



Tony Evers
Governor

DIVISION OF MEDICAID SERVICES

1 WEST WILSON STREET
PO BOX 309
MADISON WI 53701-0309

Andrea Palm
Secretary

State of Wisconsin
Department of Health Services

Telephone: 608-266-8922
Fax: 608-266-1096
TTY: 711

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, April 16, 2020

1:00 – 3:30 p.m.

Zoom - <https://dhs.wi.zoom.us/j/388467551>

For audio, dial 646-558-8656, meeting ID 388 467 551

AGENDA

Non-State Attendees:

Kris Parkansky, Bay Lake / Marinette Co.	Sarah Bartz, Bay Lake / Shawano Co.
Tony Sis, Capital / Dane Co.	Nikia Morton, Capital / Dane Co.
Mitch Birkey, East Central / Calumet Co.	Kate Surprise, East Central / Waushara Co.
Ann Kriegel, East Central / Winnebago Co.	John Rathman, East Central / Outagamie Co.
Kathy Welke, Great Rivers / Eau Claire Co.	Ronda Brown, Great Rivers / St. Croix Co.
Nicole Rolain, IM Central / Marathon Co.	Kris Weden, IM Central / Marathon Co.
Molly Aird, Moraine Lakes / Fond du Lac Co.	Robert Klingforth, Moraine Lakes / Waukesha 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.
Nina Taylor, WKRP / Kenosha Co.	Rose Strege, Stockbridge-Munsee Tribe

State and Federal Attendees:

Abby Abernathy, DHS	Andy Best, DHS
Dale Crapp, DHS	Becky David, DHS
Elizabeth Dehling, DHS	Tonya Evans, DHS, MilES
Masiel Gomez, DHS	Rebecca McAtee, DHS
Angela Stanford, DHS	Angela Stanford, DHS
Debbie Waite, DHS	

AGENDA

1. Administrative Issues – Debbie Waite and Doreen Lang

- Report attendance by e-mailing Andy Best. E-mail is Andrew.Best@dhs.wisconsin.gov
- Debbie Waite confirmed that upcoming meetings for IMAC and IMOA would be held remotely using electronic meeting software until public health situation is stable.

- John Rathman announced that Sandy Potter, Operational lead at Moraine Lakes, had announced her retirement. The group recognized and thanks Sandy for her many years of service and thoughtful contribution to IMAC and its related groups.

2. Approval of February 20, 2020 Meeting Minutes – Debbie Waite

- Motion to approve the minutes was made, seconded and passed by consensus.

3. Consortia Civil Rights LEP Self-Assessment

Laura Varriale

- Laura Varriale, DHS Office of Legal Counsel, provided history and background on a recent request sent to consortia operational leads to complete and submit an LEP self-assessment and certification to DHSS by April 30, 2020
 - This process resulted from an LEP audit that was conducted due to a USDA complaint filed against a Wisconsin IM agency and is one piece of a multi-part voluntary resolution agreement with the USDA that audits would be done of all HHS and USDA programs across the state.
 - The self-assessment is being used in place of onsite audit visits and will likely be an annual process.
 - The self-assessment can be completed at the consortia level or
 - Agencies are expected to be in compliance with LEP expectations or to take steps to get there, including staff education.
 - Question – must actual documentation be sent with the certification? Answer: No – the response can reference certain documents but need not be submitted.
 - Question – does DHS still produce the SharePoint reports that have relevant information to this assignment? Answer: Debbie Waite will follow up.

4. COVID 19 Policy Updates Rebecca McAtee

- Rebecca shared the COVID related policy initiatives implemented to date. This information was also shared on the April 17 stakeholder call and can be found at this website address: <https://www.dhs.wisconsin.gov/dms/policycalls.htm>
- Rebecca shared other COVID related policy initiatives in progress:
 - P-EBT benefit issuance is being designed with minimal to no impact on Income Maintenance
 - Strategies are being identified around handling claims creation and overpayment results
 - On-line purchasing for FoodShare is also being explored – activity in this area may be gradual due to complexity of setting up processes and systems.
 - Pandemic unemployment benefits are not countable as income for health care eligibility - DHS is still determining impact for FoodShare and other programs, and how information will be coming over from DWD.
 - FoodShare Interviews – FNS has approved waiving the FS interview if full application has been received. More guidance will be provided at operational lead meeting on April 17.

- Rebecca noted that all COVID policy and process initiatives are being designed to minimize workload impact on IM agencies.

5. April Release Becky David

- Becky David shared the following updates:
 - Preventing health care terminations – lots of questions are coming in from agencies. Process help is being updated with processing answers.
 - Suspension of premiums – April numbers show 400 MAPP cases and 11,900 BC+ children were affected. Refunds will be issued for February and March.
 - Presumptive eligibility – access provided to partners and providers to support CHIP population.
 - Maximum Allotments – 218,300 FS households received for April. Question: Will benefits be pro-rated for partial eligibility months? Answer : No – not pro-rated.
 - Using Best Available Information – lots of questions on this and variability within agencies. More direction will be coming at operational lead meeting on April 17

6. Subcommittee Updates

- The IMOA subcommittee met on April 3. Doreen Lang shared key discussion points and action items from that meeting (see attachment).
 - The group heard very detailed overviews of COVID 19 policy and process updates from Rebecca McAtee.
 - An updated was provided to the CARES project schedule for 2020.
- The Call Center Anywhere (CCA) subcommittee met on April 13. Kris Weden shared key discussion points and action items from that meeting. (see attachment)
 - Group discussed issue of noise on calls – vendor solution did not totally resolve the issue.
 - Group discussed implications of multiple staff around the state working remotely and some staff using their personal technology.

7. REN Update Lorie Graff and John Rathman

At its April meeting, the REN group:

- Addressed questions and issues around insurance tied to employment
- Started planning the fall conference – may be virtual with smaller presentation segments

8. IM Funding and Contracting

- Draft administrative memo is being circulated for estate recovery funding Q2 and Q3 of 2019. Once consortia sign off, admin memo can be posted and recovery amounts loaded to CARS.

9. Consortia Feedback

- Consortia inquired about availability of enhanced FMAP funding to help address with COVID 19 costs. Currently enhanced FMAP is not available for administrative costs (which includes agencies). Should that change, DHS will share new information. In meantime, consortia may want to populate list of additional COVID related costs and send to Doreen Lang for creation of a master list.
- Consortia asked for clarification on the following COVID 19 policy changes:
 - Best available information
 - Preventing termination of cases
 - Electronic signature on CTLS forms
 - Overpayment processing
- Consortia would like input into planning for future workload caused by delays in renewals and other COVID 19 policy changes that might be impactful to workload
- Consortia shared that process help augmentations are numerous and frequent – DHS was asked if it was possible to somehow identify the new information that is being added (like color coding)
- It was noted that remote work is generating need to be able to upload JPEG's or documents to electronic case file (ECF). Action Item: Explore CDPU capability and ability to turn on that functionality.

10. Consortia Sharing – COVID 19 Implications and Observations

- Bay Lake – Chelsey Groessl
 - Staff ability to have childcare was a concern – appreciated DCF help with this. Impressed with counties flexibility and speed in deploying telework.
- Capital – Tony Sis
 - Management team came together to quickly adapt to a changing environment - overall, staff have been doing great. One challenge is speed at which policy is changing. Production numbers look good, as no one is taking vacation or calling in sick. Capital will evaluate need for overtime as events dictate.
- East Central – Annette Mooney/Ann Kriegel
 - About 80% of consortia staff are working for home; running into some issues with staff in rural areas being able to connect over the Internet; East Central is still providing lobby services.
- Great Rivers – Kathy
 - A lot of staff were teleworking already – now all are. Few staff are taking vacation or calling in sick; consortia is starting to look at planning to ease back to “normalcy.”
- IM Central

- Moved quickly to work from home; biggest challenge has been equipment so people can start work remotely.
- Moraine Lakes – Bob Klingforth
 - Appreciated DHS pushing out renewals; this helped staff ease into telework while absorbing volume of new applications. Concerns are focused on the workload impact of delayed renewals.
 - Molly Aird asked about possibility of consortia assisting others if needed. DHS: This is being tracked and explored.
- Northern – Doreen
 - Also appreciated DHS pushing out renewals. Management team is looking at seeing what to do for staff morale due to the isolation of working remotely and the anxieties of dealing with other aspects of COVID 19.
- Southern – April
 - Staff are teleworking with some using their personal technology. Using a morale committee to address the staff anxieties around providing child care while working from home – also the social disconnect from other staff.
- Western – Lorie
 - Continuing to provide new worker training has been a challenge; had to address receptionist situation and train new staff to cover COVID 19 health situations.
- WKRP – Claribel
 - Staff juggling multiple roles at home including working full time; challenges with maintaining role boundaries. Seeing some increased frustration from customers ; also concerned about accuracy of benefits being issued.
- MiES – Tonya
 - Was able to mobilize 325 staff to work remotely in short period of time while keeping up on workload. MiES is providing limited on -ite services – homeless mail and scanning documents. A challenge has been creating staff comfort level with technology use in a remote site.

11. Administrative Memos

- See comment under (8) above

12. Miscellaneous Update and Public Comments:

- GAP Case Numbers – See “GAP Case Report - March 2020”
- No other public comment was shared.

11. Tentative May 2020 or Future Agenda Topics

- Policy Updates – COVID and Other
- BRITS Update (June)

- CDPU Session (June)

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
Friday 1/10/2020

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
<p>2020 CARES Project Updates</p> <ul style="list-style-type: none"> A) MAPP B) 5% Cost share C) Suspension Medicaid D) Other projects 	<p>Changes to the portfolio due to changes – due to other changes that are going into Feb and the MAPP projects. May releases will be rather large.</p> <p>*FSET worker tool- not going</p> <p>*IMQA enhancement – not going in May – but will move on later on</p> <p>*DDB exchanges- not going in</p> <p>*BENDEX exchanges – not going through</p> <p>The above will be going into the 2021 portfolio</p> <p>WHAT IS ON THE 2020 CALENDAR:</p> <ol style="list-style-type: none"> 1. MAPP- this will be presented in the April 14 - EBD Meeting – any EBD worker that may attend. Michelle Furr went over the hand out titled “MAPP Project (May 2020)” – she remarked that many people who do not have a premium today, will have one, however those who have one will experience a remarkable premium reduction. <p>**Amount of cases getting the mid May letters under 100% about 5,279, between 100-150% 20,275 and above 150% (premium reductions) 3,445. After cut off in June letters out to shortened RRP 240 cases (today). In regards to in kind income verification, agencies may throw away forms as DHS is creating an official form which will be available with implementation.</p> <ol style="list-style-type: none"> 2. 5% cost share – a script will be put together for member services and IM Agencies to answer questions members 	<ol style="list-style-type: none"> 1. **Send Kara Ponti the amount of EBD workers that will attend the April 14 EBD meeting 2. Training is being developed. This project is complicated and developing. More on this coming. 3. If the county jails are interested and would like to be engaged, let them know and that send those names to Debbie Waite. 4. n/a 5. Provide feedback of impact of postpone interview within the next few months as implementation is on April 26th. 	<ol style="list-style-type: none"> 1. No deadline provided 2. N/a 3. No deadline 	

	<p>have. Pugnou Her went over the handout titled “Five percent cost share project (May 2020)”. These are changes on payments made to a health care provider, not a change to the premium owed for coverage. Also is a change in benefits. Notables: complex project. A co-pay caps or limit, they are determined in a monthly basis, based on the 5% of the HH monthly income and monitored by member services. Also, manual certs will be needed when cost share exceeds 5%, the State will share also in which programs this will be needed.</p> <ol style="list-style-type: none">3. Suspension is going in October. Rachel Witthoff – went over the “Health Care Suspension for Inmates (Oct 2020) hand out. - notables: if the person continues to be eligible, there is no limited eligibility. They will not be enrolled in an HMO. They will continue to be part of the HH, unless otherwise reported out of the home. Working with the DOC and other advocate groups about this project. Also determining how this would be announce, as well as gathering feedback – including seeking IM Agencies feedback.4. 1095b - Tax year 2019 previous year 1.3million forms were sent. Fort the 2019 is zero dollars, but the requirement to send the form was waived as long as the States post how to obtain the form. The CARES Coord notice was sent and includes instructions / script. We will continue to follow prior year’s process which is sending a duplicate. The DHS 1095b page is being updated today. The hotline is being answered by member services. Also available in the 1095b CARES Tool, by looking up the specific person.5. 2020 projects: postpone FS interview changes going in April 26th. Will do overview closer to this date. What is the impact with timeliness, please provide feedback.			
--	--	--	--	--

	<p>The policy changes were provided at December 2019 iMOA in a document.</p> <ol style="list-style-type: none"> 6. 1115 – training will be going the next couple of weeks. For those answering yes to treatment needs there is no further action from the IM Agencies. 7. AD hoc meeting regarding ABAWD will be happening at the ends of January. Invite will be sent. 			
<p>2021 CARES Prioritizing Results</p>	<p>Looking at a list of 70 items that need to be prioritize. Recently receive a list from the Administration regarding things they will like to see. Look for automatization for members to remove burden from IM Agencies. Expansion of benefits extended to CLA like payment of premiums online, looking to offer this to the rest of BCP population.</p> <p>***Looking at CARES calendar due to major releases, batch processes, etc. will like to be mindful as of what is happening and when so IM Agencies can plan. Will get notice to CARES coordinators.</p>	<p>The work will begin at the ends of February towards beginning of March.</p>		
<p>Update on status of FNS Final and proposed rules</p>	<p>2 documents sent to us today. 2 proposed rules / broad base categorically elig and standard utility allowances. This will impact Wisconsin. There is no timeline when this would be finalized, but expected to be done by the summer. Initial data available, down to county level. Best guess and based on info available over the summer (June of 2019). This is only for IM agencies, not to be published. Will get this out shortly.</p> <p>Standard utility deductions: also expected to have a negative impact – no data available as the final rule. Comments were shared after last month iMOA meeting. National data is based on 2015-16 and is higher as we lost about 150,000 cases.</p> <p>**ABAWD rule finalized – we received a chart today. States will need to resubmit request for waiver, unemployment must</p>			

	be higher than 6%. Exemptions would be used beginning April – Sept 30 th 2020 FFY. A call will be scheduled and will go in detail and LMA compliance. We'll go over how we utilize this waiver through the State.			
CCA Replacement Update	DHS agreed to purchase Genesys cloud platform. Will go out to find an implementer, but conversations with DOA will allow us to move this quicker. Genesys should meet our business needs. Will have features and enhancements in the future. We will be able to move into a cloud contract. We anticipate call back, keeping the callers place on line. Recorded telephonic signatures. Some features do not translate from CCA to Genesys. For example: voice mail. Status of agents –before a call is dropped- may be different. We need an implementer in board, before a draft timeline is drafted. Implementation soonest date may be in 2021. No change freeze right now. If we need to do changes to our call flow do them right now.			
CCA post call survey update	The Operational Subcommittee went over the post call survey. MECA, Miles and one more consortium is using this. Paul shared that they are looking for improvements to get other Consortia to use this. He created PP, shared in this meeting.			
Telephonic signature report	Latanya Baldwin went over the excel / legal size handout. One is for RFA and the other is for cases. Notables from the reports: duplicate use of an Interaction ID, used across multiple cases. The report will be sending out monthly. No negative action on the member. But we'll be asked to call the customer to collect a telephonic signature appropriately. This report (RFA and case) will be separate from the MAQC, it is a proactive effort capturing the errors. At this time we are not required to reply to Latanya.	Reports will be sent to Consortia Leads. Southern asks that it be sent to Cece. The first report is for December 2019, will be sent out next week.	Monthly	

<p>PERM results strategy discussion</p>	<p>PERM is evaluating MA and FS. This is the elig component, three cycles, 3% error rate for eligibility. Wisconsin below the rate. There was a stretch where none were done, CMS was conducting pilots. However the error rate went up Nationally, so did WI. Now, they are looking at claim dollar amount, which is a switch on how things were done. Errors samples missing signatures, third party insurance, missing verification and verification, incorrect income calculations, pre tax deductions, etc. Correction plan is due next month February 2020. Next sample round begins in June 2020, so strategies need to be implemented quickly: looking for precert, make sure that MAQC perm results are in fact fixed and not lingering. This will be discussed in detail at next week's program coordination meeting.</p>	<p>More to be presented at next week's Performance Monitoring.</p>		
<p>Establishing claims on QC Findings</p>	<p>FNS corrective actions. Found cases with claims / needed a supplement. FNS findings showed that cases had claimed not established or cases that needed a sup, not issues (on each side 9 out of 12). Of these 18 cases, staff members will look at all cases, and will reach out to Consortia. Will also look at last Fiscal Year cases. Right now determining what the process will be, but there will be more at next week Performance monitoring. Also, the QC response letter, will be updated. One more month to go in the Error Rate for last year, we as a State are at 5.2%.</p> <p>**Road show dates: PP will be finalized at the end of January and will be presented to this group. The meetings at county agencies will be 45mins to an hour: topics what happens at the client side, agency, process and what happens at their end.</p> <p>**There will be an active error training, interactive course in what is causing errors, etc. Will be made available next week.</p>	<p>More to be presented at Performance Monitoring next week.</p>		

	Two parts QC and the other part focuses on error rate.			
Soft Skills training status update	Not too much of an update, all contracts signed. Working with Mid State Tech College. Asking that the preview for next IMO. Will also be asking for feedback regarding the DACUM process findings.	Presentation at the Training subcommittee meeting in January 27 th and will be asking for feedback.		
Innovative training project update	Conversations with leadership in DHS, good meeting. They asked for additional resources. In the radar: conversations with MiLES. Looking forward for more formalized conversation and final approval. Additional information requested by Maria Metke: cost, technology, staffing, rough timeline, and whether we need a project manager.			
BRITS Update	Phase 2: claims establishments. DCF and DHS took a pause, look at different policies and processes. Today there was a meeting at the high levels of both department and it is understood that the collaboration will continue and that both departments will be more engaged. There would be a revamped MOU, renovated efforts and moving forward project. Fixes to Phase 1 referrals will be moving concurrently with Phase 2.		No deadline. However, Spring 2021 may have been mentioned.	
Work plan accomplishments and goals	Accomplishments and challenges – each Consortium to share a couple: 1. CAPITAL: implemented change in scheduling of consortia. Allowed changes on shift start 30 minutes early of the 7:45 start or the late shift for the after 4:30 calls (late calls lingering on queue). Implementing minimum staffing, to avoid pulling or adding and avoid SOS. In order to achieve this the EBD LTC group had to give up some of their application processing time but causing staff stress. From the summer tour: creation of workgroups to deal with the issues shared. The goal is that they come up with recommendations to the larger group by March with implementation by June. 4 th year	**Send work plan papers (if done) to Lisa Hanson. 1. Capitol may come up with some JIRA type of suggestions, to be sent to Lisa Hanson and Claribel Camacho.		

	<p>peer leadership, outside contractor from Sups to workers. It starts with an application and a determination as of who participates.</p> <ol style="list-style-type: none">2. SOUTHERN: created own LTC group to triage cases. Also provide training. This is geared to answer questions staff have. Have been utilizing materials that came out of the IMAC IM ADRC group. Also, meet face to face, learn items that need to be tweaked and provide faster answer. De-escalation training, second year for the entire consortium. Intense training provided by the Sheriff's Office. Also working on QC, sharing where the problems are, sending newsletter and agent reminders. SWICA sweeping idea from Outagamie Co, tweaking right now and will roll out, looking at SWICA, ongoing benefits with the expectation that the case is no longer getting a discrepancy. Worker enters status for someone else come in to "sweep" or work on it. FFM apps, getting tons that are EBD related but they in reality are not. Using a similar type of sweeping, looking for DDB decisions, etc. Trying to come up with a confidential case transfer SOP. When to make it confidential and when to transfer.3. WKRP: Training and turnover tried to match hiring date. We now have rolling cohort and is working well. Retention is an issue, visited other Consortia for ideas and held county listening sessions. Issue that came up was customers calling to check on documents sent. Gearing up to talk to partners about 1115 waiver. Quarterly meetings held by WHEAP, ADRC, MCO and IM. Working on reducing error rate. CC Certification, meeting as well.4. IM CENTRAL: Formed an EBD and LTC as well as CC team from all counties. All cases combined.			
--	--	--	--	--

	<p>Requested waiver to pool caseload, hoping for approval for 2021. Created consortium web page, with the expectation people share documents, eliminate binders and paperwork kept in offices. QC coordinator position for the consortium motivated by the pre cert process. Collecting CCA data, to be more proactive due to struggling on this area. Marathon county to implement work from home.</p> <p>5. MORAIN LAKES: Held the first in person meeting of all workers. worker invigoration and customer service. Approved to do this in a semiannual basis. Will have one geared to training. They have different workgroups to collaborate on this. Focusing on retention: hiring, questions in interview, process of onboarding. Keep spreadsheets on expectations. QC training group are assisting with customer service, triage cases, etc. Also storing all documents and items in one website such as newsletters, etc.</p> <p>6. NORTHERN: Now have Leads (two) Family ongoing and EBD LTC. Also QA improvement FS error rate, pulled an internal workgroup, leads involved. Peer mentors, at least half of the staff were involved and have the buy in on this brainstorming; Put ideas together. Put it in different workgroups. Were able to implement some: leads meet with staff on Thursday morning and go over policy questions and questions they receive via email. QC / Training Lead is the next step. Moved all LTC EBD and they have a separate caseload – they follow an application all the way through. Telecommuting a policy was created and all counties approve of this. Iron and Bayfield are doing this. For 2020to get out of the current SharePoint site. Also, staff had an in-person training where QPR guidelines</p>			
--	---	--	--	--

	<p>principles were discussed offering how to handle a call and refer an individual.</p> <p>7. GREAT RIVERS: EBD LTC call center queue. Also did deep dive on what is happening on those cases. Follow intake from beginning to ending. Will continue to follow up on this processing. Intake spread across the Consortium; Leads are holding WebEx trainings – one address FS errors. Continue to improve website (on the hub) there is a discussion board for questions. This year goals keep an eye on the error rate, work on the hub, looking at a couple of positions and what to do with those.</p> <p>FOR THOSE NOT PRESENTING TODAY: BAY LAKE, WESTERN, EAST CENTRAL AND MILES DEFERRED TO THE FEBRUARY MEETING.</p>			
Precertification update	Will have the data for past FFY. Looks good unless wonky September reviews.	Think about precert activities ideas	February IMO A	
Future IMO A Agenda Items	In this month agenda.			

Income Maintenance Subcommittee Key Messages
Income Maintenance Operational Analysis (IMOA)
Friday, February 7, 2020

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Soft Skills Training Update	Abby Abernathy updated IMOA members on work that is being accomplished with Midstate Technical College to create 10 soft skills training modules. Each module will be roughly 1 hour in length and will be presented in a computer based learning environment. It is anticipated that the training will be available by June of 2020. IMOA members reviewed the 10 training modules and gave input into additional examples and training topics. Additional feedback can be sent to Abby Abernathy or to the training in-box by Friday, February 14 th .	IMOA Members for Feedback.	Friday, February 14 th for additional feedback.	
Innovative Training Project Update	Abby Abernathy also updated IMOA members on the progress being made on the Innovative Training Project. Currently a high level timeline, staffing plan, and use of technology plan is being developed by DHS staff to present to Jim Jones and Marlia Mattke in the next few weeks. DHS staff also met with MILES staff to discuss how a cohort model of training could work for their training needs. A more detailed presentation should be able to be made at the IMOA meeting for this project!		Friday, March 6 th for more in-depth presentation	
Policy Updates	Rebecca McAtee provided policy updates on several different area: <u>1115 Medicaid Waiver</u> – As of February 1 st many changes have started including new monthly premiums, the use of a treatment needs question, and the ability to complete an optional health risks assessment to reduce monthly premiums. Rebecca shared data		Friday, March 6 th next update on these policy implementations	

from the first few days of applications under the new rules.

The new Premium Hotline was also discussed. The issuance of premium assistance is a manual process and the member will get a letter verifying the assistance which will also be scanned into ECF for economic support workers to see. Premium assistance is first come first served and can be used to pay arrearage payments as well. Rebecca also highlighted that DHS legal staff are currently reviewing how other individuals and entities (family members, non-profits, and possibly government entities) can assist with payments without causing conflicts of interest.

Rebecca also clarified that failure to report income increases that result in premiums will likely create an overpayment.

A written FAQ document will be completed covering all questions that have been raised on the 1115 Medicaid Waiver implementation.

ABAWD Work Requirement Exemption

The State is working on using their Federal exemption credits to try to make all ABAWD exempt from work requirements from April 1, 2020 through September 30, 2020. Exemptions are per client per month, so it is possible that the State could run out of credits before September 30, 2020. If the exemption does end early, clients will receive a 45 day notice letter. We should still be encouraging voluntary FSET participation with our participants. If IMOA members have ideas where we could simplify or streamline exemptions in the future, please submit those ideas to DHS.

We are anticipating an increase in Foodshare clients as a result of these exemptions. If you see a large increase in Foodshare applications, please let DHS staff know.

Stakeholder Calls

Rebecca reminded IMOA members that stakeholder calls will continue to be held every-other week and if you want to get notification of the calls you can sign up using a link Rebecca will have emailed out to all operational leads. High level FAQ's will be shared on the website. To date, not many questions have been submitted.

Public Charge

Public Charge modifications are effective February 24, 2020. Updated talking points will be sent to IMOA members very soon. The Public Charge rules will impact programs in DHS, DCF, DPI and DOA. It is important that our Economic Support workers are knowledgeable about this subject. DHS is anticipating some chilling effect of this implementation and that some families will ask that their benefits be closed. If we see requests to close cases because of Public Charge implications, please send that info to the CARES call center.

Other Updates

Rebecca highlighted an updated CARES calendar with key implementation dates for batch processes in February and March.

Preliminary Consortia level data for CLA's and 1115 Medicaid Waiver will be made available soon.

There are proposed changes by FNS for the verification process used for "homeless" that will be addressed in future meetings.

	<p>Rebecca highlighted recent guidance on using non-merit staff for FNS programs and highlighted that she didn't see a big impact for the State of Wisconsin.</p>			
<p>Release of Member Information Issues and Processes</p>	<p>Rebecca and Debbie highlighted that DHS attorneys are presently reviewing additional guidance on communications Economic Support Workers can have with client's attorney's and that guidance will be issued soon as a CARES Coordinator notice.</p>			
<p>Work Plan Accomplishments and Goals</p>	<p>The remaining three consortia presented their work plan accomplishments and goals:</p> <p><u>Baylake</u> – Brown County completed a long awaited class and comp study and have added a step-program in 2020. Brown County has also implemented telework which has resulted in increased morale and productivity. They are currently reviewing trends with Foodshare errors. 2020 goals include customer service training, reviewing and evaluating SOP's, and using the IMAQ tool to build better baselines in accuracy.</p> <p><u>East Central</u> – Have focused on reviewing call-center data and tweaking scheduling to improve performance. Implemented Thursday morning call-center closures and 4th Thursday morning all consortia training via video-linkage. For 2020, consortia wide training will occur on April 30th and several counties are also exploring piloting telework.</p> <p><u>Western-</u> Have rolled out telehealth. In Lacrosse County they piloted with 10 staff and are now rolling out to all staff. New Staff are not eligible. They also completed 100% QC of their Foodshare cases. They are targeting future training at Foodshare errors. They are providing more one-on-one support for new workers and also now have a dedicated lead worker for QC.</p>			

<p>CARES Security</p>	<p>Carla Treuthardt reviewed several important security projects with IMOA members:</p> <p><u>CARES Security Manual</u> – The old CARES security manual is being replaced with three new manuals (procedures, policy and reference). In addition to new manuals, training will also be provided to all security officers. The project was kicked off on 1/24/2020 and it is hoped all three manuals will be published by May of 2020. Consortia are encouraged to identify subject area experts to work with Carla on the manuals by 2/14/2020 and submit names to Lisa Hanson. Recommendations for changes will be brought back to a future IMOA meeting.</p> <p><u>Standardized Security Request Template</u> – IMOA members requested that standardized security request forms be designed for specific job titles (ES Worker, Supervisor, and Manager). Long term IMOA members would want to fill in an on-line request form. It was recommended that standard security form examples be included in the reference manual. Carla will also work to set up a dynamic form and will have volunteer agencies test it.</p> <p><u>Recent Trends on Security Request Timelines</u> – Recently there has been an uptick in requests for security clearances from ADRC’s, HMOS’ MCO’s and IM agencies. Security has prioritized IM agency requests. Security staff are also reviewing security requests for quality right away for any problems or issues. Approvals for security are sent to the agencies security officer.</p> <p><u>Security Access Level 25 -</u> IMOA members still feel that changes need to be made to level 25 access or a new level of access needs to be created. It was recommended that this topic be addressed with the security manual review team being assembled.</p>		<p>Subject expert participants to Lisa Hanson by 2/14/2020.</p>	
-----------------------	---	--	---	--

	<p><u>Confidential Caseloads</u> – There are still many issues that need to be addressed with confidential cases, especially in consortia that use case banking. This is a subject that likely will need a separate future workgroup to study and make recommendations for changes.</p> <p><u>2020 Annual Security Audit</u></p> <p>For the 2020 annual security audit BRITS, CSAW, CCPP, and IMMR will be added. Audits will occur from May of 2020 through November of 2020. The IMMR data might actually come in two to three separate reports.</p>			
<p>Foodshare QC Updates</p>	<p>Jayne Wanless shared the following updates with IMOA members:</p> <p><u>Foodshare Road Show PowerPoint</u> – Jayne will be presenting the road show Foodshare PowerPoint across the State. Members of the IMOA workgroup reviewed the presentation and learned it would be presented at Racine County for WKRP next week.</p> <p><u>Foodshare Error Rate</u> – Preliminary data from Federal Fiscal Year 2019 is that the Wisconsin active error rate should be below 6%. The negative error rate is expected to be 25.71, while the national negative error rate is projected at 29.45. System issues often impact the negative error rate. The final error rate will be available this summer.</p> <p>The first federal fiscal year 2020 error rates will be available in March of 2020.</p>		<p>Foodshare Road Show PowerPoint will be presented for all Consortia – schedule with Jayne Wanless if you haven't already set a date!</p>	
<p>Next Meeting and Agenda</p>	<p>The next meeting will be Friday, March 6th at 9:30 a.m. at the Dane County Job Center. Please submit any agenda items to Debbie Waite.</p>		<p>Friday, March 6th, 2020</p>	

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
December 9, 2019**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
CCA issues	DHS has received numerous reports of agents hearing rhythmic clicking noises on inbound and outbound calls and at times on voice mail messages. Callers have also reported hearing these noises. It has been difficult to pin point the issue. Two consortia will have their toll free numbers moved to different trunks as the state tries to narrow down the issue. No more examples need to be sent in to DHS.	DHS and DET continue troubleshooting these issues.		
Post call customer survey discussion	Feedback from consortia: <ul style="list-style-type: none"> • MECA, MiES and East Central Consortium are currently using the survey. • Five consortia had used the survey in the past but discontinued use as they did not feel it was adding value. • Six consortia stated they would consider using if answer scale is implemented. • Positive response to revisions utilizing one to five answer scale. 	Paul Michael and Kris Weden will bring feedback from consortia to IMOJA January committee meeting.		
Dialing outbound calls through CCA	Dane Co. 911 has been receiving consortia outbound calls in error. Local telecom providers add the number 9 to local numbers. CCA then adds the number 1 to outbound calls. If CCA agents add another 1 to the phone number the system thinks they are calling 911 as those are the first three digits that are picked up by the system. When calling out on CCA agents should only dial the 10 digit phone number (area code + seven digit phone number).	CCA Admins should review/remind consortia agents of the process for making outbound calls.		

Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
January 13, 2020

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
CCA Replacement Update	<ul style="list-style-type: none"> • Purchased Genesys cloud solution. Project will only be centered on the needs of DHA and its partners. Cloud base supports reliability. Program has additional features and enhancements that can be used in subsequent phases. • “Forklift” or “as is” move from current system to Genesys. Whatever is currently built in CWW will be moved to Genesys with a few exceptions such as callback and enhancements to telephonic signatures. • Project Manager – Adam Aspari • CCA Operational Technical Workgroup will be the primary contact to disseminate information. • Target date for implementation early 2021. • Implementation will be phased in. 			
Troubleshooting noise issues	<ul style="list-style-type: none"> • DHS and DET staff have been troubleshooting noise issues. • Four consortium (East Central, Bay Lake, IM Central, Moraine Lakes) will be moved to new trunks. Once moves are made DHS and DET staff will be asking for feedback. 			
Post Call survey	<ul style="list-style-type: none"> • IMO committee approved changes to post call customer service survey. • Survey must have at least one valid entry. • Survey will allow customer to skip questions. • Each response must have a valid entry. • Non-responses or invalid responses end the survey. • Reminder of survey mentioned as callers loop through the queues. 			
IMQC reports	<ul style="list-style-type: none"> • Consortium will be receiving an email regarding an IMQC Report specific to duplicate CCA interaction ID’s and invalid interaction ID’s. 			

	<ul style="list-style-type: none">• Supervisors should review correct process for gathering telephonic signatures with staff.• No punitive action should be taken on cases listed on report.			
--	---	--	--	--

Income Maintenance Subcommittee Key Messages
IMAC Training Subcommittee
Monday, January 27, 2020

Agenda Item	Message/Action/Motion	Assigned To	Deadline
2020 Charter/Purpose Statement & Goals (Attachment) <i>Abby Abernathy and Margaret Romens</i>	2020 goals reviewed. No changes or recommendations made.		
DHS IM Training Projects & Updates (Attachment) <i>Abby Abernathy</i>	QC overview and Active Error Rate IM refreshers released last Friday. They can be found under IM Refresher Training on DHS Learning Center. Date Exchange Overview is scheduled to be released February 2020.		
CWW Training Environment Enhancements Project (Attachment) <i>Renee Kurka</i>	The enhancements to CWW training will come out with 2020 CARES release. The intent is to make the training environment more closely mimic CWW production to increase new worker accuracy and make more practical. Training cases will now be have active data exchange updates and notices. Reasonable compatibility will be applied. The changes do not impact policy. A handout was distributed that lists the system changes that will impact all cases and system changes that will apply to specific types or cases. A list of cases were also distributed. They will be posted on DHS Learning Center under training resources tab. A cross over document with old scenarios mapping to new scenarios was distributed. Note: existing cases will not be impacted, only those created after 2/10/20 will have new enhancements. Training environment closed 1/30, 9-1 and 2/6-2/7.		
Mid-State Technical College Soft Skills Training Update <i>Abby Abernathy</i>	Training curriculum outline was reviewed. Group gave feedback on content. Target release date of June 2020. This group will be given a chance to preview at least one module, hopefully at our April meeting. Action: Mid-State would like feedback and case examples. Send to DHSIMTraining@wisconsin.gov .	Group Members	N/A

<p>BC+ Policy Changes for Childless Adults Training Feedback</p>	<p>Group had opportunity to provide feedback on recently published training. No feedback given.</p>		
<p>Refresher Training Updates</p> <ul style="list-style-type: none"> • Active Error Rates • KIDS Refresher <p><i>Abby Abernathy</i></p>	<p>Active error rates and QC Overview training was published Jan 24th. It will be on our agenda for next meeting so group members can give feedback. Topic list of future development will be revisited also.</p> <p>Courtney Savercool has been assigned to write the KIDS training. No specific timeline but goal is May or June of 2020. This group will be given the opportunity to preview, possibly at the April committee meeting.</p>		
<p>A Innovative Training Project Update</p> <p><i>Abby Abernathy</i></p>	<p>As the project is developed, the State staff will move away from staffing the call center but would still do case scenario checks and answer questions. Currently, the project is waiting for DHS leadership approval. A project manager may be hired. Virtual training delivery and cohort model approved. Once approved, dates will begin to be explored. This group will received regular updates.</p>		
<p>Cultural Competency Training Roundtable</p>	<p>One group member used a TED talk for their cultural competency. The State issued LEP training counts toward the requirement.</p> <p>Abby confirmed that the Cultural Competency Training on the DHS learning center can be taken annually to meet the requirement. Erin Davis from LaCrosse County found a video titled Walk Boldly toward Bias that she recommended.</p>		
<p>Shared trainings developed</p>	<p>Erin Davis from LaCrosse County said their staff created desk aids based on errors they were finding from case reviews. They have seen errors with verification codes.</p>		
<p>Training Roundtable</p> <ul style="list-style-type: none"> • Do you use any checklists for off boarding employees? <p><i>Margaret Romens</i></p>	<p>Robyn Gillis from Brown County said they do have a checklist they use when staff leave the agency.</p>		

<p>Walk on Items</p>	<ul style="list-style-type: none"> • Admin Memo 17-07 is being worked on. It will include clerical training requirements of Civil Rights and Cultural Competency. • If agencies have not sent in notification that 2019 staff training requirements have been met, they should do so. • Healthwatch video is not endorsed by DHS 		
<p>Future Agenda Items</p>	<p>Active Error Rate Training Feedback Soft skill module review KIDS training content Review Admin Memo-Training requirements</p>		
<p>Upcoming Meetings</p>	<ul style="list-style-type: none"> • 2020 Meeting Dates <ul style="list-style-type: none"> o January 27 o April 27 o July 27 (Potential In-Person Meeting) o October 26 		