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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, August 22, 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

AGENDA

1. Administrative Issues – Debbie Waite & John Rathman
2. Approval of July 18, 2019 Meeting Minutes Debbie Waite
3. CDPU Update Marsha Vine
4. October CARES Release
 - a) ACCESS Document Upload Enhancements – Rachel Witthoft (Attachment)
 - b) FSET Worker Tools – Rachel Witthoft (Attachment)
 - c) Shelter & Utility Expenses – Craig Hayes and Lee Yang (Attachment)
5. CARES Call Center (Attachment) Becky David
6. MyACCESS Latest Release Becky David
7. Subcommittee Updates-
(Attachments)
 - Training Margaret Romens
 - Call Center Operational/Technical Kris Weden
 - IMOA Doreen Lang
8. Midwest Partners Debrief Debbie Waite
9. Regional Enrollment Network (REN) Update – John Rathman
10. Income Maintenance (IM) Funding & Contract Updates - Debbie Waite/John Rathman
11. Consortia Feedback – John Rathman
12. Administrative Memos – Debbie Waite
13. Miscellaneous Updates / Other / Public Comment

a) Gap Fill Chart (Attachment)

14. September 2019 and Future Meetings - Tentative Agenda Topics

a) 1115 Waiver & DHS 38 Update

b) Policy Update

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*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
IMAC Training Subcommittee
7/22/19

Agenda Item	Message/Action/Motion	Audience/Recipient (Examples: IMAC, ESPAC, Operational Leads)	Assigned To	Deadline
Medical Expenses for FS-IM Refresher Training Preview	<p>Medical Expense Training Review-Nikki Biddick presented the training. It was developed based on feedback from this group and State QC staff. It is expected that it will take more time than other refresher courses. An estimated time for completion will be available once the course is recorded. Expected publish date is mid-late September. A training announcement will be distributed once the course is available.</p> <p>Action item for group members: Send any feedback to IM Training.</p>	Training Subcommittee and IMAC	Subcommittee Members	
Active Error Rate Training	<p>Dorthy Xiong is working on a refresher training addressing active errors specific to the FS program. She is partnering with the FSQC section to develop it. It will complement the existing CAPERS training and include the top 4 active error areas: wages and salaries, expenses shelter and utilities, HH Comp, unearned income. She will be developing case examples and sharing best practices. It should be available by the end of the year.</p> <p>Action item for group members: Send any feedback to IM Training including examples or suggestions.</p>	Training Subcommittee and IMAC	Subcommittee members	N/A
KIDS IM Refresher Training	KIDS refresher training is being worked on. Update will be given at October subcommittee meeting.	Training Subcommittee and IMAC		
DHS IM Training Projects & Updates	<p>See handout</p> <p>At the 4/17 Performance Monitoring Committee, Tony Trout gave a presentation on IMMR reports. Tony recorded the training and the training will be available in August on the DHS Learning Center.</p>	Training Subcommittee and IMAC		N/A
Innovative Training	<p>IMOA is looking at innovative training ideas. Discussions have continued at IMOA meetings. The group asked agencies to create small group to provide feedback. The group will convene shortly. In the meantime, progress is being made. Additional resources have been identified</p>	Training Subcommittee and IMAC		N/A

	including a project manager and resource expert. At the 8/2 IMOA meeting an update will be provided. Our group is welcome to listen in. Goal of the small group is to identify solutions and establish timelines. Action Item for Group Members: Send in any thoughts and/or ideas regarding innovative training to IM Training.		Subcommittee members	
New Worker Training Curriculum Review	IM training is continuing to evaluate the existing curriculum to eliminate duplicate information, identify gaps and see how the material is being presented. Ethics and confidentiality has been updated to be more interactive and engaging. They are making the child support course more appealing and comprehensive. More changes are being made including embedding the Application Entry and Effective Case Comments course so new workers have the information early on.	Training Subcommittee and IMAC		
CWW Training Environment Enhancement Project	CWW Training Environment Enhancement Project will be included in Feb 2020 CARES release. Renee will have more information at future meeting.	Training Subcommittee and IMAC		
Cultural Competency Training Roundtable	<ul style="list-style-type: none"> • LEP training –DHS Office of Legal Counsel is developing an LEP training and this will be made available on the DHS Learning Center. It is expected to be published in October. This can be used to meet cultural competency requirement. • MiLES team go around to different units and having staff present topics related to cultural competency from their pathways to leadership program 	Training Subcommittee and IMAC		N/A
Roundtable: Technology	The group shared what type of technology they are using. WREA uses Free Conference Call to record their trainings. It is later published on the training tab of their website. Examples include CWW gatepost, access, HOD, processing an expected change and setting filing date.	Training Subcommittee and IMAC		
Walk on Items	Margaret shared they had hired Tom Prete to do a customer service training. It was well received by staff. Mitch and others shared they had hired Tom as well with positive results.			

Future agenda items	Update on active error rate training Update on KIDS training List of refresher training Innovative training initiative New worker curriculum review and enhancement update CWW Training Environment Enhancement Project Roundtable topic: FS active error rate-common errors and how handling when errors are made.			
Next meeting	October 28 th at 1 via Skype for Business			

Call Center Operational/Technical Workgroup
August 12, 2019, 1:00 PM

Agenda Item	Message/Action/Motion	Audience/Recipient	Guiding Principle(s)	Assigned To	Deadline
Clarification to subcommittee members regarding availability for CCA changes.	<ul style="list-style-type: none"> • Changes can still be made to CCA call flow, messaging and queues. • If your consortium is considering changes please reach out to dhsimacdsupport@wisconsin.gov 				
Genesys update	<ul style="list-style-type: none"> • DHS continues to research available platform options. Focus on procuring a cloud based solution. The procurement process prohibits DHS from providing additional details at this time. • DHS IT continues to research methods to reduce the risk associated with running Java version 6. 				
Initiated discussion regarding CCA post call customer survey	<ul style="list-style-type: none"> • Changes need to be made globally, survey cannot be personalized for consortia. • Survey cannot be utilized in specific counties. It must be utilized by the entire consortium. • Current utilization is minimal; Miles and one consortium are currently running the survey. • Survey report contains raw data; caller answers, worker that took the call, which queue the call came into. • Reports are sent to Admins weekly. 			<p>Subcommittee members should be prepared to discuss the following items at the September meeting.</p> <ol style="list-style-type: none"> 1) Does the survey require updates? 2) If updates are required what are possible edits that you would like to see? <p>We do not anticipate making significant changes to the current configuration.</p>	Continued discussion at September 9, 2019 meeting

				<p>Please keep these items in mind when offering suggestions.</p> <ol style="list-style-type: none"> 1) Up to 5 questions. 2) Responses must be single digit phone key presses. 3) All consortia and MilES on the same survey. 	
Reviewed power point refresher on CCA Administrator Responsibilities					
Next meeting Monday, September 9, 2019 at 1:00 p.m.					