

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

April 14th, 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 |
|----------------|--|---|
| 1:00 – 1:05 PM | Administrative Updates | Katie Sepnieski John Rathman |
| 1:05 – 1:10 PM | Approval of March 17 th , 2022, Meeting Minutes (Attachment) | Katie Sepnieski |
| 1:10 – 1:30 PM | DHS Policy Updates COVID -19 Policy Updates | BEEP Policy |
| 1:30 – 2:30 PM | CARES Releases (Attachment) <ul style="list-style-type: none"> a. ABAWD Change b. Verify Before Deny c. E&T Consolidated Notice and Oral Explanation d. Demographic Details | Katie Quaintance/Suzanne Ziehr Leah Watson/Katie Quaintance Katie Quaintance Leah Watson/Katie Quaintance Suzanne Ziehr |
| 2:30 – 2:45 PM | Subcommittee Updates (Attachment) <ul style="list-style-type: none"> a. IMOA b. Performance Monitoring c. Call Center Operational/Technical | John Rathman Ann Kriegel Kris Weden |
| 2:45 – 2:55 PM | Mainframe Password Requirement Update (Attachment) | Nikhil Zaveri |
| 2:55 – 3:00 PM | Income Maintenance (IM) Funding and Contract Updates | Alicia Grulke |
| 3:00 – 3:10 PM | Consortia Feedback: IM consortia will share feedback with DHS | John Rathman Doreen Lang Kathy Welke |
| 3:10 – 3:15 PM | Administrative Memos | Katie Sepnieski |
| 3:15 – 3:20 PM | Regional Enrollment Network | Lorie Graff |
| N/A | Gap Case Monthly Update (Attachment) | Attachment Only |
| N/A | Public Comment | ALL |
| N/A | Announcements/Future Agenda Items | ALL |

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*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

Friday, April 1st, 2022

| Agenda Item | Message/Action/Motion | Assigned To/ Referred to IMAC | Deadline | Closure |
|--|---|-------------------------------------|--|---------|
| <p>COVID-19 and Other Policy Updates</p> | <p>Jonelle Brom reported that PBET issuance for August through October has totaled just under \$3.6 million. This represents benefits for 74,209 students in 52,330 households. A second round of PBET reporting has just closed on the school portal and additional benefits will be issued on Saturday, 4/9 with benefits being available to families with an existing Quest or P-EBT card on 4/10. A pre-six PBET program has just been approved by FNS and will be shared with IMOA members soon.</p> <p>Stevey Poppe reported that April emergency benefits have been approved by FNS. Stevey also reported on a CARES release project for the June release that will update the written notice and oral explanation for Foodshare work requirements. The changes will impact both regular and ABAWD work requirements. More information will be shared with IMOA members at the April 14th IMAC meeting. Follow-up discussions on the new scripts will also occur at the May IMOA meeting.</p> <p>IM Staff will read the updated oral script at application and renewal, but will also need to read the script at two additional timeframes in the future.</p> <p>ABAWD time limit waivers are presently in place until at least September 30, 2022. DHS is currently working on preparations for eventual reinstatement of ABAWD work requirements.</p> <p>Stevey also reviewed an updated “Unwinding” timeline with an anticipated end date of the Public Health Emergency on July 16th. In July, manual Medicaid cases in the IC system would start receiving letters and members receiving emergency Foodshare allotments would also receive a letter telling them their emergency allotments would be ending.</p> <p>Jonelle also highlighted that FNS is gathering information from the States on what has changed in regard to how we deliver services and what has possibly changed as a result of the pandemic. To help gather this information, Jonelle reported that the</p> | <p>IMOA Members</p> | <p>April 14th IMAC and May 13th IMOA Meeting for more info on work requirement scripts</p> <p>Operational Surveys due by April 15th</p> | |

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| <p>IM agency survey is being updated with a few additional questions. The survey needs to be completed by April 15th.</p> <p>Craig Hayes reported that a report is now available called the “outstanding referrals report” for IM agencies to work to clean up referrals that are not attached to a specific claim in BRITS. Instructions will be available on how to work these referrals more quickly. There is no specific due date on when these referrals will need to be cleaned up.</p> <p>Lars Brown reported that functionality is being added so that DHS can outbound text participants to send reminders about updating addresses and about renewal reminders. This should be available by June.</p> <p>Lars also reported that updates are being added to ACCESS and MYACCESS to allow for address updates from these electronic tools. This should be available by June as well.</p> <p>DHS is also working on trying to get more cases to go through administrative renewals during unwinding. They are considering increasing the income threshold differentiation to 20%, so additional cases can be administratively renewed. SWICA matches would also be updated with the same increased income differentiation criteria.</p> <p>Lars also reported WIC program reminders are being prepared to send to all relevant Medicaid participants. The reminders will be sent out at the same time Medicaid renewal reminders are distributed.</p> <p>Lars reported that there are 13 ARPA related projects presently being worked on at DHS. Wisconsin got about \$8 million dollars of ARPA FNS funding. This funding must be spent by September 30, 2022. Wisconsin will also get additional ARPA funding for Federal Fiscal Year 2023. Lars gave a high-level overview of the thirteen ARPA projects that touch in the areas of policy and procedure, communications, outreach, and technology enhancements. Additional details on these projects will be reviewed at the June IMAC meeting.</p> <p>Jonelle also shared information that out of the 1526 manual interchange Medicaid cases sent to IM agencies so far, 653 of them are now in the CARES system. Agencies are doing a good job of getting these individuals back onto official CARES cases.</p> | | | |
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| COVID Unwinding Updates | Kathy Welke reported on the March 25 th COVID unwinding updates. The federal government is now giving States 14 months to unwind. Kathy also highlighted that DHS is working on some issues that might arise from immigrant status verifications during the unwinding reviews. Kathy highlighted there is a new HMO workgroup that has been formed to help with the unwinding work. Another MCO/IRIS unwinding workgroup will also be formed. | IMOA Members | | |
| Mainframe Password | Nikhil Zaveri reported that mainframe password standards are being updated. As of June 5 th , new users and existing users at password change timeframes, will need to include 1 upper case letter, 1 lower case letter, 1 numeric and 1 special character. This change is being made to implement a “strong password” and increase the security of our state’s computer systems. | IMOA Members | | |
| Problem Resolution Section | Jody Noble reported that the new name for her team is now the Problem Resolution Team. Jody also reported that her team is now fully staffed with the addition of Becky Castillo, who came to the State from Waukesha County. Jody also reported that the SOS Helpdesk is similar to the Problem Resolution Section but for PPS system. | IMOA Members | | |
| CARES/AIMS Security Updates | Carla Treuthardt hoped that the training sessions to help staff fill out the CARES Security Request forms were helpful. A recorded version of one of the trainings will be made available to those who could not participate. Carla also reported that the 2022 IM systems audit will kick off in May. Carla asked for any feedback on the scheduling or on the audit content. Carla reported that they still hope to add BRITS and consortia SharePoint access to the systems they review. Carla also shared that they hope to get all of the new security manuals published by the end of August. | IMOA Members | | |
| Genesys Update | Paul Michael shared with IMOA members that Genesys user guides are being created for Agent, Supervisor and Administration. Paul also reported that some post-production work continues to improve call quality in Genesys. Paul reported that additional Support Services and Professional Services are being contracted for over the next year to allow for additional enhancements to be implemented for our call centers. These enhancements might include improved reporting, call back features, and use of soft phones. | IMOA Members | | |
| Innovative Training Updates | Julie Rentmeester reported that on Monday, April 4 th , the pilots for the Innovative Training will begin. This is for MILES and Balance of State. Julie reported that they did receive feedback that more time devoted to working with the local coaches might be helpful. They will build that feedback into future training sessions. Julie highlighted that in the new pilot feedback will be very important. DHS staff | IMOA Members | | |

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| | <p>need frequent information from the pilot participants so that they can make changes and enhancements as the pilot processes. Each week local coaches will receive an email with attached Cornerstone progress reports and trainer feedback forms. Every other week surveys will be sent to local coaches, learners and trainers to gather feedback. There will also be a post-pilot debrief with all groups of stakeholders.</p> | | | |
| <p>Roundtable Discussion</p> | <p>Jonelle reported that DHS is reviewing all of the unwinding workload additions for IM agencies and looking at ways that DHS can support the workforce during this time period. Jonelle reported that during unwinding DHS will be giving consortia additional funding to assist with the increased workloads. In addition to these resources, DHS wants to set up a short-term 14-month resource that can serve as a relief valve for agencies that still might experience shortages in staff during the unwinding process. DHS is estimating that workloads will be at least 13% higher each month during these 14 months of unwinding. DHS anticipates that the unit they would develop would contain both merit and non-merit staff members. Jonelle highlighted that they are expecting a very high level of SWICA matches will need to be worked (possibly 130,000 statewide), many phone calls will be received, and a large number of renewals will have to be processed. Jonelle explained that the relief group would likely be staffed in increments of 15. Depending upon expected use, the unit might start with 15, 30 or 45 staff members and then gear up or gear down depending upon actual utilization. Jonelle encouraged everyone to think “worst case scenario” in this planning discussion.</p> <p>Ideas that came up that this relief group could help with including: working SWICAS, working the EVR report, working dashboard items like FFM and MA only, doing a specialized que in Genesys to handle easier questions, helping getting notices out to members, helping with telephonic signatures, taking member calls connected to unwinding, taking calls connected to Foodshare Benefit reductions when the pandemic ends, and assisting with return mail – helping resend to new addresses when they are available. This group could help push ACCESS use and help teach people how to use it. Lastly, this unit could help with extended call center hours. It was also recommended that the State staff the Problem Resolution Center during extended hours.</p> <p>Unrelated to ways the staffing unit could assist, all three groups requested that Genesys be fixed and work smoothly by unwinding.</p> <p>Consortia felt they would use unit when needed as long as they were properly trained and the work they performed did not create a lot of additional work for</p> | | | |

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| | <p>others. Most did state they would not use this unit for regular eligibility work. One group noted the extra time and issues that get created when trying to help with eligibility and we should try to avoid that from happening.</p> | | | |
| <p>Future Agenda Items and Next Meeting</p> | <p>Jonelle highlighted that a roundtable regarding the MOU or a roundtable on staffing best practices will be added to the May IMO meeting. Jonelle also highlighted that we will soon revisit the “ticketing system” we have previously discussed.</p> <p>Next IMO Meeting will be on Friday, May 13th (delayed one week due to WCSHA Spring Conference).</p> | | | |

Income Maintenance Subcommittee Key Messages
Performance Monitoring
3-16-22

| Agenda Item | Message/Action/Motion | Audience/ Recipient | Assigned To | Deadline |
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| Welcome/Recap 1/2022 meeting | <p>Gen summary JIRA item has been written up and is being submitted. Footnote to monthly cons report regarding county of residence DX JIRA code-grayed out so agency cannot update-in process of being submitted Citizenship issues-ongoing internal discussion-alert when SSI is ending, or code auto populate. Fair hearing in monthly cons report-ask to have it removed. Not related to performance measure. No updates yet. MER survey-apologies for not bringing it up at last meeting. Will try to move forward with that process next year but do not want it to be extra work for us. CAPER errors-FDSH usage-allow usage as long as agency documents that client agrees with it. Deny without verify-no flexibilities. Have to require that it is requested. Our process has not yet changed; change coming/implemented in July</p> | | Molly Thomas | |
| QC Error findings- discuss strategies for newly identified errors -FS QC -IMQA | <p>Active error rate trending down. Sept 6.34% 9 client errors and 2 agency errors. 2 EI and UI from IL, self-declared income and rent=incorrect. CS said not received, but was received consistently</p> <p>CAPERS-35.8% also down. overall, 47.51 % most were deny without verifying income. Won't change until change in July. FDSH without client agreement, no NOMI sent</p> <p>1.22% active in October-3 active errors. Client failed to report mortgage had ended. Changes reported/not updated. this is off to a good start.</p> <p>CAPERS 46.15 in October-sample very large due to covid changes. Most of the same issues. Deny without verify, docs in ecf but nv</p> | | Lisa Hanson Ashley Schabel | |
| Top Error Discussion Identify top errors at agencies and strategies used to reduce the errors | <p>Top 3 errors FEIN-not entered, incorrect. Sometimes it was in FDSH, etc. incorrect employer name provided but verification had correct name. EVFE correct but not updated, etc. LaTanya mentioned that there were some things in process that she will check on. There was a project.</p> | LaTanya checking on progress of FEIN project | Ashley Schabel/ All | |

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| | <p>Override AG renewal date. All errors were related to unlinked pins. What is the solution? PH shows if 97% match can use it. this is time consuming.</p> <p>Representative detail screen-missing signatures. all info needs to be completed on forms to enter them. no auth rep form on file. wrong form. Guardianship expired and not on file.</p> | | | |
| <p>Roundtable Discussion: How can the local counties, consortiums, and state collaborate in a positive manner to reduce errors?</p> | <p>Difficult to know where we're impacting with what we do-everyone work on the same error at the same time-week long precert on certain type of cases, etc. then over time we could see if they impacted the error rate. Each consortia operates differently but this would be something that is the same.</p> <p>Recheck to make sure our system fixes align with our priorities discussed here. Connect the two processes.</p> <p>Understand how change suggestions move forward and how they impact the error rate.</p> <p>FEIN-suggest to always use emp queries as it is more accurate than search function. QC can catch that as well. Add a comment to double check fein-would be helpful.</p> <p>Collaboration with other consortia is helpful. choose areas of focus for internal QCs.</p> <p>High turnover is a challenge</p> <p>Collaborate State/consortia changes impact how consortia do the work. State is working to incorporate more input than has happened in the past.</p> <p>EVFE has been submitted as JIRA item-unsure of timeline. October would be the earliest if it is prioritized.</p> <p>Prioritization process-we get the list, and we prioritize. Should the error rate be the catalyst for the priority?</p> <p>Due to technology-some employers won't fill out forms, but employees are unable to access the information as well.</p> <p>Would it be an option for CDPU to have an email?</p> | | <p>Ann Kriegel/ All</p> | |

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| | <p>ACCESS is cumbersome to use</p> <p>ACCESS/Member Services-LaTanya will follow up</p> <p>Clearly communicate any changes that will impact performance.</p> <p>So many changes all at once get overwhelming. Communication is key.</p> <p>Having the percentage of cases in error for each error would help us understand the extent of the error</p> | | | |
| MEQC updates | <p>Medicaid eligibility quality control program. Federal govt/CMS mandates states to evaluate accuracy. Pilot project. Random sampling of active cases. Oct 2021 proposal submitted. Medicaid and CHIP active cases. Full case review of all eligibility criteria. random sample 1/1/22-12/31/22 timeframe. Corrective action plan completed by Nov 2023. Approved Nov 2021. Compile a list of contact information. Will use existing QC contacts</p> <p>Are these able to be disputed? Only if not an error because something the reviewer missed. This is a little different than the PERM reviews. These are being completed by the state, not the feds. These will be emailed-not through IMQA tool.</p> <p>Data elements being reviewed: will be using PHE rules in place at the time.</p> | | Michelle Brownlow | |
| Future Agenda Items | <p>OP report-will look at which subcommittee is appropriate</p> <p>Collaboration and focusing on key aspects.</p> <p>Pre-cert project goes in next month. next PM meeting is May.</p> | | All | |

Income Maintenance Subcommittee Key Messages
 CCA Operational Technical Workgroup
 March 28, 2022

| Agenda Item | Message/Action/Motion | Assigned To/ Referred to IMAC | Deadline | Closure |
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| ATS Exception Report Waiver | <ul style="list-style-type: none"> • Current waiver for telephonic signature issues has been extended to 6/30/2022. • Waiver is for any ATS malfunctions. • If you have the call recording in Genesys, you can export the entire call to ECF and enter case comments for QA purposes. • Two connection ID's will appear on calls using a translator. The second connection ID should be used on the Generate Summary screen and commented in case comments as that is the recording with the ATS. • Checking to see if Child Care cases are included in the waiver. | Paul Michael checking with DCF | | |
| Genesys Project Outages and Known Issues | <ul style="list-style-type: none"> • DHS and DET met to troubleshoot login issue for error message “<i>invalid credentials</i>”. No resolution at this time. • Genesys Project Team continues to work on unexpected change status issue. Currently, they have not been successful in reproducing the issue. • Reach out to Paul Michael if you would like to complete additional testing on call quality or dropped call issues for your county. | DHS and DET continue to meet on this issue | | |
| Next Meeting | <p>Monday, April 11, 2022 @ 1:00 p.m.</p> <p>Discussion on Agent Level Reporting wish list Questions and concerns regarding project can be sent to: DHSGenesysCloudProject@dhs.wisconsin.gov</p> | | | |