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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

August 17, 2023

1:00 – 3:30 p.m.

Zoom Link: <https://dhs.wi.zoomgov.com/j/1605652920?pwd=emhLcklIMi83RmlpdW0vcjR1WHBtZz09>

For audio dial: 1-669-254-5252 **Meeting ID:** 160 565 2920

Time	Topic	Presenter(s)
1:00 PM	Welcome	Katie Sepnieski/John Rathman
1:00 – 1:05 PM	Public Comment	All
1:05 PM	Approval of July 20, 2023, Meeting Minutes (Attachment)	Katie Sepnieski
1:05 – 1:25 PM	Department of Health Services Policy Updates	DHS Policy
1:25 – 1:50 PM	Subcommittee Updates (Attachment) <ul style="list-style-type: none">a. Income Maintenance Operational Analysisb. Call Center Technical/Operationalc. Fraud & Program Integrityd. Performance Monitoringe. Trainingf. Elderly, Blind, Disabled/Long Term Care (not presenting)	John Rathman Kris Weden Mary Donahue Ann Kriegel Shelby Jensen/Mitch Birkey
1:50 – 2:10 PM	CARES Releases (Attachment) <ul style="list-style-type: none">• Lottery and Gambling Compliance• ABAWD TLR Phase 4 and ABAWD Exemptions/Age• Disability Redetermination Automation• CTS Payments• CIR: VCL Modernization	DHS Staff
2:10 – 2:15 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/John Rathman
2:15 – 2:20 PM	Consortia Feedback: IM consortia will share feedback with DHS	John Rathman
2:20 – 2:25 PM	Administrative Memos	Alicia Grulke/John Rathman
2:25 – 2:30 PM	Regional Enrollment Network	John Rathman
2:30 – 2:35 PM	Public Comment	All
2:35 PM	Announcements/Future Agenda Items	All

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Income Maintenance Subcommittee Key Messages
IMOA
Friday, Aug. 4, 2023

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline
DHS Policy/COVID-19 Updates	<p>National Change of Address CNN has been sent out regarding National Change of Address (NCOA) June systematic updates to add alerts and case comments when cases go through NCOA that require worker changes. No longer need to work manual reports due to these alerts/system changes. Alerts are added in real time when the information is received.</p> <p>One Month HC Extension There are some cases that are not getting the one-month extension even though HC renewal was still processing or pended at AA. DHS is pulling right after AA to find these cases and DHS correct this in IC and add a case comment. CCN will be issued regarding this.</p> <p>Gaining HC Months - CEED Some members are gaining additional months of healthcare eligibility with a CEED that goes beyond 5/31/24. There are approximately 1000 members with a CEED beyond 5/31/24 The short term fix is that DHS will do one time update to remove CEED that are granted incorrectly beyond the 5/31/24. After that one time clean up DHS will continue to remove CEED granted incorrectly on a weekly basis until system changes granted in October. There will also be a case comment. CCN will be coming.</p> <p>600 Alert - Reminder During PHE workers may not have been acting on the 600 Alert to run eligibility for waiver MA when enrolled outside of CWW. Now that HC renewals have resumed the alert must be worked for members applying on or after 4/1/24 or have had eligibility ended at renewal. Instructions for processing this alert can be found in Process Help 11.3.1.1.</p> <p>HealthCare Key Dates Key dates document that was sent out after the meeting was reviewed.</p> <p>MAPP Letters will be sent to MAPP members that appear to not be meeting work requirement for MAPP. Sept. will start sending letters out- CCN will be sent out regarding this.</p> <p>Wisconsin is still waiting approval from CMS regarding when CLA policies will go back in effect. (Premiums and treatment need question)</p> <p>Caretaker Supplement (CTS) Operations Memo regarding the CTS benefit increases will be coming out. This will explain when members can expect to see the increase and also address back pay to account for the increase for the months of July, August, and September.</p>		

	<p>Telephonic Application Process/Pre-Discharge Healthcare Operations Memo will be coming regarding the telephonic pre-discharge application process to assist patients that are being released from Winnebago and Mendota. Customers will work with the consortia/county that they are returning home to. These will be individuals that are able to apply on their own.</p> <p>Department of Corrections (Jody Noble) DHS have been hearing from DOC staff that high call volumes are making it difficult for DOC staff to assist inmates that need to call to get their suspension lifted. DHS will be looking at ways to assist and that may be via faxing applications or additional questions that aren't on the application that would need to be answered. A CCN will be coming out reminding staff that everyone has the right to apply even when incarcerated and should not be denied completing an application.</p> <p>Upcoming handbook changes for release 23-03 was reviewed.</p> <p>FoodShare Reviewed Key Dates for FS Unwinding Related Policy Changes & Communications to IM Agencies document.</p> <p>DHS has been putting out reminders for replacement FS due to household misfortune (recent storms). This information has been shared on DHS webpages and with outreach partners and stakeholders.</p> <p>Operations Memo will be coming to announce four new classification codes for Cubans, Haitians, Venezuelans, and Nicaraguans.</p> <p>Vault card policies that have been planned for October will be post-poned. FNS released some information regarding timeliness and WI will be reviewing to make sure WI policies will meet new guidance.</p> <p>More information will be coming regarding reporting requirements for lottery and gambling winnings.</p> <p>Fiscal Responsibility Act/ABAWDS CCN will be coming out regarding reintroducing ABWAD rules. Workers will not be expected to manually update clocks at this time and CWW will be updated in October. CWW will be updated in October. New exemptions include Homeless, aging out of foster care program when they turned 18 and under 25 and military/Veteran.</p> <p>Expungement- 53,000 letters going to households that are at risk of expungement on 9/17/23. Hitting mails boxes tomorrow or early next week.</p> <p>Tammy Berg - OIG Overview was provided regarding new process that will be coming regarding the ability to reimburse FS benefits that have been lost due to trafficking/skimming. WI had been replacing these benefits and now Federal Funds will be used. More information coming to explain new process.</p>		
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	<p>CWW - Noticing more stability this past week and continue to monitoring this daily. DHS has escalated concerns about doc viewer and the slowness of that applications.</p> <p>IMMR dashboard governance committee is working to review issues with the team. Committed to continued work to make this usable for everyone.</p> <p>Genesys Update - Enhancements that have been completed include the Agent Queue Statistics View, Call back Exclusion List, End of the day callback prompts. Will be creating a new Technical Emergency Flag that can be used when Genesys is working but other eligibility systems such as CWW is not. Would allow members to leave a voicemail message to set a filing date. Timeline is TBD.</p>		
Unwinding Planning	Alicia/Elizabeth met with all consortia last month. All consortia have started to use OT in some capacity. Four consortia are using 8 LTEs and have stated they are beneficial to helping with their workload. All consortia have reported Increased lobby traffic and escalated members.		
Performance Monitoring – SMRF Timeliness	Recommended SMRF timeliness measure for 2024 IM Contract: 90% for 2024 to accommodate workload for unwinding, 95% for 2025 forward. Additional data showing timeliness over the past several years will be provided to IMOA.		
RoundTable Discussion	<p>How do agencies notify member when law enforcement or another disclosure of information is made regarding members in imminent danger? (MEH 19.2.3)</p> <p>Small Group Feedback:</p> <ul style="list-style-type: none"> • This isn't something that happens a lot. • Staff are usually able to work with the client and let them know at that time they will be making a referral. • Some staff may not know when a referral should be made. • Not many instances when an outside agency contacts IM for information and when that does occur agency corporation council is consulted. • Doesn't come up often and when it has, consortia did not adhere to notifying them 72 hours later. • Refer to crisis or to sheriff to do the wellness check. Isn't something that comes up often. Maybe bring in corp. counsel to meet requirements. <p>DHS will follow up with what policy is for FoodShare regarding this topic. Alicia will share the draft letter that Northern created for consortia to adapt to be able share with customer as described in MEH 19.2.3.</p>		
Next Meeting	Friday September 8 @ 9am.	IMOA Members	

Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
July 31, 2023

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To
Outages and Known Issues	<ul style="list-style-type: none"> No update on call recording folder issue. Admins and Supervisors having issues finding a recording can contact the Genesys Project Team and they will search the Default folder for it. No update on holiday routing issue. 		Vendor continues to research the cause of these issues.
Enhancements	<ul style="list-style-type: none"> Agent Queue Statistics View will begin rollout the week of August 7, 2023, to call centers that have requested this enhancement. Notification will be sent via the DHS Cherwell Service Request ticket. Notification of implementation will also include follow-up support process for the enhancement. Reminder to submit requests via the Wisconsin Help Desk if you have phone numbers you would like included in the Callback Exclusion list. Any numbers on the list will be excluded for the entire consortium, not just a specific county within the consortium. The list is manipulable so numbers can be added and deleted as needed. A prompt has been added to Genesys informing customers in the event they do not receive a callback by the end of the day, they should call the consortium back the next business day. DHS has requested a new Technical Emergency Flag be added to Genesys to utilize during times of state system outages but when Genesys is still working. The messaging is similar to the existing Technical Emergency Flag, telling customers the call center is closed. The new flag will allow members to leave a voicemail message so that they can set their filing date. No timeline has been determined for the implementation of this flag and any department policies regarding the usage of the flag are still being discussed within DHS. Call disposition codes and reporting is currently in testing and will be piloted by Miles. This feature will give agencies the ability to enter call disposition codes at the end of a call to determine the reason for the call or the work completed on the call. CCA had a similar feature. Discussion on Skilling Enhancement. Currently when Genesys looks for an agent it only looks for agents skilled at greater than or equal to 1. Therefore, it doesn't matter if an agent is skilled at a level of 5 out of 10. There is the ability to change the skilling level after each time the call goes through the messaging/music loop however this would only occur every 5 minutes. The project team has been exploring options with the implementation vendor and are currently looking for input on what the desired outcome is for this enhancement. Subcommittee members shared their vision of how skilling could work and how it would divert call flow to agents skilled at a higher level. 		
Next Meeting	<p>Monday, August 14, 2023 @ 1:00 p.m.</p> <p>Contact: DHSGenesysCloudProject@dhs.wisconsin.gov</p>		

Income Maintenance Subcommittee Key Messages
Fraud & Program Integrity Subcommittee
August 8, 2023

Agenda Item	Message/Action/Motion	Assigned to/Referred to IMAC	Deadline
OIG Updates for ITAU and PARIS/Trafficking	<p><u>ITAU Updates</u></p> <ul style="list-style-type: none"> Metrics – Statewide \$2.4 million in overpayments established 1/1/23-7/31/23 with 849 IPV’s obtained (attached Report) ITAU established \$322,844 in overpayments and obtained 43 IPV’s. ITAU is hiring a Fraud Investigator position. The posting closed on 8/7/23. ebtEdge access – Each consortium is allowed two dedicated fraud staff to have access. OIG was made aware that we were over our contracted limit of 50 seats allowed. No new access if currently being approved unless it is for replacement of a current fraud staff members access. <p><u>PARIS/Trafficking Updates</u></p> <ul style="list-style-type: none"> PARIS and Trafficking staff updates <ul style="list-style-type: none"> New PARIS position will post soon as an Overpayment Specialist Metrics – <ul style="list-style-type: none"> PARIS established \$43,185 in overpayments and obtained 16 IPV’s Trafficking established \$ 60,368 in overpayments and obtained 18 IPV’s 		
PACU 2023 Stats	<ul style="list-style-type: none"> Staffing - Remain fully staffed with a mix of people in office and remote. Stats Thru 7/31 - Claim Establishment - approximately 2k claims established across all 4 programs + JAL totaling \$4.1M - Collections - \$9M Presenting an WAPAF: General section overview, collection actions per program, suggested hearing exhibits. If you would like other topics presented, they can be sent to dwspace@wisconsin.gov or april.ferstl@wisconsin.gov. 		
BRITS Updates	<ul style="list-style-type: none"> New release date for phase 2 is scheduled for 11/20. UAT will run from 9/5/23-11/3/23 with the first two weeks focused on claim creation, and the remainder will focus on PACS payment posting and claim management. Training and Communication efforts are being resurrected to ensure communication and training is available for the release. 		
FS Grant Update	<ul style="list-style-type: none"> 2022 USDA SNAP Fraud Framework Grant Tools have been implemented. <ul style="list-style-type: none"> In January 2023, we gained access to ebtINSIGHT, a data analytic tool to support investigation findings. We are continuing to work with our EBT vendor to finalize testing and complete full implementation of this product. ebtINSIGHT provides access to all EBT card transactional data in an easy-to-use format. 		

	<ul style="list-style-type: none"> ○ In March 2023, we implemented the Blocking of Common PINs to prevent FS EBT cardholders from selecting easy to guess PINs; an effort to prevent unauthorized access to benefits. ○ In June 2023, we implemented one-step IVR verification. This feature now requires EBT cardholders to enter their eight (8) digit date of birth before gaining access to account information including balance inquires. • 2023 USDA SNAP Fraud Framework Grant request was submitted in June 2023. Award announcements are expected mid-August 2023. If awarded the grant will implement: <ul style="list-style-type: none"> ○ An opt-in feature to allow EBT cardholders the option to authorize out-of-state purchases, versus the current process of defaulting EBT cards to have this ability immediately. This would not include border states. ○ A tool to allow the state to mass UNPIN EBT cards when they've been identified as compromised. Currently the state deactivates cards and reissues new ones; this is costly and impacts the member for days to weeks. ○ A text message notification opt-in feature to provide EBT cardholders the option to receive text message alerts to notify them of potential suspicious activity on their account (i.e., out of state transaction or an unusually high dollar transaction). 		
WAPAF	<ul style="list-style-type: none"> • WAPAF – Fall Virtual Training is scheduled for 10/10/23. Featured presentations are by The Public Assistance Collections Section and Administrative Law Judge John Tedesco. Registration information will be available early September. 		
FS Replacement Plan	<ul style="list-style-type: none"> • The Consolidated Appropriations Act signed last December included a provision allowing states to replace benefits that were stolen due to card skimming, cloning, or related activities using federal funds. • States were required to submit a plan to FNS and Wisconsin's plan was approved at the end of June 2023. • DHS OIG is now partnering with the United States Department of Agriculture (USDA) – Food and Nutrition Service (FNS) to help WI FS members by replacing stolen benefits due to third party fraud, which includes QUEST card skimming and cloning, phishing activities, identity theft, and more. • For those unaware, for the past 2 years WI has replaced some benefits for members who were victims of this type of fraud using state funds. • FoodShare households may receive replacement benefits up to two times per federal fiscal year, which may include the total amount of their stolen benefits or an amount equal to two months of their benefits when the theft took place, whichever is less. <ul style="list-style-type: none"> ○ The FS Replacement Program will run Sept 1st thru September 30, 2024. ○ To replace stolen funds for eligible members using federal dollars, the theft must: <ul style="list-style-type: none"> ▪ Result in unauthorized purchases made by an individual or party who is unknown to and not affiliated with the member, like when a stranger copies and uses a member's QUEST card number. ▪ Take place between October 2022 and September 2024. ▪ Be reported by members to their local agency within 30 days. 		

	<ul style="list-style-type: none"> Since the FNS partnership enables the OIG to replace stolen benefits due to fraud during the October 2022 through September 2024 timeframe, past fraud victims may receive replacement benefits. To qualify, members must report fraud that occurred between October 1, 2022 and August 31, 2023 to their local agency by the October 2, 2023 deadline. Any fraud that occurs on or after September 1, 2023 must be reported to their local agency within 30 days. OIG, in conjunction with DHS, is currently working on the resources to roll-out the replacement benefits program. More details will be shared at future meetings about the policy, rollout, and responsibilities. <p>Questions? For assistance completing the request form and accessing historical transaction data members should contact their local IM agency. For general FS Replacement questions members can go online to https://www.dhs.wisconsin.gov/foodshare/index.htm For questions related to the status of a request, member should email to DHSOIGFSReplace@dhs.wisconsin.gov or call (608) 266-2521.</p> <p>Any completed request forms received by agencies should be immediately forwarded to DHSOIGFSReplace@dhs.wisconsin.gov.</p>		
Action Items	Email Tami Berg or Mary Donahue with agenda items		
Next Meeting	November 14, 2023 Future dates: 02/13/24		

Income Maintenance Subcommittee Key Messages
Performance Monitoring Subcommittee
July 19, 2023

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To
Program Access Review (PAR) results	A document will be sent with the information. FNS conducted PAR virtual-Sheboygan County 5/8-5/10/23. Main objective HH reporting requirements. Findings report on 6/8. 2 findings/corrective actions and no observations. Not properly acting on unclear information. when we get uncertain information, we are not to take action until next certification. State is working with FNS on this issue and has been for a while. More information coming in the near future. Second is related to a waiver for BIS for FS. Policy says SMRF does not prorate if month later. That was a finding and will be updated. unclear information is defined as information that is not verified. Consortia requested that if there is a workgroup that there be consortia representatives. Many consortia are doing a BIS now, but differently. More information to come on this.		Craig Hayes
Recap of May 2023 meeting	<p>Info will be sent to group.</p> <p>Jody Noble-349 alerts-any batch run, mass change-key times are (and there could be more) 2nd Saturday of month, AA, FS mass change, HC FPL mass change in Feb, spousal updates in July, HC COLA updates at end of year. Systematically deleted after 30 days if worker hasn't taken action. It will be situational if this is considered agency error.</p> <p>SMRF due date-verification due date at end of month 7 even though not 20 days. 6.1.2 references this topic. Worker will need to manually adjust.</p> <p>IMM manual case transfers section-latest version did not have a chapter on case transfers. PH has some of this information. We can compare from the discussion later in the meeting to what is already in PH and see what needs to be added to PH.</p> <p>Combined document for unwinding with dates and all programs. Right now, there are two ops memos. Still working on this as a consolidated document.</p> <p>Ashley Schabel-monthly consortia report-ACCESS use up 30-40%. Error findings.</p>		Ashley Schabel
Consortia Assignment Operations Dashboard	Antonio shared how he uses this dashboard. Can monitor statistics quickly. For example, can see how old documents are to see if expectations are being met for processing timeliness. Can see trends with the month prior.		Antonio Esterrich
Recent Policy Check in	Nothing at this time		Ann Kriegel
Consortia & PCR Tool	Not able to get the report out. hopefully will get it soon.		Donna King
SMRF Timeliness Recommendation	Performance monitoring was tasked with recommending a performance standard for SMRF. Thoughts from May meeting 90% during unwinding, 95 % after that would be the recommendation. This will be forwarded to IMOA for next steps towards implementation/contract negotiations.		LaTanya Baldwin
FSQC Error Findings	FFU 2023 overall very good so far. Feb 3.9% Wages and salary and HHC remain the top two errors. Slight increase on negative in Feb to 22.2 % Verify before deny data in handout to show impact.		Dione Sanders

Case Transfer Protocol/Best Practices-issuing Quest cards for other consortia	<p>PH 6.1 -states it depends on which agency discovers. FS and HC differ. 6.2.1.1 in FS handbook also. Transfers can show up as untimely in the county that did not do the work. These show up on demand as past due, but unsure if this shows up in contracted metrics as untimely anywhere. They will be outside of the on-demand policy timeliness though.</p> <p>Can be difficult to balance what needs to be done with all of the different programs.</p> <p>Next steps: get the information that is not addressed in PH to Jody. After that will funnel up to IMOA.</p> <p>Customers present at a different consortium for a vault card. What do people do? Those who do issue use the checklist as they would for their own customer.</p>		Nicole Rolain
MEQC Process	<p>Comment section on form-Root cause, actions taken to help prevent the error. Comments do not need to be long and drawn out-simple, but not too simple is ok. For example, when calc pay didn't convert from time format to decimal format. Explanation would be reviewed with agent or at a team meeting. CMS wants to see progress in error reduction from project to project-especially with same error. If there is not improvement, strategy must be adjusted.</p>		Mic Brownlow
FDSH Project Results	<p>Also, in QC newsletter. 1000 cases. 26 elig errors and 83 technical errors. PH 16.4.3.1 has guidance for FDSH wages being entered.</p>		Ashley Schabel
Future Agenda Items	Sept 20		Molly Thomas

Income Maintenance Subcommittee Key Messages
Training Subcommittee
July 24, 2023

Agenda Item	Message/Action/Motion	Assigned To	Deadline
IM Training Project Updates	<p>The DHS Training team provided a project update document. Upcoming trainings: ABAWD trainings for FSET workers, ABAWD trainings for IM Workers and New Verification Code Refresher training.</p> <p><i>Q:</i> Has the timeframe for verifications due been updated from 10-20 days in the trainings.</p> <p><i>A:</i> Yes, it has been.</p>		
LTC NWT Redesign	<p>LTC Redesign Subgroup continues to meet regularly. Last met on June 20th. Next meeting is August 1st. Shared updated on the mapping. New topics have been developed.</p> <p>Going on phased approach to updated.</p> <ul style="list-style-type: none"> - Phase 1 now called Main Writing Curriculum - Phase 2 will be Demos & Scenarios - Phase 3 will be any extra Learning Library topics. <p>Currently in Phase 1 drafting the material. Working on timeline for all the phases. The Institutional LTC topic has been reviewed and is with Design. The Home & Community Based Waivers and Childrens Waivers courses have been drafted and are currently with PRT and Policy for review. Expecting to move to Drafting in a couple of days. Just starting the Spousal Impoverishment course. This will be sent for review sometime in September. They will then move to Divestment.</p> <p><i>Q:</i> When these curriculums would be available since the existing curriculums are not being updated?</p> <p><i>A:</i> Correct, the current curriculum is not being updated but messaging is included in the trainings. Timeline on new curriculum is TBD.</p>		
Refresher Trainings	<p>Refresher Trainings:</p> <ul style="list-style-type: none"> • Verification Codes <ul style="list-style-type: none"> ○ Outline of project was shown and discussed. <ul style="list-style-type: none"> ▪ Original Ask: When is it appropriate to use CC-Collateral contact? ▪ Objectives: <ul style="list-style-type: none"> • Define Collateral Contact. • Identify when Collateral Contact verification should be used. • Explain how collateral contact information is documented within CWW. • Flow: why talk about CC, define what & who with examples, when is the code appropriate to use, Interaction-Match pending verification with possible collateral contact, how is CC documented in CWW, Interaction-Listen to audio and document CC, reflect on when CC doesn't give info. ▪ Questions: <ul style="list-style-type: none"> • Are there specific examples wanted? <ul style="list-style-type: none"> ○ Employer contacts, how to document. Situations where you don't have documentary evidence and have to reach out to another agency (Social Security, etc.). • Any content that's missing you think should be included? 		

	<ul style="list-style-type: none"> ○ Can Collateral Contact be used to verify residency when the member isn't the homeowner/renter where they live. ▪ Shared draft of Verification Codes Content to show can easily add examples. ▪ Verification Codes: ?, Q?, NV, and QV <ul style="list-style-type: none"> • Went over updates and current outline. Showed sample table workers would fill out. ○ Are there specific examples wanted? Any content that's missing you think should be included? <ul style="list-style-type: none"> ▪ Example of using codes on employment page. <ul style="list-style-type: none"> • Example: "?" or "Q?", Overrides – Reasonable Compatibility – Pend with \$0 – leap from running reasonable compatibility (not run with \$1) • Example of Backdated Requests, entering \$1, not using what was reported, Reasonable Compatibility will run, using NQ for SWICA reported income. • Example of AVS – Assets, when to use "?" vs when to use "Q?" <ul style="list-style-type: none"> ○ "?" to run AVS, then "Q?", different rules for this. ○ Refer to the AVS and Assets training. ▪ When and how to use FDSH to the penny? Process Help References. ▪ Shelby recommended contacting Mitch about this, it's "his baby". ▪ Under "Where is citizenship requested", Snippet on Birth Query, requested to add: "State File Number – BQ entered in the past, but State File # not entered, how to process." ▪ Under "What is identity and when is it required?", requested to add: <ul style="list-style-type: none"> • Citizenship and ID previously verified – best practices – do they go into ECF? Do they update to "Q?"/GF to reverify? • Identify verified as minors, coming back as adults, should workers update? Baby updates (MAGP), no SSN applied for at the time, did not apply for, MAGB would not open. 		
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- FS Budget Page & Interview
 - Showed screenshots of budget screens to see if current look is what people want and went over outline.
 - Intro: The next refresher, after Verification Codes, that we will be working on is the FoodShare Budget and Closing Interview Refresher.
 - Today's Focus: Gather Additional Info
 - Questions: Are there specific examples wanted? Any content that's missing you think should be included?
 - Need to get into why workers don't get info they need (medical, housing, etc.). Make sure there's a Transitional FoodShare section.

	<ul style="list-style-type: none"> • Section on how to explain budget to a member? ○ Asked group for their idea of a “closing interview”. Lots of material out there on interviews, not sure what group was asking for. <ul style="list-style-type: none"> ▪ Go over results, QUEST card, eligibility, how to check balance, share website and app, rules and requirements, change reporting requirements. ▪ Provide best practices how to close an interview to decrease callbacks. Do you have a card yet/how to get one. # to call quest. How to pin/activate your card. “New to” scripts. Make sure to read all letters from DHS. ▪ 		
ABAWD Training	<p>Tight turnaround time on ABAWD trainings. Will publish new trainings as soon as able, in August. No specific date yet.</p> <p>The plan for August is to have a package of 4 different trainings which cover a variety of topics: FoodShare Basic Work Rules, FoodShare Work Requirements for ABAWD’s, new training for FoodShare clock (fixed FS clock, system statuses, benefits plus hours, work requirements, etc.), and repurposes an Exemptions training, accounting for the Debt Ceiling Bill and other changes. FS Basic Work Rules, FS Work Requirements for ABAWDs, and FS Clock will be published in August, however the date has not yet been finalized.</p> <p>For the IM Worker Training curriculum, currently working on the updates to explain work rules, requirements, etc. Add more examples, updating customer profiles, Cornerstone, etc. Training will be ready for August and September cohorts going forward.</p> <p><i>Q:</i> Estimates for how long the new trainings will be? <i>A:</i> Haven’t been designed yet, so can’t really say. Realistically, thinks they’ll be 15-30 min trainings.</p> <p><i>Q:</i> Will old trainings be removed entirely? <i>A:</i> Interview will be removed, absorbed elsewhere. ABAWD will be updated.</p>		
CWW Training Document Project Update	<p>Has been split into 2 phases: in April the Doc Viewer ECF phase was completed. For last couple months, have been testing Doc Viewer and utilize it in New Worker Training curriculum.</p> <p>Beginning in August, cohorts will be able to use Document Upload and Doc Viewer in CWW Training Environment. As of Oct. 9, the November cohort will get further training on ECF training environment and notices, going into ECF environment and modifying, moving, reading docs, etc. In Aug, during BC+ VILT training section, new workers will be introduced to the new ECF environment, which will provide a high-level overview of what the electronic case file view is and how to login. Also be able to practice moving realistic documents. More details of ECF training will be incorporated into the New Worker training in November.</p> <p>For new IM Workers to process in the CWW training environment, realistic fictitious documents will be available in new environment for them to read and process with BC+, FS, and Case Maintenance Concepts. New workers will get hands-on experience processing Asset Verifications, applying medical bills to a scenario, etc. Samples of the documents were shown to the subcommittee. Hoping to add new test documents and scenarios to training environments in the future, no timeline yet.</p> <p>In Nov, the update will focus on the Case Maintenance Concepts processing VILT and CU notices. That will be a computer-based training. Those will provide demonstrations and practice utilizing a variety of capacities within ECF. Go into how to search, retrieve, and modify documents. New functions will be available.</p>		

	<p><i>Q:</i> Do you have a date for the August release? <i>A:</i> It will be as soon as the next cohort in August.</p> <p><i>Q:</i> Will we be showing them how to merge and split documents? That will be part of Phase 2, working on case scenario now.</p> <p>Went over sample Customer Profiles for training environment with different customer situations and types of documents to practice entering.</p>		
COVID Unwinding Trainings	<p>Published Returned Mail 45 Day Reminder Card Renewal Letter training, published June 9. Also just published Covid Unwinding FoodShare Waiving Interview Requirements training, July 15.</p> <p>Still have several Covid Unwinding trainings still available on Cornerstone. Verification Requirements, Changes and Implementation Dates, Badger Care Plus Extensions, Reinstatement of Healthcare Terminations, and Drug Testing for Drug Felons, and Student Eligibility.</p> <p>Continuing to evaluate Policy Process Changes, and will continue to update and add Covid Unwinding trainings as needed.</p>		
New Worker Updates & Reminders	<p>Surveys: continue to receive high rates of learner surveys. Received great feedback right away. Thank learners for responding. Still getting very low results from local coaches. Please keep encouraging your coaches to fill out the surveys for individual cohorts. Using a different platform to fill out/receive surveys right away. Reach out if you have any questions.</p> <p>Enhancements for the New Worker Training Model: continuing to evaluate the model following rollout, looking for ways to get better. Have been particularly focusing on improvements to several computer-based trainings. Also doing overall evaluation, including the placement of content, CVT placement within the model. Evaluating activities and contingency usage.</p> <p>Agency holidays: wanted to check with agencies to see when/if there are holidays coming up this year to check if there are any changes to agency holiday schedules.</p> <p>Working on 2024, in the beginning stages. Once the 2024 cohort schedules have been finalized, in the next couple months, they'll be sharing it.</p> <p>Prerequisites – some workers completing whole curriculum prior to cohort starting. Workers only required to complete first 5 CBT's. Taking actions to prevent people from getting ahead of schedule.</p> <p>CARES Secure ID's for cohorts. Important to complete CARES Security paperwork first day and submitting it right away. If don't have CARES ID, VILT trainers follow an escalation process in class.</p>		
Feedback Forms	<ul style="list-style-type: none"> Have received 1 agency feedback form since last meeting. Focused on schedule, said hard to juggle multiple cohorts. Would require significant schedule shift, agency ultimately agreed to existing schedule. 		

Cultural Competency Roundtable	<p>Q: How are agencies handling Cultural Competency? YouTube? State resources?</p> <ul style="list-style-type: none"> • Jesse – Use a combination of Cornerstone trainings and some Ted Talk videos as an option for cultural competency. Shelby asked for links, Jesse will send to Renee to put in key messages. Before Covid, at All Staff Day, had staff who from groups like the Hmong population and the Ho-chunk talk to group about cultural differences. • Adam – staff have put together presentations on Cultural Competency. Have found more staff buy in when it's from a person. Since Covid, have worked with FEI to get relevant content. • Chris Tuenge – have speaker come in to do presentation on cultural diversity. Hired from Eau Claire County, thinks he was with the County government. 		
Training Roundtable: Best Practices	<p>Q: What does this group want to learn a and share from each other?</p> <p>Denise (Moraine Lakes) – best practices for processing alerts</p> <p>Erin (Bay Lakes) – dealing with compassion fatigue due to overwork, focus on active listening. Having speaker come in to address this.</p> <p>Amy (Moraine Lakes) – some workers feeling overwhelmed with all the recent changes, hard to keep track of current policies.</p> <p>– Erin, her county has an Unwinding folder where they put current materials (emails with announcements, etc.), and remove out of date materials.</p> <p>When CWW down, what can you have staff do? Short trainings?</p> <p>If other best practices to recommend or request, email Shelby Jensen and Mitch Birkey.</p>		
Walk On Items	Active user reports sent out to subcommittee reps and Op leads. Due by Aug. 4. Please send back soon.		