

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, January 18, 2024

1:00 – 3:30 p.m.

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

Minutes

Invitees

Attendees (X = Attended)			
<input checked="" type="checkbox"/>	Katie Sepnieski – DHS BEOT	<input checked="" type="checkbox"/>	Beth Stiner – DHS BEOT
<input checked="" type="checkbox"/>	Alicia Grulke – DHS BEOT	<input checked="" type="checkbox"/>	Elizabeth Olsen – DHS BEOT
<input checked="" type="checkbox"/>	Kristine Bovee – DHS BEOT	<input checked="" type="checkbox"/>	LaTanya Baldwin – DHS BEOT
<input checked="" type="checkbox"/>	Jody Noble – DHS BEOT	<input checked="" type="checkbox"/>	Stevev Poppe – DHS BEEP
<input checked="" type="checkbox"/>	Pang Xiong – DHS BEOT	<input checked="" type="checkbox"/>	Autumn Arnold – DHS BEEP
<input checked="" type="checkbox"/>	Vanessa Robertson – DHS BEOT	<input checked="" type="checkbox"/>	Tyler Watkins – DHS BEEP
<input checked="" type="checkbox"/>	Angela Stanford – DHS BEOT	<input checked="" type="checkbox"/>	Craig Hayes – DHS BEEP
<input checked="" type="checkbox"/>	Ashley Schabel – DHS BEOT	<input checked="" type="checkbox"/>	Laurie Teubert – DHS BEEP
<input checked="" type="checkbox"/>	Lisa Hanson – DHS BEOT	<input checked="" type="checkbox"/>	Brooklynne Slamka – DHS BEEP
<input type="checkbox"/>		<input checked="" type="checkbox"/>	True Lor – DHS BEEP
<input checked="" type="checkbox"/>	Bay Lake – Chelsey Groessl	<input checked="" type="checkbox"/>	Elizabeth Berkelman – DHS BEEP
<input type="checkbox"/>	<i>Bay Lake – Becky Hetfield-Salentine</i>	<input type="checkbox"/>	<i>MilES – Monica Gregory</i>
<input type="checkbox"/>	<i>Capital – Shawn Tessmann</i>	<input type="checkbox"/>	<i>MilES – Shawnte Julien</i>
<input checked="" type="checkbox"/>	Capital – Tony Sis	<input checked="" type="checkbox"/>	Moraine Lakes – Mia Anderson-Inman
<input checked="" type="checkbox"/>	Central – Nicole Rolain	<input checked="" type="checkbox"/>	Moraine Lakes – Heather Merten
<input checked="" type="checkbox"/>	Central – Amanda Brooks	<input checked="" type="checkbox"/>	Northern – Steve Budnik
<input checked="" type="checkbox"/>	East Central – Ann Kriegel	<input type="checkbox"/>	Northern – Jeanine Spuhler
<input type="checkbox"/>	<i>East Central – Annett Mooney</i>	<input checked="" type="checkbox"/>	Southern – Kate Chambers
<input checked="" type="checkbox"/>	Great Rivers – Kathy Welke (co-chair)	<input checked="" type="checkbox"/>	Southern – Laci Bainbridge
<input checked="" type="checkbox"/>	Great Rivers – Ronda Brown	<input checked="" type="checkbox"/>	Western – Lorie Graff (co-chair)
<input checked="" type="checkbox"/>	East Central – John Rathman (co-chair)	<input type="checkbox"/>	<i>Western – Tricia Wavra</i>
<input checked="" type="checkbox"/>	WKRP – Katie Kasprzak	<input checked="" type="checkbox"/>	WKRP – Kimm Peters
	Guests:	<input checked="" type="checkbox"/>	Tanya Allen – OIG
<input checked="" type="checkbox"/>	Thor Neng - DCF	<input checked="" type="checkbox"/>	Shena Smith – DHS OIG
<input checked="" type="checkbox"/>	Gage Winkelmann – DCF	<input type="checkbox"/>	<i>Nicole Koch - OIG</i>

<input checked="" type="checkbox"/>	Barbara Honsa - DCF	<input checked="" type="checkbox"/>	Tami Berg - OIG
<input checked="" type="checkbox"/>	Kent Ellis - DCF	<input checked="" type="checkbox"/>	April Ferstl - DCF
<input checked="" type="checkbox"/>	Candice Canales - DHS	<input checked="" type="checkbox"/>	Angela Moran - DHS
<input checked="" type="checkbox"/>	Mitch Birkey – Calumet County	<input checked="" type="checkbox"/>	Tony Trout - DHS
<input checked="" type="checkbox"/>	Heather Ondik – Oconto County	<input checked="" type="checkbox"/>	Shauna Grossman - DHS
<input checked="" type="checkbox"/>	Jessica Schulte – Jefferson County	<input checked="" type="checkbox"/>	Carol Waulet – Door County
<input checked="" type="checkbox"/>	Shelby Jensen – Green Lake County	<input checked="" type="checkbox"/>	Maria Delagado – Southern
<input checked="" type="checkbox"/>	Darsell Johns – MilES	<input checked="" type="checkbox"/>	Amber Taylor – Adams County
<input checked="" type="checkbox"/>	Michael Poma - MilES	<input checked="" type="checkbox"/>	Kris Weden – Marathon County
<input checked="" type="checkbox"/>	Tim McGuire - MilES	<input checked="" type="checkbox"/>	Raelle Allen - Lac du Flambeau Tribe
<input checked="" type="checkbox"/>	Lori Garber – Central	<input checked="" type="checkbox"/>	Roxann Binkowski – Waushara County
<input checked="" type="checkbox"/>	Carol Wautlet – Door County	<input checked="" type="checkbox"/>	Adam Chorlton – Capital Consortia
<input checked="" type="checkbox"/>	Renee Lyman – Dodge County	<input checked="" type="checkbox"/>	Shelli Essmann – Southern Consortia

AGENDA

Welcome (Katie Sepnieski & John Rathman)

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

Approval of December 21, 2023, Meeting Minutes (Katie Sepnieski)

- Motions made to approve the minutes by Ann Kriegel and Kathy Welke and approved by consensus.

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

FoodShare

- The Department is sharing reminders about replacement FoodShare (FS) benefit policies because of households impacted by the winter storm.
 - Replacement FS benefits can be issued when food that was purchased with FS benefits is destroyed in or because of a household misfortune or natural disaster.
 - The most common misfortune reported by members is a power outage lasting 4+ hours, however, misfortunes or natural disasters can include, but are not limited to, things such as house fires, appliance failures, utility disconnections and floods.
 - The benefit replacement amount is the lessor of the member's claimed loss, or, up to the full allotment that was issued for the month of the loss. If a member is eligible for replacement benefits, and the food loss occurs prior to the member's regular monthly issuance, the replacement will be processed under the prior month's issuance.
 - A request for replacement FS must be made within 10 calendar days of the date the food was destroyed. The initial report can be made verbally or in writing. To complete the request, the household must complete, sign and submit the [Request for Replacement](#)

- [FoodShare Benefits | Wisconsin Department of Health Services](#) form to the income Maintenance (IM) agency. This form must be submitted within 10 days of the reported loss.
- This form is available in multiple languages and members can submit the form to make the initial request for benefits. The member does not need to contact the IM agency first before submitting the Request for Replacement FS Benefits form.
 - Each replacement request is evaluated on a case-by-case.
 - Typically, the IM agency already has verified information or can obtain verification. For example, an IM agency may be able to verify a member's outage through communications with a power company, or can gather verification through publicly available sources, such as through a news article.
 - The value/cost of lost food does not need to be verified.
 - If a household is determined eligible for replacement FS, members will receive a notice of the supplement amount and reason for the issuance. If a household is determined ineligible for replacement FS, denial notice will be sent.
 - To assist members that lost food due to a misfortune, IM agencies can do the following:
 - Have the *Request for Replacement FoodShare Benefits* available.
 - Submitting the completed form through the access account by uploading a copy of the completed form, by fax, or by mail. Members can also complete the request form or drop it off at an IM agency.
 - The member may submit verification of the loss with the request form. To expedite the replacement request process, IM agencies can advise members to submit verification right away.
 - Information about FoodShare Replacement Benefits available due to recent power outages in Wisconsin has been added to the Departments FoodShare News webpage, located at www.dhs.wisconsin.gov/foodshare/news.htm.
 - Link from the FoodShare homepage to this information: www.dhs.wisconsin.gov/foodshare/index.htm.
 - The Departments web update includes a link to the Request for *Replacement FoodShare Benefits form* (F-00330), available in 9 languages, including English, Spanish, and Hmong: www.dhs.wisconsin.gov/library/collection/f-00330.
 - Link to the Departments Food Support Resources page, where members can find additional resources for food beyond just FoodShare: www.dhs.wisconsin.gov/foodshare/resources.htm.

Subcommittee Updates (Income Maintenance Agency Subcommittee Co-Chairs)

- Income Maintenance Operational Analysis (IMOA) subcommittee met on January 5, 2024. John Rathman shared key discussion points (see attachment). Next meeting is February 2, 2024.
- Call Center Operational Technical subcommittee met on January 8, 2024. See attachment for key discussion points. Next meeting is January 29, 2024.

CARES Portfolio Update

- CARES Portfolio update will be shared at the February 2024 Income Maintenance Advisory Committee (IMAC) meeting.

Income Maintenance (IM) Funding and Contract Updates (Alicia Grulke & John Rathman)

- Consortia have received the 2024 Income Maintenance Contracts for signature. All but one agency has returned with signature.

Consortia Feedback (John Rathman)

- Consortia is requesting to highlight holiday call center closure dates on existing state web page for IM consortia.
- Consortia is requesting information on members of the Security Workgroup to share with Carla Treuthardt.
- Consortia is requesting an update on Quality Assurance and to meet new staff in this area at a future IMAC meeting.

Administrative Memos (Alicia Grulke & John Rathman)

- None

Regional Enrollment Network (Lorie Graff)

- Meeting held January 9, 2024. Open enrollment ends January 16, 2024.
- Through December 2023, week 8 of the current open enrollment, Wisconsin enrollments numbers are at 254,482. This is an increase from Wisconsin's previous open enrollments for 2017 through 2022.
- Discussed the reinstatement of Medicaid Purchase Plan (MAPP) work requirements. A copy of the letter to existing members that need to provide MAPP work verification was shared with Regional Enrollment Network (REN) members.
- Data has been collected for each REN that includes both Medicaid and Marketplace data. Covering Wisconsin will be attending each REN meeting to share each region's specific information.
- Request was made for a BadgerCare 101 training or slide deck from a previous training that could be presented to REN attendees.
- Announcement that the Departments stakeholder calls are moving to monthly. The Unwinding Taskforce will continue to meet monthly.
- Next Statewide REN meeting is February 13, 2024.

Public Comment

- None

Announcements

- For upcoming meetings in 2024, send agenda items to the WHCSA Tri Chairs or Bureau of Eligibility Operations and Training operations associate at DHSBEOTAdmin@dhs.wisconsin.gov.