

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, June 15, 2023

1:00 – 3:30 p.m.

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

Minutes

Invitees

Attendees (X = Attended)			
X	Katie Sepnieski – DHS BEOT	X	Beth Stiner – DHS BEOT
X	Alicia Grulke – DHS BEOT	X	Elizabeth Olsen – DHS BEOT
X	Michelle Brownlow – DHS BEOT	X	Pang Xiong – DHS BEOT
X	Nick Kwaw – DHS BEOT	X	Angela Stanford – DHS BEOT
X	Sammy Choi – DHS BEEP	X	Jori Mundy – DHS BEEP
X	Jody Noble – DHS BEOT	X	Stevey Poppe – DHS BEEP
X	LaTanya Baldwin – DHS BEOT	X	Becky David – DHS BEEP
X	Allan Goetsch – DHS BEOT	X	Becky David – DHS BEEP
X	Laurie Teubert – DHS BEEP	X	Kristine Bovee – DHS BEOT
X	Brooke Slamka – DHS BEEP	X	Becky Luebke – DHS OIG
X	Lisa Hanson – DHS BEOT	X	Nicole Huffman – DHS BEEP
X	Tami Berg – DHS OIG		<i>MilES – Tonya Evans</i>
X	Bay Lake – Chelsey Groessl		<i>MilES – Mike Poma</i>
	<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		<i>Southern – Kate Chambers</i>
X	East Central – Ann Kriegel	X	Southern – Mark Nelson
	<i>East Central – John Rathman</i>	X	Western – Lorie Graff
X	East Central – Annett Mooney		<i>Western – Tricia Wavra</i>
	<i>Great Rivers – Kathy Welke</i>		<i>WKRP – Amberlyn Yohn</i>
	<i>Great Rivers – Ronda Brown</i>	X	WKRP – Kimm Peters

	Guests:		
X	April Ferstl - DCF	X	Annie Griggs – DCF
X	Kent Ellis - DCF	X	Jessica Schultze - Jefferson County
X	Mitch Birkey – Calumet County	X	Kara Ponti – Dane County
X	Michele Chiuchiolo – Dane County	X	Stacey Stewart – Washington County
X	Heather Ondik – Oconto County	X	Briana Turk – Richland County
X	Adam Chorlton – Dane County	X	Roxann Binkowski – Waushara County
X	Gage Winkelmann - DCF	X	Amy Beranek - Dodge County
X	Dustin Feeney - WKRP	X	Nicole Koch – DHS OIG
X	Shawn Tessman - DCF	X	Kristina Smith – DHS OIG
X	Kathy Busler – Jefferson County	X	Amanda Brooks – Portage County
X	Barb Honsa - DCF	X	Maria Delgado – Rock County
X	Tabbie Mellenberger - OIG	X	Candice Canales - OIG
X	Diana Wood - Juneau	X	Melissa Todd
X	Shelby Jensen – Green Lake	X	Mary Donahue
X	Ka Xiong – Ozaukee	X	Vicki Jessup
X	Krystal Ellis	X	Deb Bohlman
X	Tanya Allen	X	Melissa Benner

AGENDA

Welcome (Katie Sepnieski & Lorie Graff)

- Report attendance by replying to an email from DHSBEOTAdmin@dhs.wisconsin.gov.

Public Comments

- Public comment thanking the Department for the hard work for unwinding. It was also stated that someone assisted this member with the Healthcare renewal and is just waiting on further notices.
- Public comment indicating that notices are confusing and scary. It was suggested to review the wording.

Approval of May 18, 2023, Meeting Minutes (Katie Sepnieski)

- Motion to approve the minutes made by Ann Kriegel, Tony Sis, and approved by consensus.

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

- The Department is working on a temporary solution that is agency specific for agencies that are reporting issues with faxing to the CDPU. This agency specific information should not be shared out amongst everyone. This is provided on a case-by-case basis. Agencies should continue to use the main number to fax the CDPU. If there are issues with faxing the main number, please email the Wisconsin Helpdesk and they will provide troubleshooting assistance.
- Healthcare Updates
 - **Interchange Only Population(iC)**
 - Coverage ended for many members of the iC-only population as of May 31, 2023. This was *not* unexpected as most would have lost benefits since March 2020 if it were not for the federal pandemic requirement to maintain continuous coverage.
 - The Department is temporarily maintaining eligibility for iC-only members that acted late or not at all because of missed mail, and to give Income Maintenance Agencies enough time to process applications that were submitted close to the May 31, 2023, deadline.
 - For example, if members of this population submitted an application that had not been processed as of May 31, 2023, eligibility was extended to June 30, 2023.
 - If a member's "*you need to reapply*" letter came back as returned mail, eligibility was also extended to June 30, 2023.
 - **Renewals**
 - July 2023 renewal packets have been generated and being mailed the week of June 12, 2023. Members should submit renewals by July 18, 2023.
- The Department included additional information about late renewals in the presentation to the Unwinding Task Force on June 13, 2023, to set expectations for members submitting late renewals.
- The Department is actively looking at options for targeted outreach to members with long-term care spousal cases that need to transfer assets to remain eligible at the next renewal.
- In preparation for policy and systems changes for June CARES release, the Department issued an Operations Memo June 9, 2023, regarding Caretaker Supplement (CTS). The memo outlines telephonic signature policies for CTS and describes how filing dates for CTS will be set as the program is part of the ACCESS online application.

- FoodShare Updates
 - **FoodShare Application**
 - The Department is in the process of updating the *FoodShare Wisconsin Registration Packet*.
 - Currently, there are two versions of the FoodShare Wisconsin Registration form- F-16019A and F-16019B.
 - F-16019A is a shortened application, also referred to as a “page one” application, that requires minimum information to set a filing date (name, address, signature) and information needed to screen for priority service, which is optional.
 - F-16019B is the longer application that requires information about household members, income, expenses, etc. in addition to the information collected on F-16019A.
 - Both versions are acceptable ways for members to apply for FoodShare benefits.
 - The Department will be consolidating the A and B forms. The form number will remain F-16019, without the A or B.
 - The consolidated form will collect information about name, address, and signature, along with priority service screening questions, at the beginning of the application. Instructions have been updated to make it clear to applicants that name, address, and signature are the only required fields to submit their application and apply for benefits; all other information is optional. The Department provided language encouraging applicants to provide as much info as possible. The required portion of the application will take up the first two pages of the application.
 - In addition to consolidating the application form to one version, the Department made several other changes including:
 - Updating the questions and instructions to use plain language
 - Changing sections to take up less space or flow better, such as not having separate sections for the applicant, spouse, child, etc. Now there will now just be space to provide information about “household members”.
 - Adding language as requested by FNS, such as making it clearer who needs to provide an SSN.
 - Updating the non-discrimination statement.
 - The Department anticipates the updated application will be available in about a month and are in the process of getting the updated form translated into the same languages the current application is available in.
 - The A and B versions can still be used as agencies and partners transition to the new version and use up existing stock.
 - **June 2023 CARES release reminders**
 - There are two FoodShare policy projects that will be implemented with the June release.
 - The first project is related to an expungement project that is shortening the expungement period for FoodShare and Pandemic Electronic Benefit Transaction (P-EBT) benefits from 365 days of inactivity to 274 days of inactivity and includes updates to expungement related notices.
 - The change to the expungement period is *not* going live with the June release on June 24, 2023. The Department will be providing more information about that policy change and timeline in the future.

- The updated notices will begin being sent following the June 24, 2023, release. The letters were enhanced to be clearer to members when benefits were at risk of expungement and includes actions to be taken to use benefits. There is no change with the June release to timing of notices being sent. Members will continue to only get expungement notices if/when there is a risk of benefits being expunged.
 - The second project is related to making enhancements to CARES Worker Web (CWW) to support good cause for the FoodShare Work Requirement and regaining eligibility for those who lost eligibility due to not meeting the FoodShare Work Requirement. An operations memo was issued June 14, 2023.
- **Unwinding**
 - Unwinding has officially started for student eligibility and drug testing temporary policies with new applicants with filing dates on or after June 12, 2023 subject to normal rules.
- **Able Bodied Working Adult without Dependents**
 - The Department is beginning to communicate with external partners about the ending of the federal suspension of the Able-Bodied Working Adult without Dependents (ABAWD) time limit. This was discussed in high level at the June 14, 2023, Bureau of Eligibility, Enrollment and Policy (BEEP) Stakeholder call, and an operations memo will be published June 16, 2023.
 - The federal suspension is ending June 30, 2023 however, that does not mean that all members who are subject to the FoodShare work requirement will need to start meeting the requirement as of July 1, 2023.
 - The work requirement will be phased back in over a nine-month period.
 - Members who need to meet a work requirement will be notified by a letter in advance of them needing to meet the work requirement.
 - The Department is focusing on the following key messages:
 - The federal suspension is ending June 30, 2023.
 - Not all FoodShare members that will need to meet a work requirement will need to do so immediately.
 - Applicants and members that will need to meet the FoodShare work requirement will be provided notice in advance about when they need to start meeting that requirement.
 - The recently passed law regarding the debt ceiling included new provisions related to work requirements, including the FoodShare work requirement. The Department is reviewing those provisions internally and awaiting additional direction from federal partners.
- **FS Interview Waiver**
 - In June 2023, the Department provided guidance to Income Maintenance Agencies through a CARES Coordinator Notice (CCN) sent on May 22, 2023, regarding waiving the FoodShare interview. The Income Maintenance Agencies and DHS subsequently met May 25, 2023 and received feedback that the Income Maintenance Agencies wanted more flexibility in implementing the waiver.
 - The week of June 12, 2023, the Department met with federal partners and received additional guidance around flexibilities within the waiver and are in the process of drafting new guidance with the intent to roll this out statewide.

- The majority of FoodShare applications and renewals would qualify for the waiver. To waive the interview, the primary person's identity must be verified in alignment with current policy. There also must be enough information to make an eligibility determination. This means that individuals who choose to complete their application or renewal over the phone, or via the one-page application (name, address, signature only) will still require an interview.
 - Income Maintenance Agencies must waive the interview if a case meets the interview criteria
 - Applicants and members have the right to an interview if they choose, either over the phone or in person.
 - If there is questionable information, the Income Maintenance Agencies must attempt to contact the person to resolve. If the person cannot be reached, the case will be pended for loss of contact and a notice sent to the person asking them to contact the agency.
 - The Income Maintenance Agency must attempt to contact the applicant or member if there is a work registrant or ABAWD on the case that isn't meeting the work requirement or already reported an exemption. They must screen for the few exemptions that are not included in the Access or paper application.
- Question: Do Income Maintenance Agencies has concerns with implementing this guidance?
 - No agencies objected to this guidance. Positive feedback received.
- Question: If guidance is shared out by the end of the week of June 12, 2023, is a June 26, 2023, implementation date feasible?
 - Agreement that June 26, 2023, is a feasible implementation date.

Subcommittee Updates (Income Maintenance Agency Subcommittee Co-Chairs)

- Income Maintenance Operational Analysis (IMOA) subcommittee met on June 2, 2023. Lorie Graff shared key discussion points (see attachment). Next meeting is July 14, 2023.
- Call Center Operational/Technical subcommittee met on June 12, 2023. Kris Weden shared key discussion points (see attachment). Next meeting is June 26, 2023.
- The Fraud and Program Integrity subcommittee met on May 9, 2023. Mary Donahue shared key discussion points (see attachment). Next meeting is August 8, 2023.
- Performance Monitoring subcommittee met on May 17, 2023. Nicole Rolain shared key discussion points (see attachment). Next meeting is July 19, 2023.
- The EBD/LTC subcommittee met on June 7, 2023. See attachment for key discussion points. Next Meeting is to be determined.

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

- The Department has begun to collect information for the 2024 Income Maintenance contract. Contract meetings will be scheduled as WHCSA identifies the negotiation team.
- Reminder to consortia that the Tri Chairs emailed the Legislative Fiscal Bureau (LFB) budget papers for review. Joint finance committee is scheduled to meet June 15, 2023.

Consortia Feedback (Lorie Graff)

- Consortia is requesting that an email go out to consortia if there is a last-minute change to the CARES availability schedule. CARES was originally scheduled to be offline June 17, 2023, but now available.

- Consortia are asking what the state Limited Term Employees (LTE) can assist consortia with during the unwinding and the responsibility of consortia around the technical support that LTEs may require.

Administrative Memos (Alicia Grulke & Lorie Graff)

- None

Regional Enrollment Network (Lorie Graff)

- Last meeting scheduled for June 13, 2023.
- Partners reported an uptick in requests for marketplace and Medicaid application assistance. Covering Wisconsin is continuing targeted outreach to fee for service members.
- The Fall Enrollment Conference registration materials will be sent out in the next week. The main conference will be Sept 14 – 15, September 18 – 20, 2023.
- Some states are reporting with the unwinding that they are seeing a bigger impact on individuals that are over 65, and may need to transition to Medicare, and those that turned 19 and may need to find other coverage. The Department confirmed that this is not a trend in Wisconsin at this time.
- Partnership Community Health and Outagamie County shared a summary of the relationship in supporting the local Regional Enrollment Network (REN), which started 11 years ago with the Affordable Care Act (ACA). The Partnership Community Health shared the value of the working relationships and strong supports from valuable leadership across the East Central consortium.
- Office of Commissioner Insurance (OCI) is collaborating with Covering Wisconsin, the Board on Aging & Long-Term Care, and the Department to offer unwinding training for navigators and agents. The training is June 22, 2023, from 1:00 pm-3:00pm. The Department will send additional information, including registration materials. Over 500 have already registered for the training.
- The Department provided an update on the consistent messaging that is provided to partners and members as the consortia are becoming busier, such as using ACCESS and MyACCESS when possible, using the call back option, and calling earlier in the day if call back is preferred.
- The Department shared a sample verification checklist notice that includes the workers notes.
- Next meeting is scheduled for July 11, 2023.

Announcements

- Based on discussion with consortia operational leads, prior to the unwinding with Income Maintenance agencies, the LTEs can assist with returned mail, SWICAs, Electronic Residency Verification Report, Marketplace applications, reinstatement of those who lost Supplemental Social Security Income (SSI), and document processing.
- Currently the LTEs are not trained in call center. They continue their training with MILES and Northern Consortium is assisting in training two LTEs on call center.
- If LTEs require support on a process that is a Consortium specific, the LTE will reach out to the identified contact at the consortia they are working with. If the support is a general question, not consortia specific, MILES mentors will assist the LTEs. The Department appreciates Consortiums patience and flexibility through this process.
- 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.
- For attendance, reply to DHSBEOTAdmin@dhs.wisconsin.gov.