birkey, East Central / Calumet Co.
Annett Mooney, East Central / Marquette Co.	Ann Kriegel, East Central / Winnebago Co.
Kathy Welke, Great Rivers / Eau Claire Co.	Nicole Rolain, IM Central / Marathon Co.
Katie Gonzalez-Martin, IM Central / Portage Co.	Kris Weden, IM Central / Marathon Co.
Rachel Pantaleo, Moraine Lakes / Ozaukee Co.	Mia Anderson-Inman, Moraine Lakes / Walworth Co.
Sandy Potter, Moraine Lakes / Washington Co.	Doreen Lang, Northern / Wood Co.
Kate Chambers, Southern / Iowa Co.	Jill Johnson, Southern / Jefferson Co.
April Heim, Southern / Rock Co.	Lorie Graff, Western / LaCrosse Co.
Kimm Peters, WKRP / Kenosha Co.	Nina Taylor, WKRP / Kenosha Co.
Camacho Claribel, WKRP / Racine Co.	

State and Federal Attendees:

Abby Abernathy, DHS	LaTanya Baldwin, DHS
Amy Bell-Ferries, DHS	Andy Best, DHS
Kim Carrington, DHS, MilES	Dale Crapp, DHS
Becky David, DHS	Tonya Evans, DHS, MilES
Judy Johnson, DHS	Amanda King, DHS
Diane Koehnke, DHS	Rebecca McAtee, DHS
Angela Stanford, DHS	Debbie Waite, DHS
Emily McFarland, DCF	Nicole Price, DCF

AGENDA

1. Administrative Issues – Debbie Waite & Doreen Lang
 - Report attendance on-site by signing the sign-in sheet and, if attending remotely, by e-mailing Andy Best of your attendance. E-mail is Andrew.Best@dhs.wisconsin.gov.
2. Approval of January 17, 2019 Meeting Minutes – Debbie Waite
 - Motion to approve the minutes was made, seconded and passed by voice vote.
3. Policy Updates – Rebecca McAtee
 - Government Shutdown – DHS has been holding regular calls to update IM agencies and stakeholders on plans and implication. March benefits will be issued on a single day - March 1 – about 388,000 cases – may have implications for call volumes. Much external communication is occurring with members and partners on this. Benefit schedule will return to normal for April. CCA messaging will be updated accordingly and will change again for April benefits. No processing changes needed by agencies.
 - FNS SNAP Director – Susan Holzer is retiring effective February 28 and being replaced by Julie Mickelson.
 - Farm Bill Update – DHS continues to analyze this bill. Some provisions are “self-executing” and will not need regulations to implement. Highlights of the bill include:
 - A standard deduction of \$143/mo for homeless. This is self-executing. Action item: Share copy of FNS guidance.
 - Laying groundwork for move to acceptance of online benefits. 15 states are currently piloting. Some concerns regarding quality assurance and program integrity to be resolved.
 - Some pieces related to employment and training were pulled from bill. Does include decrease in percent of ABAWD exemptions (15% to 12%).
 - Some changes to point of service (POS) use at Farmers Markets.
 - Feds are required to do review of SNAP assistance programs, mainly related to organizations that can use member Quest cards (AODA’s, group homes)
 - Provides some incentives for healthy food purchase – defines allowable foods for purchase.
 - Creates a central repository for an interstate data match to prevent multiple state benefit collection.
 - Eliminates bonus funding for state agency performance but maintains sanction process.
 - Requires federal cost/benefit analysis of child support cooperation provisions.
 - DHS has requested clarification on process for appropriations authorization going forward to clarify need for annual appropriation.

- Proposed ABAWD regulation is pending and in comment period. DHS is preparing comments. **Action Item:** Bring regulation and DHS comments to April IMOA or IMAC meeting.
 - Governor’s Budget Proposal – Bill should be out by March 1. Health care coverage expansion is likely to be included per media “leaks.” **Action Item:** Overview at April IMOA.
 - DHS Leadership – Jim Jones has been named as new DHS Medicaid director. Jim was with previously with DHS for 8 years - knows Medicaid and eligibility. A deputy has been selected but not publicly announced. **Action Item:** Arrange for introduction at IMAC.
4. IM Subcommittee Reports –
- Debbie Waite reminded consortia subcommittee co-chairs to use the action item template and submit to Andy Best for inclusion in agendas and minutes.
 - The IMOA subcommittee met on February 1. Doreen Lang shared key discussion points and action items from that meeting (See attachment). For the new agency CARES release communication process, Doreen asked consortia to use survey tool to provide feedback to DHS.
 - The Program Coordination subcommittee met on January 16. Lorie Graff shared key discussion points and action items from that meeting (See attachment). Lorie reported that key project – creating a cross department timeline – was shared at ES PAC for feedback. Action Item: Share completed civil rights posting/lobby information chart when available.
 - The Call Center Technical/Operational subcommittee met on February 11. Kris Weden shared key discussion points and action items from that meeting.
 - The Performance Monitoring subcommittee met on February 20. Ann Kriegel shared key discussion points and action items from that meeting (See attachment). Consortia should watch for upcoming announcement on IMMR report training coming out shortly.
5. CARES Call Center Update – Becky David
- See “Operations Memo” handout for more detail
6. Regional Enrollment Network (REN) Update – Lorie Graff
- Partners reported that open enrollment went well.
 - Group is now focusing on implications of tax changes on marketplace participants.
 - Group is reviewing proposed role to change role of navigators and related training requirements.
 - Group is developing and will be sharing information on public charge rule.
 - Partners report seeing increasing numbers of kids going to BadgetCare+ versus marketplace.
7. IM Funding and Contract updates – Debbie Waite

- CARS pre-packet is in final stages of approval – contract planned to be mailed out by Feb 1. Debbie will send executive summary overview of contract changes to operational leads to use with county directors.

8. Consortia Feedback – Doreen Lang

- Consortia/counties are receiving contacts from “Well Badger Resource Center” asking for contact information at each county. DHS will clarify legitimacy of contacts and how to respond.
- Consortia requested additional update on HOD conversion to Virtel, especially related to changes to timetable and needed information for IT staffs. DHS will provide overview or talking points at March 1 IMOA.
- East Central consortia did not receive its mailed RMS check. DHS will follow up on status.
- Consortia reported that CARES Worker Web (CWW) is going up and down “a lot.” Latest outages occurred this week. Concern expressed about patterns. Asked CARES Call Center to resume practice of notifying agencies with expected recovery times.
- Consortia reported that agency contact information on DHS website appears to have reverted to “old” contact names for some lists (mainly primary operational contact list). DHS will research.
- Consortia asked if expectation for March IMOA is to update COOP plans. Answer: No – agenda item will be structured as a sharing around use and enhancements.
- Consortia asked about status of informational overview on use of powers of attorney, guardianships, authorized reps.
- Consortia asked about status of QC newsletter referenced at recent Performance Monitoring subcommittee meeting.
- At Performance Monitoring, there were several references to training made during the course of the conversation – including one on how to use IMMR and one on using the IMQA tool. Can information be sent on where those are housed? Is it new worker or refresher?

9. Admin Memos – Debbie Waite

- No administrative memos are currently pending.

10. Miscellaneous Updates/Other/Public Comment

- GAP Case Numbers – See “GAP Case Report January 2019”
- A reminder was shared that there is no IMAC meeting in March. There will be a subcommittee co-chair retreat scheduled for the afternoon of March 21 in Madison.

11. Tentative April 2019 or Future Agenda Topics

- Federal Policy Updates
- State Budget Update
- June CARES Release Overview

- Proposed ABAWD Regulation Update
- KOFAX Implementation Update

DHS is an equal opportunity employer and service provider. If you need accommodations because of disability, or need an interpreter or translator, or if you need this material in another language or in alternate format, you may request assistance to participate by contacting Andy Best at (608) 266-3824 or Andrew.Best@dhs.wisconsin.gov.

*If you want to participate by web meeting, you can follow along at your computer by logging into <https://connect.wisconsin.gov/imac/> as a guest 5 minutes ahead of time and calling the above conference line for the audio.

Income Maintenance Subcommittee Key Messages
IMOA
Feb 2, 2019

Agenda Item	Message/Action/Motion	Audience/Recipient	Guiding Principle(s)	Assigned To	Deadline
Policy Updates	<p>Communications: Rebecca McAtee provided policy updates including changes to FS benefits due to the federal govt shutdown.</p> <p>Consortia questioned if due dates can be extended because of USPS shutdown. DHS continuing to work with FNS around this issue</p> <p>ACTION: DHS will provide guidance on verification due date.</p>	All Income Maintenance Agencies	Information Sharing	DHS Staff	Upon receipt of FNS clarification
Suspend vs Terminate	<p>COMMUNICATION: Rebecca reported that federal legislation is moving towards suspension, likely something that DHS will be moving forward on. IM will most likely see the biggest change in the jail population.</p> <p>ACTION: If consortia receive questions from LFB, reach out to DHS.</p>	All Income Maintenance Agencies	Information Sharing	Consortia	If/when contacted by LFB
2020 CARES Prioritization Process	<p>COMMUNICATION Provided an update on CWW system projects for remaining 2019</p>	All Income Maintenance Agencies			

IM Communication Strategies	<p>COMMUNICATION: Sabrina and Abby reviewed the new communication plan for CWW system changes, including release of ops memos, demos, release of Process Help, and pre and post Q&A. After input from consortia, it was determined to tentatively discontinue the pre Q&A</p> <p>ACTION: After March CWW changes, survey will be sent to consortia for additional input/feedback.</p>	All Income Maintenance Agencies		Survey will be sent – feedback requested from IM staff	After CWW System changes in March
Intro to IM Video	<p>COMMUNICATION: Abby reviewed IM Worker video – Will be incorporated with New Worker Training</p> <p>Consortia provided feedback</p> <ul style="list-style-type: none"> - Good to have something - Concern that video was a bit choppy - Preference to have a real person in the video <p>ACTION: Abby will review with staff to see if any changes can be made.</p>	All Income Maintenance Agencies		Abby Abernathy	

<p>Workload Management Tool</p>	<p>COMMUNICATION: DHS staff presented updated information on the Workload Management Tool, consortia needs, and limitations of the tool.</p> <p>Consortia provided feedback that although it would be best to include the info below, prefer to have DHS move forward with the tool:</p> <ul style="list-style-type: none"> - Data that shows staff initiating apps/renewals - A complete picture of consortia workload - Add more than 10 staff on the report <p>ACTION: Deloitte and DHS will meet internally to determine the next steps</p>	<p>All Income Maintenance Agencies</p>		<p>DHS Staff</p>	
<p>DACUM Feedback Discussion</p>	<p>ACTION: Abby provided an update about her conversation with MidState. They're committed to continue working with DHS and consortia if we're still interested. Consortia provided input on associate program and other ideas. Will continue discussion at March meeting</p> <p>Each consortium</p>	<p>All Income Maintenance Agencies</p>		<p>Abby Abernathy</p>	

	<p>provided feedback on if they wish to pursue an associate degree.</p> <p>Majority of consortia are still interested in discussing training to improve recruitment and retention – but not necessarily a full IM program.</p> <p>Abby will look at call center and soft skill trainings.</p> <p>Abby will go back to Mid-State to see if they're interested in these changes.</p>				
	<p>Reminder: Consortia Work plans due and should be sent to Lisa Hansen and Amanda King.</p>	<p>All Income Maintenance Agencies</p>			

Income Maintenance Subcommittee Key Messages

Performance Monitoring
02/20/19, 1:00 Dane Co JC

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Monthly Consortia Report Upgrade	<p>Snapshot reports will continue to be posted to SharePoint and stay in the same format.</p> <p>SMRF timeliness data needs to be re-worked before the new IMMR reports roll out in late March.</p> <p>IMMR training will be provided as per consortia request. It will be face to face with distance options.</p>	ESPAC-Performance Monitoring	Jayne Wanless	2/28/19
2019 Performance Monitoring Focus	<p>Reviewed meeting purpose – specifically the part about consortia performance under contract stands and identify and assist with implementation of improvement and error reduction strategies including sharing best practices.</p> <p>It was shared that it will be a “QC heavy” agenda</p>	ESPAC-Performance Monitoring	LaTanya Baldwin	
Active Error Rates	<p>Wisconsin is 3rd in region YTD with a combined error rate of 7.65%. It should be no higher than 6% by state and federal standards.</p> <p>Errors are evenly split between agency and client errors.</p> <p>Shelter/utility expenses and Earned income continue to be the top error categories.</p> <p>Action: Earned income errors will be analyzed to</p>	ESPAC-Performance Monitoring	LaTanya Baldwin Donna King	3/6/19

	<p>determine if paystubs or EVFE was the verification source.</p> <p>Action-Southern consortia shared prospective budgeting form</p>			
CAPERS Error Rates	<p>Wisconsin is ranked first in the region with 25.39% CAPER error rate.</p> <p>Top error causes-verification, notices, applications and Wages/Salaries</p> <p>DHS Learning Center has a refresher training on CAPERS. Consortia have given it good feedback.</p> <p>Staff turnover contributes to the errors</p>	ESPAC- Performance Monitoring	LaTanya Baldwin	3/1/19
IMQA	<p>IMQA is second party reviews done in an effort to find and fix errors prior to Federal review of cases.</p> <p>The three types of reviews are IMQA, Federal PERM, and Monthly Perm (same as Federal PERM but not reported to the Feds)</p> <p>Handout shared with the Top Ten Elements in Error. Override renewal dates and employment are top two errors</p>	ESPAC- Performance Monitoring	Michelle Brownlow Doreen Lang/feedback	3/20/19
Monthly PERM	<p>Handout shared</p> <p>Workers are acting on changes prior to change happening. Signatures missing on sworn statements and applications. Telephonic signatures often don't have correct information</p>	ESPAC- Performance Monitoring	Nick Kwaw LaTanya Baldwin	3/10/19

	to be considered valid. QC tip will explain how to correctly capture telephonic			
Healthcare and FoodShare Technical Errors	Handout shared	ESPAC-Performance Monitoring	Jessica Spencer	
Special QC Projects- Consortia Share	Each consortia shared various practices to achieve lower error rates. Most revolve around training, refresher training, second party reviews and worksheets and desk aids.	ESPAC-Performance Monitoring	Consortia	
Standing Agenda Items: Monthly Report	Did not review due to time	ESPAC-Performance Monitoring	Donna King	

Income Maintenance Subcommittee Key Messages
 IMAC Program Coordination Subcommittee
 January 16, 2019 Dane County Job Center 10:00 a.m. – 12:00 p.m.

Agenda Item	Message/Action/Motion	Audience/Recipient	Guiding Principle(s)	Assigned To	Deadline
Follow-ups- October 2018 Meeting	<p>Action: DHS and DCF reps (Wendy, Emily & Tanya) will be meeting within the next week to explore the creation of a Cross Department Fraud Plan. Emily will provide an update at the May2019 meeting.</p> <p>Action: DCF sent out a desk aid and talking points, discussed at the October meeting, to CCPC members. Per request, Rose was asked to send these resources to the Program Coordination Subcommittee membership.</p>	All IM and CC agencies/consortia			
Cross Department Major Project Timeline	<p>Communication: Timeline covers 12 months. Given the size of the document, it was suggested its use will primarily be as an online tool.</p> <p>Including Consortia, MILES and MECA ‘busy times’ should be added to the timeline. While the intent isn’t to recreate the major systems initiatives calendar, larger automations by each Department should be captured on the timeline.</p> <p>Action: Rep’s will ensure</p>	All State Departments & Consortia		Liz Riley	

	<p>each Department is aware of the Cross Department Timeline, and there's commitment from each Department to utilizing the timeline.</p> <p>Action: Each Department will identify an individual that will be assigned ongoing responsible for updating their Department's information within the timeline.</p> <p>Action: Smaller group from DHS and DCF will continue to populate the timeline & bring the following recommendations to the next meeting-</p> <ul style="list-style-type: none"> • Where should the timeline be 'housed' for access by all Departments & Consortia • How should the timeline information/updates be disseminated to stakeholders to meet the goals for its use <p>Action: ESPAC members will be asked to review the updated timeline for feedback on any other information that should be included.</p>				
<p>Required IM Agency Lobby Postings-</p>	<p>Communication: John Tuohy reviewed a draft document that includes DHS and DCF Civil</p>	<p>All IM and CC agencies/consortia</p>		<p>Rose Prochazka</p>	

<p>Civil Rights & Program Related Postings</p>	<p>Rights Requirements. DCF created a new 'Your Rights Poster' that includes a section for agencies to include their local contact information.</p> <p>Much of the information under the Food Share Administration Lobby Requirements are also included within the Civil Rights document. One document 'HHS Non-Discrimination Notice' for Medicaid is not included on the Program Related Posting.</p> <p>Carla Sumner indicates the Fact Sheets that must be available upon request-but not required in bulk within the agency's lobby- are noted on the Program Related Postings document. She shared a best practice of having one of each brochure laminated and displayed with a message that copies of the fact sheets are available from the agency's reception upon request.</p> <p>Action: DCF will be sending out the 'Your Rights Poster' along with formal notice of its required posting.</p> <p>Action: Carla is seeking clarification whether DCF publications/Fact Sheets must be posted in Spanish as well as English. She</p>				
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	<p>will provide an update as soon as she has an answer.</p> <p>Action: Debbie will explore whether Agency Lobby Posting Requirements can be included in the Customer Service/Lobby Services Administrative Memo.</p>				
<p>Implications of Tax Law & Tax Form Changes for 2019</p>	<p>DHS is currently working to understand and establish policy/process changes around how the tax changes will specifically impact MAGI rules for BadgerCare. Consortia provided feedback of further clarification needed for other programs administered. Early assessment is the main impact of the changes involve deductions to lower income. Consortia feedback related to all income being lumped together on the 1040, as well as all deductions. The existing schedules and a new list of numbered schedules will need to be requested by Consortia staff to understand details summarized on the new 1040 form.</p> <p>It was pointed out that there's few resources available at the federal level to provide training on the 2019 tax changes. Tom Prete will be presenting the changes at an upcoming Energy</p>	<p>All IM and CC agencies/consortia; DHS & DCF</p>			

	<p>Assistance conference in Wisconsin Dells, Feb. 4th – Feb 6th, 2019.</p> <p>Action: Emily will check to make sure the IRS Cross Walk document, 1040 and Schedules that were provided are the most current.</p> <p>Action: Debbie and Latonya will follow up on the timeframe that DHS will have operations memos, tools and training available to Consortia staff on the 2019 tax law changes and forms.</p> <p>Action: Jamie will check into options for DHS and DCF staff to gain access to the training being provided at the Energy Assistance conference by Tom Prete, either through paid sessions at the conference for DHS and DCF staff or through recording the training.</p> <p>Action: As Consortia come up with additional questions, they can be submitted to Amanda King, Doreen Lang or Lorie Graff.</p>				
<p>Next Meeting – May 15th, 2019 Dane County Job Ctr.</p>	<p>Tentative Topics –</p> <ol style="list-style-type: none"> 1. Cross-Department Timeline 2. Access Mobile Update <p>* Submit additional agenda items of</p>				

10am – 12pm	interest to Debbie Waite, Carla Sumner or Lorie Graff				
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