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DIVISION OF MEDICAID SERVICES

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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, September 19, 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.	Cindi Flynn, Capital / Adams Co.
Carol Sjoblom, Capital / Columbia Co.	Gwen Hannes, Capital / Dane Co.
Kara Ponti, Capital / Dane Co.	Ron Redell, Capital / Dane Co.
Maragaret Romens, Capital / Dane Co.	Tony Sis, Capital / Dane Co.
Stephanie Ronnfeldt, Capital / Richland Co.	Nikia Morton, Capital / Dane Co
John Rathman, East Central / Outagamie Co.	Annett Mooney, East Central / Marquette Co.
Kate Surprise, East Central / Outagamie 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.
Molly Aird, Moraine Lakes / Fond Du Lac Co.	Mia Anderson-Inman, Moraine Lakes / Walworth Co.
Robert Klingforth, Moraine Lakes / Wauseka Co.	Doreen Lang, Northern / Wood Co.
Mark Nelson, Southern / Green Co.	Kate Chambers, Southern / Iowa Co.
April Heim, Southern / Rock Co.	Lorie Graff, Western / LaCrosse Co.
Kimm Peters, WKRP / Kenosha Co.	Claribel Camacho, WKRP / Racine Co.

State and Federal Attendees:

Abby Abernathy, DHS	LaTanya Baldwin, DHS
Amy Bell Ferries, DHS	Andy Best, DHS
Candice Canales, DHS	Dale Crapp, DHS
Kersten Denzin, DHS	Becky David, DHS
Sierra Gammond, DHS	Zarina Johnson, DHS
Rebecca McAtee, DHS	Wendy Metcalf, DHS
Naiya Patel, DHS	Katie Quaintance, DHS
Margaret Rosenthal, DHS	Tami Tolliver, DHS
Carla Treuthardt, DHS	Katie Vieira, DHS
Debbie Waite, DHS	

AGENDA

1. Administrative Issues – Debbie Waite & Claribel Camacho
 - 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.
 - Wendy Metcalf, DHS OIG, introduced herself as the new “FIRE” chief and her two new staff – Tami Tolliver, Investigation and Technical Assistance Manager, and Candace Canales, PARIS and Trafficking Manager. The WIC manager position will be posted soon.
 - Debbie Waite welcomed Elizabeth Dehling, DHS Area Administration, to the meeting.
2. Approval of August 22, 2019 Meeting Minutes – Debbie Waite
 - Motion to approve the minutes was made, seconded and passed by voice vote.
3. Security Updates – Carla Treuthardt
 - Carla noted that the mailbox for security contacts will be changing on November 4, 2019 from *DHS Cares Security* to *DHS Security AIMS*.
 - Security team will send out email updates on October 7 and October 10 with new email and information
 - Reminder will be shared at next IMOA
 - Old email address will remain for a short time but will refer user to the new email address
 - No other changes in processes will be occurring
 - Forms will be updated with the changed mailbox information
 - Carla provided an update on the IM annual security update process. Spreadsheets will be going out to Southern and Moraine Lakes in next day or so. Security staff is working on adding more applications to the spreadsheet for the 2020 cycle.
4. Policy Updates
 - 1115 Waiver Update – Rebecca McAtee
 - See” BadgerCare Reform Waiver” PowerPoint for more detail
 - Waiver provisions were enacted as part of Wisconsin’s 2015-17 biennial budget
 - DHS staff briefed Joint Finance Committee on September 18; some components are pending approval of that Committee.
 - Member communication is key and multiple communications are being prepared for members on new requirements and expectations. November 1, 2019 and February 1, 2020 are key dates for communication.
 - JFC granted 90 day extension for moving forward with community engagement and residential SUD’s, due to need for CMS approvals.
 - Use of HNA (Health Needs Assessment) and HRA (Health Risk Assessment) is creating confusion and terms may be changed to address that.

- DHS is still finalizing many policy and process details. Updated information will be shared as available.
- Consortia questions:
 1. For community engagement requirements, will IM be required to take information provided by the member? Response: That process is still in design phase.
 2. Will childless adults be able to pay premiums on line? Yes – this is part of project.
 3. What about other populations? Not for February 1.
 4. What is timeline for implementing community engagement requirements? No timeline yet as needs CMS approval.
 5. Can DHS create an FAQ document based on questions submitted by consortia? Answer: Yes – send questions to Debbie Waite.
 6. Are any populations (other than the six counties and some tribal agencies covered by the geographic waiver) exempt from community engagement requirements? No. More detail on exemptions will be sent in October.
- ABAWD Geographic Waiver – Katie Vieira and Katie Quaintance
 - See "FSET Geographic Waiver" power point for more detail
 - FNS approved waiver of ABAWD work requirements in areas with high unemployment rates effective October 1, 2019.
 - CARES will identify applicants and members who reside in applicable counties (Adams, Ashland, Bayfield, Iron, Forest, and Menominee) and the zip codes that contain tribal lands.
 - Tribal membership question will be key. Verification not required. If not answered, worker should assume "no."
 - Changes will occur after October adverse action so exemptions will start to be applied in December. Agencies will need to run with dates for October and November based on reports sent out by DHS. About 4000 members expected to be impacted.
 - CARES will do clock updates.
 - Consortia Question: Can agencies get report breaking out the 4000 members by county/consortia? Answer: Yes – DHS will send.
 - Consortia Question: Will FSET services funding be impacted? No changes to FSET funding for consortia or tribes at this time.

5. CARES Call Center Update – Becky David

- See "Operations Memos" handout for upcoming memos
- Revised Operations Memo content is being implemented with October CARES release.
- Consortia Question: How will partner agencies/other users be able to access process and systems changes?
- Consortia discussion: What is best method to post schedule for CARES system demos, CARES bulletin, Q and A sessions, Operations memo release dates? Answer: Master calendar – consider Outlook calendar date holds.

6. Subcommittee Updates

- The IMOA subcommittee met on September 6. John Rathman shared key discussion points and action items from that meeting (see attachment).
 - Received an initial overview of the 1115 waiver project.
 - Received an update on innovative training project and information gathering being conducted by Deloitte from around the state.
 - Discussed status of SWICA/discrepancies project. Consortia are requesting more county involvement in this project in current and additional phases.
- The Call Center subcommittee met on September 8. Kris Weden shared key discussion points and action items from that meeting (see attachment).
 - Shared tools and information on how agencies are monitoring and evaluating worker performance on the phone.
 - Continued work on enhancing the customer service survey in CCA, including expanding question slots from 4 to 6.
- The Fraud (FPIP) subcommittee met on August 27. Margaret Romens shared key discussion points and action items from that meeting (see attachment).
 - Reviewed overpayment, cost savings and IPV numbers as of July 2019.
 - Discussed FNS direction on appropriate use of VineLink.
- The Program Coordination subcommittee met on September 18. Lorie Graff shared key discussion points and action items from that meeting (see attachment).
 - Received an update from Deb Cronmiller of DCF on WWCE Phase II
 - Heard an overview of Energy Assistance planning activity and program changes from Jamie Her
 - Reviewed the most current draft of the cross department timeline and re-committed to improving its content and use
- Subcommittee Retreat – Debbie Waite noted that the annual subcommittee retreat to plan the 2020 calendar and review 2019 activities is scheduled for October 18. DHS and Consortia subcommittee co-chairs should have this date held on their calendars.

7. REN Update

- REN conference is September 2 and 3. There are approximately 211 registrants consisting of outreach agencies, navigators, CAC's, DHS and OCI staff.
- Focus of agenda will be the new OCI-DHS partnership to support outreach and enrollment. That group is holding its next planning meeting in October.

8. IM Funding and Contract Updates – Debbie Waite and John Rathman

- Final issue has been resolved with respect to the 2020 IM contract and a tracked changes version should be coming out shortly for consortia review.
- CY18 RMS numbers are still being calculated by DHS and will be shared when DHS internal review process is complete.

9. Consortia Feedback – Claribel Camacho

- Consortia would like to be more engaged in providing input into the CARES SWICA project scheduled for June 2020 as IM experience may be helpful to design elements and process improvements
- Consortia involvement in JIRA process needs to be documented and get into a stable cycle of activity to give consortia enough time to 1) have their JIRA suggestions considered in the process and 2) have time to prioritize the final list before BEPS decision making.
- Some issues or common threads have been identified that impact telephonic signatures. Technical issues may be occurring – issues will be discussed further at Performance Monitoring.
- Consortia are getting calls from legal U.S. residents wanting to know if they should close their case due to the public charge rule and re-requested additional talking points or information to share for this purpose.
- An HMO has reached out to other consortia indicating that it would like to utilize a blanket MOU currently in use with Miles and WKRP to allow them to assist and have access to member information without the individual consent of that member. DHS will follow up with Miles after the meeting and research previous legal or other analysis done on this practice.

10. Administrative Memos – Debbie Waite

- Consortia have signed off on the Amended CY19 fraud funding memo.
- Lobby services admin memo will be re-circulating again with some slight revisions.

11. Miscellaneous Update and Public Comments:

- GAP Case Numbers – See “GAP Case Report August 2019”
- No other public comment was shared.

12. Tentative October 2019 or Future Agenda Topics

- 1115 Waiver and DHS 38 Updates
- Annual ACA Open Enrollment Overview – Donna Friedsam

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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.

PAC DECISION POINTS AND KEY MESSAGES
IMAC FPIP
8/27/19, 9:30 a.m. - 10:30 a.m.

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
<p>OIG Position Changes</p> <p>Wendy Metcalf</p>	<p>Agenda Item Wendy has been promoted to FIRE chief. The two OIG manager positions are vacant. Interviews have been completed and they are in final stages of hiring. Announcements should be coming out soon. WIC manager position will posted soon. Should be able to be full time but posted as .8 Action Items: Wendy will send e-mail announcing new managers. Investigation & Technical Assistance Manager – Tami Tolliver PARIS and Trafficking Manager - Candice Canales</p>	<p>FPIP Members</p>	<p>Wendy</p>	<p>N/A</p>
<p>ADH Waiver requirements reminder</p> <p>Wendy Metcalf</p>	<p>Agenda Item Waiver form has 2 check boxes. Fed regulations state that you CAN check one of boxes but our form says you MUST check a box. Feds have given direction that one of the boxes needs to checked in order to impose sanction. Wendy has asked FNS that if we have signature, can we call and ask if they want to check one of the boxes. Wendy is waiting for a response. Action: Wendy will give answer to question about signed form without a box checked Melissa Washington responded with – yes we can call, get their choice and check the box, initial it and make case comments in CWW. If no contact, the IPV has to be reversed and you’ll need to take it to an ADH hearing. The signed waiver will be a strong piece of evidence.</p>	<p>FPIP members</p>	<p>Wendy</p>	<p>N/A</p>
<p>Metrics Changes</p> <p>Wendy Metcalf</p>	<p>Agenda Item 2.3 million in overpayments calculated-highest month in 2019. 1.8 million of benefits saved/cost avoidance across the state which is also the highest month.</p>	<p>FPIP members</p>	<p>Wendy</p>	<p>N/A</p>

	<p>2100 investigation in July 48 IPV</p> <p>Action: Wendy will send out metrics and IPV Map</p>			
<p>FPIP Admin Progress Report, 2019/2020</p> <p>Wendy Metcalf</p>	<p>Agenda Item Extra 500,000 in 2019-WICSA said counties would only want the funding if it could be available to the agencies by 9/11/19. Wendy thinks it is possible. The additional funding is circling through the approval process along with the 2020 FPIP funding Admin Memo. Hopefully both will be out soon. Wendy isn't expecting changes to the Admin Memo except for dollar amounts. 2 million has been allocated for the balance state for 2020.</p>	FPIP members		
<p>Traffic and PARIS updates</p> <p>Wendy Metcalf</p>	<p>Agenda Item Trafficking: Wal-Mart and Krueger will no longer give video without subpoena. Kitty had given OIG the authority to issue subpoenas. Since her passing, they no longer have the authority. Wendy knows that some counties are issuing their own subpoenas.</p> <p>PARIS-Wendy will be meeting with data people regarding cleaning up files.</p>	FPIP members		
<p>Vine link – FNS</p> <p>Wendy Metcalf</p>	<p>Agenda Item Some people using VineLink alone as verification alone. It is a tool to give direction but you need to follow up for other verification. Per FNS, it cannot be sole reason you took action on a case.</p> <p>Agencies can continue doing business with Vinelink as usual until and if, DHS is required to make changes.</p>	FPIP members		
<p>FNS Integrity Review – July</p> <p>Wendy Metcalf</p>	<p>Agenda Item – Informational Only Melissa Washington and Wendy's first FNS Integrity Review occurred in July. Dodge County was the county they visited. Wendy has not received resulting write up yet. This was the first time they completed data module review. State will just need to do some cleaning up of data. Craig Hayes was the policy person that worked with them. He isn't waiting for the write up to start researching. Currently ALJ quote federal regulations in write up but not in conclusion. Fed regulations state they need to be in the conclusion.</p>	FPIP members		

	<p>PACU potential finding: When there is a OP fair hearing and collection activities are holding, PACU should notify client when collection efforts resume. It is irrelevant if the amount changes or not.</p> <p>Melissa and Wendy thought the review went well.</p>			
<p>WAPAF Training Reminder</p> <p>Margaret Romens</p>	<p>Agenda Item WAPAF training is being held 10/1/19. The OIG is providing investigator training.</p> <p>Action: Let Margaret know if you would like a copy of the training announcement.</p>	FPIP members	FPIP members	N/A
<p>BRITS Update</p> <p>Theresa Fosbinder</p>	<p>Agenda Item Theresa did not attend the meeting. Thursday a Change Agent meeting is being held. Margaret reported that Kim Brown from BI-BRITS came to Dane County to see BRITS from local agency investigator prospective. She plans to come in the future to see overpayment prospective.</p>	FPIP members		
<p>Walk on items</p>	<p>Agenda Item OIG is developing a 3 day investigator training. Sessions will be held in the spring and fall of 2020. There will be a demonstration of EBT edge including what to grab, when to grab etc. They completed a first dry. A Website with OIG forms uses is being created. They will need assistance agencies for training space.</p> <p>Action Item: Committee members should bring count of potential training attendees to our next meeting</p>	FPIP Members	FPIP Members	11/12/19
<p>Next Meeting 11/12/19 from 9:30-11:30</p>	<p>Agenda Topics: Investigator Training Update</p>			

Income Maintenance Subcommittee Key Messages
IMOA
September 6, 2019

Agenda Item	Message/Action/Motion	Audience/Recipient	Guiding Principle(s)	Assigned To	Deadline
Policy Updates	<p>COMMUNICATION:</p> <p>Marlia Mattke shared updates on the 1115 Medicaid Waiver that was approved by CMS on 10/31/2018. Act 370 requires DHS to implement the waiver. Marlia reviewed very high level components of the waiver including the new requirements of community engagement, premiums, 48 month time limits, and health risk assessments (one mandatory – healthy behavior and one optional that will help Medicaid participant’s lower premiums. Marlia also shared how the new emergency room co-payment would work when the emergency room is used for non-life-threatening conditions and also briefly discussed the new AODA residential benefit included in the 1115 Waiver.</p> <p>Marlia highlighted that a communications and outreach plan has been designed to educate advocates and IM workers about the new waiver. A Forward Health Update and a one-time letter to all existing impacted Medicaid users (roughly 150,000 members) will be forthcoming.</p> <p>Rebecca McAtee also provided updates on SSI cases that are ending that will need to manually be</p>	All IM Consortia		Consortia and DHS Staff	<p>Consortia should send 1115 Medicaid questions to Marlia over the next few weeks.</p> <p>This will be an agenda item at IMOA and IMAC meetings for the next few months.</p>

	<p>reviewed for eligibility (roughly 500-800 cases) and on a new ABAWD Geographic Waiver for Foodshare that will impact 6 counties (Ashland, Bayfield, Iron, Adams, Forest and Menominee) starting October 1st.</p> <p>ACTIONS: Consortia are encouraged to continue to send in questions about implementation as Marlia said those questions are helpful to the planning process.</p>				
<p>CARES Program Updates</p>	<p>COMMUNICATIONS:</p> <p>Shayla Frinks and Leslie Rozeff from Deloitte Consulting reviewed the work plan for the Training Modernization project with IMOA members. They spoke with DHS staff and 5 different consortia. They also research 4 other states that were similar to our model including Colorado, Minnesota, North Carolina and Idaho. A follow up phone call is scheduled with Idaho staff and with our training committee specializing on modernization on September 18th.</p> <p>Focus group results were shared highlighting three main areas:</p> <p><i>Training Content</i> – is too technical, has too much information, includes too much reading, and our written materials are often inconsistent and outdates. The training cases used are not realistic.</p> <p><i>Learners Success</i> – workers return on what they remember from training is low, workers feel</p>	<p>All Income Maintenance Agencies</p>		<p>IMOA</p>	<p>Shayla and Leslie will return to the October 4th IMOA Meeting with Further updates</p>

	<p>overwhelmed and learners state they need different types of learning not all readying.</p> <p><i>Training and Leadership Support</i> – Feedback is not immediate, instructor responses are often contradictory, and there is overall a lack of positive support.</p>				
CARES Project Updates	<p>COMMUNICATION</p> <p>Autumn Arnold reviewed three CARES Projects with the IMOA membership:</p> <p><i>Active Case Report</i>- Roughly 2-3% of the CARES open caseload has no active program associated with it. The plan will be to remove this cases at the end of this calendar year to get accurate active cases on our dashboards in 2020.</p> <p><i>Electronic Residency Verification Update</i> - Autumn reported that they did make changes to the PSG contract effective August 1, 2019 to hopefully reduce the number of matches we receive each month. Changes include eliminating matches with no new information, restricting the timeframe of data to only include one to years of backdated history, and a change to the number of months the report will cover. Consortia should monitor their monthly reports to see if matches reduce in the future.</p> <p><i>EBD Med Needy Update</i> - Changes went into effect 8/1/2019. There are 5,000 QMB participants that need to get a letter. Consortia elected to send these</p>	All Income Maintenance Agencies		Consortia	Future updates and discussions of the projects will be scheduled for IMOA meetings

	after the MAPP participants get their letters in early October. There are 7,000 MAPP participants that also will receive letters.				
Program Updates	<p>COMMUNICATION:</p> <p><i>WORK NUMBER:</i> IMOA members discussed that some counties still have Work Number Access and those that don't have found ways to implement manual work arounds. Rebecca McAtee might have further updates about national discussions connected to the Work Number.</p> <p><i>Midstate Technical College Updates</i> – Final agreements with Mid-State are being finalized and the training subcommittee will meet in October to discuss new soft skills training. The new training will be available on the Learning Center. The Recruitment video is being consider for students to work on during the spring 2020 semester.</p> <p><i>Discrepancies</i> – SWICA discrepancies are supposed to be resolved with 45 days of receiving per Federal requirements. Currently we receive too many to get done in this timeframe. A workgroup made up of members from BEPS, MILES, DCF, and OIG have been meeting to identify solutions to reduce the number of discrepancies we receive.</p> <p>6 of the 21 solutions have been initially selected to be implemented in May of 2020. These changes will include:</p> <p>A. Matches will be generated sooner</p>	All Income Maintenance Agencies		DHS/Consortia	<p>Future discussions will continue on all of these topics.</p> <p>Consider a formal LEAN project on discrepancies.</p>

	<ul style="list-style-type: none"> B. IM cases will no longer have the 2nd tolerance test C. Eliminate cases that are required to have matches run D. Provide additional IM worker training E. Change Child Care/W-2 discrepancies to match new Block Grant rules F. Automate the sending of EVFE G. Make discrepancies more understandable H. Auto pending of cases – auto sending of verifications needed 				
JIRA Prioritization	<p>COMMUNICATION: Claribel Camacho provided updates on our most recent JIRA Prioritization process. Challenges that were encountered included that there really wasn't enough time for all consortia to properly poll and prioritize the projects (short staffed, summer vacations, other workloads) and that the present system doesn't allow consortia to vote on new JIRA items submitted by any one of the 11 consortia (includes MILES).</p> <p>ACTION: Will research technology solutions that could automate this on-going prioritization process and allow consortia to see new projects being submitted at the time of prioritization.</p>	All Income Maintenance Agencies		Consortia Members and DHS Staff	Increase time for prioritization of JIRA items and research technology solutions for this process
Pre-certification of Foodshare Cases	<p>COMMUNICATION: In August we reviewed 1143 cases, an increase from the 971 reviewed in July. While improved, some staff are still not using the drop down menus that have to be used for the case to be included in our numbers. Some agencies are designing training for their staff based on the results of these pre-certifications.</p>	All Income Maintenance Agencies		DHS Staff	IMOA will discuss again at their October 4th meeting

	<p>ACTION: Consortia will continue to pre-certify cases for September. Project will be evaluated for the future. Long-term CARES will be updated to require pre-certification on certain cases meeting predefined thresholds.</p>				
Next Meeting	<p>The next meeting will take place on Friday, October 4th. IMOA members also agreed to keep their Friday, December 6th IMOA meeting but to hold that meeting in Stevens Point since the WCHSA fall conference will be in Wausau on December 4th and 5th.</p>				<p>Next Meeting is Friday, October 4th in Stevens Point.</p>

PAC DECISION POINTS AND KEY MESSAGES
Call Center Operational/Technical Workgroup
September 9, 2019, 1:00 PM

Agenda Item	Message/Action/Motion	Audience/Recipient	Guiding Principle(s)	Assigned To	Deadline
Completed consortium report out on CCA agent monitoring, ratings and/or scorecards in regards to quality customer interactions, case accuracy and productivity.	Compile report on information gathered from each consortium and MiLES and share that report with CCA Operational Technical Workgroup			Kris Weden	10/7/2019
Discussed post call customer service survey and viewed power point presentation depicting current survey including limitations and potential areas for improvement.	<ul style="list-style-type: none"> • Research texts from other call center customer service surveys for possible edits on our current survey. • Further discussion on number and type of questions. • Further discussion on range of response rather than yes or no responses. (Example: 1=poor or disagree, 3=average or met needs, 5=excellent or exceeded needs). 			<ul style="list-style-type: none"> • Paul Michael will research other surveys • Workgroup members should be prepared to discuss changes to survey questions and response range at October meeting 	10/14/2019
Next meeting: Monday, October 14, 2019 1:00 p.m.					

Income Maintenance Subcommittee Key Messages
 IMAC Program Coordination Subcommittee
 Sept 18, 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
CARES Work Programs Information Access	<p>Communication: Debra Cronmiller reviewed WWP Phase 2, coming in early 2021 & other initiatives DCF is working on:</p> <ul style="list-style-type: none"> • The EP, Assignments & Participation screens will be impacted. • ES staff that work with Child Care program will still be able to see participation hours to set authorizations. • PIN case comments will be available in WWP and CWW. • BRITS project is paused at this time due to the WWP work. • 3 BI screens will be modernized (AQAF, AQAD, AQWD). • Updating ACCESS to allow individuals to apply for W2. • Developing electronic signature for W2 to allow for services by phone. • Expanding transitional jobs to additional counties. Unsure whether the existing vendors will expand or DCF will issue a RFP. • Debra will be returning to Program Coordination within the next 6 months to ensure IM staff are kept updated on changes. • The cross-department timeline doesn't support recording projects beyond the year. Suggestion was made to add tabs for each year. <p>Action:</p> <ul style="list-style-type: none"> • DCF will send out timeline of WWP and other projects discussed. • DHS will populate the timeline with CARES projects and 				

	share with DCF to assist in populating with DCF systems projects.				
WHEAP Updates	<p>Communication:</p> <ul style="list-style-type: none"> • Weatherization and WHEAP are now combined in the HE+ system. • Will begin scanning documents for WHEAP applications this season. • New requirement to collect landlord information under certain circumstances. • Implementing a 3 step process for fair hearings where the local agency and state formally attempt a resolution prior to filing a fair hearing. • Each county must include the HE+ logo on their local public website. • Vendor issuances due to agency error will now be covered by special state funds, not agency CRISIS funds. • If a repayment agreement is filed, the recipient will only be required to pay back the difference between what they received and the correct amount (not the entire WHEAP benefit as in the past). • Processing of early applications was delayed due to systems issues, but it should begin late this week or early next week. 				
OIG Developments and Sharing	Held for next meeting.				
Cross Department Timeline	<p>Communication:</p> <ul style="list-style-type: none"> • Amanda King, the DHS staff who was the lead for the timeline, has left the Department. DHS is looking for another staff person to take ownership of the timeline. <p>Action:</p> <ul style="list-style-type: none"> • Doreen will check with WCHSA about housing the timeline on their website. 				

	<ul style="list-style-type: none"> • Lorie and Doreen will review the timeline with ESPAC members to gain feedback on whether the timeline will be helpful, will it be used? • Tabs will be added for each year. 				
<p>Next Meeting – November 20, 2019 Dane County Job Ctr. 10am – 12pm</p>	<p>Tentative Topics –</p> <ol style="list-style-type: none"> 1. OIG Developments & Sharing 2. Access Mobile Developments/Vision <ul style="list-style-type: none"> • Submit additional agenda items of interest to Debbie Waite, Carla Sumner or Lorie Graff 				