Tony Evers
Governor

Kirsten L. Johnson
Secretary

DIVISION OF MEDICAID SERVICES

1 WEST WILSON STREET
PO BOX 309
MADISON WI 53701-0309

Telephone: 608-266-8922
Fax: 608-266-1096
TTY: 711

State of Wisconsin
Department of Health Services

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

April 17, 2025
1:00 – 3:30 p.m.
Zoom Link: https://dhswi.zoomgov.com/j/1601074465

Join by Phone: 1-669-254-5252 | **Meeting ID:** 160 107 4465

Time	Topic	Presenter(s)
1:00 PM	Welcome	Katie Sepnieski/Jenny Hoffman
1:05 PM	Approval of February 20, 2025, Meeting Minutes (Attachment)	Katie Sepnieski
1:05 – 1:20 PM	Department of Health Services Policy Updates	DHS Policy
1:20 – 1:45 PM	Subcommittee Updates (Attachment) • Income Maintenance Operational Analysis • Call Center Technical/Operational • Performance Monitoring • Fraud & Program Integrity • Elderly, Blind, Disabled/Long Term Care (Not Presenting) • Training (Not presenting)	Jenny Hoffman Kris Weden Ann Kriegel Robert Klingforth
1:45 – 3:00 PM	CARES Releases • Alert Modernization • Continuous coverage Kids 3 • FoodShare Unclear Information • Medicaid Redetermination • Summer EBT Replacement Request Processing	DHS Staff
3:00 – 3:05 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/ Jenny Hoffman
3:05 – 3:10 PM	Consortia Feedback: IM consortia will share feedback with DHS	Jenny Hoffman
3:10 – 3:15 PM	Administrative Memos	Alicia Grulke/ Jenny Hoffman
3:15 – 3:20 PM	Regional Enrollment Network	Lorie Graff
3:20 – 3:25 PM	Public Comment	Katie Sepnieski
3:25 – 3:30 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://dhswi.zoomgov.com/j/1601074465, 5 minutes ahead of time.

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy Updates	**FoodShare** Continuing Resolutions will need to be passed on 3/14/25 to prevent Government shutdown. DHS is planning for a variety of scenarios based on length of shutdown and information USDA shares with DHS. Call center messaging and talking points are being prepared. Public facing websites will provide current information for members. Unclear Rule – June Release Unclear Rule was paused for June 2024 to allow for a courtesy letter component and to better serve members. June 2025 Unclear Rule will be implemented. The purpose of the unclear rule is to reduce the chances of terminating benefits based on changes that aren't required to be reported and saves time following up on minor changes. Unclear information is information that is not verified, or partially verified and additional verification is needed to process and confirm the change. When information is unclear workers need to determine the next steps for processing or holding the change until the next certification. Information is considered clear, when it is verified or not questionable and the impact on the case is clear. When the information is clear and does not need any further evaluation the worker can process and confirm the change. DOB/Prisoner discrepancies follow established policies and are not unclear. These need to be addressed right away. Workers can use courtesy letters to reach out to members who report unclear information, which is held by CWW, but may increase their FoodShare allotment. Alert Modernization This is a June project to move alerts out of the mainframe and into CWW. This will allow greater flexibility in creating new alerts,	IMOA Members	On-Going	

	updating existing alerts and worker efficiencies in managing work in CWW. Attachment was reviewed and further highlighted enhancements and conversion dates. CARES projects for June/October were reviewed.			
Incarcerated Youth (Attachment)	Overview of the WI Medicaid Implementation of Consolidated Appropriates Act (CAA) Requirements for Incarcerated Youth. By 1/1/2026 Carceral facilities, themselves, can enroll as MA providers. Until that time, facilities may reach out to local agencies regarding MA status.	IMOA Members	On-Going	
FNS Civil Rights Review Summary and Findings (Attachment)	USDA FNS Civil Rights Review was shared. Attachment was provided and reviewed during the meeting. History of review, review topics and activities, and post review activities were shared. Findings were shared and three workgroups are being formed: DHS, Local Agency and IT Webpages.	IMOA Members	On-Going	
Member Experience Survey (Attachment)	DHS is currently working on member experience surveys and are looking at questions to ask and the modalities to use. Looking at 1-2 questions regarding the modality of interaction; 3-5 questions consistent with QC/FNS/CMS requirements, and 1-2 questions that can be modified to obtain specific feedback and changed more frequently if needed. Consortia provided feedback on questions to ask. The timeline was shown and goal to launch survey Summer 2025.			
Genesys Update (Attachment)	Agent interface will update for all agents the week of 3/31/25. This includes new multi-panel agent experience as well as an updated to the call handling interface. This change applies to inbound and outbound calls. Should not significantly impact the agent negatively and no call handling features will be lost.			
Intelligent Document Processing & Member Contact Assistance	Deloitte provided a demo of Intelligent Document Processing and Member Contact Assistance. When this functionality could be deployed is TBD but sharing with consortia was is being evaluated for potential integration. Consortia were asked to consider which document type to implement first for the use of Intelligent Document Processing. Consortia will discuss further at ESPAC.			
Future Agenda Items/Next Meeting Date	Policy updates, Genesys updates, cross departmental updates, Unclear Rule, CDPU updates, Security updates, Discussion of Phase 2 preference center for notices/communications and escalated members.	IMOA Members/DHS Staff	*April 4, 2025*	

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy Updates	**FoodShare** Jayne Wanless shared that Wisconsin was granted an extension for some FoodShare members to request replacement benefits. As shared in the CARES Coordinator Notice on 4/3/2025, FoodShare members residing in Forest, Langlade, Florence, Menominee, Oneida, and Marinette Counties have until 4/30/2025 to report food losses caused by the storm. Verification of misfortunate is not required for these impacted counties. Jayne Wanless also shared that on average, 66% of households lost power for 12 hours or longer and Wisconsin expects to see up to 5200 members request replacement benefits. With the FoodShare Clock reset as of January 2025, April 2025 will be the first possible month of ineligibility for those who have accrued three TLBs. Jayne Wanless shared the three ways eligibility can be regained: 1) providing verification that the FS work requirement was met for any 30 consecutive day period following the loss of FS eligibility; 2) verifying that the FS work requirement will be met within 30 days of the new filing date; and 3) providing verification of a current exemption from the FS work requirement at the time of application. It was also shared that DHS has planned communications about this topic including a partner email, webpage updates and talking points for consortia. DHS has received several requests for ABAWD reports. In response, they walked the IMOA audience thru how to access these reports via IMMR. Lastly, an overview of the FoodShare Handbook release planned for 4/9/2025 was shared. In addition to routine grammar and text clarifications, Jayne Wanless broadly highlighted some changes for application processing, on campus students, work requirement age requirements, etc. Jonelle Brom shared Wisconsin has received approval for Summer EBT. DHS intends to share more information next month. Jess Oudinot offered an update to how replacement benefits will be fulfilled for households with FoodShare and Summer EBT. In the	IMOA Members/DHS Staff	On-Going	

	past, IM issued replacement for FS and DHS issued replacement for Summer EBT. CWW will be enhanced for members to request replacement for both programs thru one paper, electronic or telephonic request and IM will process the request. IM staff will be able to see the full request and relevant issuances to determine replacement. With Summer EBT having a longer lookback period, it is possible for requests to be fully approved or partially approved. System functionality will be shared at IMAC later this month. If the request is for Summer EBT only replacement, DHS will continue to process those requests. **Healthcare** Although there were no MAPP premium updates for this meeting, Nicole Huffman noted there would be more to share on MAPP premiums at upcoming meetings. Nicole Huffman reminded the group of the enhanced 45-day renewal letters calling out specifically individuals who had their healthcare administratively renewed and individuals who still needed to take action. The 45-day notices mailed for May renewals offer this specificity as referenced in OM 25-04. It was shared the Junes CARES release will be reviewed at April's IMAC meeting. Nicole Huffman walked thru the Medicaid Eligibility Handbook and BadgerCare Plus Handbook releases scheduled for 4/9/2025. She noted clarifications and incorporation of Ops Memos would be included. Some recent changes from SSA were shared including the reinstatement of full overpayments effective 3/27/2025. There is no impact to SSI overpayments nor overpayments established prior to 3/27/2025. The Social Security Fairness Act was signed into law on 1/5/2025. The Act ends the Windfall Elimination Provision (WEP) and Government Pension Offset (GPO). These provisions reduced or eliminated the Social Security benefits of over 3.2 million people who receive a pension based on work that was not covered by Social Security because they did not pay Social Security taxes. SSA will be making retroactive payments. IM agencies can expect a CARES Coordinator Notice to outline how to handle these payments to align with current policy. **Name Modernization Process** Steph Dorfman shared the progress DHS has made on the Name			

	Modernization Process which will allow several IM-related systems to store both a person's legal name and chosen name. Entry of a chosen name will be free-form and the workgroup shared some concerns about potential entry from members and explored various ways to address the concerns. **DHS SharePoint – IM Agency Access** Jody Noble announced DHS will be transitioning to a new SharePoint site mid to late May 2025. The look and feel of the PRT online submission process will change. A meeting has been scheduled for all IM users of the PRT online submission for 4/23/2025 to share the updates. Instructions will be updated and shared with users. It was also noted the SharePoint site used to pull some reports will also change in appearance but the manner in which reports are pulled and viewed will not change.			
Unclear Rule (attachment)	Mary Augustine shared an overview of the policy for the unclear rule and notes a different presentation at IMAC will focus on the system changes in CWW. The policy issue was reviewed: An increase in unclear information has resulted in households being asked to verify outdated information or information that the household is not required to report. This creates an unnecessary barrier to eligibility when households are terminated for failing to respond to verification requests. The Policy Goals were listed as follows: 1) Reduce the chance of terminating eligible households based upon changes not required to be reported; 2) Reduce case "churn," when a household exits FS and re-enters the program within 4 months; 3) Save time spent following up on minor changes; 4) Reduce the number of times multiple workers are touching cases; and 5) Reduce the chance for errors made while updating cases. Definitions of new terminology were reviewed as well as step-by-step actions IM workers will follow in making determinations. High-level scenarios were offered as well as the training plan inclusive of 1) pre-training to be published 4/21/2025; 2) webinars in May 2025. DHS also shared the potential for both member and agency error overpayments will still exist with the roll-out of this new policy.	IMOA Members/DHS Staff	On-Going	

OIG Update	Candice Canales reported out on recent card skimming events in Wisconsin. Card skimming is on the rise across the nation. In Wisconsin, skimming devices have been located in Dollar Stores and ATMs inside Kwik Trip locations. FoodShare members impacted by skimming are sent a one-time text message from US Notify and DHS mails them a letter as well. Some member tips were offered to always select a check out location in public view and to not use POS equipment when it appears broken. FoodShare members can use the ebtEDGE website or mobile app to set their PIN or call QUEST Card services. Several links to DHS literature and webpages were shared to help members protect their benefits against fraud.	IMOA Members	On-Going
Security Updates	A new timeline for the security manuals to be published was shared by Carla Treuthardt. All three manuals (Resource Manual, Policy Manual, Procedure Manual) are looking to be published Fall 2025. Updates are also being made to F-00476 to include IMMR reports, Analytics for CARES and ECF Kapture. Carla offered a broad reminder was for those seeking CWW access to ensure they complete Step 2 of setting up their WAMS account.	IMOA Members	
Genesys Update (Attachment)	Paul Michael shared the new Agent Interface will be rolled out the week of 4/14/2025. Callback retries have a target release of Q2 2025. The End of Callback Hours Calculation was shared with some examples and noted to be point in time estimation. This feature tends to be most accurate in queues with the most volume and most staff. Two recent issues were shared, both being resolved already.	IMOA Members	
CDPU Updates (attachment)	Rob Tillmon shared information from the CDPU including staffing, production volume and some identified issues/updates.	IMOA Members	
Discussion Topic: Escalated Customers	Consortia used breakout rooms to discuss questions about de-escalation strategies and trainings they currently offer/support and to identify additional training/guidance needed to support staff. Some counties/consortia have been able to support point-in-time training catered to the call center environment and working with escalated consumers. A desire for additional training focused on how to help staff navigate both difficult conversations they have about policy-specific situations they are familiar with but also how to help them be prepared for the unexpected with some baseline foundational strategies to use as unique situations are presented to them.	IMOA Members	
Cross Departmental Updates (attachment only)	Attachment only – no discussion	IMOA Members	

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Future Agenda Items/Next Meeting Date	Policy updates, Genesys updates, Partner/Advocate discussion, OIG update, Discussion on Phase 2 preference center for notices/communications, Unclear Rule, and Member Experience Survey.	IMOA Members/DHS Staff	*May 9, 2025*	

Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
February 10, 2024

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Enhancement to Agent Interface	The week of March 31 Genesys will be updating the agent user interface. The update includes a new multi-panel agent experience as well as an update to the call handling interface. The change applies to inbound and outbound calls. These changes should not negatively impact the agent, and no call handling features are lost. An email was sent February 7, 2025, to Genesys Admins and Consortia Operational Leads informing them of the interface and a desk aid explaining the changes, troubleshooting information and how to opt in/out. ***It is highly recommended that agents opt into the feature before the end of March.*** The update does not affect Supervisor or Admin functionality. It also does not affect the Automated Telephonic Signature portion of the agent interaction. Paul Michael demonstrated how it will work/look for agents.			
Known Issues	ATS File Transfer Issues • Multiple updates have been deployed to resolve issues with the nightly batch run that transfers ATS recordings to ECF. • A small number (<.1%) of recordings are not making the transfer to ECF. Vendor is researching the cause.			
Agent Performance	Open floor discussion/sharing how consortiums are currently monitoring agent performance. All consortia noting they are still working to find the data they are looking for. **WKRP** - From the Performance tab looking at average length of call, talk time, ACW, number of calls answered, outbound			

	calls transferred (outbound calls skew data). Also watching who is "on queue" on status tab. **Western** – Still trying to determine what data to use. **Southern** – Watching status at end of day. Agent Performance and Agent Status Report. **Moraine Lakes** – Consortia agreed upon standards for all agents. Average 15+ calls per day. Using spreadsheet that includes number of calls taken each month. **IM Central** – Gathering data from several reports to determine best course to take. Agent in extended after call work need to send email to supervisor and Genesys Admins with the case number. **MilES** – Using daily availability report time logged in, on queue, off queue, statuses, wrap up codes. **MECA** – Determining what metrics are really needed/wanted. Looking at average hold time, keeping this to no more than 5 minutes. Watching average after call time. When in aftercall must email supervisor. **East Central** – Individual counties looking at reporting independently but comparing to Team and consortia averages for talk time and time in aftercall. **Capital** – Using alarm to show if someone is in aftercall for more than 10 minutes. Limited monitoring at this time. Looking for consensus across consortium. **Bay Lake –** Created call center SOP. Sending SOS emails during high call volume. To set alert: VIEWS>ALERT RULES>+>type in agent name>use drop down to select what you want to monitor. An email is sent when alarm goes off. Only 50 alarms can be set. Click on "Help" for additional instructions. Several counties state they are not using Extended After Call Work. Agent does not click "done" until they have completed the interaction including any work that needs to be completed after the caller disconnects.			
Next Meeting	Monday, February 24, 2025 @ 1:00 p.m.			

Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
March 10, 2025

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Upcoming Enhancements	• Genesys will be updating Agent Interface the week of March 31, 2025. The update will include a new multi-panel agent experience and an update to the call handling interface. The change applies to inbound and outbound calls. The changes should not significantly impact agents, but icons will look a little different. No call-handling features will be lost. • Beginning the week of February 10, 2025 agents will receive an email regarding the interface and allow them to opt into the feature before the end of March. It is highly recommended that agents do so as soon as possible to avoid any confusion. • The change does not affect Supervisor or Administrator functionality. • The changes do not affect Automated Telephonic Signatures.			
Callback	Targeting return of calculated Estimated Wait Time (EWT) for March 17, 2025.			
ATS File Transfer Issues	• Multiple updates have been completed to resolve issues with the nightly batch run that transfers ATS recordings to ECF. • Deloitte completed the backlog of recordings including updating the mismatch page in CWW. • There are still a small number of recordings that are not making the transfer to ECF. The vendor is testing solutions to this issue. A potential solution is to transfer the entire recording to ECF for those that experience errors.			
Next Meeting	Monday, March 31, 2025 @ 1:00 p.m.			

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Requirements for Callback Queue	Jonelle Brom attended the meeting to clarify state requirements for callback options. At a minimum callback must be offered for the General queue. Callback utilization is an option for all other queues and can be determined at the consortium level.			
Genesys Daily Report Statistics Overview	Paul Michael shared a document explaining how the Genesys Support Team calculates daily call center statistics. Document included calculations for Base Genesys Statistics (what information is used to calculate the daily call center statistical report) and background calculations (calculations completed prior to presenting final stats). The document also included call center definitions including categories in the Daily Report. A request was made to add the number of outbound calls to the daily report. Paul will take this request back and update us on the feasibility of it. Paul asked the committee members to consider how "Total Handle" time is currently being handled (average handle time x answer time) for further discussion at our meeting on April 14, 2025. If you are not receiving the Daily Report but would like to, send an email to DHSGenesysCloudProject@dhs.wisconsin.gov.			
Agent Interface Update	The Agent Interface that was originally scheduled for the week of March 31, 2025, has been rescheduled to the week of April 14, 2025. The update includes a new multi-panel agent experience as well as an update to the call handling interface. The change applies to both inbound and outbound calls. There is no significant impact on agents and no call-handling features will be lost. Agents were able to "opt into" the interface as of February 10, 2025, and are encouraged to do so before the week of April 14, 2025, to avoid any confusion. Supervisor and Administrator functionalities are not affected			

	and neither is ATS.			
Callback Hours Calculations	• Currently Genesys does not support additional callback attempts in customer first callback. The functionality is currently in BETA and targeted for general release in the second quarter of 2025. • Beginning the week of March 31, 2025, callback hours will end 90 minutes before the end of the call center hours. Callback hours had been ending 2 ½ hours before the end of call center hours. • If the EWT (Estimated Wait Time) exceeds callback hours callback will not be offered. • Several factors can affect the EWT: number of agents on queue, agents assigned to multiple queues, average handle time, position in queue etc. Therefore, the algorithm is more accurate in queues with more volume and more staff.			
Known Issues	A small number of calls receive an error message and disconnect after entering a queue. The vendor determined this was caused by an issue retrieving the EWT. The root cause is still being determined. The vendor installed a code to ignore this error and place the call in queue rather than disconnecting.			
Reports	• Agent Statics Report shows the number of calls answered by agent by queue. • To see total "on queue" time per agent go to Agent Statics > add a column "On Queue" and change formatting to HH:MM:SS or H:M:S. • Staff are currently using "favorites" for Language Lines like an address book. Hoping to limit to consortia as now everyone can see the entire directory.			
Next Meeting	Monday, April 14, 2025 @ 1:00 p.m.			

Income Maintenance Subcommittee Key Messages
Performance Monitoring
March 19, 2025

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Intro/attendance	Molly Thomas has left, Kris Bovee will join this meeting as DHS cochair		Ashley Schabel	
Recap of Jan meeting	For changes in members, Operational Leads should email DHSBEOT admin, Alicia Grulke and copy the co-chairs. State the name/email of the new rep and who they are replacing Reviewed Jan meeting Follow up from error review committee-standard medical expenses-is not rec by other states due to it causing less benefits for many. Ext verif due dates is still being looked at If you have more examples of bookkeeping for SEI by end of March, email to Ashley Schabel for training.		Ashley Schabel	
Member exp survey	Purpose-create a uniform set of questions to collect meaningful feedback to impact policy, process, training and programs Two tracks-questions to be asked, modalities to ask them Modalities-phone-build into Genesys, Lobby services-use of QR codes/poster/flyers, online within ACCESS/MYACCESS Working on feedback process and Performance monitoring will be integral. Summer 2025 is targeted timeline		LaTanya Taylor, Vanessa Robertson	
Policy Check in	Jody Noble shared some issues Searching for electronic FS replacement requests and easier ways to find them. no updates. project has been submitted. Jody is looking into reporting aspects but has not found an easier way than searching for them every day. if one is found, it will be shared out. Alert project-more info will be shared at IMAC in April. Any alerts in mainframe in June older than May 1st will be purged. Guidance about incomplete verification-touched on in recap. PRT working on this. no tentative timeframe for release of information. Will be notified by CCN or		Nicole Rolain	

	some other method like that. FS applications and a second app is received, it changes filing date if it's processed through. Jody thinks this is not new. It will be sent to PRT. there has been no system or policy changes related to this. FS program adds and ABAWD screen not in driver flow. This happens on new apps that the driver flow has already been done. it doesn't come up during the interview. Extensions-reports where members are closed AA at batch, but agencies run case due to alert, etc-and opening without a renewal. This is being researched. Send these in if you come across them, but the response may be that PRT is researching. 336 and 621 alerts and the reports we get. it may or may not generate an alert depending on what else has been done. Discrepancy between the number listed and the cases that show up on the timeliness report. Send to PRT			
Consortia Report	Caseloads which had been climbing since Nov 2024, now dropped in Feb. Jan apps were higher, back to normal for Feb. Renewal numbers are steady as is timeliness. Increase in SMRFS in Jan, back to normal in Feb. ASA and talk time considerable drop in Feb Statewide answer rate when up 10% BR page will be updated when Nov FSQC data is updated.		Donna King	
IMQA Error Findings	Unemployment project-Jan 2025 555 case reviews, 251 had errors End month, Details, Frequ period were the errors Page zeroed out but not end dated/ABAWD error Technical errors-205 End month, Details, Freq period. End month prevailing error for both types of errors Technical errors can be obtained by emailing Ashley Schabel.		Valerie Hayes	

HCQC Error Findings	12/2024, 01/2025 Top 3 eligibility errors Confirmed AG summary -dup pins Override AG renewal dates-ext incur Rep details-7 errors-no form on file, or witness signature missing Employment-pretax ded incorrect, gross $ incorrect, verification not on file AP no longer in HH but not referred to CSA Prior SSI or receiving SSI answered incorrectly MAPP-no employment listed, but SWICA match Intent to reside in Wi incorrectly updated to no		Kris Bovee	
FSQC Error Findings	Oct 2024 FFY 25 Actives -82 cases $25,318, $1914 in error 7.56 error rate for month 6 active errors 3 errors due to income over 130% FPL Budgeted biweekly instead of weekly Incorrectly reported heat exp Agency failed to follow up on income info at time of cert Wages and salaries and shelter CAPER 68 cases 14.71% error rate 10 errors found Denied too early Verifications in file OT but not received in all pay periods Agency continued to budget UIB after ended Over income but not verified Incorrect reason for denial		Lisa Hanson	
Roundtable Breakout rooms-Extensions	Need clear direction, and then tools to remember-flow chart and ultimately fix the system Difficult to simplify handbook because it is complex. Talking points for member questions-FPL chart handy helps. Have been told in the past to just trust the system but that makes it difficult to explain to customers Notice language could be more clear Notices let members know why they are in an extension.		Nicole Rolain	

	proactively use text messages to let them know an extension is ending.			
Future Agenda Items	Next meeting May 21st Send any agenda items to Nicole and Ann		Ashley Schabel	

Income Maintenance Subcommittee Key Messages
Fraud & Program Integrity
February 11, 2025

Agenda Item	Message/Action/Motion	Assigned to/Referred to IMAC	Deadline
OIG ITAU/PARIS/Trafficking Updates – Jolyne Wallace/Tami Berg	• No updates for ITAU. Question to subcommittee: What would you like from OIG on a quarterly basis? • PARIS/Trafficking- Small skimmer in Milwaukee area. Store did recover the skimmer (data analytics showed high potential). Used Mass unpinning tool around 2500 cards, skimmer was in prior to thanksgiving and was there for a while. 62 victims, $20,000 stolen. • - BRITS going live, DHS/BRITS working to create a trafficking claims overpayment notice. If you want to be part of the workgroup reach out to Jolyne Wallace in PARIS/Trafficking. Jolyne.Wallace@dhs.wi.gov		
Review 2025 FPIP Charter – Tami Berg/Bob Klingforth	• Once a year the co-chairs review it and update the Charter (approved 11/13/2024). Tami went over the scope and goals in the Charter. Charter will be shared with after the meeting for review outside of the meeting.		
FoodShare Replacement Plan - OIG	• No additional information than what was in the recent communication about this topic.		
IM Training Prioritization Discussion – Bob Klingforth	Discussion with the county agencies regarding training needs and prioritizing those needs. This will be shared with IM Training for their review, additional input and to help determine which trainings to address first. • Overpayments using the calculator tool. With the new phase 2 the simulation, overpayment in simulation is a strong need. – How to "fix" in simulation? Struggles happening when simulation "doesn't work". Non-financial overpayments (example an assistance group of one from an unreported drug felony did not work) do not always work (dual participation). HH comp is an issue in simulation. Adding removing people doesn't work out in simulation. • Household Comp cases - Adding/deleting case members. • Interview skills is a high priority, not only in benefit recovery but for Front End Verification (FEV) on the front-line worker. – New workers don't realize that when things don't "add up" they can question it. • What is questionable? • Investigative interviewing for OP/Fraud Specialists • Simulation an OP with SEI may not use the earned income deductions properly	Assigned to Bob/Tami. to put together a document to eventually put together a survey	

	Tami: What we need from the county agencies is to prioritize what is they feel is most important. This needs to be done ASAP. The co-chairs will put together a training request list, share with the county agencies and then follow up with a survey.		
Administrative Decision Hearing Presentation – Stacey Kind/NIMC	- Case came from OIG tip - Investigation summary will be attached to minutes - HH composition - Used private company to investigate (CSI). Investigation company performed interviews. - The HH members did live together - Used Facebook, landlords, neighbors, voter registry, DNR, DMV, court records, utility bills to establish that they do reside together - ADHs were combined into one hearing - Exhibit list supplied in packet - When there are two cases Stacey includes much of the same info in the second packet (she did ask for two different ADHs but DHA decided to combine) - Any reminders of the program rules are included - Include audio files where there are program rules - SNAP transaction history was used to establish that they live together / intact family - Balance inquiry calls used to show that they both were calling on both cards - Include the WI statutes, handbook policies, and Enrollment and benefits Booklet - Included the reporting changes - Stacey described how to "fix" the case after the investigation (combining cases). - Timelines were included – an important addition to any summary - Address timeline was included to stave off confusion for the Judge - Marital status in the case history was added and the judge referred to it multiple times. This showed that they never declared that they were married (credibility establishment) - Used transaction history to show that they were using both cards in the same stare visits - Included the TRAN codes from ebtEDGE to support the transaction history reports - Overpayment was difficult since it went over extraordinary covid-related program rules period, because of this a manual letter was sent to explain the overpayment calculation		
Equifax Discussion – Bob Klingforth	What to do with THEWORKNUMBER lack of access? - Contact the employer directly to fill out the Historical EVFE… about 50/50 cooperation. - Some send multiple requests - Brown County, Oconto, IM Central, Jefferson County all have current access. - Dane Co asked for prices but it is costly (one agency said it was $7 per request)	FPIP would suggest to IMAC to seek a grant in the future to pay for this access.	
BRITS Overpayment Claims – Craig Hayes	- Solicited some feedback about BRITS Phase 2 a while back (list will be included with minutes, answers on that document are in Red) - DHS did not know that they system would reject some of the printing. They are learning what the limitations are. The CCN and print center instructions describe the limitations and should be followed. - DHS encourages FPIP to report to PRT system/simulation issues so they can prioritize resources to the issues, especially "new" issues/read blocks - If you can't use simulation (for example case is in review mode) please report to PRT	FPIP would suggest to IMAC to work on simulation	

	• Problems with simulation or worksheet send to PRT, if it is a BRITS issue you should send to the DCFservicedesk@wisconsin.gov • F-16030 OP calculator tool has been updated to now meet the print center requirements, when you save it, the conversion makes it look a little odd. The preference is using simulation for this reason. • Break in service = multiple claims? is an outstanding question		
PACS/BRITS Updates – April Ferstl	• Collections stats: PACS is currently interviewing for one vacancy. • Claim establishment – 5,700 claims for $11.5 Mil, collected $10. 3 million • BRITS – some issues and defects have been found and are working through them – one being address determination logic for the month of January (dunning, payment summaries, etc.) logic should have looked for an open case, but it was not working properly. Being part of multiple cases caused an issue. • Some notices uploaded to incorrect (old) case. Notices though can always be seen in BRITS, but ECF was incorrect • Tax intercept notices all listed MA as the program but that was incorrect. New notices going out in last night mail. • Working with DCF/DHS group meeting to prioritize enhancements – confidentiality is the first prioritization • SNAP program no longer has dunning notices. They are delinquent after one payment. This is to comply with Federal Regulations. **** for hearings this is an important note. Question: was this shared with local agencies? A: the next handbook update will reflect this. It was only verbally communicated, there was not a CCN. Suggestion from group is to send a CCN as hearing folks may have to work with this change. Question: has DHS been notified? A: DHS will follow up on that question. • There should be notes in BRITS if there is an adjustment. • If you ever see an issue with notices, please send to DCF.		
Walk on Items	• None		
Action Items	• Submit any May 2025 agenda items to Tami Berg. Tami.Berg@dhs.wi.gov		
Future Topics	• W-2 come to FPIP to explain their process for claims and BRITS interaction • Prioritization of training • ADH presentations from County agencies • FPIP Admin Memo – Agency Contact Information received		
Next Meeting	• 5/13/25		