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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

April 15, 2021

1:00 – 3:30 p.m.

Zoom Link: <https://dhs.wi.zoom.us/j/84617648540?pwd=MlZLd2tMc2xuWFAXTlVwbmZjNm1PQT09>

For audio dial: 312-626-6799 **Meeting ID:** 846 1764 8540 **Password:** 116140

1. Administrative Issues (Jonelle Brom & Claribel Camacho)
2. Approval of February 18, 2021 Meeting Minutes (Jonelle Brom)
3. Policy Updates (Rebecca McAtee)
 - a. COVID-19 Updates
4. Subcommittee Updates
(Attachment)
 - b. IMOA (Claribel Camacho)
 - c. Performance Monitoring (Ann Kriegel)
 - d. Program Coordination (Lori Graff)
 - e. CCA (Kris Weden)
5. Regional Enrollment Network (John Rathman)
6. Income Maintenance (IM) Funding and Contract Updates (Jonelle Brom & Claribel Camacho)
7. Consortia Feedback: IM consortia will share feedback with DHS (Claribel Camacho)
8. Administrative Memos (Jonelle Brom)
9. Gap Case Monthly Update / Public Comment
(Attachment)
10. Announcements/Items for future agenda
11. Adjourn

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Income Maintenance Subcommittee Key Messages

IMOA

3/5/2021

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Administrative Updates	With today being the last official joint State/County meeting before Debbie Waite's upcoming retirement, John and Operational Leads took a few minutes to share some words of thanks and gratitude for the wonderful leadership Debbie has provided to both IMAC and IMOA over the last decade.			
COVID-19 Policy Updates	<p>Rebecca McAtee provided updates on COVID-19. Sent out an updated chart earlier this week. Highlighted items in chart:</p> <ul style="list-style-type: none"> • DHS not planning to make changes short term. • Not terminating HC coverage until end of PHE. • Continuing to suspend premiums for MAPP, CHIP and childless adults. • Making some changes to renewals and SMRFS • Members should not have March renewals. If any came through – let DHS know. FS April renewals will begin for those who previously had them extended. • Work registration sanctions & drug testing aligns with PHE • Temp FS changes for student eligibility extended to the month after the PHE • Planning to maintain best available information/verification available and using C9 code through remainder of PHE • Planning to exempt MAPP requirements through PHE <p>Questions:</p> <ul style="list-style-type: none"> • Did DHS received the PHE in writing that can be shared with Directors and WCHSA membership? Rebecca will check and get that out to everyone. 	<p>IMOA Membership</p> <p>Rebecca M</p> <p>Rebecca M</p>	On-Going	

Income Maintenance Subcommittee Key Messages

IMOA

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- IMMR – are numbers for April correct? – will check and get back to us.

Other Policy changes:

- SMRFS will restart again in April
- 15% FS adjustment will continue through end of June. Federal conversations are occurring to extend so stay tuned for additional info
- FS interview waived through June – will continue to discuss workload when this end.
- SWICA matches suspended at least until July – looking to align with system update
- Considering restarting HC renewals before end of PHE but not before summer; main goal is to align with FS & HC; HC benefits still must be maintained so stay tuned for more info as it becomes available. Several consortia mentioned that they agreed with the HC renewals.

Update on PEBT

- DHS received approval from FNS and moving quickly to get system in place. Creating a customer service unit dedicated to PEBT. Looking at 1st issuance end of March. Stakeholder call on PEBT this Wednesday and more information will be available at that time. Received 80% survey responses from schools. Notices will go out explaining benefit calculation. Will send copy of notices to IM consortia along with how to direct callers PEBT unit. Notices will be in ECF and client correspondence for those known to CARES
- Under age 6 – separate point of time for those receiving FS; currently defining timeline and will provide information and guidance to consortia when available.

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**IMOA
3/5/2021**

QA control	<p>LaTanya provided update on QC</p> <p>USDA will not issue error rates for FFY 2020 and 2021. However, the work will continue as we still have lots of work to do to get active error rate under 6%.</p>	IMOA Membership	On-Going	
COOP Plan Review 2021	<p>Consortia are asked to update COOP plan and let Alicia know when completed.</p> <p>Consortia shared changes completed or anticipated changes to be made.</p>	IMOA Membership		
Innovative Training Update	<p>Julie provided an update and reviewed handout. Busy with early stages; staffing and design/develop program phase; onboarding new training team members.</p> <p>Training team shadowing QC team to better understand QC process and how to incorporate into training. Kudos to Abby, Renee and training team!</p> <p>Training subcommittee working on metrics/reporting so they can create actionable data</p> <p>Next steps – developing the cohort and/or training plan. Would like to build a model that works for business and operational needs so subcommittee input is critical.</p> <p>Partnering with MiLES, who will most likely continue to do in-person training.</p>	IMOA Membership	2021-2022	
Eligibility Management Website Lists	<p>Mary Fuller explained a break away meeting with Tri-Chairs. Objective is to create an up-to-date listing and reduce redundancy with the CARES Coordinator and Policy Coordinator Lists. Recommendation is to merge these lists into one along with limiting the number to 1 primary and 1 secondary for each county and primary and secondary operational leads</p>	IMOA Membership		

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IMOA

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	<p>CARES call center staff will look at this list for hierarchy and determine if appropriate staff are contacting them. Much discussion and concerns that some medium to large counties need to have ability for more Sups/Leads to contact the Call Center. Question if county/consortium can add an email instead of person. This may allow counties a means to add more Sups/Leads who are connected to that email.</p> <ul style="list-style-type: none"> • DHS will send the current/cleaned up list to consortia by next Monday or Tuesday. Consortia can review for accuracy but do not need to return until additional decisions completed. • Together, will explore county centralized email discussion and share best practices at April's IMOA meeting. Great Rivers and IM Central will present information. • Follow-up session with Tri-Chairs. <p>As of today, a new email to report changes will be added to the website and BEOT will monitor and update</p> <p>Recommendation is to also separate the CDPU and FSET Contact lists and eliminate the QVCC list. No concerns regarding this section of recommendation.</p>	<p>Alicia G</p> <p>IMOA Membership</p> <p>DHS & Tri-Chairs</p>	<p>3/9/2021</p> <p>4/9/2021</p> <p>TBD</p>	
<p>Future Agenda Items</p>	<p>Fair hearing tool Technical training for civil rights Policy Updates Innovative Training Coordinator Policy & Coordinator Lists – email listserv</p>	<p>IMOA Membership</p>	<p>April 9, 2021</p>	

Income Maintenance Subcommittee Key Messages
IMOA
APRIL 9, 2021

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
<p>COVID19 Policy Updates – Rebecca McAtee</p>	<p>Emergency allotment and PEBT.</p> <ol style="list-style-type: none"> 1. Emergency Allotment – FNS issued new guidelines that includes there is a minimum allotment of \$95.00. This means a minimum increase on the emergency allotment up to \$95.00. Another item included an opportunity to have a transition month. With WI striking down the mandate, April is now the transition month and FS emergency allotments will be issued on weekend of 4/24/2021 – this may be causing a larger issuance and will include the \$95.00 minimum increase. The State is looking now as well as to what the end of PHE in WI would mean, and how this impact us forward. There is no end date to the federal policy, it is a new guideline to those States able to issue emergency allotment. The 15% FS increase is a separate issuance, and this was extended to September 2021. 2. PEBT – Several schools did not reply to the survey whether initial or secondary. DHS updating information as they get it. The State will be doing a systematic issuance in the first weekend of May, this will be a catch up. This is a catch-up issuance for the month of Aug through Nov of 2020. There will be more systematic issuances through May, more communications will follow. For the schools with optional learning virtually, there will be another survey sent. However, there are additional efforts to reach out to School Districts to confirm the information provided. For those schools who did not answer the first survey, DHS is allowing to respond back to August 2020 in hopes to reach the 100% response. DHS is updating their website with Q&As. Their 			

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	<p>PEBT Call Center is up and running since Wed of this week (4/7/2021). They are adding more staff next week (about 20). So, they expect their response time to improve. They have about 5 Spanish speaking customer service agents answering the phones and Hmong speaking agents as well. Please refer people to the DHS website as it contains the most accurate information. There is a PEBT list serv that is sending out information to those listed. Next Monday (4/12/2021) a 5-page simplified application will be available for those who did not get a notice. All others will be caught up with the school responses on May 1st. The notices about PEBT benefits are being received after benefits were made available. For paperless mail customers, they saw the notice prior to the issuance. In addition, the PEBT card comes from a different vendor: all the above may have caused some confusion or questions by households.</p>			
<p>Other Policy Updates -Rebecca McAtee -</p>	<p>Will not get into details about this (unless needed) – extension of Pandemic UIB issuance. No questions by the attendees.</p> <ol style="list-style-type: none"> 1. Public Charge: last month Homeland Security – 2019 rule was vacated where public assistance receipt was taken into consideration. Under the 1999 policy individuals can use FS and certain types of Medicaid. The exception is if changes to status the following benefits will consider LTC, SSI and W2. DHS has updated the website. Rebecca referred us to: http://www.immigrantbenefitswi.org/. 2. Rebecca introduced Stevey Pope as the new FS Policy Section Manager. 			
<p>Fair Hearing Update – DHA’s DHARMA</p>	<p>The purpose of the presentation is to provide updates. This week DHA announced that DHARMA</p>			

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System – Rachel Witthoft	implementation was pushed down two months, to July 19, 2021. The Appeals Tracker will not see changes. DHARMA will be communicating with CWW in the future. In the future, agencies will need to upload appeals documentation into DHARMA. A user guide will be published and training – date TBD. A few IM representatives are doing the testing. The kickoff information will be passed along soon. There was a question regarding ALJ preferences for paper vs. electronic – Rachel will take that back and let us know.			
Genesys Update (attachment provided) - Paul Michael / Asm Afsary	<ol style="list-style-type: none">1. Paul is unavailable – Rebecca presented - Some technology was unavailable now received, there may be some slight delays – looking at the implementation schedule. Working through the details of this new technology and implementation. Currently developing trainings.2. The State met with local IT and talked about desktop applications and more implementation information.			
Innovative Training Update (Attachment provided) Julie Rentmeester	Julie reported that they are in the Q2 phase of the timeline (reference attachment provided). Two new members on-boarded to Abby A. Team. The curriculum map is being reviewed with the Training Subgroup, with scheduled meetings ahead. Feedback mechanisms for design have taken place as well as surveyed learners on what worked or did not work from their training. Looked at physical spaces and technology for trainers. Once collaboration finishes with the subgroup, they will be looking at assessments and evaluation strategies to ensure that as learners are progressing through, they are really learning. Regarding Cornerstone: will continue to evaluate the reporting functionality and explore curriculum			

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IMOA
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	infrastructure options.			
Eligibility Inbox Sharing Demo Attachments provided) Great Rivers Ronda Brown and Nicole Rolain IM Central	<p>Ronda shared that they have economic support leadership: that prevents workers from picking up a lead that they like to work better with, but leadership is managed to answer questions. Ronda also showed partnering and the structure inboxes. GRC demonstrated the consortium share point site and explained how it works, discussion board, conversations, examples of posting on follow up Agenda Notes. They do not utilize the State offered share point site as it does not offer the options they wanted.</p> <p>Sherri Seubert presented for IM Central. Sherri explained how they structure their emails, some counties do not have leads, they assign this group tasks, color coordinate – this assist with avoidance of duplication efforts. They have 4 Leads for the Consortium. Sherri briefly shared the email communications expectations from the ESS and the Lead. The accountability part falls on Supervisors. How they handle the inbox was explained, what comes into this inbox. Challenges: The Portage county worker need to do a lot of copy and paste (as this is a Marathon Co inbox). Leads and Sups have access to this.</p>			
Eligibility Management Website Lists – CARES Coordinator / Policy Coordinator List – Mary Fuller	<p>Jonelle shared some thoughts: hesitancy noticed going into inbox or email and who could contact Call Center. The Call Center is looking into County email. Delinking of who is going to contact the Call Center and a person but looking into county email.</p> <p>Mary: The CARES & Policy Coordinator will be combined due to redundancy. They will send out CARES notices to distribution lists – and the counties will distribute. They will leverage an ES Supervisor list to bring items to our attention but will be more on the advisory side of things. Will like to leverage a</p>			

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	Coordinator list rather than a name, and this is going to be by county. But eventually will like to move this by consortium. In regards who would be contacting the State, they will be trusting counties that they are getting communications from the right individuals. NEXT STEP: for now, digest information, work on what needs to be done. Find out from counties if they can move to the inbox direction. Then the State will send out an email to Consortia Leads to provide inbox emails. Also ensure that the Operational Leads and Sups emails are up to date.			
Future Agenda Topics (Attachment)	ABAWD updates, work requirement exemptions, and the same topics as normal. Also, Security Updates and AIMS. DOC apps and 24-hour hospital stay. SWICA updates, being turned back on.			

Income Maintenance Subcommittee Key Messages

Performance Monitoring

March 17, 2021

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Monthly consortia report	Feb reports were shown at the meeting. They need to be sent to the consortia yet. looking at changes to documents. Are there other suggestions?		Donna King	
CAPER Error Discussion	3 main errors: Income incorrect, members removed from one case and added to a different case. original case has incorrect notice (not requesting or rec in another state), Verifications-NV too early, VCL didn't go out, verification received but not used (may be in ECF, may need to piece things together) Discussed solutions		Stevy Poppe	
Round	New form has some error prone items.			

Table/EVFE	Employers are often putting in weekly hours instead of hours per pay period. if they are putting in pay period may have wrong conversions for biweekly or semi-monthly. FEIN has been removed. Data inconclusive regarding impact of this form due to COVID rules currently			
Round Table/Error Rate Reduction Strategies Workgroup	Discussed how best to structure groups to tackle various error rates. Determined set meetings with the ability for different people to participate based on the topic would probably work best.			
Next meeting	Stevey will have moved on to her new position. LaTonya will work with PM until Stevey's replacement is on board.			

Income Maintenance Subcommittee Key Messages Program Coordination Wednesday April 14 th , 2021				
Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Case transferring – IM policies, information gathering session on process for transferring cases out to other agencies	<ul style="list-style-type: none"> ▪ DCF is researching an issue that's been reported where there's a delay in the ability to set up a new Child Care authorization when a case is transferred to another county. It's not clear whether this is related to how the case is transferred or whether it's a systems issue. ▪ Consortia shared the procedures they use/best practices for transferring cases to another county. 	<ul style="list-style-type: none"> * Southern Consortium will share a process guide they've developed for Case Transfers. * Counties will send in any further case examples 		

<p>Emergency Rental Program – Centralized Processing of Online Applications</p>	<ul style="list-style-type: none"> ▪ With the Emergency Rental Program, DOA contracted with ESI to take over processing of all online applications statewide. According to DOA, 20% of Energy Assistance applications statewide are submitted online. ▪ Centralization of online application processing is scheduled to last until the end of the Emergency Rental Program or until the funding is expended. ▪ Counties asked to be part of any future discussions over centralization of Energy Assistance services. 			
<p>IT Workgroup Status</p>	<ul style="list-style-type: none"> ▪ David Timmerman has been busy with planning for use of additional COVID-related funding. He will be turning leadership of this workgroup over to Carla Sumner. ▪ Meetings will commence soon. 			
<p>W2-IM Access Applications</p>	<ul style="list-style-type: none"> ▪ DCF researched the report by Consortia of joint W2-IM access applications being withdrawn by the W2 worker upon a customer declining W-2. Training is being provided to avoid this issue in the future. 	<p>* DHS will be issuing a CARES Coordinator Notice with information on issues that W-2 has identified with the joint applications.</p>		
		<p>* DHS and DCF will be working on a process for IM and W2 staff to share issues identified with joint access applications to ensure both Departments are notified as these are reported.</p>		

Project Timeline Review (Attachment)	<ul style="list-style-type: none"> ▪ Timeline with updated 2021 information was shared. ▪ Discussed need to include additional major project and policy information from the Departments. 	* Additional information will be sent to Lorie Graff. Graff will update and bring to the next meeting.		
Future Agenda Items	<i>Next meeting August 18th 10 am – 12 pm, Zoom</i> Agenda Items: <ul style="list-style-type: none"> ▪ Child Care Case Transfer Issue Update ▪ DCF IT Workgroup Update ▪ Project Timeline Review 			

Income Maintenance Subcommittee Key Messages CCA Operational Technical Workgroup March 8, 2021				
Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Genesys Training Updates	<p>Matt from DHS Learning Center presented tentative training roll-out plan. Training is based on CCA role:</p> <ul style="list-style-type: none"> • Genesys Agent Training – intended for workers who will be working in the Genesys application. • Genesys Supervisor Training – intended for supervisors who will be supervising in the Genesys application. • Genesys Administrator Training – intended for staff who have Genesys Administrative functionality. • Automated Telephonic Signature Training – intended for Income Maintenance Workers. <p>Agent, Supervisor and Administrator Trainings available 6/15/21. Automatic Telephonic Signature Training available 6/30/21.</p> <p>All trainings will be recorded trainings published on the DHS Learning Center. Trainings will be available 30 days prior to roll-out based on roll-out phases and will</p>			

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
March 8, 2021**

	<p>be utilized for user testing. In order to enhance training Genesys will send “test” calls to trainees.</p> <p>Early testing is not recommended.</p>			
<p>Genesys Cloud Updates and Discussion</p>	<p>Work items in progress:</p> <ul style="list-style-type: none"> • Received technical design specification for Genesys customer Automated Telephonic Signature (ATS) application. Design is currently under review. • Coordination of telephone equipment delivery to Data Centers by Lumen.is currently delayed. • Creation of training plan. • Coordinating WAMS ID single sign-on connection with DET and Genesys. <p>Upcoming work items:</p> <ul style="list-style-type: none"> • Telephony infrastructure to be completed in March/April. (Delayed from January due to delay in device delivery). • WAMS authentication continuing. • Finalization of design with stakeholder consultation. <p>Upcoming Discussions/Presentations:</p> <ul style="list-style-type: none"> • Discussion with local IT representatives set for March 29, 2021. • New ATS and Call Back functionalities. • Updated voicemail feature. • Demos <p>Current risks:</p> <ul style="list-style-type: none"> • Delivery of Genesys platform is delayed would cause ripple effect on deliverables of other vendors. • Delivery of devices integral to the telecom architecture is currently experiencing delays. • Multiple vendors and agencies with competing timelines and priorities. 			

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
March 8, 2021**

	<ul style="list-style-type: none"> • ATS as a new feature. <p>Tentative 6/10/21 pilot date for CARES Call Center, IM Training, Enrollment Broker and EM CAPO will be pushed back as will the phase 1 roll-out date of 6/24/21 for the remaining DHS Call Centers. Phases 2 through 5 (consortia roll-out dates) have not been changed at this time.</p>			
Next meeting	<p>Monday, March 29, 2021 at 1:00 p.m. Meeting will include IT update and local IT contacts have been invited to this meeting as desktop and network support will be needed at a local level.</p>			

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
March 29, 2021**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Genesys IT Update	<p>IT staff from local agencies were invited to this meeting and provided with background information on the Genesys platform including project requirements. Following are noted changes/highlights:</p> <ul style="list-style-type: none"> • Timeline for Phases 2 through 5 have changed and are no longer dated. • No Java installments are required for Genesys. Other desktop requirements include: <ul style="list-style-type: none"> - 4 GB RAM minimum (8 GB RAM recommended) - Dual-core processor, 2 GHz CPU - Any desktop operating system, like Linux and Chrome, that meet requirements for our other systems and can install a supported web browser - JavaScript must be enabled - 1024 x 768 minimum screen resolution 			

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
March 29, 2021**

	<ul style="list-style-type: none"> - Browsers: Microsoft Edge Chromium – requires current release; Chrome – requires current release or one version previous; Firefox – requires current release or one version previous • Bandwidth Requirements: <ul style="list-style-type: none"> - Agent/Supervisor – 16 kbps per call - Call playback – 50 kbps (user initiated) - Report download – varies (user initiated and can be scheduled) • There are no telecom changes needed from CCA to Genesys. Device agnostic can be any type of phone (soft, hard, cell) as long as it can be dialed from the “outside” using a 10-digit Direct Inward Dial (DID) number. Each agent will need a unique ten digit DID and extension dialing is not supported. 			
<p>Genesys Callback Discussion</p>	<p>Paul Michael supplied additional information to the subcommittee on the callback option in Genesys and received feedback from subcommittee members. Following are highlights from that discussion.</p> <ul style="list-style-type: none"> • Callers place in the queue remains, Genesys will dial out to the caller when an agent becomes available and the callback is the next call in the queue. • Callbacks can be prioritized. They could be first priority of the day or held for end-of-day call back. Callback option could also be limited (example: use in PM only). • In general, modern call centers do not utilize voicemail options. • Caller could be forced into callback or given option to continue holding. • Agent does not have any information on the call backs. Genesys gathers a callback number but no additional information. 	<p>Further discussion on how callback option would affect agent and call center statistics.</p> <p>Paul Michael and Adam Afsary will gather additional information on the functionality of voicemail in Genesys.</p> <p>Paul Michael is checking to see how customizable the callback option will be.</p>		

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
March 29, 2021**

	<ul style="list-style-type: none"> • For non-English speaking callers Genesys would call the customer first. Once the call connected between the customer and agent the agent would need to place a call to the interpreter and secure a 3-way call. • Unclear at this time how much control local Admins will have on callback. 			
Next meeting	Monday, April 12, 2021 at 1:00 p.m.			