

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

November 18th, 2021

1:00 – 3:30 p.m.

Zoom Link: <https://dhs.wi.zoomgov.com/j/16175504471>

For audio dial: 1-669-254-5252 **Meeting ID:** 161 7550 4471

Time	Topic	Presenter
1:00pm-1:05pm	Administrative Updates	Katie Sepnieski John Rathman
1:05pm-1:10pm	Approval of October 21 st , 2021 Meeting Minutes (Attachment)	Katie Sepnieski
1:10pm-1:30pm	DHS Policy Updates COVID -19 Policy Updates	BEEP Policy
1:30pm-1:50pm	2021 MER Presentation (Attachment)	Molly Thomas
1:50pm-2:25pm	Subcommittee Updates (Attachment) <ul style="list-style-type: none"> a. IMOA b. FPIP c. Program Coordination d. Training e. Call Center Operational/Technical Subcommittee 	Doreen Lang Mary Donahue Lorie Graff Anna Dubinsky Kris Weden
2:25pm-2:30pm	Regional Enrollment Network	John Rathman
2:30pm-2:35pm	Income Maintenance (IM) Funding and Contract Updates	Katie Sepnieski John Rathman
2:35pm-2:45pm	Consortia Feedback: IM consortia will share feedback with DHS	John Rathman
2:45pm-2:50pm	Administrative Memos	Katie Sepnieski
N/A	Gap Case Monthly Update (Attachment)	Attachment Only
N/A	Public Comment	ALL
N/A	Announcements/Items for future Agenda	ALL

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Income Maintenance Subcommittee Key Messages
IMOA
Friday November 5th, 2021

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy/COVID-19 Updates	<p>Julie Taylor provided an update on Emergency FoodShare. The November issuance will be done on 11/20 and on cards 11/21 with a catch-up run made on 1/8 and on cards 1/9. A flier that was mailed to a random selection of Eau Claire County residents regarding the market match program was shared. Summer PEBT deadline was 10/8. DHS is currently reviewing guidance for PEBT and Pre6 for the 2021-2022 school year.</p> <p>Autumn Arnold provided an update on COVID unwinding. Planning for a 1/16 PHE end date with the understanding that FNS would give a 60-day notice for ending PHE. 2/28 earliest date of loss of coverage could occur for those in IC. New HC applicants beginning 2/1 would fall under regular rules and for existing member. Premiums and Mapp Work req would take effect on 4/1. Those open in CARES would see renewals begin in March but plan is still to spread renewal out over 12 months. No one open in CARES would lose coverage before having a review. Plan to send letters out right after 1/1 to IC only population encouraging them to reapply. If Build Back Better Bill passes there is language that could have significant impacts on unwinding.</p> <p>Approximately 1600 individuals open for emergency services and 100 for TB only. Majority of individuals are in Dane/Milwaukee. IM prefers to have these renewal letters mailed out over three-month period.</p> <p>Returned mail for letters going to IC only healthcare members and how to handle was discussed. DHS looking at several different options. IM shared that outbound calls to customers are rarely successful and if there is returned mail to have the a date exchange available to see if HMO/MCO has a different mailing address; or to have letters sent to address found in IM and address on file with MCO/HMO.</p> <p>PHE Unwinding Task Force being created to advise on outreach strategies and to actively engage on member communications. Two IM representatives will be selected to join this task force.</p>	IMOA Members	Ongoing	

	<p>Mail Delays- Policy team is looking at long term solutions. The systems component is significant and would fit into a CARES project. Jody Noble shared that if member requests and extension, the due date can be extended.</p> <p>DHS provided a presentation/PowerPoint on DHS projects funded by ARPA. Some of these include the use of technology to lower call center wait times with a scheduling component and the use of BOTS to free up staff time to answer calls (I.e. SWICA BOT)</p> <p>Discussion on how upcoming SWICA parameters may cause and increase in IPVs</p>			
DHARMA Update	<p>Rachel Withoft shared that DHARMA is schedule to go live on 12/6. DHARMA does not replace anything that is already handled by the Fair Hearing Trackers. DHARMA will be used for appeals that are handled by email. Emails will still be sent but will include a link to DHARMA that agencies should use to respond to the hearing and upload documents. Rather than individual usernames/password there will be one login account per consortia. The emails that consortia provided DHS will be shared for consortia to review one last time now that it is known that this will be used as the consortia level username.</p>	IMOA Members	12/6/21	
IMM Decommissioning	<p>Becky David shared that the IMM is scheduled to be fully decommissioned 12/13/21. Information from the manual will be moved to appropriate program policy manuals and Process Help.</p>	IMOA Members	12/13/21	
Innovative Training Update	<p>Julie Rentmeester presented on status of the Innovative Training Project. Will be moving existing trainings to the Cornerstone Platform. Information on this will be sent to consortia as staff will need to register for Cornerstone and it is recommended that staff print out their transcripts before the transition to Cornerstone. Next steps will be continued design/development, communication components, pilot planning and local onboarding support development.</p>	IMOA Members	Ongoing	
CARES Call Center Update	<p>Jody Noble shared that the ticketing system design is moving forward.</p>	IMOA Members	Ongoing	
Round Table Discussion: Worker Safety	<p>Consortia shared examples of safety issues and examples of staff threats. Many of these have stemmed from the worker identify being found out due to names on notices as well as when cases have to be assigned to a worker due to the need for the case to be</p>	IMOA Members	Ongoing	

	listed as confidential. DHS shared that the Notice Project will start in 2022 and by 2023 will be taking names off notices.			
Future Agenda Topics	Ongoing check-in on Genesys, appointment scheduling project, security update.	IMOA Members	Ongoing	
Next Meeting	Friday 12/3/21 9:30am – 12pm	IMOA Members		

Income Maintenance Subcommittee Key Messages

FPIP

November 9, 2021

9:30-11:30AM

Agenda Item	Message/Action/Motion	Assigned to/Referred to IMAC	Deadline	Closure
OIG Updates for ITAU and PARIS/Trafficking	ITAU-Business as usual PARIS unit is fully staffed. OP total YTD \$20,740,000 and 513 IPV's entered statewide			
2022 FPIP Admin Memo/Plan Update	Admin Memo with DHS, should be issued shortly. Fraud plan is due 45 days after memo is received			
FPIP Distribution List Discussion	Distribution of FPIP meeting invitation will be limited to Primary and Secondary representatives for all Consortia as well as state staff			
Policy Updates	Craig Hayes and Rachel Witthoft went over the upcoming changes to the FS and HC overpayment process. Implementation expected early December.			
BRITS Updates	December release includes BRITS enhancements and creation of a BRITS Bulletin to announce updates. Phase II Claim creation is on track for release in November 2022. Simulation is staying. Waiting to see how it will connect CWW to BRITS			
Other items				
Next Meeting				

Income Maintenance Subcommittee Key Messages

Program Coordination

Wednesday October 20, 2021

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
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NEMT	<p>Adam Thomas: Presentation on Veyo, the new NEMT provider, beginning November 1, 2021.</p> <ul style="list-style-type: none"> ▪ Same booking number 866-907-1493. There will also be a new member portal that can be used from any device. ▪ Rideview Facility Portal – Allows facility to gather real-time information on members (real time arrivals, dispatch requests, trip management, booking, etc.). Phone is still available as well for dispatch etc. 			
DCF	<p>Roundtable: Andrea Cammilleri, DCF Strategic Initiatives Advisor PDG, and Kaitlin Ferrick, DCF Grant Initiatives Advisor, presented information on the Pre-School Development Grant Initiatives.</p> <ul style="list-style-type: none"> • Vision – <i>All WI families will have access to high-quality, affordable, local early care and education opportunities.</i> • Various grants have and will be available towards supporting the vision. Significant CARES Act, CRRSA and ARPA funds have been earmarked for investment in early care and education. • Project Growth Opportunities- Preschool Development Grant & Partner Up Grants. Funds will be extended out to organizations across the state. A particular focus is on public-private partnerships, and businesses partnering with Child Care providers to secure slots. Interested in innovative ideas from healthcare facilities. DCF also wants to increase availability of non-standard care hours (second, third shift). 			
DOA	<p>Jane Blank presented an update on this year’s program year.</p> <ul style="list-style-type: none"> ▪ Even though the Department hasn’t received their block grant funding yet, DOA has been able to begin issuing WHEAP benefits for this plan year, assuming funding will be at least 90% of the previous year’s level (continuing resolution through December). DOA also received ARPA funding to bridge needs until the federal funding amounts are received. ▪ LIHWAP – Low Income Household Water Assistance Program. WI is choosing to wait for more federal guidance before commencing with the program. Energy Services Inc. will be administering the program. WERA (WI Emergency 			

	Rental Assistance) is also issuing assistance with water bills for renters.			
DHS:	<p>Katie Sepnieski provided several updates:</p> <ul style="list-style-type: none"> ▪ Genesys continues to move forward as planned. ▪ October CARES release is mostly related to MyAccess. Also working on ECF Doc Viewer changes. ▪ CARES availability calendar was recently updated. 			
IT Workgroup	<ul style="list-style-type: none"> • Workgroup was formed by DHS and DCF, with consortia representation. • Keenan Fleming and Carla Sumner are chairs of the committee. <ul style="list-style-type: none"> ○ First meeting was yesterday (topics: request for cross-county caseload transfer, IM Central waiver to implement a pooled caseload, self-employment changes). ○ Plan is for Initiatives to come to this group for review and, if supported, they'll be moved forward for further development by the appropriate department. 			
Project Timeline	<ul style="list-style-type: none"> • Lorie Graff shared the updated Cross-Department Major Policy & Process Timeline. Items from early 2021 were removed, with information for the first quarter of 2022 added. • Suggestion to add SWICA drop information and any related training, as this carries workload for consortia that would be helpful to see on the timeline. 			
Charter Review/2022 Goals	<ul style="list-style-type: none"> • Moved one of the goals to the purpose/scope statement. • Tried to transform the goals into smart goals to improve our ability to develop action items to measure our progress towards meeting individual goals. • Goals/Focus Areas: <ol style="list-style-type: none"> 1. Maintain the Cross Department Major Timeline chart for use by agencies and state staff to plan and coordinate workload and staff training. Remain informed of major project priorities that are impacting DHS, DCF, DOA and IM Consortia to ensure opportunity for input. 2. Evaluate ongoing positive customer service experiences. 			

	<ul style="list-style-type: none"> ○ Worked on tasks and action items (Katie shared this information). This is where some of the goal information from previous years was moved to. ○ Katie asked for input on strategies to assess customer service-virtual options, reach out to other organizations, text options, Access Mobile. The co-chairs of the committee will take these ideas back for further review. <ul style="list-style-type: none"> ▪ Plan to continue with Zoom meetings for this subcommittee for now. Will re-assess Fall 2022. 			
Add-On Item	<ul style="list-style-type: none"> ▪ Jack Yang raised a concern over Fresh EBT app being changed to Provider, and customers getting debit cards (not tied to their Food Share EBT balances). Very little is known about this and consortia have received questions from customers. Link to Provider website: https://www.joinproviders.com. Katie (DHS) will follow up on this. 			
Future Agenda Items	<p>DHS is moving to Zoom.Gov, a more secure platform for virtual meetings. All existing DHS meetings will be cancelled and re-set up under the new platform. When logging in for a meeting under the new platform, attendees will be put in waiting rooms.</p> <p>Suggested Future Agenda Items:</p> <ul style="list-style-type: none"> ▪ Changes that DHS is exploring to overpayment policies. ▪ Jayne Wanless- Update on 2022 Outreach Plan 			

**Income Maintenance Subcommittee Key Messages
IMAC Training Subcommittee
October 25, 2021**

Agenda Item	Message/Action/Motion	Assigned To	Deadline
<p>Welcome</p> <ul style="list-style-type: none"> • Welcome & Introductions <i>Renee Kurka/Anna Dubinsky</i> 	<p>Roll call taken.</p> <p>Introduced new trainers: Christian Pankow and Karen Martinez Pagan-Vera</p> <p>Introduced Gigi Miller who works with DHS and will be helping to support this subcommittee going forward</p>		

<p>IM Training Project Updates (Attachment) <i>Renee Kurka</i></p>	<p><u>UPDATED TRAININGS</u> LTC: Initial & Advanced (Aug 2021) Additional updates made to LTC: Initial & Advanced (Sept 2021)FS Module was updated related to COLA increases (Sept 2021)</p> <p><u>NEW TRAININGSPUBLISHED</u> COVID 19 micro learning video: Verification Requirements (July 2021) COVID 19 micro learning videos: FS Renewals(Sept 2021) FS Interview Requirements (Sept 2021) SMRF Processing (Sept 2021) Genesys Trainings: Genesys for Agents Training (Sept 2021) Genesys for Supervisors Training (Sept 2021) Genesys for Administrators Training (Sept 2021) Genesys for Supervisors & Administrators Training (Sept 2021)Genesys Automated Telephonic Signature (Sept 2021) Change to CWW Document Viewer (Oct 2021) Residential Substance User Disorder (RSUD) Treatment (Oct 2021)</p> <p><u>UPCOMING TRAININGS</u> Initial Long Term Care (February 2022) Advanced Long Term Care (March 2022) Immigration Status Refresher (TBD)</p>		
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<p>Post COVID Trainings Update <i>Renee Kurka</i></p>	<p>Discussed the videos that were published above. There was a typo in the SMRF processing video, which has since been re-recorded and republished. Along with the FS Renewals training was updated and republished. Anticipating on publishing additional post COVID 19micro learning videos. They will be published based on when the public health emergency ends. Training announcements will be sent out once those videos are available.</p> <p>COMING: Drug felons, HC related items such as: Premiums & CLA's, & Treatment Needs Question.</p> <ul style="list-style-type: none">• QUESTION: Can the COVID trainings be shared with members of the subcommittee first before being published? Renee will take this question back to see if this is a possibility. A lot this depends on timelines and how much time there is to release the information.		
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<p>Innovative Training Update (Attachment) <i>Julie Rentmeester</i></p>	<p>Design/Development</p> <ul style="list-style-type: none">• The core of NWT content is about 95% written. Self-study learning assets are being created. As the content is being written by the team the focus has been to look back at the learning journey map to make sure everything connected. Through this process the team has identified some areas where new content had to be written. <p>The team has been divided into 2 groups.</p> <ul style="list-style-type: none">• 1st group is pulling together all the pieces of the curriculum to be sure the content is flowing together from start to finish. Making sure the Self study and virtual instructor lead pieces are merging together well. Trying to create a consistent model. Taking the content pieces and plugging them into the model to fit together. Looking to add additional time for hands on for application processing, etc.• 2nd group is working on the design elements of the design assets. Creating Virtual Instructor Led activities: games, that will be incorporated into the VILT sessions. It will not be a 100% lecture model. Focusing on engaging activities. Also doing additional work on the coach's guide. The Coach's Guide is being created for the local agencies in order to support their new workers on their learning journey. Working on creating the Learning Library, this will contain a number of topics that may be less consistent across the agencies; to be used as an independent study.		
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Cohort Design Model

- Shared a copy of the DRAFT-Cohort Design Model. Looking to build consistency for the learner and the agencies. Developing consistent schedules as much as possible to make it easier for the agencies and the learner to know what they will be focusing on day to day. Monday through Thursdays, time in the beginning of the day will be set aside for self-study and/or agency activities. Then they will meet for a VILT session, lunch, followed by another VILT session and then ending the day with self-study and/or agency activities. Friday's will be used as a flex day. Catch up, shadowing, take any learning library topics. It's built-in contingency time in the model. Maybe the learners are struggling with a particular topic we will have additional time to work on that if needed. Flexibility but consistent.

Cornerstone

- Cornerstone is the new learning management system to be used under the new VILT model. Existing curriculum from the DHS Learning Center to Cornerstone will be moved before the end of this year. Both new and existing workers will use Cornerstone to access their curriculum once the transition has occurred. Workers will self-register to gain immediate access to Cornerstone. They will have the ability to reset their own passwords. Workers can still reach out the DHS IM Training team for assistance as needed. Communication should be coming out in the next week or so with details and timelines regarding the transition.

QUESTION: Will existing transcripts from DHS IM Training be migrated to Cornerstone?
No, the existing transcripts will not migrate to Cornerstone. There will be information coming out the agencies regarding that transition to track transcripts. DHS Training will be getting copies of all the historical records/transcripts from UW Osh. DHS Training will have the records and can check an individual users transcripts but keep in mind it may take time to retrieve the data.

QUESTION: Security access can take 1-3 weeks, how will this impact VILT sessions? In the process of developing a checklist of things the new learner will need to do and complete prior to starting the VILT sessions. Encouraging managers to request access on Day 1 so CARES Security can work on access requests right away. Built in other activities so learners don't need IDs to start training activities-allowed for

	<p>time within for security to process IDs. We will be piloting and monitoring this starting next year. We know onboarding time in the local agencies can take a couple days to 1 week. We are anticipating during the first week, newly hired learners will be able to complete the self-study components in Cornerstone. Cornerstone will be accessibly immediately.</p> <p>QUESTION: Will the DHS training scenario webinars continue? Yes, during the transition and pilot of VILT session we will continue to run the existing NWT program concurrently with the new VILT model.</p> <p>Pilot Planning</p> <ul style="list-style-type: none">• During the pilot we will have two groups represented: Miles and Balance of State. We want agencies of varying sizes represented in the pilot (smaller & larger) to make sure everything works. Especially when it comes down to the local support in each agency. We will follow the program as designed and then obtain feedback from the pilot agencies/participants. We will have a process for submitting requests for the pilot. Pilot timelines are being discussed now and we are looking to start the pilot early next year. <p>Up Next</p> <ul style="list-style-type: none">• Looking to weave the program together, internal reviews of the program.• Logistics planner – Abby and JR are working on this• Move current curriculum from DHS IM Training to Cornerstone. <p>Partnership with Training Subgroup – appreciate all the information and feedback received from the Training subgroup, this has been invaluable.</p>		
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<p>Immigration Status Training <i>Christina Villa</i></p>	<p>In the beginning stages of developing the Immigration Status Refresher Training. Workers will learn key immigration terms, policies, and common immigration documents to effectively determine IM program eligibility. The training will also focus on several useful tools & tips to make the verification process easier. Projected release date of Spring 2022. Looking to do a preview of this training during the next IM Training Subcommittee meeting in January. Any additional suggestions regarding this should be sent to DHSIMTraining@wisconsin.gov</p>		
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<p>Genesys Training Updates <i>Matt Fanale</i></p>	<p>Genesys is replacing CCA. Scheduled to continue to roll out in phases. Broken down by roles for training. All trainings are located in the DHS Learning Center. Genesys logon will be your current WAMS ID and password. May need to set up a local WAMS password which is different from the global WAMS password. Which can be found in the Sups/Admin training if you need to do this. Training should be taken within 30 days of the agency's go live date. Genesys is accessible from the Gateway page. Encourage staff to take the training within DHS Learning Center not from the links on the gateway page. Great resources can be found within the DHS Learning Center Genesys curriculum.</p> <p>QUESTION: Will the Genesys trainings be republished with corrections? Currently putting together a needed edits folders for this training. If you find things that don't line up please notify DHSIM Training of those needed edits.</p> <p>It was mentioned there is not a lot of information on agent to queue transfers but extensive information on agent-to-agent transfers. It was also mentioned there is a disconnect in the ATS process.</p> <p>SUGGESTIONS from consortiums that have gone live: Be sure staff have adequate time to test and practice using Genesys prior to going live. When staff are doing the activities within the workbook it was helpful to have a lead/trainer sit with them or be readily available to make sure they were able to complete the activities within the workbook.</p>		
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<p>Training Roundtable: Sharing of any new ideas on meeting the cultural competency training requirement <i>Anna Dubinsky/All</i></p>	<p>Group finds the roundtables valuable and would like to see them continued.</p> <p>SUGGESTIONS:</p> <ul style="list-style-type: none"> • It's hard to go without any formalized suggestions for items to discuss. Could do a Doodle poll ahead of time and have it added to the agenda in advance so information can be gathered from individual counties by the representative for the subcommittee as not all subcommittee members have direct contact with training. • Possibly change the wording of it. • Have an open table discussion of issues we might be running into. 		
<p>Walk On Items <i>All</i></p>	<p>Walk On Items</p> <ul style="list-style-type: none"> • REMINDER: Annual training attestation due 1/15/2022. • CWW training & ACCESS training environment will be unavailable this Thurs 10/28 from 1-4pm to prepare for the CARES Release. 		

	<ul style="list-style-type: none"> It was mentioned and discussed that the FS handbook is very vague with its definition of Purchase and Prepare (P&P). Agencies are finding the message regarding this from staff to customer is not consistent. For example: sharing of condiments means you P&P together. 		
Upcoming Meetings <i>Abby Abernathy</i>	Next Meeting: <ul style="list-style-type: none"> January 24, 2022 April 25, 2022 July 25, 2022 October 24, 2022 		

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
October 11, 2021**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Genesys Project Updates	<ul style="list-style-type: none"> Timeline remains on schedule. Phase I participants transitioned over on 10/4/2021. User provisioning and training is moving forward but a few days late. Continuing to work on individual agent troubleshooting. Once cleared agents will receive their login and training information. Lastly user information confirmation will be received. ATS translations have been completed. Confirmation sheets must be reviewed closely to ensure a smooth provisioning transition. The provisioning transition is a very manual process. Errors on the confirmation sheets can slow the process and increase workload. Issues with the connection ID (interaction ID) display on outbound calls has been corrected. 			

	<ul style="list-style-type: none"> Paul Michael will be sending out a spreadsheet for CCA Admins to complete for new workers that need to be added to Genesys after the initial confirmation sheets have been submitted. The state will provision these users but Admins will skill them. Strongly suggest Admins set user skill level at “10” for now. There are a few items in training that look differently in Genesys. These are minor items and we do not anticipate users having any issues. The training does state the user needs to dial “1” for outbound calls. That is incorrect. User should only dial the 10 digit phone number. Changes to voicemail are covered in training. The agent will be able to see how many voicemail messages have been received for each queue the agent is assigned to. The voicemail will not automatically be offered to the agent. Agents will need to go into the voicemail section to listen to them. Each consortia will need to create a process to handle these calls. A Q&A meeting will be set up between Paul Michael and consortia Admins and Supervisors before the consortia transitions to Genesys. 			
Genesys Reports	<ul style="list-style-type: none"> Previous day queue and agent level reporting will be automatically sent to consortium. Out of the box reporting until after all phases of the rollout have been completed. 			
Next Meeting	Monday, October 25, 2021 Questions/concerns regarding Genesys Project should be directed to: DHSGenesysCloudProject@dhs.wisconsin.gov			

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
October 25, 2021**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Genesys Project Updates	<ul style="list-style-type: none"> Rollout schedule on time. Phase II transition was completed 10/21/21 on schedule. Upon receipt of login information it is recommended that users take the training and log into the Genesys platform as 			

	<p>soon as possible. Users should practice navigating and taking calls through the system to become familiar with it. These steps will help minimize delays as issues will be caught early in the cut-over period.</p> <ul style="list-style-type: none"> • Slight delay in Phase IV user login information being sent out. • Slight delay in Phase V confirmation sheets sent to Admins. • There will be some lag time getting new agents created in Genesys as team is currently focusing on getting all consortia transitioned from CCA to Genesys first. • The Genesys Project team will transfer all remaining 2021 and 2022 New Years Day holiday closures from CCA to Genesys. They will also be setting hours of operation for each call center. • When calls come into Genesys the system will look for the highest skilled available agent first. 			
Genesys Project Known Issues	<ul style="list-style-type: none"> • Reports of workers having issues playing the ATS prompts. This is believed to be an issue between the agents phone and the system, not a systems issue. • Workers experiencing this issue should use the ATS “Other” conference option and read the telephonic signature to the customer. • If the connection ID is used in CWW the recording will be saved to ECF. • When practicing the ATS process agents should use “TrainingTeleSig” under favorites in the platform. This will prevent the practice from being recorded and saved in ECF. This is not noted in the training so please share with consortia staff. • In Genesys, some agents are getting locked into “busy” status. To the agent it appears they are in ready status but the system, other agents and supervisors see them in busy status. This is preventing the agent from taking calls. If this occurs send user information with a description of the issue to the Genesys Project Team. 	DHS working with vendor on these issues		
ATS Exception Reporting	<ul style="list-style-type: none"> • ATS exception reporting will be available on the consortia Sharepoint site beginning 10/26/21 for consortia who have transitioned to Genesys. • Reports will contain any cases that are missing ATS recordings. 			
Next Meeting	Monday, November 8, 2021 @ 1:00 p.m.			

	DHSGenesysCloudProject@dhs.wisconsin.gov			
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