

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

February 17th, 2022

1:00 – 3:30 p.m.

Zoom Link: <https://dhswi.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 Kathy Welke
1:05pm-1:10pm	Approval of January 20 th , 2022 Meeting Minutes (Attachment)	Katie Sepnieski
1:10pm-1:30pm	DHS Policy Updates COVID -19 Policy Updates	BEEP Policy
1:30pm-2:00pm	Subcommittee Updates (Attachment) <ul style="list-style-type: none"> a. IMOA b. EBD/LTC c. Performance Monitoring d. Program Coordination e. Training f. Call Center Operational/Technical Subcommittee 	Doreen Lang Ron Redell Ann Kriegel Lorie Graff Anna Dubinsky Kris Weden
2:00pm-2:05pm	Regional Enrollment Network	John Rathman
2:05pm-2:10pm	Income Maintenance (IM) Funding and Contract Updates	Katie Sepnieski Kathy Welke
2:10pm-2:25pm	Consortia Feedback: IM consortia will share feedback with DHS	Kathy Welke
2:25pm-2:30pm	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

DHS is an equal opportunity employer and service provider. If you need accommodations because of disability, or need an interpreter or translator, or if you need this material in another language or in alternate format, you may request assistance to participate by contacting DHSBEOTAdmin@dhs.wisconsin.gov

*If you want to participate by web meeting, you can follow along at your computer by logging in as a guest to <https://dhswi.zoomgov.com/j/1619409056> 5 minutes ahead of time.

Income Maintenance Subcommittee Key Messages
IMOA
February 4, 2022

Agenda Item	Message/Action/Motion	Audience/Recipient (Examples: IMAC, ESPAC, Operational Leads)	Deadline	Closure
DHS Policy/COVID-19 Updates	<p>P-EBT update – Jonelle</p> <ul style="list-style-type: none"> - Portal for school went live Jan 8th. Each school food authority will have a point of contact to enter information to portal. Virtual forums set up for schools. Simplified application will be available for parents who believe they should have received benefits but didn't. - Expects this year allocations to be much lower than last year due to in-school learning. Questions can be sent to P-EBT support and toll free number. CCN will go out with talking points for IM. Flyers will be distributed and shared reminding that immigration status does not impact P-EBT or free or reduced lunch. <p>FS Updates – Stevey</p> <ul style="list-style-type: none"> - Reviewed Feb FS EA allotments dates. Reminder that when PHE ends and EA no longer available, there will be one transition month. - Screen for medical expenses initiative. Internal workgroup reviewing what changes, training, and education materials to develop to ensure EBD members receive medical expenses they are entitled to. Three IM staff volunteered to provide input when needed to workgroup. If other consortia have suggestions, please reach out to Diana Lambries at dlambries@lacrossecounty.org Nicole Daul at nicole.daul@sccwi.gov or Kim Hanson at KHanson@co.winnebago.wi.us First meeting is on 2/11. - Vault card policy – Checklist Form 02260 was updated in error. No changes in policy. Will change form and if consortia have suggestions, send to Alicia. 	All Income Maintenance Agencies		

	<ul style="list-style-type: none"> - Question about demographic updates – consortia are seeing lots of bad address errors. For expedited cases, do agencies need to wait one day for change of address to issue emergency vault card? Stevey will research and get back to IMOA members. - FS expungement period – Farm bill rule to reduce the time period of expungement from 12 months to 9 months. In process of creating a workgroup. At the earliest, this will go into effect Feb 2023. - Question regarding the amount of the FS benefits on cards – Southern has seen three cases with \$16,000 on card. Large balances most likely because of Emergency FS allotment and PEBT. Inform members of the rules but they are entitled to these benefits from a policy standpoint. - Question if a notice will go out regarding the FS Transition month. DHS is planning to send letter to all FS members 45 days before EA ends, including that it is ending and unable to file a FH. DHS is working on updating member webpage and providing talking points for IM. Consortia concern about the increase in number of FH. Autumn reported that DHS & DHA having a meeting regarding the unwinding policies. Will bring back as future IMOA discussion. - Question if signature is required on Vault card checklist. DHS will research and get back to consortia. <p>Health Care updates - Autumn</p> <ul style="list-style-type: none"> - No new news about policy end dates. - Will continue to monitor 2/16 to know if PHE ends on 4/16 - Shared and reviewed information on draft PHE unwinding Timeline chart - Will be sharing renewal redistribution with IM & HMO & CMO partners - Will research what FH implications will be and bring back 	<p>Stevy to get back to IMOA members</p>		
--	--	--	--	--

	<p>to future IMO meeting</p> <ul style="list-style-type: none"> - Autumn provided caseload numbers of IC only MA eligible. About 14,000 members, 13,374 individual part of FS and 841 part of CC. 4,627 total cases. Cases broke down by consortium and county and will send this out to Operational Leads. Timeline is dependent on when PHE ends. If PHE ends 4/16, consortia will have Feb 16 – April 9 to work the cases. Goal is to open the members in CWW if possible to allow a full renewal. We will not terminate/deny HC. Workers do not need to contact members. Discussed renewal notices for this population and asked if they can be suppressed or changed to reduce calls questioning notice. DHS will research and provide guidance to consortia. - Renewal redistribution plan and modeling tool <ul style="list-style-type: none"> • Allow at least 12 months from last app or renewal • Align with FS and/or CC if possible • Remaining to evenly redistribute in 12 months and prioritize based on timing of their last renewal. <p>Shared draft dashboard summary, which is still in testing. Reviewed all of the various viewpoints that will be considered before redistributing. Consortia were appreciated of the various viewpoints and work completed.</p> <ul style="list-style-type: none"> - Reviewed HC unwinding plans for special populations plan. If suggestions or input on the plan, consortia should send feedback to Nicole and/or Autumn <p>DHS & OCI Partnership - Autumn</p> <ul style="list-style-type: none"> - Partnership requested means to monitor unwinding. Reviewed metrics that will be available on the dashboard for small group of members to monitor and determine if additional outreach efforts are needed. Dashboard will be available to IM Operational Leads as well. Consortia liked the idea and data something that county boards 	<p>Autumn – future IMO meeting</p>		
--	---	------------------------------------	--	--

always ask for. Asked if two different security levels can be provided for consortia to drill down to case level and provide us an opportunity to be proactive. Autumn will research and bring back to IMOA

FS Waiver – Jonelle

- DHS received intent to approve waiver for FS claims during PHE. Does not include IPV's or claims pending IPV's. CCN will go out on Monday.
- No repayments from claims that have been paid.
- No one should create any new claim for this time period.
- BRITS referrals – DHS looking to create a report and will get back to consortia

Autumn – Future IMOA meeting

		Jonelle		
COVID Unwinding Planning Meeting updates	Did not review – see above			
Genesys Update	<p>P-EBT call center will be transitioned to Genesys in the near future. Reviewed handout New business and major call flow changes will be completed after post production work.</p> <p>Uptick in dropped calls and call quality</p> <ul style="list-style-type: none"> - Most are dropping at agent or customer phone <p>ATS Exception Reporting</p> <ul style="list-style-type: none"> - Not all supervisors have the ability to download recordings – bulk pilot update Monday night. If goes well, then bulk change for everyone else Tuesday or Wednesday of next week - Normal delete time for recorded calls is 30 days. Current schedule is 60 days and may increase to 90 days until issue is resolved. <p>Working with reporting issues with MiLES and hoping everyone will benefit with changes and implementations.</p> <p>Consortia input: Agent report – no way to monitor after call work. Will use CCA Subcommittee to meet everyone’s requirements. Agents being able to see queues – can be assigned at the agent workgroup level. Working on that and will make it consortium</p>	All Income Maintenance Agencies		

	available soon.			
Innovative Training Update	<p>DHS can now fix the majority of security Cornerstone issues</p> <p>DHS currently reviewing content of design/development and will adjust before pilot.</p> <p>Working on learning library assets that are essential</p> <p>Pilot planning: targeting early April for pilot.</p> <p>Planning onboarding 2-3 weeks before pilot for all local coaches who are participating in pilot so they can prepare for their role.</p> <p>Will be sharing onboarding with subgroup on 2/24</p>	All Income Maintenance Agencies		
Roundtable – Share concerns regarding the new Doc viewer Changes applications	<p>Consortia shared several issues that staff have been reporting since Doc Viewer was updated. Some issues include:</p> <ul style="list-style-type: none"> - Takes over 1 ½ minutes for doc viewer to upload and view. - Not user friendly and very difficult to view because font in background blends in. - Most staff will need to go to ECF to view document and process, creating increased workload and decrease efficiencies. - Merge and cut no longer work. Some documents that are scanned together and cannot be separated correctly. - Image quality is poor - Banner telling you another worker is working on the doc is very small - There is no way to tell if the doc has been moved, the unmoved ones are no longer bold. - Staff have to click on each paystub whereas before they could scroll one document. - Staff not able to see the document without scrolling because the index section is so large. - Moving docs take extremely long and locks up staff PCs. - ACCESS update issue - Application is no longer in the same order as the CWW driver flow. <p>DHS will be putting together tips and tricks and send out to consortia operational leads. DHS will also take information back to IT to determine if any changes can be made.</p>	DHS Staff		

	<p>Options for future:</p> <ul style="list-style-type: none"> - Share concerns with Deloitte with post production feedback. - Provide information with the CARES Suggestion workgroup - End user look at changes prior to release and/or implementation and provide input to Deloitte and DHS 			
<p>Roundtable – What are agencies currently doing to attract candidates? Are these strategies successful? Are agencies offering exit interviews? Why are staff leaving? Do you have any retaining strategies to share?</p>	<p>Consortia shared concerns and best practices around retention and vacancies.</p> <p>Most, if not all, agreed the main questions are: How much are you willing to pay and how much flexibility are you able to allow to increase retention?</p> <p>Some retention barriers/issues include:</p> <ul style="list-style-type: none"> - Lack of flexibility. Some staff want to work 4 days @ week and consortia unable to offer due to mandatory Call Center availability 5 days @ week - Lack of flexibility. Some staff want to work remote or more remote days than what counties will offer - Wage – Some staff leaving for higher wages - Difficult Positions – Staff find that ES work is difficult – have to stretch out their knowledge base and training is long. Staff no longer leaving because of Call Center Work - Younger staff want more flexibility. However, when monitoring productivity, will resign instead of trying to improve. <p>Some successes/best practices include:</p> <ul style="list-style-type: none"> - Competitive wage and longevity package - Leadership Academy or Leadership programs offered to consortium staff offering upward development - Offering more remote – staff enjoy remote work benefits. One county indicated that since they offer four days @ week remote, the only vacancy over one year was a retirement. Some counties offering 5 days @ week remote and staff are happier - Fun Committee – creating enjoyment for staff - Creating a three tier pay structure, includes years of experience - Use ES Recruitment Video created with Mid-State to 	<p>All Income Maintenance Agencies</p>		

	<p>show new applicants what to expect.</p> <ul style="list-style-type: none"> - Increasing wages – one county able to increase ES wage \$2.00 @ hr. <p>Will continue discussions throughout the year</p>			
Future Agenda Topics	<p>COVID-19 unwind Review COOP plans and speak to any differences Functionality for pre-cert project</p>	<p>All Income Maintenance Agencies</p>		
Next Meeting	March 4th			

**Income Maintenance Subcommittee Key Messages
EBD/LTC
January 11, 2022**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Introduction	<p>Elisabeth Berkelman the newest member replacing Michelle Furr for DHS Cares Projects. Elisabeth comes from Deloitte with over 5 years' experience as technical writer and business analyst. Elisabeth started November 8th of last year.</p>	<p>All EBD/LTC workers, leads, supervisors and managers.</p>		
Policy Updates	<p>Elisabeth Berkelman gave an overview of the updated changes to CWW in regards to Veteran income. Changes happening in the February CARES release, but MA Handbook will not be updated until April.</p> <p>Nicole Hoffman and Manee Yang provided an overview of the upcoming COVID unwinding policy. July 1 the work requirement for MAPP will be in effect if the Public Health Emergency end 04/2022. More information to come.</p>	<p>All EBD/LTC workers, leads, supervisors and managers.</p>		
Non-Cares Program Indicator	<p>Nikki Biddik reported out that there will be a new Long term care updates to track when someone is on waiver. There will be new alerts and action items on the cases. Cares Coordinator notice and bulletin will be sent and system updated in a February CARES release.</p>			

2022 Next Meetings	Moved back to second Tuesday of the month, meeting quarterly. Next meeting April 12, July 12 & October 11 2022.			

**Income Maintenance Subcommittee Key Messages
Performance Monitoring
01/20/2022**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Recap Nov 2021 mtg	<p>SC code cit/ID verif field. Went back to error review committee with DHS and will be discussing with that committee in March</p> <p>DX code-drafted JIRA item and sent to error review committee</p> <p>EFVE JIRA item created-FEIN back on and changing language back to per week</p> <p>Generate summary page-to have auto sent out. in the works</p> <p>OP benchmarks-being handled at a different meeting at a different level.</p> <p>OP red project-precert for FS-delayed. At this time scheduled for April 2022 release</p> <p>Verify before deny-huge CAPER error. As of October this is an error. Looking to fix system so verif request goes out. considering these state errors and not requesting a work around. Implementation June 2022 or later.</p>	Ashley Schabel		
QC Error findings FS QC Active and CAPER error rates	<p>July and August data. September will be released later this week.</p> <p>July 11.31 %</p> <p>Aug 10.79 %</p> <p>6% is benchmark</p> <p>July majority client error not reporting or self-declared incorrect.</p>	Lisa Hanson		

	<p>CAPER July 60% August 49% 38 denied for over income without req verif. Fixing that in system will reduce. 5 income calculations Incorrect notices Using FDSH without talking to clients</p> <p>4 denied early due to other programs or otherwise before due date. Wrong/incorrect notices sent</p> <p>Corrective action regarding denying without verifying. QC had to change process starting Oct 2020. System and policy changes are in process.</p>			
Performance Monitoring task development	Worked to develop action items for committee goals.	All		
Roundtable: Measures of improvements, tips, tricks, desk aids are working	<p>Most consortia distribute desk aids to new staff and experienced staff as necessary. They are shared on a website or other shared site for all staff to access.</p> <p>Difficult to determine how the aids impact error rates/performance.</p> <p>Refresher training is also important on a consistent basis. Desk aids alone are not enough.</p> <p>It's important for workers to learn how to access sources and ask a question in a way to get the correct answer.</p>	Ann Kriegel/All		
Future Agenda Items	<p>Tracking sheet for meeting topics discussed</p> <p>Performance monitoring-for consortia who are excelling right now-what is working? How are you projecting and distributing the work?</p>	Molly Thomas/All		

**Income Maintenance Subcommittee Key Messages
IMAC Training Subcommittee
January 24th, 2022**

Agenda Item	Message/Action/Motion	Assigned To	Deadline
-------------	-----------------------	-------------	----------

<p>Welcome & Introductions <i>Abby Abernathy/Anna Dubinsky</i></p>	<p>Roll call taken</p>		
<p>2022 Charter Review & Goals (handout) <i>Abby Abernathy/Anna Dubinsky</i></p>	<p>Reviewed the IMAC Subcommittee 2022 Charter Purpose/Scope Statement 2022 Goals/Focal Area Subcommittee Composition Meeting Schedule Membership & Responsibilities Documenting Subcommittee Work Disseminating Subcommittee Activity</p>		
<p>IM Training Project Updates (Handout) <i>Abby Abernathy</i></p>	<p><u>TRAINING UPDATES</u> Benefit Recovery Overview (Dec 2021) Genesys Training (Jan 2022)</p> <p><u>NEW TRAININGS PUBLISHED</u> Changes to CWW Document Viewer (Oct 2021) Residential Substance Use Disorder (RUSD) 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>		
<p>Innovative Training Project Update <i>Julie Rentmeester</i></p>	<p>Key Focus Areas End of 2021 Design/Development</p> <ul style="list-style-type: none"> • 1st group is working on creating a consistent model. Ensuring all the components merge well together. • 2nd group building computer-based training components of the program. The learning library will contain topics that most people will not necessarily need to know in the 1st couple months of their job. This will be accessible by the learner. Focused on the critical and essential knowledge new workers need to have. This is an ongoing process within both groups. <p>Pilot Planning</p> <ul style="list-style-type: none"> • Looking to pilot in the beginning of 2022. • Will have a defined start date soon once pilot details have been finalized. • During the pilot and after the pilot we will gather feedback from the learners and local agencies to get a good sense of how the pilot worked from each perspective. Based on that feedback adjustments will be made before it goes live for the balance of the state. <p>Cohort Model</p>		

- Time was built in for self-study, job shadowing and application processing. Flexibility has been built in for absences and learner comprehension.
- Reviewed Cohort Model and what the weekly schedule will look like for the pilot. Keep in mind every element of the pilot is being piloted. Flex time has been built in at the beginning and end of each day due to varying work schedules for each learner. The VILT sessions will be Mon-Thurs from 9-11:30am; Lunch is scheduled for an hour; Mon-Wed VILT sessions from 12:30-3pm; Thurs afternoons will be flex time. This is time to be used by the learners to catch up if they missed a VILT session, job shadowing, learning library, etc. Friday of each week is an agency day/flex day. No cohort check in on Fridays. It's anticipated during this flex time learners will be given applications to process related to the core program that they are learning. Most weeks will follow this schedule. However, week 6 will look a little different.
- The core program itself will be 5 weeks in duration. Prerequisites, BC+, FS, CTS and Case Maintenance concepts will be completed during the core 5 weeks. Week 6 Mon-Wed will be contingency days in case there is a holiday(s) that falls in the middle of a cohort, or maybe the learners feel they need additional time to review another concept or learning topic. Week 7 & 8 will be EBD workshop. This is for learners that will be processing EBD. If they won't, they will be finished after weeks 5/6. The EBD workshop will also be available to experienced workers if they haven't processed EBD. Priority will be given to NW's before experienced workers.
- Up Next: Putting together the design/development of the content. Pilot finalization. Logistics planning: details supporting the program, annual calendars for each of the cohorts, when they start and end, creating some onboarding elements to work with the local coaches. Working on establishing reporting and what that will look like. Onboarding of the local agencies and who will be participating in that. Onboarding will first be open to the local agencies that are participating in the pilot then onboarding will be opened to the balance of the state.

Questions

- Concerns re: the timeout factor in Cornerstone. Seems to time out after 10mins and then when the learner logs back in the training comes up as complete even if it wasn't completed. Some courses will come back as complete just by accessing the course (this all depends on how it was packaged in Cornerstone). Julie confirmed the timeout window is 30mins. The system provides a timeout warning pop-up at around 22-23mins.
- Will the Trainer's curriculum for NWT be made available in Cornerstone like it was in the Learning Center? That feature is not available in Cornerstone. Email DHS IM Training and they will email the answer keys to you.
- Will LTC NW training be offered in a VILT setting just NWT? This will be something that will be looked at long range.

Many thanks to the Innovative Training Subcommittee for all your contributions to this project and to Julie Rentmeester for all her work on this project.

	<p>Send questions to DHSIMTraining@wisconsin.gov</p> <p>Cornerstone</p> <ul style="list-style-type: none"> • Transition took place on 12/13/2021. Now used to access all DHS IM Training moving forward. Link was changed on the Gateway page and the EM Home page. Instant link to Cornerstone via the old Learning Center DHS link on the Gateway page. • There is a unique link for self-registration which is different from what is published on the Gateway page and EM Home page. Reach out to DHS IM Training team to get that link. • Continue to see several people that missed the specific steps during Cornerstone registration. If you missed this step, you will not be able to see DHS IM Curriculum. DHS IM Training team now has the necessary access to make updates to those registration issues. • During the transition some people with DCF access had been removed from DCF. We were unaware this was going to happen. You can contact Registration staff and they will restore the DCF accounts. • In the process of working out the access needed for management to view staff completion of trainings. • Some curriculum was not sequenced together once it was uploaded to Cornerstone. The team is taking this back and evaluating options in Cornerstone to see if we can make the enhancement to better sequence and group the curriculum. • When you have a NW have them register in Cornerstone and then email DHS IM Training asking them to assign the NWT Curriculum & IM NWT Guide. DHS IM Training team will respond back along with the Handout. • NWT Certificates can now be self-printed from Cornerstone. 		
<p>Cornerstone Transition <i>Julie Rentmeester/Abby Abernathy</i></p>	<p>This was covered in the agenda item above.</p>		
<p>Immigration Status Training Preview <i>Christina Villa</i></p>	<p>Shared a preview of the training. Hopes this will be available in Cornerstone in spring. Should take approximately 35mins to complete. QUESTIONS/INPUT: Looks good! Based off the questions we are always getting during NWT this will be beneficial for NW's and experienced workers once on the floor. Very beneficial and good.</p>		
<p>Training Roundtable: Due to the strains for COVID quarantines how are you maneuvering around the challenges of remote learning for new ESS workers in your agency? <i>Anna Dubinsky/All</i></p>	<p>Open Discussions</p> <ul style="list-style-type: none"> • New staff are highlighted in a newsletter with their picture. • Zoom is used frequently for large groups; Zoom check-ins at 8am & 1pm. Camera on events. Frequent theme days and change zoom backgrounds. For example, Valentines & Packers backgrounds. Try to make it fun. • Teams is used for more one on one interactions. • The class is divided up into small groups to come into the agency for a few days for on-the-job training. QC staff are available to answer NW questions. A sample of NW cases are reviewed. 8 cases per week/24 cases per month/per NW. 		

	<ul style="list-style-type: none"> • Job shadowing on Friday's. Everyone logs into ZOOM, NW's and experienced ES workers. They are paired up and put into breakout rooms. The experienced worker shares their screen. Phones are put on speaker. Received really good feedback for these experiences. • Offer 2 virtual shadowing days per class. The first shadow is observation only. The last shadow they observe and take the driver's seat. • NW support group every month. The NW is in that group for 1 year. Meet 1 day per month for 2.5hrs. 3 people on the committee. Agenda is preset prior to meeting. Every 6 months they start up a new support group. Senior/graduating group gets a certificate. They may discuss case scenarios or concepts they may not understand. Also do ice breakers, scavenger hunts in CWW & handbooks. The last session is a free for all. 		
Walk On Items <i>All</i>	Walk On Items <ul style="list-style-type: none"> • Several Training attestations have been sent in. There are a few that are still outstanding. Please get those sent in. 		
Upcoming Meetings <i>Abby Abernathy</i>	Next Meeting: <ul style="list-style-type: none"> • April 25, 2022 • July 25, 2022 • October 24, 2022 		

**Income Maintenance Subcommittee Key Messages
Program Coordination
Wednesday October 20, 2021**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
IT Workgroup Status	Carla Sumner <ul style="list-style-type: none"> • The workgroup met in October and November, with 6 project presentations. • The next meeting is February 15th. There won't be any new project presentations, but the plan is to provide an update on the status of two projects – pooling of caseloads and cross-county case transfers. 			

Categorical Eligible	David Timmerman <ul style="list-style-type: none"> DCF is proposing to use new ARPA dollars to pilot childcare services to 3 distinct populations – Birth to 3 participants, minor parents and their children, and children at imminent risk of being removed from the home. The Department is working with the Joint Finance Committee (JFC) on approval (not certain all areas proposed will be approved). Once pilot details are finalized, it will be moved to the IT committee. Since there is no guarantee of ongoing funding, there is hesitancy to make major systems changes (CWW, EWISACWIS) to accommodate the pilot. 			
Project Timeline	Lorie Graff <ul style="list-style-type: none"> Updated timeline was shared and reviewed. 			
Customer Service Surveys	Molly Thomas <ul style="list-style-type: none"> 6,000 more customer service surveys were received as part of the 2021 MER compared to 2020(13% participation rate). Responses correlated closely to consortia caseload percentages. Almost all of the questions about satisfaction went up in 2021 over 2020. 93% of respondents said they are satisfied with services they receive (91% in 2020). Suggestions from 2021 MER: utilize the Call Center survey option, find new ways to connect, share positive and constructive customer feedback with staff. 			
Roundtable Discussions - Share any positive customer service experiences or challenging experiences that consortia have encountered.	Carla Sumner <p>Challenging Experiences:</p> <ul style="list-style-type: none"> Uploading info. into Access-unclear directions, individuals aren't tech savvy. Access application-directions aren't clear. If individual doesn't check 'yes' to certain questions, the remainder of the information needed doesn't present in the application. MyAccess in general can be challenging. Telephonic signatures aren't working in Genesys. There's frustration around Genesys(training staff is more difficult, some staff can see calls in queue and others can't). 			

	<ul style="list-style-type: none">• Often customers are escalated because they are losing benefits. This is common so, as we prepare for unwinding of covid policies, having scripts for staff -sooner rather than later - is important.• Encountering members more upset could be related to pandemic fatigue we all feel. Some consortia reported meeting more often with staff to provide extra support and opportunities for relationship building (using open-ended questions, asking if they need more training). Some have offered more training on areas like de-escalation (Brown County is sharing information on their training).• Staff struggling due to it taking longer to process cases-re-education to members needed on processing times.• Additional training is needed for supervisors on the Genesys reports and monitoring.• Counties are working to provide important in-person services and also ensure staff and customers remain safe.• Need to train new and existing staff on the covid unwinding policies. There's also a need to introduce new staff to what normal consortia operations and workload looks like(post-pandemic) and get existing staff used to business as usual.• There's been an increase in online Food Share usage fraud. <p>Positive Experiences:</p> <ul style="list-style-type: none">• Many report receiving written thank you cards from members.• Consortia reported sharing positive feedback via email to various levels of leadership in the county/consortia, including them in team meetings, newsletters etc.• Community appreciates the assistance from workers, and our voicing their support.• De-escalation training for staff<ul style="list-style-type: none">○ Bay lake partnered with University of GB-Behavioral Health—4-hour training (will share information). It was specific to Call Center work (ex-terminology to use/not use when talking to applicants/recipients to either avoid escalation or to de-escalate the situation).• Positive feedback from members accessing face to face assistance when they need it.			
--	---	--	--	--

	<p>Assignment: For each of the challenges, what are some possible solutions/ideas to assist? A workgroup will meet to work on this for the next meeting. Volunteers: Lorie Graff, Kimm Peters, Sarah Fraley, Kovach Heidrun, Carla Sumner.</p> <p>*General ask from the conversation: Can there be a pre-recorded general message to inform the customer that the federal government is either decreasing <u>or not</u> decreasing benefits? This way customers can hear the message while waiting and this may reduce calls as they are calling in with this very question.</p>			
<p>Customer Relations/Advocate Partner Outreach - 2022 Focus</p>	<p>Jayne Wanless</p> <ul style="list-style-type: none"> • Provided an overview of DHS’s Enrollment and Outreach section(ppt). <ul style="list-style-type: none"> ○ Fair hearing inbox, HMO enrollment policy & tool, coordinating with outreach contracts, ACCESS/MYACCESS, Federal Marketplace, Member Notices, staffing and participating in partner and advocate meetings, fair hearing evaluation (track, explore ways to avoid in the future), COVID unwinding taskforce, ARPA projects, creating a section culture to support and advance department’s objectives. ○ 2022 Focus Areas – Focus group of members to get feedback into projects, from planning to implementation; ACCESS Release 4 is coming up in mid to end of February. 			
<p>Future Agenda Items</p>	<p>Katie Sepnieski</p> <ul style="list-style-type: none"> • De-escalation Training – What are other ways to find solutions to these concerns • Unwinding task force – things they can help with, common challenges (pre-recorded messages to address common things) <p><i>Next Meeting – April 20, 2022 10-12</i></p>			

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
January 10, 2021**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Genesys Project Updates	<ul style="list-style-type: none"> • On schedule for Phase 5 rollout on 1/20/2022. “Go live” date 1/21/2022. • Agent, Supervisor and Administrator user guides are still expected in February of 2022. • Genesys reports are now counting voicemail and calls that were abandoned prior to 2 minutes. These were not being counted in CCA reports. 			
Genesys Project Outages and Known Issues	<ul style="list-style-type: none"> • Brief network outage caused users to move from Not Ready to Ready status. Cause was determined to be off platform and has been addressed. • Conferencing outage where agents were unable to create a conference call including ATS. Fix required a rollback of ATS code intended to resolve reporting issues. • Provisioning issues: <ul style="list-style-type: none"> - Disaster recovery provisioning caused some issues with agent After Call Work timer. Some agents lost their after-call work timer and received calls immediately after previous call was ended. Discovery was made by vendor and resolved within 30 minutes. 	DHS working with vendor on outstanding issues		
ATS Exception Reporting	<ul style="list-style-type: none"> • ATS exception reporting has been delayed due to issues with the report. Guidance for dealing with exceptions is being drafted at this time. 			
Processing for adding new Agents to Genesys	<ul style="list-style-type: none"> • Continue to submit new agent and agent edit requests to the Genesys Project Team using the template sent earlier. • Project Team will reply to the consortium. No notification will be sent to the agent. It is the consortia’s responsibility to provide the information to the agent. • Unless noted otherwise, the agent will be added only to the General Agent Group. • Skills will be loaded to the agent but set at zero. 			
Next Meeting	<p>Monday, January 31, 2022 @ 1:00 p.m.</p> <p>Questions and concerns regarding project can be sent to:</p>			

	DHSGenesysCloudProject@dhs.wisconsin.gov			
--	--	--	--	--

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
January 31, 2022**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Genesys Project Updates	<ul style="list-style-type: none"> • Phase 5 rollout completed 1/20/2022. • Agent, Supervisor and Administrator user guides are expected to begin publishing in February of 2022. These guides will be prioritized with the Agent Guide issued first, then the Supervisor Guide and lastly the Administrator Guide. • Postproduction work has begun with the emphasis on: <ul style="list-style-type: none"> * Reporting * Stability * ATS * Fixes * User Provisioning <p>New business and major call flow changes will be completed after postproduction work.</p>			
Genesys Project Outages and Known Issues	<ul style="list-style-type: none"> • ATS issues are top priority. When receiving the “invalid entry” error while attempting to play the prompt first try using the phone keypad. If that doesn’t work, try the keypad in Genesys. If those don’t work agents should use ATS-Other and read the telephonic signature as they did with CCA. When experiencing an inability to conference ATS continue to follow guidance provided for waiver information. • Investigation of reported dropped calls has shown calls are dropped either by the agent or the customer. No examples have shown these are dropped by the carrier network or platform. These instances will continue to be investigated. • A review of call quality concerns has shown call quality to improve if a headset is used verses the computer speaker. 	DHS working with vendor on outstanding issues		
ATS Exception Reporting	<ul style="list-style-type: none"> • ATS exception reporting has begun. • Not all supervisors can download recordings from Interaction Recording. A bulk change is expected the week of January 			

	<p>31, 2022. Because of this access issue quality call recordings are not being removed from Genesys at this time. This will be reviewed in 60 days.</p>			
<p>Additional Reporting Issues</p>	<ul style="list-style-type: none"> • Testing has shown some calls overflowing from one queue to another. This may skew statistics including call volume and wait times. • Build updates include accounting for voicemail and calls abandoned prior to 2 minutes. • At this time the only options for agent skilling levels are 0 or 10. 			
<p>Next Meeting</p>	<p>Monday, February 14, 2022 @ 1:00 p.m.</p> <p>Questions and concerns regarding project can be sent to: DHSGenesysCloudProject@dhs.wisconsin.gov</p>			