

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, May 21st, 2020

1:00 – 3:30 p.m.

<https://dhs.wi.zoom.us/j/96742327146>

Minutes

Non-State Attendees:

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| Chelsey Groessl, Bay Lake / Brown Co. | Kris Parkansky, Bay Lake / Marinette Co. |
| Cindi Flynn, Capital / Adams Co. | Michele Chiuchiolo, Capital / Dane Co. |
| Kara Ponti, Capital / Dane Co. | Stephanie Ronnfeldt, Capital / Richland Co. |
| Jenny Cox, Capital / Dodge Co. | Nikia Morton, Capital / Dane Co. |
| John Rathman, East Central / Outagamie Co. | Annett Mooney, East Central / Marquette Co. |
| Ann Kriegel, East Central / Winnebago Co. | Kathy Welke, Great Rivers / Eau Claire Co. |
| Ronda Brown, Great Rivers / St. Croix Co. | Kris Weden, IM Central / Marathon Co. |
| Doreen Lang, Northern / Wood Co. | Mark Nelson, Southern / Green Co. |
| Kate Chambers, Southern / Iowa Co. | Jill Johnson, Southern / Jefferson Co. |
| April Heim, Southern / Rock Co. | Claribel Camacho, WKRP / Racine Co. |
| Rose Strege, Stockbridge-Munsee Tribe | |

State and Federal Attendees:

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| Abby Abernathy, DHS | Amy Bell Ferries, DHS |
| Andy Best, DHS | Dale Crapp, DHS |
| Becky David, DHS | Sierra Gammond, DHS |
| Diane Koehkne, DHS | Noemi Martinez, DHS, Miles |
| Stevey Poppe, DHS | Angela Stanford, DHS |
| Debbie Waite, DHS | Rachel Witthoft, DHS |
| Pang Xiong, DHS | April Festl, DCF |
| Joan Alt, DOA | Ken Duren, DOA |
| Lindsey Ingram, DOA | |

AGENDA

1. Administrative Issues – Debbie Waite & John Rathman

- Report attendance on-site by signing the sign-in sheet and, if attending remotely, by e-mailing Sierra Gammond of your attendance. E-mail is Sierra.Gammond@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.

2. Approval of April 16th, 2020 Meeting Minutes – Debbie Waite

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

3. Policy Updates

- Rebecca McAtee shared the following policy related updates, noting that DHS is now in COVID policy maintenance and planning for roll-back mode.
- FoodShare online purchasing is now available through two national retailers. Other grocers have expressed interest but need to go through certification process. This process will continue post COVID.
- P-EBT benefits -
 - Agencies and customers should check the DHS website first before pursuing other avenues
 - Questions or problem resolution on individual cases should be sent to (insert FS mailbox address)
 - Two major releases of benefits have occurred – one at end of April to eligible students with FoodShare benefits already in CARES; the second in May to eligible students known to the CARES system. The third phase will involve students eligible but not known to CARES.
 - IM agencies will not have needed information to answer customer questions – they should be referred to the website or the mailbox, but not encouraged to contact FNS.
- Need for signatures on applications – DHS was unable to get needed federal approval to implement an alternate strategy and is not pursuing this at this time.
- Waiver or extensions of COVID policy – DHS is working to evaluate end dates on COVID related policies as they are tied to different program requirements, waivers, or federal or state health emergency timetables. More information will be shared as end dates are able to be confirmed. FS quality control process expectations will also be included.

Consortia Question: should C9 code for best available information continue to be used? Answer: Yes – through remainder of national public health emergency.

Consortia Question: are drug tests for convicted felons required to be performed during COVID? Answer: DHS will research and respond.

- Student eligibility – This policy is changing to redefine criteria for eligibility effective June 1. An Ops Memo will be shared along with process help updates. (**Note** – this policy was pulled back due to FNS direction post May IMAC meeting)
- Non COVID Updates –
 - CARES will be down early on May 23 to process emergency allotments.
 - The comment period for the proposed rule on ABAWD changes related to the Farm bill has been extended into June, DHS submitted comments which will be shared with agencies.
 - The next DHS stakeholder call is Wed May 27.

4. May CARES Release

- Becky David shared targeted dates for the CARES bulletin, process help releases, system demos and Q and A sessions for the May and June CARES releases. Consortia requested a chart with pertinent dates.
- Abby Abernathy shared training information related to certain release projects.
 - MAPP and deductible projects are combined in a live webinar - June 17 and June 22. A recorded version will then be available.
 - Computer based SWICA discrepancies project training will be available on the DHS learning center by June 15.

5. Subcommittee Updates

- The IMOA subcommittee met on January 10, 2020 and February 7, 2020. John Rathman shared key discussion points and action items from those meetings (see attachment).
 - Innovative training continues to be a major focal topic as project progresses.
- The Call Center Anywhere (CCA) subcommittee met on December 9 and January 13. Kris Weden shared key discussion points and action items from that meeting. (see attachment)
 - Group continues to track CCA replacement tool progress.
 - Work was finalized on post call survey enhancements.

- The Training subcommittee met on January 27. Abby Abernathy shared key discussion points and actions items from that meeting (see attachment).
 - A focal topic was the February system enhancements to the training environment.
 - Group reviewed Mid State Technical College outline of soft skills training curriculum.
6. REN Update -- Lorie Graff
- At its May meeting, the REN group:
 - Shared information on analysis and support it is providing to providers and members regarding COVID policy and navigating program eligibility.
 - Continued to plan the fall conference which will be held virtually – with a possible national speaker followed by pre-recorded sessions. Credit hour sessions will continue to be offered in that format. Dates should be coming out shortly.
7. IM Funding and Contract Updates – Debbie Waite and John Rathman
- Debbie Waite shared that planning for the 2021 IM contract negotiation process is in progress. Operational leads will receive traditional kick off e-mail in the next few weeks with negotiations starting in July. A similar process used for previous years will be followed to determine contract narrative and for DHS to review a consensus distribution methodology recommended by consortia.
8. Consortia Feedback – John Rathman
- Consortia requested that BEPS set up a virtual meeting with consortia operational leads to explore strategies to deal with the bubbles created by deferring renewals due to COVID. (**Note** – DHS collected consortia ideas through e-mail process in place of a meeting)
9. Administrative Memos
- Debbie Waite noted that long awaited revisions to customer service administrative memo (formerly lobby services) are currently moving through the official DHS posting process.

10. Miscellaneous Update and Public Comments:

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

11. Tentative August 2020 or Future Agenda Topics

- Policy Updates – COVID and Other
- CDPU Session

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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
Income Maintenance Operational Analysis (IMOA)
Friday, May 1st, 2020**

| Agenda Item | Message/Action/Motion | Assigned To/ Referred to IMAC | Deadline | Closure |
|---|---|----------------------------------|----------|---------|
| I.COVID-19 Policy Updates Rebecca McAtee | <p>Items that happened over that last week:</p> <ol style="list-style-type: none"> 1. Pandemic EBT – component rolled out over the weekend. (first round). Here are some talking points with IM focus: <ul style="list-style-type: none"> • We are one of the first States to send out benefits. We are a “testing” ground, so to speak. • There appears to be confusion about the term. This is for families participating in free and or reduced (school) meals. It is not SNAP. Some people is calling PSNAP, it is not – as PSNAP is the emergency supplement benefits. • Eligibility is not tied to FS benefits. FS may be tied to eligibility for free and or reduced meals benefit program. • Issued in phase approach: based on info on file. 3 data sources: CWW, cert base via DCF and DPI. • For those individuals who we have no data (not in our data bases). No action needs to be taken. • For FS participants: benefits were loaded on QUEST cards. Over 97 thousand kids may be eligible. This was March and April benefits issued the night of the 27th. • On May 10th, the State will issue a PEBT card for | | | |

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| | <p>those who do not get SNAP but received other benefits.</p> <ul style="list-style-type: none"> • Systematically issued for cases opened in the last 3 months. • May 9 – applications would be made available to others who did not receive it under the above groups. Information would be mailed out by DPI / local schools that participate in free reduced meal program. • A link to the letter is in the DHS website and PH. And would be put on this meeting agenda minutes (Alicia is doing the notes). • May and June benefits will be issued at the ends of May – more info coming out. • One year to spend benefits. <p>2. Emergency allotment was just issued over the weekend – elevating open FS benefits for HHs that were open for April – there would be another emergency FS allotment issued by the ends of May. Especial note that some people may be eligible for PEBT and not for Emergency FS and vice versa. Reminder that these benefits are not the same.</p> <p>3. COVID-19 page -was created and State is directing people to visit that page. Issuance schedule is available on that page. Questions are being taken on the FS Policy inbox. Also, trying to direct people to DPI pages, working on IVR messaging as well. Send questions to DHS</p> <p>4. Health Care updates: reviews extended, policies and CARES Coordinator messages sent. PH contains this information.</p> <p>5. Unemployment insurance: federal pandemic unemployment payment \$600 a week payment disregarded for all programs except SNAP and CTS</p> | | | |
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| | <p>Workaround is forthcoming.</p> <ol style="list-style-type: none"> 6. Health care premiums are getting refunded, they started refunding and would be received by recipients within the next week or so. 7. Recoupments of FS – is not the top priority. Cases may be referred to IM agencies for issues. This pandemic recoupment phase ends on May 31, 2020. 8. (I missed something with FMAP) – | | | |
| II.Other Policy Updates | <ol style="list-style-type: none"> 1.Tableau and IMMR : The Department is looking at data sources and reporting resources. Badgercare reform will be using Tableau for the MAPP project. The State would be doing a training for IM Agencies. Heads up: this would go over Tableau, IMMR how they look at data and what does it mean. | | | |
| III.CARES Update Release Projects | <ol style="list-style-type: none"> 1. May release changed. 5% cost share going in May 30th. Deductible, MAPP and discrepancy moved to June 2020. These dates are confirmed. 2. Training dates – will follow up (Abby and Becky) 3. Abby shared training dates for MAPP and June 17th and 27th. Will also offer a recorded version. <p>LOTS OF CHANGES COMING UP....would be keeping weekly meetings.</p> | | | |
| IV.Consortia COVID-19 Improvements and Challenges | <p>Consortia assignment discussion on latest assignment. Doing preliminary work, and looking for Consortia feedback.</p> <ol style="list-style-type: none"> 1. Bay Lake: 2 ideas shared from the management team: is it possible to shift all renewals for 3 months? Would there be a consideration for 24 months shift renewals? REBECCA: CMS would consider some of these ideas. But they are looking | | | |

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| | <p>at more feasible options. Looking into what can be done with SNAP households. If there is an option to push out renewals, they would look at it. Chelsey continued: certain months are normally hit hard. There was no conclusion in regards to a recommendation. Concerns with higher workload as people are not taking vacation with the Safer at Home order (talking about staffing level). Try to align all program renewals. Concerns with performance suffering in different areas: calls, renewals, work more hours, customer service, timeliness overall may be impacted.</p> <ol style="list-style-type: none">2. CAPITOL: (Toni) Distribution of renewals done equally. August and September would like to have a smaller renewal workload. Making plans to what next month make look like even when the State doesn't lift the order. Planning for "new normal". Looking at July to Oct and June would like to realign renewal dates. Worse case scenario: A few counties put hiring freeze. Lower staffing levels are expected. Vacations are on hold. People may want to get out on summer. Able to stay on top of workload right now. Things are being waived, but it comes back. For the things considered currently as temporary...can they stay longer???? FS with minimal income do administrative renewals.3. EAST CENTRAL: Almost identical to Bay Lake. SWICAS for this period not to be issued as it doesn't matter what, they would get the maximum benefits anyway.4. GREAT RIVERS: distribute renewals evenly through the months. With FFM time period being a difficult time, PTO at that time difficult. Can work ahead right now. | | | |
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| | <ol style="list-style-type: none"> 5. IM Central – consistent with everyone else – distribute evenly with exception like summer staff taking off. Would not have enough staff. Yes, they are able to take additional workload. 6. MORAIN LAKES – agrees with all that has been said, spreading evenly. Staff time off. Do admin renewals. Yes to work ahead right now. Concern about June forward. 7. NORTHERN: as others, divide equally – and have those already waived to push to 24 months. Align all program renewals. Also with concerns with other programs such as Energy Assistance where staff wear those multiple hats and season was extended and customer service would be impacted across the board. 8. SOUTHERN: they are able to work ahead. Spread renewals evenly. No funds for overtime tax levy impacted by stay at home order. Some counties do not allow vacation carry over, so there is no way around but to allow time off. 9. WESTERN: same feedback, spread evenly and push over, can work ahead. 10. WKRP: similar to others, even out renewals, yes to capacity to work ahead, push the remainder of this 12 month cycle renewals out. 11. MILES: similar to what everyone said. 12 month distributed even. Certain months may be tougher. 30% of applications received in State are in MILES. 76 IM vacabcues. State is freezing hiring at this time. Eliminate SWICA drop. Have the capacity to do some renewals ahead of time. <p>REBECCA: states that took note. Noting the economic impact besides the COVID, looking at when would policies</p> | | | |
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| | be extinguished. | | | |
| | <p>Jane Wandless: FS QA Section Chief</p> <ol style="list-style-type: none"> 1. FNS extended dates to submit reviews. Would be sharing findings probably at the July IMO. Would not be receiving FYI or QA letters. Estimated Nov, Dec and January will be compacted in one report. 2. ME – With Judy’s passing, DHS is submitting a new plan to FNS, not to cover lobby. Agency meetings will be happening over ZOOM. Internal staff would be completing the process Judy Johnson did. | | | |
| VI. Tableau and IMMR Reporting | Rebecca McAtee addressed under II. | | | |
| VII. Future Agenda Topics | <ol style="list-style-type: none"> 1. Reopening County / Consortia Plans | | | |
| Additional sharing: | <ol style="list-style-type: none"> 1. Bay Lake: most of staff working remotely with some exceptions. Overall going well and is going to be hard to pull people back in. 2. Capitol: COVID work handled well. Changes made helped. Staff likes working from home like it. Evaluate this now for efficiency and morale. Doing well. 3. EAST Central - equipment issues, internet. Training new staff has been challenging. 4. Great Rivers – how would we continue to work – eau Claire would continue 100% through the end of the year. Longer term verification processing, looking at automation of forms and other items. 5. IM central: no agencies working from home prior COVID. All agencies working from home would continue past COVID. New policy changes was appreciated but a little difficult for staff. 6. Moraine Lakes – 4 out of the 5 counties are working | | | |

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| | <p>now, but not before COVID. Walworth is looking into allowing working from home. Virtual training and meetings – no tools that crosses county lines. Wondering what others are using for this. Ideal document storage?</p> <ol style="list-style-type: none"> 7. Northern: uses go to meeting, have licenses. For large or small teams. Options of voice or video. One was telecommuting prior now half . biggest challenge is internet in rural areas. Technology PC and laptops. No conversations to these changes on the ongoing basis. Productivity is a question, looking at reports. Since it is team approach, IMMR reports do not work. 8. Southern: looking at counties taking a slow roll back, others not. This depends on internet availability. County citrix system slows down whatever other system is being used. Workload is not much of a verification so it is hard to advocate, haven't have conversations with directors to know how does this look like moving forward. 9. Western: all staff working from home, they were transitioning already. Plan is to have staff continue to work at home. The big surprise is the use of virtual training is working out – there was some reluctance in the past. Challenge to expand the access to the building, safety , phone computers and spacing. 10. WKRP – Racine teleworking since May of 2018, Kenosha was not but they may be looking into it moving forward. Challenges lack of equipment and internet issues. 11. Miles – continued IT issues. Quantity of work remains, upload of mobile documents more than doubled. Huge infrastructure issues that hope to be | | | |
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**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
April 13, 2020**

| Agenda Item | Message/Action/Motion | Assigned To/ Referred to IMAC | Deadline | Closure |
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| Focal topic: Remote telework discussion | <p>IM Central</p> <ul style="list-style-type: none"> • 50% of staff in consortium working from home. • Staff in Portage Co. utilizing their personal computers so they don't have CCA Access. • Transition to WFH went better than anticipated. • In Marathon Co. once staff are set up at home they stay at home. Staff in Oneida and Portage Counties are able to come back into the agency. Langlade County is not able to work remotely. • Marathon Co. is using Cisco Jabber for soft phone. <ul style="list-style-type: none"> • All Marathon Co. workers WFH are full-time CCA. • Initially there were issues with Java. • Scheduling can be a challenge. • Decrease in call volume. <p>Bay Lake</p> <ul style="list-style-type: none"> • 90% of staff working from home. | | | |

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| | <ul style="list-style-type: none"> • Transition to WFH went smoothly. • Pilot had already been started in Brown Co. • Some agents are using soft phone, others are using cell phones. • Working with trainees via WebEx. <p>Capital</p> <ul style="list-style-type: none"> • 100% of staff in Dane Co. are WFH. • 75% of remaining consortium are WFH. • All supervisors are working remotely. • Purchased 100 additional Entrust accounts. • Attendance has been very good since WFH began. • Utilizing Zoom and Skype to remaining in contact. <p>East Central</p> <ul style="list-style-type: none"> • 100% of ES staff WFH with some support staff in agencies. • Having issues with internet speed. • Holding Zoom meetings bi-weekly. <p>Great Rivers</p> <ul style="list-style-type: none"> • 100% of staff are teleworking. • Utilizing a combination of soft phones and cell phones. • Several staff had already been teleworking so transition to all staff went smoothly. • Decrease in call volume. <p>MiLEs</p> <ul style="list-style-type: none"> • 95% of staff WFH. • No significant technical issues with transition. <p>Moraine Lakes</p> <ul style="list-style-type: none"> • No staff in Fond du Lac County are working from home. All other counties have at least some staff WFH. | | | |
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| | <ul style="list-style-type: none"> • Waukesha staff using VDI laptops but have experienced some issues with slow internet. • Some staff are working with one screen as they were unable to take home agency monitors. • Utilizing Magic Jack and landlines primarily. <p>Northern</p> <ul style="list-style-type: none"> • 65% of staff are WFH. • Having issues with dropped calls and no answers. • Utilizing Jabber and cell phones. <p>Southern</p> <ul style="list-style-type: none"> • 90% of staff are WFH. • Rock Co. agents are using their personal PC's. • Using Citrix as platform to maintain security. • Did not make any changes to CCA schedule. • Decrease in call volume. <p>Western</p> <ul style="list-style-type: none"> • 95% of staff WFH. • Only 3 counties have workers physically in the agency. • Using a mix of soft phones and cell phones. • Using a mix of county and personal equipment. • Following regular CCA schedule. All staff are expected to log into CCA every day. <p>WKRP</p> <ul style="list-style-type: none"> • 95% of staff WFH. • Having CCA issues when using cell phones, switched to Jabber. Some staff using Magic Jack. • Purchased additional laptops. | | | |
| Next meeting | Monday, May 11, 2020 @ 1:00 p.m. via Skype | | | |
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Income Maintenance Subcommittee Key Messages
IMAC Training Subcommittee
April 27, 2020

| Agenda Item | Message/Action/Motion | Assigned To | Deadline |
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| Mid State technical College Soft Skills training Update <i>State Technical College</i> | One module was displayed and the committee asked for feedback. Training subcommittee will have an opportunity for input on where the training fits in new or experienced worker training. A one hour meeting will be scheduled before our July sub-committee meeting for this purpose. It will probably be scheduled in June sometime. Abby and Technical College staff will consider developing discussion questions for local trainers to use. | | |
| DHS Projects and IM Updates (attachment) <i>Abby Abernathy</i> | The project attachment was reviewed. | | |
| Enhanced New Worker Training Sessions <i>Abby Abernathy/Renee Kurka</i> | Enhanced New Worker sessions were cancelled from the of end march thru the end of May. Staff who were registered were automatically enrolled in future classes and sent a notice letting them know. Confirmation e-mails will be going out 7 days, prior to the training. New workers can view their calendars in the DHS Learning Center to check the reschedule dates. The State Training section is expanding classroom sizes to accommodate reschedules. | | |
| COVID-19 Micro Learning Videos <i>Renee Kurka</i> | Short micro-videos for April CWW release were made available last week. Staff can access through the Learning Center. Videos were designed as overview. Workers are encouraged to use Process Help for more detailed instructions. Committee members expressed gratitude and positive feedback about the videos. | | |
| MAPP/Deductibles Training <i>Nikki Biddick</i> | The training release will be coordinated with CWW changes scheduled to go into effect the weekend of June 27. There will be separate trainings for each topic. It is recommended all workers complete the deductible training. All staff who work with EBD cases should complete the MAPP training. Topics include deductible policy and systems changes, using income to create deductibles and how to use deductible pages. The MAPP training will include a new volunteer page, clarifying volunteer MAPP premium and temporary premium waiver. These will live trainings offered back to back with a half hour break in-between. | | |

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| | <p>Dates and times include: 6/17, 6/18/6/19 6/22 8:30-11:30 and 12:30-3:30. A recorded version will be available 6/17. Workers have the option to take either the webinar or recorded version (both will be the same content).</p> | | |
| <p>Discrepancy Training <i>Kara Mueller</i></p> | <p>The release of the discrepancy training has been moved out until the end of June to align with the June CARES release. A training announcement will be sent when the training is released. Prospective budgeting is getting split out from SWICA training. SWICA resolution training will be a computer based training made up of a PowerPoint with audio. It will include how discrepancies are set, what changes have been made to discrepancies, discrepancy resolution and the new OP Fraud check box within the discrepancy page. Examples of multiple ways to resolve discrepancies and tips on how to reduce SWICA discrepancies will also be included. One important paradigm shift: The 45 day requirement to resolve refers to the case being corrected going forward. It doesn't include the time required for fraud and overpayment work. Trainer estimates the training will be 30-45 minutes.</p> | | |
| <p>Refresher Trainings</p> <ul style="list-style-type: none"> • Active Error Rate and QC Overview Trainings Feedback <i>All</i> • KIDS training Update <i>C. Savercool</i> • Revisit Refresher Training List (attachment) <i>All</i> | <ul style="list-style-type: none"> • Committee members did not comment • KIDS training continues to be developed. So far, it includes understanding support codes and types, pathways in KIDS, impact of child support expenses on each program income eligibility and how to verify out of state support. The training is designed to be interactive with time for discussion, questions and sharing of best practices. One to two PDF's will be offered such as one listing support codes. There will be a hands on portion. Trainer estimated the training will take 30-45 minutes. The project will be ready for the committee's review in June. The projected release is early July. It was decided to combine the KIDS refresher and soft skills training feedback session together into one meeting. • Refresher Training List: A survey will be created and distributed to determine counties priorities. The results will be ready by the July subcommittee meeting. Committee members would like to see more micro-trainings created. Priority topics will be evaluated to determine which would work well for micro-learning topics and which for regular refreshers. | | |

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| Innovative Training Project Update <i>Abby Abernathy</i> | DHS Management approval received. The State is currently recruiting for a Project Coordinator. Timeline will be presented at July sub-committee meeting. | | |
| CWW Training Environment Project Feedback <i>All</i> | The changes were incorporated in February. The cases that will trigger data exchanges in CWW training environment are listed under Other Training Resources in the DHS Learning Center. It was recommended the list and other information be added to the Supervisors tab in the DHS Learning Center. | | |
| Training Round Table How is everyone supporting new workers from home during this time? Are you facing any challenges with this? <i>Margaret Romens/All</i> | Michele-using Skype sharing screens, conference line, Erin-Skype-8 counties most at home. Sharing screens and QC cases. IM central - GoToMeeting, WebEx, classroom virtually. Do some retraining when Covid ends, Margaret-Robyn come up with role play scenarios. | | |
| Cultural Competency Training Roundtable <i>All</i> | Margaret shared that Dane County had a Black History month presentation in February that was created by staff. | | |
| Future Agenda Items <i>All</i> | <ul style="list-style-type: none"> • Incorporating Mid State Technological Soft Skills into new and experience worker curriculums. • KIDS training review • Review IM Refresher training survey and develop priorities. | | |
| Upcoming Meetings <i>Abby Abernathy</i> | <ul style="list-style-type: none"> • 2020 Meeting Dates <ul style="list-style-type: none"> o July 27 (Potential In-Person Meeting) o October 26 | | |

Income Maintenance Subcommittee Key Messages
Performance Monitoring
May 20, 2020

| Agenda Item | Message/Action/Motion | Audience/Recipient | Assigned To | Deadline |
|--|--|---|-------------|----------|
| Perm Process | <p>Payment <u>E</u>rror <u>R</u>eduction <u>M</u>easurement for Medicaid. Review year 2019 was conducted by Federal Contractors not state staff. Contractors performed the work in Madison. Once review is finished, it goes to state staff to refute the error. Agencies are not allowed to be involved during refutation. They send all correct and error cases. Additional verification may be requested. State staff looks for reasons to refute the error. Workers should make sure that verification is in ECF. If AVS is used, review staff can see that. Be sure documentation is correct.</p> | Tip sheet for workers being developed | LaTanya | summer |
| ERV report processing | <p>Most consortia process similarly. Follow the guidelines in the ops memo. Most are still in state but some unreported income is found while workers are checking various queries.</p> | The info from sharing will be giving to Autumn Arnold | LaTana | |
| FS reports Active/CAPER error rates | <p>SMRF timeliness for April was not good. only 413 SMRFS for the whole state for the month. Oct/Nov active error rate=9.37% top error = HHC CAPER rate 35.15%. December stats available after June 8, 2020 Notices/system issue=top CAPER error rate followed by verification-most often being denied prior to the 10 or 30 days.</p> | | | |
| ACCESS apps/renewals | <p>Training available for agency staff. starts in NW training. anyone can go to the ACCESS training site which has been shared and see the view that customers have.</p> | | | |

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| SMRF process reminder | Reminder to process SMRF through and confirm benefits then act on other changes notices like new hires or SWICAS | | | |
| Next meeting | July 15 th -location TBD | Agenda items-the post-pandemic work bubble and possible impacts on performance due to c-9 code and timeliness if 3 months of renewals all in one month | | |

**Income Maintenance Subcommittee Key Messages
Fraud and Program Integrity (FPIP) Subcommittee
May 12th, 2020**

| Agenda Item | Message/Action/Motion | Audience/Recipient | Assigned To | Deadline |
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| Fraud Rings 1. Skimming- Great Rivers 1. Fraudulent Applications -Brown County and others. <i>Wendy Metcalf and Tami Tolliver</i> | <ol style="list-style-type: none"> 1. A member called in saying benefits were spent that they did not spend. It was confirmed the member could not have spent them because cards were swiped in Florida. OIG investigated and discovered two-phone #'s were suspicious as there were multiple calls from those numbers for balance inquires on various cases. \$6,400 dollars of benefits were misspent in Florida. Phone calls and mailings went out to the affected cases but 37 of 70 did not change pins. 29 cards were deactivated and emergency cards issued. All 70 have either had pins changed or new card issued. Two additional suspicious phone numbers have been identified. A new report will be requested on those phone numbers to check for benefit amount inquiry calls. 2. Brown County received some unusual applications. The characteristics are: Single male, not a lot of ties to WI, generic e-mails, common addresses. Northern has also had one case. MILES and Racine have identified applications. There are 76 Racine applications in Kenosha County. They are running a report as part of investigation to identify if | | | |

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| | <p>more unusual applications exist. The guidance received by the State is to never deny medical. Most of the applications are for FS only.</p> <p>E-mail from state help desk: make sure applications meet all criteria. If an application meets all of the criteria, we can pend the case. It is suggested agencies keep a list of cases and watch for verification. Cases and verifications should be reviewed carefully before denying.</p> <p>If agencies receive any these applications, be sure to contact Tami.</p> | Tami Tolliver | Committee Members | Ongoing |
| <p>COVID-19 How it has changed your operation</p> | <p>Rock- has not changed anything. They are still doing fraud OP but not regular OP. IMOA suggested OP are not the priority during COVID crisis.</p> <p>Racine- Much of their time has been spent investigating the fraud ring. They still do OP and investigations in addition to helping with IM work.</p> <p>Miles-OP/fraud staff have been helping ongoing. They have also been scrubbing BRITS and looking at BRITS inbox. They are not issuing OP.</p> <p>Northern-They are completing fraud related OP and trying to clean up BRITS.</p> <p>Brown-OP are not being issued. They continue to do desk investigations. They do not do interviews or home visits.</p> <p>Great River- working on BRITS back log. Issuing claim OP is on pause. They are doing desk reviews for investigations.</p> <p>Outagamie- conducting business as normal. They are acting on referrals, calculating fraud OP and doing desk investigations.</p> <p>Marinette-still acting on referrals. No F to F desk investigations, business as usual</p> <p>Kenosha- desk investigation, no issuing OP.</p> <p>Question that has been sent to the State-should OP issues for case that should have closed in January. Should an OP be calculated for the month of January? The OIG has send in a similar question. Any response for the State will be shared.</p> | | | |
| <p>Data Update <i>Tami Tolliver</i></p> | <p>April IPV: State-76, Agencies-61 agencies. Jan-April 2020 285 Statewide April overpayments calculated: \$1,078,814. Cost savings: \$633,069. April</p> | | | |

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| | Investigation completed: 2423 | | | |
| High Level BRITS update. <i>Theresa Fosbinder</i> | <p>At the end of last year, the BRITS project was put on pause due to project delays and other issues. Phase 1 is in production. The question was how do we move forward?</p> <p>It was decided to change project structure and the lines of communication and restart the BRITS project. DHS BRITS project manager, Theresa, will be representing Phase 1.</p> <p>DCF Project Manager, Mady Mehciz will represent Phase II, claims and collection.</p> <p>The plan is to have list of fixes and enhancements for phase 1 by July. Next, start development of fixes and enhancements will be worked on. They will be rolled out on a release schedule similar to CWW releases. Phase 2 is scheduled to be complete at the end of 2022, Fixes and enhancement will happen co-currently with Phase 2. There will be dual development between now and the end of 2022.</p> <p>Next meeting Theresa may be able to show us a timeline.</p> <p>A small group will be brought together over the next six weeks to review the list of enhancements to consolidate and prioritize. The group will include BEPS and OIG staff, developers, Margaret and Bob.</p> <p>DCF program area will be involved.</p> <p>The FPIP group will be consulted as well as IMAC and IMOA.</p> | | | |
| Walk On <i>Committee Members</i> | <p>The question of on-line purchasing for FS benefits was raised. WI is not a pilot state. It is something that has been talked about but COVID-19 has moved it along. There are two grocery chains that already by technology required, Walmart and Amazon. The policy staff are looking at it. Building system structure to support is the 1st step. Eventually it will include more retailers as they are ready to process. It will be important for this group to consider fraud as it rolls out. The pilot states may have wrestled with this so we can reach out to them.</p> | | | |

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| Future meetings 8/11/20 11/10/20 | Future agenda items: BRITS timeline Investigator training update | | | |
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