

# INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, April 20, 2023

1:00 – 3:30 p.m.

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

## Minutes

### Invitees

Attendees (X = Attended)			
X	Katie Sepienski – DHS BEOT	X	Beth Stiner – DHS BEOT
X	Alicia Grulke – DHS BEOT	X	Elizabeth Olsen – DHS BEOT
X	Rachel Witthoft – DHS BEEP	X	Pang Xiong – DHS BEOT
X	Autumn Arnold – DHS BEEP	X	Angela Stanford – DHS BEOT
X	Nick Kwaw – DHS BEOT	X	True Lor – DHS BEEP
X	LaTanya Baldwin – DHS BEOT	X	Abbey Graf – DHS BEEP
X	Lars Brown – DHS BEEP	X	Becky David – DHS BEEP
X	Allan Goetsch – DHS BEOT	X	Melissa Todd – DHS BEOT
X	Laurie Teubert – DHS BEEP	X	Kristine Bovee – DHS BEOT
X	Melissa Benner – DHS BEEP	X	Becky Luebke – DHS OIG
X	Jeanie Ortiz – DHS BEEP	X	Mary Augustine – DHS BEEP
X	Jatinder Singh – DHS	X	Brooke Slamka – DHS BEEP
X	Tami Berg – DHS OIG	X	Lisa Hanson – DHS BEOT
X	Megan Ryan – DHS OIG	X	MILES – Tonya Evans
X	Bay Lake – Chelsey Groessl	X	MILES – Mike Poma
	<i>Bay Lake – Becky Hetfield-Salentine</i>	X	Moraine Lakes – Mia Anderson-Inman
X	Capital – Shawn Tessmann	X	Moraine Lakes – Robert Klingforth
X	Capital – Tony Sis	X	Northern – Steve Budnik
X	Central – Nicole Rolain		<i>Northern – Jeanine Spuhler</i>
X	Central – Kris Weden	X	Southern – Kate Chambers
X	East Central – Ann Kriegel		<i>Southern – Mark Nelson</i>
	<i>East Central – John Rathman</i>	X	Western – Lorie Graff
	<i>East Central – Annett Mooney</i>		<i>Western – Tricia Wavra</i>
X	Great Rivers – Kathy Welke	X	WKR – Amberlyn Yohn

X	Great Rivers – Ronda Brown	X	WGRP – Kimm Peters
	<b>Guests:</b>		
X	April Ferstl - DCF	X	Annie Griggs – DCF
X	Barbara Honsa - DCF	X	Darsell Johns – Ozaukee County
X	Kent Ellis - DCF	X	Nicole Huffman – DHS BEEP
X	Deb Bohlman - DCF	X	Shena Smith – DHS OIG
X	Carla Sumner – DHS DCF	X	Jessica Schultze - Jefferson County
X	Tabbie Mellenberger – DHS DCF	X	Rose Strege – Mohican Tribe
X	Carol Sjoblom – Columbia County	X	Carol Waulet – Door County
X	Mitch Birkey – Calumet County	X	Stacey Stewart – Washington County
X	Kesha Cole – Ozaukee County	X	Renee Lyman- Dodge County
X	Michele Chiuchiolo – Dane County	X	Kara Ponti – Dane County
X	Nina Taylor – Kenosha County	X	Briana Turk – Richland County
X	Heather Ondik – Oconto County	X	Katie Quaintance – DHS BEEP
X	Vicki Jessup	X	Jess Rutstein – DHS BEEP
X	John LaPhilliph – DHS	X	Alyson Wagoner - FCP
X	Adam Chorlton – Dane County	X	Amy Beranek - Dodge County
X	Amber Taylor – Adams County	X	Nicole Koch – DHS OIG
X	Lori Joas – Manitowoc County	X	Sarah Pyawasit – Lac du Flambeau Tribe
X	Kunal Jhaveri – DHS BITS	X	Charlie Morgan - LEGIS
X	Gage Winkelmann - DCF	X	Barbara Metoxen – Oneida County
X	Shawn Thomas – DHS BSM	X	Katheryn Tupper – Forest County Potawatomi
X	Roxann Binkowski – Waushara County	X	Julie Taylor - BEEP
X	Nick Haught – DHS BEEP	X	Kathleen Olson – Marinette County
X	Amanda Wagoner - Forest County Potawatomi	X	Brandon Lowe - DHS
X	Katie Vieira – DHS BEEP	X	Autumn Gehri - DCF
X	Mai Yee Xiong – DHS BEEP	X	Kristina Smith – DHS OIG
X	Julie Taylor – DHS BEEP	X	Cheryl Kawlewski - BRITS
X	Miquia Payton - DHS	X	Chris Gokey
X	Renae Zagel – Washington County	X	Amy Bell-Ferries – DHS BITS
X	Jolyne Wallace - OIG		

## **AGENDA**

### **Administrative Updates (Katie Sepnieski & Lorie Graff)**

- Report attendance by replying to an email from [DHSBEOTAdmin@dhs.wisconsin.gov](mailto:DHSBEOTAdmin@dhs.wisconsin.gov).
- Nina Taylor is retiring on May 1, 2023. Dustin Feeney is the replacement operational lead for WKRP.

### **Approval of March 16, 2023, Meeting Minutes (Katie Sepnieski)**

- Motion to approve the minutes made by Tony Sis, Kris Weden and approved by consensus.

### **Policy Updates/COVID-19 Policy updates (Department of Health Services)**

- Healthcare Policy Updates
  - Mailings have been completed for Health care members with an open case in CARES, with a renewal date between June 2023 and May 2024.
  - Mailings have been completed for members that need to verify citizenship, immigration status or identity by May 31, 2023.
  - The Department has mailed letters to iC-only members who need to reapply by May 31, 2023, to complete a full redetermination of eligibility.
    - The Department shared estimates of the number of members by county. Actual counts will be shared the week of April 24, 2023.

### **CARES Releases**

- Shawn Thomas and John LaPhillip presented information on the June 2023 CARES release for Increase Caretaker Supplement (CTS) Among Eligible Families. See attachment for additional details.
- Shawn Thomas presented information on the June 2023 CARES Release for Systematic Generation of the Case Summary. See attachment for additional details.
- Shawn Thomas presented information on the June 2023 CARES Release for Good Cause Notice and Claim Form. See attachment for additional details.
- Kathleen Vieira and Katie Quaintance presented information on the June 2023 CARES Release for Able Bodied Adults without Dependents (ABAWD) Changes Phase II. See attachment for additional details.
- Jessica Rutstein and Katie Quaintance presented information on the June 2023 CARES Release for Expungement. See attachments for additional details.

### **Subcommittee Updates (Income Maintenance Agency Subcommittee Co-Chairs)**

- Income Maintenance Operational Analysis (IMOA) subcommittee met on April 13, 2023. Lorie Graff shared key discussion points (see attachment). Next meeting is May 11, 2023.
- Performance Monitoring subcommittee met on March 15, 2023. Ann Kriegel shared key discussion points (see attachment). Next meeting is May 17, 2023.
- Call Center Operational/Technical subcommittee met on March 13, March 27, and April 10, 2023. Kris Weden shared key discussion points (see attachment). Next meeting is April 24, 2023.
- The Bureau of Eligibility Operations and Training, Training section, has been working on trainings for new and existing income maintenance workers on Elderly, Blind, and Disabled/Long Term Care. Currently, there are three to four training cohorts for new workers.

### **Income Maintenance (IM) Funding and Contract Updates (Alicia Grulke & Lorie Graff)**

- The ARPA Funding amount contract amendment has circulated internally. It will be routed for agency signature within the next week.

#### **Consortia Feedback (Lorie Graff)**

- The Department provided a reminder to income maintenance agencies regarding Quality Control errors with an expired certification period. The Department instructed income maintenance agency staff to work the 349 alerts. The consortiums are requesting access to the Control D report to help identify these cases.
- The consortiums are requesting a future agenda topic at the Income Maintenance Operational Analysis subcommittee (IMOA) on Confidential Cases. There are questions on when to designate a case confidential and the impact that this designation has on customer service (Access, Call Center).

#### **Administrative Memos (Alicia Grulke & Lorie Graff)**

- Administrative Memo 23-03, Estate Recovery Funds, feedback was received and has been approved by all consortiums.

#### **Regional Enrollment Network (Lorie Graff)**

- Covering WI is giving a presentation on the unwinding for employers on May 18, 2023 from 9am to 10:30am. Covering WI and local REN's are collaborating on invitations to employer groups statewide.
- Covering WI continues to do targeted outreach to fee for service members, through postcards, texts, and phone calls. HMO's are doing outreach to managed care members. The DHS Outreach dashboard will provide high level data on populations to assist with outreach during the unwinding.
- The scam texts that are occurring in other states were discussed. The Department shared that text messages from the Department will be from 94347. Personally Identifiable Information (PII) will not be requested, and money to begin/restart services will not be requested.

#### **Public Comments**

- No Comment

#### **Announcements**

- For upcoming meetings in 2023, send agenda items to the WHCSA Tri Chairs or Bureau of Eligibility Operations and Training operations associate at [DHSBEOTAdmin@dhs.wisconsin.gov](mailto:DHSBEOTAdmin@dhs.wisconsin.gov).
- For attendance, reply to [DHSBEOTAdmin@dhs.wisconsin.gov](mailto:DHSBEOTAdmin@dhs.wisconsin.gov).