

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

January 20th, 2022

1:00 – 3:30 p.m.

Zoom Link: <https://dhs.wi.zoomgov.com/j/1619409056>

For audio dial: 1-669-254-5252 Meeting ID: 161 940 9056

Time	Topic	Presenter
1:00pm-1:05pm	Administrative Updates	Katie Sepnieski Doreen Lang
1:05pm-1:10pm	Approval of November 18 th , 2021 Meeting Minutes (Attachment)	Katie Sepnieski
1:10pm-1:30pm	DHS Policy Updates COVID -19 Policy Updates	BEEP Policy
1:30pm-2:30pm	CARES Release Updates a. Precertification Review b. Non-CARES Program Indicator c. MyACCESS Enhancement: EBT Balance and Transaction History d. MyACCESS Enhancement: HMO Contact Information	Bureau of Systems Management
2:30pm-2:45pm	Subcommittee Updates (Attachment) a. IMOA b. Performance Monitoring c. Call Center Operational/Technical Subcommittee	John Rathman Ann Kriegel Kris Weden
2:45pm-2:50pm	Regional Enrollment Network	John Rathman
2:50pm-2:55pm	Income Maintenance (IM) Funding and Contract Updates	Katie Sepnieski Doreen Lang
2:55pm-3:05pm	Consortia Feedback: IM consortia will share feedback with DHS	Doreen Lang
3:05pm-3:10pm	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
12/3/2021

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy/COVID-19 Updates	<p>Jonelle - SWICAS Reported that they are reviewing the SWICA drops and currently looking at options to decrease and provide relief for HC SWICAS hope to have information soon</p> <p>Autumn Arnold - COVID Unwinding</p> <ul style="list-style-type: none"> - Currently planning for a PHE end date of March 31, 2022 • If approved, Build Back Better Bill will delink MA and will begin unwinding MA in April • IM Manual coverage will end April 30th • End of May, CARES renewals will begin and will be redistributed for 12 months • March 18th is planned date for redistribution of renewals. Preliminary distribution using production will be sent out to consortia early 2022. • Mid-April – 45 day renewal notes will go out to members • No plan for massive notices going out – looking at other communication options • Still sorting out timeline of special populations – likely spread out over 3 months • Reviewing how to support outreach and increase the number of admin renewals <p>Stevey Poppe – FS Updates</p> <ul style="list-style-type: none"> • December Emergency allotments approved and provided CWW dates – sent through CARES Coordinator Notice • Planning for January emergency allotments • FS handbook published on 12/13 • Fresh EBT App, which is now called Provider App, is not sponsored or supported by DHS. Encourage members to use EBT sponsored application. • FS Scripts are being reviewed with the work requirement being updated 6/2022. Work on other changes, including SMRF language updates will be starting in January 2022 but no firm dates. 	IMOA Members	Ongoing	

	<p>Jonelle - Overpayment Policy Ops Memo</p> <ul style="list-style-type: none">• DHS is evaluating BRITS to determine if able to eliminate referrals due to timeframe. Can't eliminate client errors as workers will need to determine if intentional.• Updated two areas in Ops Memo and developed HC Intentional Violation Form• Compromising claim policy is still being reviewed and will bring to WCHSA before releasing; funding & workload impact was added to 2022 IM Contract• Other WCHSA comments will be addressed in training• FNS issued clarification for overpayment flexibility during PHE – DHS will be applying for waiver. Recommendation at this time is to not process claims that occur during PHE. More info to be released when available. <p>Craig Hayes – Overpayment Policy Ops Memo (21-25)</p> <ul style="list-style-type: none">• Changing overpayment lookback period to 12 months of date of discovery• Date of discovery is date claim is entered in BV system• Trafficking & IPV are not included with these changes• New HC IPV form – not intended to follow FS IPV• Threshold changed to \$500 for each FS & MA claim <p>Question if we suspect IPV – what is the process? Response - advised if suspected IPV or fraud to wait to process claim so workers aren't processing twice. – will take this question back and get clarification to consortia.</p> <p>Jonelle - ARPA Funds – In Person Scheduling or Queue Management Solutions.</p> <ul style="list-style-type: none">• Deloitte has a program in other states and some members joined IMOA. – looking for feedback if this would be helpful for consortia• Cloud hosted solution to streamline customer experience and increase satisfaction• Reduce length of client stay in lobby			
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	<ul style="list-style-type: none">• Optimize front office staff allocation and includes• Customer Queueing• Token Display• Queue Management• Worker Portal <p>Looking to divert members from lobby and reviewed customer and worker process</p> <p>Question if this produce will interface with CWW & ECF – yes, the plan is that this would interface with CWW, ECF & ACCESS Question of the software can be integrated with Genesys - Unknown right now</p> <p>Consortia are asked to provide input to Tri-Chairs within the next couple of days. Funding is for FS to bring technology into work so DHS would like to know if this would be helpful to Consortia. If moving forward, DHS will work with consortia to determine changes.</p>		12/7/2021	
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		Consortia Representative		
Genesys Update	<p>Paul Michael reviewed project status update:</p> <ul style="list-style-type: none"> • Timeline adjusted – rescheduled phase 4 & 5 • Delay in getting Phase 4 user information out • Phase 5 – user login info 12/13; go live 1/21/22 <p>Readiness discussions for Phase 4 – Dec 1 Phase 5 – TBD Supervisor/Admin Q&A –</p> <ul style="list-style-type: none"> • Phase 4 Dec 6 • Phase 5 – TBD <p>Reviewed Handout – no questions</p>	IMOA Members		
Security Update	<p>Carla Truehardt</p> <ul style="list-style-type: none"> • CARES Audits will be finished in the next couple of weeks. 83% returned for all IM counties; 350 total reports sent out and targeted to complete by Dec 17th. Will send out 2022 schedule in advance • CARES Security Manuals updates – Procedural manual currently going through previews. Policy manual – hoping to complete the next month; reference manual will follow. • Request for CWW access – currently turnaround time 1 – 3 business days; which is their target; had turnover in staff so at times may be extended to 5 business days 	IMOA Members		
IMMR Governance Committee	<p>Nick Ksobiech</p> <ul style="list-style-type: none"> • Meaning of committee - To provide a forum for county agency representatives and any other external users of IMMR to provide feedback on existing reports and recommend reporting enhancements and to identify new reporting needs. • Meet quarterly 	IMOA Members		Before 12/30/2021

	<ul style="list-style-type: none"> • Will begin initial focus on FS reports. • Up to two individuals per consortia. Consortia should send an email to Alicia, identifying members and program type that they are involved in by the end of year. • Data Management Team shared inbox: DHSDMSDataManagement!@dhs.wisconsin.gov 	Consortia Representatives		
Innovative Training Update	<p>Julie Rentmeester</p> <p>Key Focus Areas:</p> <ul style="list-style-type: none"> • Cornerstone transition - Final reminder email will go out on Monday to self-register for cornerstone • Created a draft cohort schedule – will be shared with subcommittee next meeting • Created coaches guide • Creating onboard process for pilot and ongoing • Shared Cohort Reservation/Registration Process • Leaders should let IM trainers know at least 2 weeks ahead of time when staff will be hired to be fully registered in a cohort • Will be providing regularly scheduled progress reports to Local Coaches. Developing templates and processes to make communication as easy as possible. • CORE program and then EBD Workshop, if needed, immediately afterwards. Anticipate a total of 8 weeks, but will be sharing options with subgroup and final model provided soon. • EBD Workshop can also include experienced workers but who are new to processing EBD. • VILT – Cohort Learning will be very interactive; include demonstrations, activities, etc., • NWT Certificates will be provided through Cornerstone 	IMOA Members	Ongoing	

CARES Call Center Update	No updates	IMOA Members	Ongoing	
2022 IMOA Charter Review	Jonelle reviewed the charter and highlighted changes. No questions or concerns from members. Approved			
Future Agenda Topics	General policy updates; unwinding COVID plan, which includes Unwinding Task Force update; Ongoing check-in on Genesys, March will be COOP	IMOA Members	Ongoing	
Walk-on	Jonelle – Worker Safety - Notices <ul style="list-style-type: none"> Jonelle reported that system changes to have worker names removed from notices is scheduled for June, 22. However, DHS is looking at short-term solutions to have them removed prior to that date. 			
Next Meeting	Friday 1/7/2022 9:30am – 12pm	IMOA Members		

Income Maintenance Subcommittee Key Messages

IMOA

Friday, January 7, 2022

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Policy and COVID-19 Updates	<p>Lars Brown has recently been named the Deputy Director of the Bureau of Eligibility and Policy.</p> <p>Autumn Arnold updated IMOA members on COVID Unwinding. There is nothing definitive yet, but it is highly anticipated that the Federal Government will extend the Public Health Emergency to at least April 16, 2022. We have been promised by the Federal Government for at least 60 days of notice before the end of the Public Health Emergency. Autumn also reported that they continue to monitor the Build Back Better Federal legislation. That legislation could uncouple unwinding from the end of the Public Health Emergency. Assuming that the April 16, 2022 public health emergency would occur, no one would lose Medicaid eligibility before May 31, 2022 and individuals with CARES cases would first potentially lose Medicaid Eligibility on July 1, 2022.</p> <p>There are about 90,000 members who have lost Medicaid coverage in CARES but who have maintained eligibility through the IC system. 14,000 of these members already</p>			

	<p>have a Foodshare case open in CARES. DHS asked IMOA members if they liked the idea of trying to get these cases to reopen in CARES by having IMOA staff complete a manual process, either by sending letters to these individuals or to run a report of those impacted and work the report. IMOA members requested a report of the number of cases by county and the timeframe that they would need to be completed.</p> <p>Jonelle Brom also asked IMOA members about the concern of cases in “pending renewal status” recently raised. After further discussion, DHS clarified that these cases will go through the standard 45-day notice to complete a review as part of the unwinding process, so for now they should stay in “pending renewal status”.</p> <p>In December approval from FNS was received for the 2021-2022 school year PBET program. Approval for Pre-6 had to be removed for now, but we expect to resubmit after further clarifications from FNS. Major differences on this year’s plan includes needing schools to report daily student use of free or reduced lunch counts. PBET is available only for days the student was absent from school or participating virtually. Students are also only eligible for PBET if they have actually applied for free and reduced lunch programs. DHS is working directly with a representative at each school to input this data into a data portal. The school portal goes live tomorrow and benefits will start to be issued in early March. Questions that local agencies receive about PBET can go to the PBET support email and phone number.</p> <p>Stevey Poppe reported that catch up runs for Foodshare are scheduled for this weekend on January 9th and on February 19th.</p>			
Civil Rights Discussion	<p>Laura Varriale, Civil Rights Officer for DHS, reviewed highlights for the Civil Rights Plan for 2022-2025. Laura reported that they have worked closely with DCF for this upcoming plan and have tried to steam line and condense the plan. All needed forms are now in the appendixes at the end. Laura did draw everyone’s attention that changes and clarifications have been made to the Letters of Assurance. She also reminded agencies that the Letter of Assurance needs to be updated if we do have a change in staff responsible for these items.</p> <p>Laura highlighted that the required training for IM workers is available on-line. Laura is also still considering a state-wide training in an on-line format for LEP and EOC coordinators.</p> <p>IMOA members also discussed consortiums and since the consortium does not employ any employees directly, each county can just complete their own individual Civil Rights plans.</p>			

	<p>If agencies do have questions as they fill out their plans, we can reach out to Laura with those questions. Also please submit Letter of Assurances to the LOA email box not the CRC mailbox. This will save DHS staff a great deal of time.</p>			
<p>COVID Unwinding Planning Meeting</p>	<p>John Rathman provided highlights from the Unwinding Task Force Meeting that occurred on December 14th.</p> <p>DHS will share “working documents” with Unwinding task force members for input and feedback. It was requested that these draft documents not be shared with others until they are fully vetted through the DHS approval process.</p> <p>The unwinding task force will meet twice a month.</p> <p>Covering Wisconsin will be partnering with DHS on messaging and communications for the unwinding project. A request for a smaller subset of the Unwinding Task Force to review and participate on the communication pieces of this project was discussed.</p> <p>Covering Wisconsin also reported that they are receiving \$2 million of American Rescue Plan funding to help with unwinding activity and efforts through June of 2023. The dollars will be focused on four primary areas: (1) Enrollment and Assistance Capacity, (2) Public promotions via media, (3) Consumer Outreach and Education, and (4) Workforce Coordination and Accessibility. Covering Wisconsin encouraged all agencies to become community mobilizers if they don’t directly employ navigators or certified application counselors. Regional Enrollment Networks (RENS) were also encouraged to re-energize and hold monthly meetings with all interested agencies. A primary goal of the RENS will be to provide consumer education and outreach and to help existing Medicaid members renew coverage or find coverage in the Marketplace to maintain health care coverage.</p> <p>Income Maintenance Consortia were also encouraged to discuss and review the MOU arrangement presently between MILES and WKRP Consortium to see if it might be helpful to replicate to help outside medical entities assist clients in obtaining or maintaining their health care coverage.</p> <p>DHS is pursuing CMS to see if they would consider lengthening the enrollment period for individuals who lose Medicaid Coverage.</p> <p>DHS also asked if it would be helpful to send special communications to MAPP members to help them meet reinstated work requirements. There was general consensus that these efforts would be helpful so they will be pursued.</p>			

	The next unwinding task force meeting is scheduled for Wednesday, January 19 th .			
Innovative Training Updates	<p>Julie Rentmeester gave an update on the Innovative Training project. Recently they have given more security access to their staff for the Cornerstone project. They have run into many more security issues setting up staff than was anticipated. They are working through all of these issues and hope to have all resolved very shortly.</p> <p>Design and Development of the training model is presently being completed.</p> <p>Pilot planning is also beginning with an anticipated initial pilot session of occurring in early 2022.</p> <p>The cohort model was also shared and reviewed. Efforts were made to standardize the instructor led sessions so that students and agencies can properly plan. Instructor led sessions will occur Monday through Thursday from 9:00-11:00 and Monday through Wednesday 12:30-3:00.</p> <p>Next work will focus in on finalizing the design and development of the training materials and setting up the onboarding process for students.</p>			
CARES CALL CENTER UPDATES	<p>Jody Noble gave members an update on the CARES Call Center. They will be short staffed due to a recent retirement. Jody also alerted individuals that 300-400 cases will need to be fixed for cases that requested a backdate but that weren't able to specify the time period of backdate they were requesting.</p> <p>A CARES suggestion workgroup has been created to accept ideas for CARES changes and updates. A CARES notice standardization process was also recently completed. CARES notices will be sent out on Mondays and Thursdays each week unless it is an emergency situation.</p>			
Overpayment Workgroup Formation	Jonelle highlighted the draft charter for the new Overpayment Workgroup that was recently created by DHS and the Tri-chairs. Jonelle requested that IM Consortia identify the two representatives that will participate in this group and submit those to the two county co-chairs, Doreen Lang and Kathy Welke.			
Future Agenda Items	Future agenda items were reviewed. If additional topics are identified please email those to DHS or the tri-chairs.			
Next Meeting	Next Meeting is scheduled for February 4, 2022.			

Income Maintenance Subcommittee Key Messages

Performance Monitoring

11/17/21

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
<p>Welcome and recap 9/15/21</p>	<p>GF code-only one cited. Agency had updated it correctly. Overpayment reduction tool Feb 2022-mimics pre-cert tool used in 2019 Requested to remove FH info-awaiting update FEIN JIRA to add to EVFE QC error findings-agencies shared. Informal observations of CAPERS – notices about half of errors. 1 of 3 are worker preventable. Roundtable employee training and retention</p>		<p>Molly Thomas</p>	
<p>Review 2022 PM Charter</p>	<p>Reviewed charter that was recently updated Will track goals throughout the year to ensure we are meeting them.</p>		<p>Ashley Schabel</p>	
<p>Monthly consortia report</p>	<p>Caseloads have increased. Benchmarks met with few exceptions. SMRFS 100% timely. Calls increased. ASA increased. Scan first/process first still in report while management decides what if anything will change This month will be releasing July/August errors. Still FFY2020 data for error rate. Q on whether want by error rate by county. Counties that do not case pool prefer it be left there. it is by county of admin.- add footnote CAPERS have not been updated. Fair hearings-management deciding if this will be removed since it is not a performance metric Benefit recovery report skewed With OP rules changing, it will be problematic if the benchmark doesn't change. Add to Jan agenda</p>		<p>Donna King</p>	

<p>QC Error Findings IMPA CAPER Discussion: What errors in internal QC Root causes Consortia/county wide or a few workers How were these errors resolved</p>	<p>Technical errors found/discussed. Agencies can request technical errors they will not be automatically sent. June-Sept 1065 technical errors. Could be multiple technical errors on one case 390 on HH does not match TFI page. Coding for citizenship incorrect. Q's about use of SC code-Ashley taking back for answer Reminder to workers that DX never has to be updated-JIRA item? Ashley will follow up 108 generate summary errors. Not generated after application or renewal. Telephonic-can be sent at that point. written signature-summary has to be sent once case is no longer pending. PH 1.6.1.8-potential JIRA item for CARES to do this? QC tip or letter – summaries</p> <p>CAPERS-</p> <p>QC errors from internal QC's Western-FSQC 2 years esp w/new workers. 24/136, 10 UI errors, and 5expenses. Ask worker to correct. additional training. FDSH data confusion. FEIN confusion. Semi-monthly conversions. Bonus commission calculations, finding, etc. future changes, wrong averaging. New workers who started during COVID are struggling.</p> <p>WKRP root cause esp income. Workers not utilizing budget page consistently.</p> <p>Southern-same as the others. Workers that trained during COVID experiencing difficulty with coming out of COVID. Accepting EVFE instead of getting ps</p> <p>Capital-same errors plus EVFE causing issues. not confined to new workers-all workers are struggling</p> <p>Northern-income. New workers struggling Incorporating live demos into monthly training meetings. complete 2 QCs on every staff every month.</p>		<p>Ashley Schabel/Molly Thomas</p>	

	<p>share with staff and supervisor</p> <p>Bay Lakes-not seeing anything unique. Allocating time to customer service and de-escalation at this time.</p> <p>IM Central-agree with what others have said. Minimal errors but workers forgetting after not doing it for a year and a half. Both new and seasoned workers. Email reminders with step by step instructions.</p> <p>MILES-echo everything the others have said. Calculation error on PS. Quality and training dept creates tip sheets with step by step processes when things change. Staff one on one with sup-given errors prior so they can correct and catch the next time.</p> <p>Suggestion to combine tip sheets. Reminder to workers to not confirm unless sure.</p>			
<p>Roundtable Discussion: Potential errors caused by current EVFE</p>	<p>Hours worked per pay period. most employers putting in a weekly amount rather than the pay period. Staff are needing to contact the employer or customer to resolve.</p> <p>Month's worked-confusing to employer which could cause the worker to think the job is ending.</p> <p>Delayed benefits due to the discrepancies between form and stated information.</p> <p>Some employers refuse to answer the questions.</p> <p>Workers putting in extra time on this case it delays other cases.</p> <p>Case examples including extra time spend on the case please send to Ashley for the JIRA item. Ask for 30 days of wages. Can this mimic SEI page if indicated at EI at least 30 days would generate a different form. New employment vs a change in ongoing employment</p>		<p>Ann Kriegel/All</p>	

	different forms would be generated.			
Future Agenda Items	OP benchmark-discussion-recurring agenda item SC code follow up Tips for measurable improvement in error rate		Molly Thomas/All Donna-OP SC-Ashley	

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
December 13, 2021**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Genesys Project Updates	<ul style="list-style-type: none"> Phase 4 rollout completed on 12/9/2021. Phase 5 rollout scheduled for 1/20/2022 with 1/21/2022 as “go live” date. DHS is expected to begin publishing user guides in February of 2022. Guides will probably be prioritized with agent guide first, then supervisor guide and finally administrator guide. 			
Genesys Project Known Issues	<ul style="list-style-type: none"> ATS Outages: Root cause analysis is required from vendor with guidance from DHS on how to handle ATS if this issue would occur again. Provisioning Issues: Corrections have been made to alleviate this issue. 	DHS working with vendor on these outstanding issues		
ATS Exception Reporting	<ul style="list-style-type: none"> ATS exception reporting has been delayed due to issues with the report. 	DHS working with vendor on these outstanding issues		
Miscellaneous Genesys Items	<ul style="list-style-type: none"> The DHS Genesys Cloud Project email will continue to be available for questions and concerns regarding the project. The state will be closed on MLK Day (1/17/22), no Genesys/CCA support will be available. 			
Next Meeting	<p>Monday, January 10, 2022 @ 1:00 p.m.</p> <p>Questions and concerns regarding project can be sent to: DHSGenesysCloudProject@dhs.wisconsin.gov</p>			

