

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, September 17<sup>th</sup>, 2020

1:00 – 3:30 p.m.

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

Minutes

**Non-State Attendees:**

Kathryn Gonzalez-Martiny, Portage County	Kris Weden, Marathon County
Kate Chamber, Iowa County	Rhonda Brown, St. Croix County
Carol Ann Wautlet, Door County	John Rathman, WCHSA
Cynthia Flynn, Adams County	Cheri Brickl, Sauk County
Kimm Peters, Kenosha County	Chelsey Groessl, Brown County
Nikia Morton, Dane County	Nina Taylor, Kenosha County
Maria Delgado, Rock County	Claribel Camacho, Racine County
Kris Parkansky, Marinette County	Ann Kriegel, Winnebago County
Nicole Rolain, Marathon County	Carol Sjoblom, Columbia County

**State and Federal Attendees:**

April Fersh, DCF	Donna King, DHS
Kent Ellis, DCF	Tami Tolliver, DHS
Jane Kahl, DCF	Angela Stanford, DHS
Debbie Waite, DHS	Shena Smith, DHS
Alicia Grulke, DHS	Pang Xiong, DHS
Sierra Gammond, DHS	Kristine DeBlare, DHS
Rachel Witthoft, DHS	Julie Taylor, DHS

## 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](mailto:Sierra.Gammond@dhs.wisconsin.gov)

### 2. Approval of August 20<sup>th</sup>, 2020 Meeting Minutes (Debbie Waite)

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

### 3. Policy Updates (Rebecca McAtee)

- **FoodShare Updates:**

- **P-EBT Background:** Rebecca reminded the group that P-EBT is a different benefit than FoodShare. It is available to families with children participating in school free/reduced lunch programs and is only for the 2019-2020 school year.
  - P-EBT benefits were systematically issued to almost 200,000 customers across the state over the summer. A small group of cases continues to be worked manually. Deadline for doing so is September 30.
  - Applications for the program closed July 31<sup>st</sup>, 2020. The DHS email mailbox for new inquiries closed as of 8/31/2020. No new inquiries are being accepted for 2019-2020 benefits.
  - FNS guidance was received recently about offering a P-EBT program for September. DHS determined that due to the complexity of that guidance, DHS would not be in a position to implement this. The focus currently is on closing out spring 2020 school year cases.
- **Emergency Allotments:** Maximum allotment for household size. These were approved for allotments for July, August and September and have been issued. Catch up run for August will occur 9/26/2020. September allotments will run 9/19/2020 with catch-up run on 11/7/2020. **Consortia Request:** Is DHS able to provide recipient numbers by county? **Response:** Not sure this is available but will check.

- **FoodShare Interviews:** DHS request to FNS to waive interviews for September was not approved so interviews are now required as of 9/1/2020 for new applicants and renewals.
- **COLA:** Annual COLA updates are going into effect 10/1/2020. Notifications will be sent to households for those that have changes to benefits.
- **Lost Wage Assistance:** DWD has applied for a lost wage assistance grant through a disaster assistance program within FEMA. This would be used as a replacement for pandemic unemployment insurance. DHS will work with DWD if/when this is approved. More details will be shared with IM and external stakeholders once available.
- **HealthCare renewals:** These have been postponed for September, October, and November due to extension of federal public health emergency.

### 3.(a) Other Policy Updates - Rachel Witthoft

- **1095 B-Update:** For tax year 2020, no mass mailing will be done in January – forms will be sent out only upon request. Members can contact member services or IM agencies to request.
- **DHARMA Update:** DHA has pushed back the implementation date to March 2021 due to some technical delays. There will be no changes happening on 11/16/2020. Agencies should continue current processes until implementation date. Training will be provided as a part of implementation.

### 4. W-2 ACCESS Application – Impacts to IM Rachel Witthoft/Kris Deblare

- See” W-2 ACCESS Application ” power point for more detail
- Power point provides DHS related information – DCF is sharing its information separately.
  - Consortia Question: How involved were IM agencies in this planning? Issues have surfaced in the past because this did not occur. Response: DCF held several work group meetings with FEP representation – not IM staff.
  - Consortia Comment: W2 applications have been seen by IM in the last couple of weeks. This is most likely related to the simplified application.

- Consortia Question: Will there be a post-production evaluation to pick up on issues following the release? What forum could this be done in?
- Consortia requested a statewide list of contacts for DCF Supervisors and lead staff.
- Because FS applications are acted on so quickly, the hope is that IM will pick up the application first before W2 as W2 has a smaller caseload.
- Consortia Feedback: If W-2 staff works application first causing the FoodShare interview to be pended, no on-demand dashboard item will be created and worker will need to work alert to do the interview. This is likely to be an error prone process.
- Consortia Question: If an IM worker gets to the FoodShare application first, does the IM worker need to process any W-2 Pages? Response: The IM worker should not have to touch any of the W-2 screens. Each program should have own security clearance for its pages. DHS staff will confirm.

## 5. Subcommittee Updates

- The IMOA subcommittee met on September 4, 2020. Doreen Lang shared key discussion points and action items from that meeting (see attachment).
  - For emergency allotments, CARES Call Center will be sending out a report which agencies need to work before those are loaded.
- The CCA subcommittee met on September 14, 2020. Kris Weden shared key discussion points and action items from that meeting (see attachment)
  - Subcommittee is now meeting twice a month due to Genesys planning for 2021.
  - Consortia thanked for assisting with quick collection of county IT contacts.
  - Launch timeline for 2021 has been pushed back slightly (two months) due to vendor delays. January 2021 is now start date for state department agency use.
  - At a future meeting, subcommittee will discuss a “freeze” date to prepare for Genesys implementation.
  - Next meeting is September 28.

- The Performance Monitoring subcommittee met on September 16, 2020. . A meeting summary template will be included with the October agenda. Ann Kriegel shared that the subcommittee:
  - Discussed QC Tips that will be coming out soon.
  - Reviewed FFY 20 active error rate data, discussed root causes and identified system changes and other strategies that could affect error rate in a positive way. These will be detailed in the summary template.
  - Discussed telephonic SMRF project which is in the October release and its impact on future subcommittee discussion about SMRF timeliness expectations.
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#### 6. Regional Enrollment Network (John Rathman)

- The annual conference starts last week of September and runs partial days through first week in October.
- Conference registration ends 9/18/2020.
- OCI & DHS are collaborating to request CMS to extend open enrollment from 6 weeks to 12 weeks for 2020 due to COVID implications.

#### 7. Income Maintenance (IM) Funding and Contract Updates Debbie Waite & John Rathman

- WCHSA/DHS held first 2021 contract negotiation meeting in July. Issues have been narrowed to four which will be discussed at next meeting on September 22.
- Status update will be sent out to discuss the remaining key issues at next negotiating meeting.

#### 8. Consortia Feedback John Rathman

- Consortia asked status of clarification on “two attempt” expectation for FoodShare interviews. Response: DHS is circulating response internally.
- Consortia asked status of request to produce HMO Enrollment notices in Spanish. Response: DHS continues to explore feasibility.

- Consortia asked status of analysis on Workload Bubble and strategies to address this. DHS continues to evaluate data and identify options which keep changing with status of national public health emergency. More information will be shared at a future meeting.
- WCHSA has asked ESPAC to develop calendar for upcoming meeting year. The nine IMAC meetings per year worked well for consortia. Master calendar will be discussed at the subcommittee planning retreat October 16<sup>th</sup>, 2020. Doreen Lang will be the contact with DCF to ensure there is no overlap with meetings. John Rathman will get WCHSA conference dates to include.

#### 9. Administrative Memos

Debbie Waite

- Draft of estate recovery administrative memo covering Q4 2019 and Q1 2020 with funding charts will be sent out this week for consortia review and approval.

#### 10. Gap Case Monthly Update / Public Comment

- GAP Case Numbers – See “GAP Case Report” - August 2020. Numbers continue to look different this year due to COVID 19.
- No other public comment was shared.

#### 11. Tentative October 2020 or Future Agenda Topics

- Policy Updates – COVID and Other
- Open Enrollment Presentation – Donna Friedsam