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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

November 16, 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 | **Passcode:** 894805

Time	Topic	Presenter(s)
1:00 – 1:05 PM	Welcome	Katie Sepnieski/Kathy Welke
1:50 – 1:10 PM	Approval of October 19, 2023, Meeting Minutes (Attachment)	Katie Sepnieski
1:10 – 1:55 PM	Department of Health Services Policy Updates	DHS Policy
1:55 - 2:10 PM	2023 Management Evaluation Review (MER) - Statewide Results (Attachment)	Molly Thomas
2:10 – 2:25 PM	Subcommittee Updates (Attachment) <ul style="list-style-type: none">a. Income Maintenance Operational Analysisb. Trainingc. Call Center Technical/Operational (not presenting)d. Fraud & Program Integrity (not presenting)e. Performance Monitoring (not presenting)f. Elderly, Blind, Disabled/Long Term Care (not presenting)	Kathy Welke Shelby Jensen/Mitch Birkey
2:25 – 2:30 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/Kathy Welke
2:30 – 2:35 PM	Consortia Feedback: IM consortia will share feedback with DHS	Kathy Welke
2:35 – 2:40 PM	Administrative Memos	Alicia Grulke/Kathy Welke
2:40 – 2:45 PM	Regional Enrollment Network	Lorie Graff
2:45 – 2:50 PM	Public Comment	All
2:50 – 3:00 PM	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://dhs.wi.zoomgov.com/j/1619409056> 5 minutes ahead of time.

Income Maintenance Subcommittee Key Messages
IMOA
Friday, November 3, 2023

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline
<p>DHS Policy/COVID-19 Updates</p> <p>Autumn Arnold Jess Rutstein Jonelle Brom</p>	<p>Premium Reinstatements Premiums for Children – Recent CMS guidance states cannot terminate continuous coverage if child fails to pay a premium. This changes things quite substantially as WI is still bound by state law to charge premiums for children, but CMS states cannot terminate if they do not pay. WI will Still send coupons and set premium amounts. Will zero out past due premiums if not paid and will not carry balance forward. There will not be a restrictive re-enrollment period. Working on how to handle the first month premium as currently that is required at intake, but many usually have free month. WI is working on how to deal with this if cannot deny/close. Delaying children’s premiums until April 2024. Delaying to April will shift us to a time where many children will be under 12-month continuous coverage and once certified under continuous coverage cannot add premiums. This does not impact MAPP Premiums at all.</p> <p>Administrative Renewals Individual Level Administrative Renewals- Operations Memo coming in Mid-November and will not have a lot of details in this and that’s because there have already many changes put into place. Communications on this will come out via CCN and then rolled into policy handbook and process Help.</p> <p>Categories of changes to allow individual administrative renewals to pass through:</p> <ul style="list-style-type: none"> • If unverified immigration still applies for individuals but not at the household level. • If individual has a suspended status but there is no DOC match this would apply for the individual but not the household level. • Workers will notice there are many CENS that stayed CENs during the pandemic and are now 3 & 4 years old are CENS. This is not a problem for administrative renewal process and individuals will go through administrative renewal and an alert will be set for workers to run eligibility to move out of CEN. 		

	<ul style="list-style-type: none"> • Will allow children with missing SSNs to go through administrative renewal and then set worker alert to run case and pend for SSN. • Dependent 18-year-olds will go through administrative renewals and then generate alert for worker follow up. • Unverified w/o data exchange Pre-tax deductions will no longer stop administrative renewals if they are still under the income limit without the deduction. Workers will see those that are eligible with unverified deductions and may need to pend later. • As long as income showing in data exchanges are below income limit will pass through administrative renewal. (Previously this had to be an exact match that also included exact employers matching data exchange and in CWW.) <p>Admin Renewal context will be “we have enough information to say they are likely eligible.”</p> <p>Emergency Services- CMS guidance says that children covered under Emergency Services need to be continuous eligible. Workers will need to certify children for 12 months in IC manually. This is forthcoming. CMS says any children enrolled as of January should have 12 months of continuous coverage back to their eligible month. i.e., DHS staff will work on those that need coverage extended from their initial month forward and starting in the new year agencies will be asked to do this for 12 months.</p> <p>Vault Cards Q&A document for forthcoming and new training course on 11/20.</p> <p>Answers to some of the most common PRT questions:</p> <p>If member is eligible for expedite issuances, can they still get another card yes. If eligible for expedite can receive more than once and could also have an extenuating circumstance outside of expedite issuance.</p> <p>Workers can complete the form ahead of pick up to include relevant information. At time of pick-up member must review the form and sign document in agency. The issuer of vault card must also sign the form.</p> <p>Forms are required to be completed by staff/members every time a vault card is issued. Agencies can give a maximum of one temp card unless case meets criteria for</p>		
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	<p>exception to the limit, extenuating circumstance or expedite issuance.</p> <p>As of 12/1/23 members look back 12 months unless extenuating circumstances.</p> <p>Excessive issuance of cards could be MER finding.</p> <p>Can members still contact the agency for several days after expedited issuance and still be issued a vault card? If they submit the request form for a card and worker completed checklist can still issue card.</p> <p>Form cannot be signed electronically/telephonically by member. They must physically sign the form in the agency.</p> <p>FS SWICAS</p> <p>No longer populate on cases. Existing SWICAs that are in not started status will be systematically removed and do not need to be worked. Combination cases that have Foodshare SWICA must be resolved. May end up pending combo cases and that's fine- proceed as we have been doing.</p> <p>Fraud funding can be used on QC and fraud prevention activities. No current changes to overpayment policies.</p>		
Unwinding Planning	<ul style="list-style-type: none"> • Call volume decreased by 2.21% from September 2023. • Average Speed of answer improved by approximately five minutes from September to October 2023. • Four days in October, Average Speed of Answer and call wait times were under 30 minutes across the state. • All LTEs are assigned to a consortia or DHS task. We have 4 LTEs total in the October and November cohort. <ul style="list-style-type: none"> ▪ MAPP Calls for October have been completed. ▪ SSI MA Address updates have been completed for October. ▪ IM Agencies and LTEs continue to complete reinstatements. It should be wrapped up in the next week. 		

Genesys Update Paul Michael	Updates were provided on recent telecom issues that have been happening outside of Genesys. Enhancement of disposition codes that allows agents to report a reason for the call is currently being tested in MILES. No timeline as to when/if this will be rolled out to other lines of business. Will also be piloting an option for customers to enter their case number into IVR to allow agents to copy/paste into CWW. Currently in security review and development. No timeline at this time.		
Energy Assistance Jane Blank	Hearing and Appeals notices may still come in- can now disregard notices pertaining to Energy Assistance. DOA will be also receiving those and will be working them. DOA will be working on language for a CCN regarding this.		
Future Agenda Topics	Will add back vault card discussion if needed.		
Next Meeting	Dec. 7, 2023	IMOA Members	

Income Maintenance Subcommittee Key Messages
Training Subcommittee
October 23, 2023

Agenda Item	Message/Action/Motion	Audience/Recipient	Deadline
IM Training Project Updates	<p>Updated Trainings:</p> <p>August 2023</p> <ul style="list-style-type: none"> NW Training CBTs: CTS Overview and FS Non-Fin. FSET Curriculum: Intro to FSET, Participation Tracking, Work Req. Overview, Working with ABAWD Participants CTS <p>September 2023</p> <ul style="list-style-type: none"> NW Training CBTs: Welcome, Role of IM Worker, Critical Thinking, 8 Case Maintenance Concepts <p>October 2023</p> <ul style="list-style-type: none"> EBD Disability Determinations <p>New Trainings Published:</p> <p>August 2023</p> <ul style="list-style-type: none"> IM Refresher: Verification Codes FS Basic Work Rules FS Work Requirements for ABAWDs FS Clock CS Work Requirement Changes <p>October 2023</p> <ul style="list-style-type: none"> Lottery and Gambling FS Exemptions and Interviewing Reinstatement for MAPP Premiums and Work Req <p>Upcoming Trainings:</p> <ul style="list-style-type: none"> IM Refresher: FS Budget and Interviewing (Nov) Immigration (Nov) BC+ Premiums for Children (Nov) HC Continuous Coverage (Dec) Fair Hearings (Feb) BRITS (TBD) LTC Curriculum Redesign (Ongoing) 		

LTC Redesign Updates	Progress continues with the work group. It is a 3 Phase training approach with most of the sections currently in the design phase. Next meeting was 10/24 with a focus on hardship policy/process. There is not tentative release date.		
Fair Hearing Training	Curriculum and materials are based upon data and trends received from DHA. There will be 4 CBTS (Intro, Pre-hearing, Hearing Walk Through and Interactive Scenarios). Subcommittee members shared input on topics such as document/exhibit submission, examples of hearing officer likes/dislikes, etc. DHS Training will be reaching out to DHA for input as well. Tentative release date is Feb 2024.		
VILT Cohort Schedule 2024	The 2024 schedules have been posted to Cornerstone. Located in Coaches Corner or searchable.		
NW Updates & Reminders	Reminder that new staff CARES Ids must be requested on the FIRST DAY of the new hire to ensure access by their first VILT session.		
Feedback	Extensive discussion of the feedback process for both NW and ongoing training. The PPT presentation from the Oct 2023 IMAC meeting was reviewed and discussed. The ways in which feedback was gathered and presented was highlighted (NW and NW Coach surveys via e-mail, Training Feedback form in Cornerstone and Sub Committee discussions as quarterly meetings). DHS and subcommittee members will have active discussions/presentations of the feedback received each quarter and actions that result.		
Roundtable:	<p>A robust discussion of the following topics was had.</p> <p>Every consortia/region reported out and participated in sharing best practices which included:</p> <ol style="list-style-type: none"> 1. How are your supporting staff to avoid fatigue and policy/process over-load? 2. How are you ensuring staff have time to complete trainings? <p>Reducing number of staff meetings, FtF staff meetings, compiling state materials (CCNs, Ops Memos, clarifications, etc.) into an on-line repository or directory, creating desk aides/flow charts, revisiting material presented at prior meetings, trainings.</p> <p>Trainings are being done as a group with starts/stops to discuss, maintaining spreadsheets to ensure staff take trainings, creating supplemental local trainings/podcasts, etc.</p>		
Training Attestation	Reminder that annual e- mail to DHS Training attesting to all staff completing required training will be due in early January 2024.		

