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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

August 21, 2025
1:00 – 2:00 p.m.

Zoom Link: <https://dhs.wi.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/Lorie Graff
1:00 PM	Approval of June 19, 2025, Meeting Minutes (Attachment)	Katie Sepnieski
1:05 – 1:20 PM	Department of Health Services Policy Updates	DHS Policy
1:20 – 1:40 PM	Subcommittee Updates (Attachment) <ul style="list-style-type: none">Income Maintenance Operational AnalysisCall Center Technical/OperationalPerformance MonitoringTrainingElderly, Blind, Disabled/Long Term CareFraud & Program Integrity (Not Presenting)	Lorie Graff Cindy Drury Ann Kriegel Shelby Jensen/Jesse Wolf Kara Ponti/Ron Redell
1:40 – 1:50 PM	Quality Control Annual Data (Attachment)	LaTanya Taylor
1:50 – 1:52 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/Lorie Graff
1:52 – 1:54 PM	Consortia Feedback: IM consortia will share feedback with DHS	Lorie Graff
1:54 – 1:56 PM	Administrative Memos	Alicia Grulke/Lorie Graff
1:56 – 1:58 PM	Regional Enrollment Network	Lorie Graff
1:58 – 1:59 PM	Public Comment	Katie Sepnieski
1:59 – 2:00 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/1601074465>, 5 minutes ahead of time.

Income Maintenance Subcommittee Key Messages
IMOA
July 18, 2025

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy	<p>Federal Budget Reconciliation Bill</p> <p>Medicaid-</p> <ul style="list-style-type: none"> Medicaid changes are coming but the timeline is uncertain. States may request more time to implement Medicaid work requirements, but WI doesn't know yet whether they will request an extension. WI is in a unique position since we are not an expansion state but have expanded coverage for certain populations. As such, DHS believes they are exempt from some of the provisions in the federal budget reconciliation bill. There will be new data exchange requirements- address, individual deceased records. Coverage will only be able to be backdated 2 months(versus current 3 months). There are a number of changes related to non-citizen eligibility. As a result of moratorium on some of the admin rules that were implemented, DHS is cancelling their project around Medicare Savings Programs. At this point, DHS doesn't think the new 6 month recertification requirements for Medicaid applies to WI. DHS just learned about CMS providing state records related to member's information with ICE. At this point DHS does not have other information or talking points. <p>Food Share-</p> <ul style="list-style-type: none"> Bill includes changes around ABAWDS, work requirements, and standard utility allowance. Unlike with the Medicaid changes, there are no dates tied to the Food Share changes. States are waiting for additional federal guidance. Bill reduces federal match for Food Share administrative costs from 50% to 25%. Bill will require states to pay a portion of Food Share benefits if their error rate exceeds 6%. They did remove the zero threshold for errors, so errors under \$58 will still not be counted. <p>If under 6%- Fed pays 100%</p>	IMOA Members	Ongoing	

	<p>6-8%- Fed pays 95%</p> <p>8-10% – Fed pays 90%</p> <p>Over 10%- Fed pays 85%</p> <p>FFY 2028 look back is the current FY 2025 or FY 2026. WI's preference is 2025, which is why they are pushing in the last months of the fiscal year for consortia to focus on payment accuracy. Currently the error rate is 7.91%. DHS is working on a 1310 request that includes a request for funding to cover the reduction of federal match and money to support efforts to keep error rate below 6%. DHS is also looking at contract modifications to clarify expectations of consortia around error rates. Going over the 6% error rate would have a significant fiscal impact on Wisconsin. If the states error rate increases to between 6 and 8 percent, it would cost around \$100M. The 1310 Request will include funding for PCR tool improvements. DHS can hold a separate meeting to review what's in the 1310 request when they have it ready to submit. DHS is not suggesting that every case go through the PCR tool.</p> <ul style="list-style-type: none"> • Consortia should send suggestions for PCR improvements to PRT. • DHS will start bringing error rate data to monthly IMOA meetings. • Timeline for submitting 1310 request? DHS is not sure but they will provide more info asap to this group. <p>Ops Memo on ABAWD exemptions phase 1 is not going out. With all the federal changes, they are holding off on changes and will put everything into phase 2(that align with new federal requirements).</p> <p>DHS is continuing to work on improvements to the MAPP premium payment process – grace month, online payments, preventing duplicate payments. More information will be presented at the 8/1 IMOA meeting.</p> <p>3 other areas they are working on: implementing an online app for CTS in Access, maintaining coverage when eligibility is being redetermined(Kate Beckett etc.).</p> <p>DHS will be clarifying policy in upcoming handbook release around disregarding housing allowance given to a member of clergy as income.</p> <p>DHS has not changed the notices to list County of Residence instead of County of Administration on MAPP premium notices. Changes to the premium payment process will make this change obsolete.</p>			
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	<p>CCN will be coming out with clarification around verification of incarceration dates for health care. Verification of release dates are not required unless the information is questionable. If incarceration release doesn't have an impact on eligibility, even if questionable, don't require verification.</p> <p>DHS is making a system change to add Waiver Medicaid into the CARES hierarchy. This will prevent group a members from sometimes having to do two reviews. Until that update is made, consortia should update the waiver request to no for those with group a coverage. Reports will be sent out to consortia to work.</p> <p>***Do not make changes to your practice until the CCN is sent out.</p> <p>PRT has identified cases where BC members are open for CLTS. Can only be eligible for one- CLTS. CCN will be sent out next week to correct cases.</p> <p>CCN and report will be sent out next week that includes cases that were administratively renewed (EBD, LTC) and assets need to be looked at. DHS doesn't have the number of cases impacted but a report will be sent out next week.</p> <p>PRT is still getting tickets with PHI and PII. It's a lot of work for DHS to remove this information. First time that it happens, Jodi is emailing the individual. The second time, she emails a warning that if they include PHI/PII information again that their access will be removed. .</p> <p><u>No screenshots, snip its, or attachments can be included within the Online Request Form</u></p> <p>If staff need to provide this type of information to assist with the request:</p> <ol style="list-style-type: none"> Include screenshot attachment or snip it in the email with the service request number this is received after the submission of the form. Note: All PHI/PII must be blurred out or not included. Request a phone call in the description field of the online request form. Staff also have the option to contact the PRT via phone after an online request form is submitted to provide any additional information verbally. 			
Security Updates	<ul style="list-style-type: none"> Application is migrating to My Wisconsin ID. SharePoint sites are also migrating. Security is reviewing users to make sure they are up to date. Will be sending report to CARES coordinators. 	IMOA Members	Ongoing	

	<ul style="list-style-type: none"> Heads up when hiring from another agency. Often the delay is in communication to end access for old agency. It would help if there's coordination between the two agencies. These individuals do need to be set up as a new user. They can keep same WAMS ID, but Security needs all the information as if they are a new user. 			
CDPU Update(Attachment)	Update on staffing. Shared production volume data.	IMOA Members	Ongoing	
Genesys Update(Attachment)	<p>Paul reviewed the customer experience survey. Survey will be implemented in August. Survey is scored based on only the questions answered by the caller. Desk aid was requested and Paul said he'd work on it.</p> <p>Rollout Schedule: 8/1 – MILES/MECA 8/11 – Western, Northern, IM Central, WKRP, Southern 8/17 Moraine Lakes Great Rivers, East Central, Capital, Bay Lake. .</p>	IMOA Members	Ongoing	
Wisconsin Works RFP (attachment)	<p>First RFP failed so it was reissued. Starting new contracts for 2026. Vendors were asked to demonstrate how approach will align with the whole Family Service Delivery Model. They also changed how payments are made based on performance and introduced a performance scorecard.</p> <p>There will be fewer providers starting in 2026(from 8 to 4). No new providers just fewer covering larger areas.</p>	IMOA Members	Ongoing	
SWICA Discussions	<ul style="list-style-type: none"> What are the current challenges? What are potential solutions or areas where processing assistance would be helpful? <p>Attendees were put into breakout groups to discuss the questions above. Written feedback from each group was sent to Alicia. <i>DHS is requesting 1-2 staff from each consortium to participate in a workgroup to delve into potential solutions further. Consortia should send the name/names of their volunteers to the tri-chairs.</i></p>	IMOA Members	Ongoing	
Future Agenda Topics(Attachment)	<p>Next IMOA meeting will include a CARES release review. There's a separate link for that portion of the meeting to accommodate more attendees.</p>	IMOA Members	Ongoing	

Income Maintenance Subcommittee Key Messages
IMOA
August 1, 2025

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
CARES Release Presentations (PowerPoint Presentations)	CARES Release Presentations: <ul style="list-style-type: none"> • MAPP Premium Payment • Access Modernization • Benefit Status Tracker • Online Application for CTS • FoodShare Late Renewal • MA Redetermination 	Consortia Reps & DHS	Ongoing	
DHS Policy	Federal Budget Updates(PowerPoint)- <ul style="list-style-type: none"> • DHS is still assessing when Wisconsin will implement the changes and what they might look like for members in Wisconsin. • As a non-expansion state that provides coverage for childless adults, Wisconsin is in a unique position. DHS doesn't believe some provisions apply to Wisconsin for this reason. • <i>Medicaid:</i> <ol style="list-style-type: none"> 1. Community engagement requirement for Childless Adults- Federal guidance is not expected until June 2026, with earliest implementation January 2027. 2. Retroactive Coverage- MA backdate will move from 3 months to 2 months. Effective January 2027. 3. Non-citizen Eligibility- Effective October 1, 2026. 4. New Data Exchanges. 5. Moratorium on Eligibility rules- Delays implementation of selected provisions in eligibility and enrollment rules issued under the previous federal administration. Impacts projects DHS has been working on. • <i>Food Share</i> (DHS still does not have clear information on implementation dates): <ol style="list-style-type: none"> 1. Work requirements- policy change to increase upper age from 54-64 and expand to adults without children under 14. Some ABAWD exemptions are also removed. 2. Non-citizen eligibility changes. 3. Utility Allowances – internet service was previously added and the act takes this away(DHS was intending 	IMOA Members	Ongoing	

	<p>to implement), some current policies regarding heating assistance are also changing.</p> <p>4. Food Share Funding- as of 10/1/26 federal funding for FS admin costs will shift to 25% instead of 50%; as of 10/1/27, states must contribute to cost of benefits if error rate is over 6%.</p> <p>Question: How do we determine amount of overspending in Food Share? DHS will look into this.</p> <p>Introduce HEC: Caroline White & Todd Radke were introduced. Todd is the new lead for the HEC.</p> <ul style="list-style-type: none"> Reminder - leave HEC application in application tab so they can find it. <p>ABAWD Geowaiver Update:</p> <ul style="list-style-type: none"> HR1 limits waivers only if unemployment is over 10%. WI submitted waiver application in July based on areas without sufficient jobs. Based on new criteria, there are changes to which areas are eligible. Changes will begin 10/1(AA in September- 9/16). Letters will be sent to members in areas with a change. <p>FS Handbook Updates:</p> <ul style="list-style-type: none"> Unclear Rule information added to the handbook. Disclosure information that used to be in the IM manual have been incorporated. Break in Service information added. <p>FSET Handbook Updates:</p> <ul style="list-style-type: none"> Provider Determination Policy added. <p>HealthCare Handbook Updates-</p> <ul style="list-style-type: none"> Several MAPP resources for partners. MAPP Consumer Guide is being updated and will be sent out beginning 10/20. Monthly process is being put into place to ensure new MAPP members are sent consumer guides. <p>BadgerCare Handbook Updates:</p> <ul style="list-style-type: none"> Continuous Coverage for Children – OP 25-06. Immigration- Change in eligibility period for Refugee Medical Assistance. DCF Memo. 			
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	<ul style="list-style-type: none"> Admin Renewals- Since they now done at individual level, if at least one member in HH can be administratively renewed they will receive admin renewal letter. OP 25-04. Income – Added new guaranteed income programs to list. Incarceration – Restriction on covered services begins and ends based on incarceration begin and release date. Separate from suspension begin and end dates. Verification- Clarification that applicants and members must not be subject to different verification requirements solely based on certain categories. Clarification that there is additional verification options for self-employment besides tax forms and SEIRF's. Also updated reasonable compatibility policy. <p>PRT Update- Jodi:</p> <ul style="list-style-type: none"> DHS started checking SharePoint <i>Monthly BC CHIP Report</i> and found that cases weren't be processed timely. ** Each Consortium must select one staff to send an email to - dhseligibilityqualitycontrol@dhs.wisconsin.gov by no later than the end of business on the 10th of the month notifying DHS that the consortium's action items are processed and eligibility is confirmed closed for impacted members, including those on the <i>Monthly BC CHIP Report</i> for their consortium. 			
FoodShare QC Metrics & Discussions	<ul style="list-style-type: none"> DHS does not have any guidance on how the federal changes will impact consortia/counties at this time. County and WCHSA assistance will be needed to educate legislators on the need for additional funding once the 1310 request is submitted by DHS. Current Error Rate is 7.28%(through March, plus 2 cases in May). We are trending down but need to do even more to get below 6% for this FY. Consortia need to turn on the PCR tool for their highest errors. Look back will be 3 years for determining state liability based on their error rate. Official Food Share error rate won't come out until June of 2026(after federal review). 	IMOA Members	Ongoing	

OIG Update	<ul style="list-style-type: none"> Credit and debit card skimming incidents have continued to increase. 40,000 FS members have been affected. \$170K was stolen in the latest incident. WI did receive approval to replace benefits for this latest round of skimming. FS Protect Your Benefits website page is a good resource. New fraud tool has been developed to allow members to opt in/out of the ability to make out of state transactions using their EBT card. Expect to be available in late 2025/early 2026. 	IMOA Members	Ongoing	
Genesys Update (attachment)	<ul style="list-style-type: none"> New schedule for rollout of Post Call Survey- 8/18 MILES/MECA 8/25 Western, Northern, IM Central, WKRP, Southern 9/2 Moraine Lakes, Great Rivers, East Central, Capital, Bay Lake Call Center subcommittee will be discussing survey reporting. Consortia leads are welcome to attend. Lobby and online(QR Code) Survey – DHS has just finalized, along with translations. They plan to bring mock-ups to this group in September. 	IMOA Members	Ongoing	
Challenges with obtaining wage information/Equifax	<p>Concerns were brought up at Contract Negotiations, so DHS wants to better understand the issues before embarking on possible solutions.</p> <ul style="list-style-type: none"> <i>Provide specific instances in which agencies have experienced challenges with Equifax to obtain wage information?</i> Employers won't give consortia the information and refer us to the Work Number, but we don't have access to this unless we pay(very expensive). Customers also say they can't get the information. Employers aren't following the statute to provide this information and benefit recovery staff are really challenged in getting the information. Sometimes they have to subpoena the information. <i>What challenges are agencies facing without the requested access?</i> Staff experience runaround and delays in determining eligibility. There has been an increase in employers using The Work Number, so issues have increased. 	IMOA Members	Ongoing	

	<p>Child Support agencies across the state are also experiencing challenges.</p> <p>** Written feedback from each group was submitted to Alicia.</p>			
Future Agenda Topics(Attachment)	<p>Next meeting: September 12, 2025, 9am-12pm</p> <ul style="list-style-type: none"> Policy updates, FS QC Metrics & Discussion, Genesys Updates <p>Request was made to consider including handbook release presentations with the CARES Release updates.</p>	IMOA Members	Ongoing	

**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
June 30, July 28, & August 11, 2025**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Known Issues	<p>June 10 & 11 - Call Quality Issue – intermittent audio issue (excluding Miles and Capital)</p> <ul style="list-style-type: none"> Agent unable to hear customer – State long distance carrier discovered a problem with a piece of hardware. <p>June 16 & 20 – delays in Genesys Reporting</p> <ul style="list-style-type: none"> Historical reporting issues and retrieving recorded calls. Both issues resolved same day. 			
Agent Scheduling	<p>Committee had an open discussion on how consortia schedule staff for call center.</p> <ul style="list-style-type: none"> Many consortia calculate a minimum number of staff needed per shift. Some determine this differs between the day of the week. Many have all counties report to the monitoring county/Admin which staff will be “on-queue” taking calls for the day to ensure staff are on “on-queue” and not in “ACW” for extended periods (Others may rotate this duty between all counties). One Consortia demonstrated how Alerts can be set at an individual level for when they reach a certain ACW time. Email alerts can then be sent to a Manager and/or Agent. 			
Post Call Survey	<p>Survey Timeline: ** (rollout was extended by 1 week from original date)</p> <ul style="list-style-type: none"> 8/18/2025 – MilES / MECA 8/25/2025 – Western, Northern, IM Central, WKRP, Southern 			

	<ul style="list-style-type: none"> • 9/2/25 – Moraine Lakes, Great Rivers, East Central, Capital, Bay Lake • Callers will be informed before entering the queue that there is a survey available after the completion of their call. <ul style="list-style-type: none"> • Call is routed to the survey on Agent disconnect • If the caller hangs up first, the survey will not be offered. • Genesys cannot differentiate between an Agent disconnect and hang-up. <p>Scoring, press:</p> <ul style="list-style-type: none"> • ‘1’ to answer yes = 1 point • ‘2’ to answer no = 0 point • ‘*’ to skip this question = not scored <p>Questions:</p> <ul style="list-style-type: none"> • 1 -- Were you treated with courtesy and respect on this call? • 2 -- Were all of your questions and concerns addressed on this call? • 3 -- Was the information given to you clear and easy to understand? • 4 -- Were you satisfied with the services today? • 5 -- Do you understand what the next steps are to help address the reason for your call? <p>Survey Reporting:</p> <ul style="list-style-type: none"> • Reporting will be available to Admins, and will later be expanded for supervisors to have access by request. • Filterable by User, Queue and Full vs Partial completion. • Everyone is using the same survey, as a result will be filtered by queue. • Survey Score and responses to individual questions are available at the interaction level. • Scoring is based only on the questions that were answered. 			
Demo	Paul completed a demonstration of pulling reports.			
Daily Report Changes	Flow-out reporting began 7/17/25 – <ul style="list-style-type: none"> • Flow-outs are interactions that enter and leave a queue without getting answered by an agent and without getting disconnected/abandoned. 			

	<ul style="list-style-type: none"> Telling us how many callers accepted callback. 			
	<ul style="list-style-type: none"> 			
Next Meeting	Monday, August 25, 2025 @ 1:00 p.m. Monday, September 8, 2025 @ 1:00 p.m.			

**Income Maintenance Subcommittee Key Messages
Performance Monitoring
July 16, 2025**

Agenda Item	Message/Action/Motion	Audience/Recipient (Examples: IMAC, ESPAC, Operational Leads)	Assigned To	Deadline
Intro/attendance	Dione Sanders replaced Donna King. Send her questions about the reports dione.sanders1@dhs.wisconsin.gov updated consortia reports will be updated due to errors. Updated reports will be sent and uploaded to SharePoint		Ashley Schabel	
PCR tool demo	<p>How to request access to the tool: will be sent after the meeting</p> <p>Ozaukee and Fond du Lac staff demonstrated how they are using the tool at this time.</p> <p>At this time the use of the tool is voluntary. We are being asked to consider areas to utilize the PCR tool due to the high error rates at this time.</p> <p>Agencies are using the tool differently at this time. Example, if checking EI, only reviewing EI and just clicking no errors on the other pages that come up</p> <p>some things are excluded and there is no control: confidential, expedited, pending status.</p> <p>Resources: PH 52, training in cornerstone, CARES bulletin with demos that still work April 19, 2022</p>		Moraine Lakes	
Roundtable/breakout rooms	<p>What are the top errors that each consortium will focus on in the PCR tool</p> <p>Bay Lakes: Earned income helpful to put people on a rotation to pull sample cases-prompts training</p> <p>Capital-have opted out but do internal EI reviews. Working on a</p>		Nicole Rolain	

	<p>comprehensive report for supervisors. Will need to request permissions to use tool. Have some concerns due to volume. Not necessarily opposed to using tool, just working on a way to keep up to it.</p> <p>GRC-just got leads and <u>supervisors'</u> permissions. Have not used the tool. Couple counties have been testing over last 2 weeks.</p> <p>Would do EI, SEI, Shelter</p> <p>MILES-used when it first came out for almost a year. Looked at EI, UI and encountered many issues and have not used it since. Volume didn't allow for much liquid movement with the system. High turnover rate-caused some issues with the system. Pushback from staff because received PCR on case they barely touched</p> <p>Moraine Lakes-covered in the demo. Will continue what they are doing</p> <p>Northern-used PCR when first came out-focused on income with certain threshold of benefits issued. Would focus mostly on income. Focus would be EI, SEI, UI</p> <p>Southern-have not started using the tool. Started conversation to use in combination with QAs. No sturdy plan yet. EI, SUI, SEI</p> <p>Western-have been using the tool since day one. Looks at EI, UI, deductions, overall budget. 3 specialists rotate to look at PCR.</p> <p>New workers are on at least 12 weeks and accuracy of at least 85%</p> <p>WKRP-would focus on EI, SIE, UI, SUE. Haven't talked about the criteria in detail yet. Currently do internal QCs. Have used sporadically for specific staff</p> <p>East Central-do not use. Would prefer not to use. Would monitor EI. Currently do internal QCS</p> <p>IM Central-do not use currently. Do intend to use for new staff.</p> <p>Data for consortia using it shows errors are caught, but there is no comparative data with consortia who are not using it.</p>			
Recap May meeting	<p>Member Experience Survey -intent to improve service.</p> <p>policy check in</p> <p>federal requirements to work ERV reports</p> <p>Error rates</p> <p>alert strategies to get caught up before conversion</p>		Ashley Schabel	
Member Experience	showed a sample Customer engagement survey. Focus group		LaTanya Taylor	

Survey	<p>indicates need a third answer not just Y/N/NA, 3 different surveys:</p> <p>Genesys, In Person and online</p> <p>comment section at end of survey as customers indicated they wanted to leave positive feedback. Added "somewhat" as an option for those that may not be y/N</p>		Vanessa Robertson	
Policy Check In	<p>problems with holding information for FS-seems to not always work especially on EI page-Jody Noble-if workers do not hold it at the time they are creating the page it does cause an error. If the fix is to delete and recreate that can cause different issues. Intent is that they should be able to come back and hold same day. guidance will be coming out to agencies.</p> <p>For unclear-send in all questions and issues. Don't create your own workarounds.</p> <p>Inconsistencies still happening with action items. Verification due seem to not all be showing up and dates are inconsistent with when they show up.</p> <p>Other action item issues have been reported if there is direct feedback about what is in PH send in through online requests</p> <p>FS cards-issuance on June 7th summer EBT-perm cards was expired. The summer EBT put a 30-day time limit on the perm card. Typos on docs from Quest so thought it was fraudulent. Jody is working on and escalating this issue. It is still being escalated. If there is an example of a faulty letter-put in ECF, let PRT know. As far as temp cards-follow the process.</p>		Nicole Rolain	
FS Fed Error data	<p>Final federal fiscal year 2024 error rate for FS, Wisconsin Payment Error Rate (PER) 4.47%; national average 10.93%</p> <p>CAPER national 43.81%, Wisconsin 18.14%-2nd in nation for CAPERs! Not subject to any sanctions or liabilities</p> <p>Social Security office changes-working on guidance for us as we have no control over SSA</p> <p>follow up on following up when incomplete verification is received from March 2024-this is currently being reviewed and unclear and other changes have caused this to take longer. Hope to have this within the next month or so. actively working on it and is in final stages.</p>		LaTanya Taylor	
Consortia reports	Attachments		Ashley Schabel	
HCQC Error findings	will be sent with slide deck		Angela Stanford	

FSQC Error findings	will be sent with slide deck		Dione Sanders	
Future Agenda items	reach out to Ann Kriegel or Nicole Rolain with items		Ashley Schabel	

**Income Maintenance Subcommittee Key Messages
Training
July 28, 2025**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Welcome	Renee welcomed all to the meeting	All	Renee Kurka, Jesse Wolf, Shelby Jensen	N/A
IM Training Projects (Handout)	<p>New trainings as well as several updates have been made to trainings in Cornerstone for May/June/July. See attached list for full details of updated trainings. This also included removing several COVID Unwinding trainings. A list of upcoming trainings was also provided at the end of the handout.</p> <p>A question was asked about there being a possibility of a description of what has changed when trainings are updated with new policy. Typically, the Ops Memo and general updates are provided. Renee mentioned DHS will look further into providing this.</p>	All	Jenesa Jackson	N/A
Refresher Trainings •Student Eligibility •How to Read Data Exchanges •Reviewing Eligibility Results	<p>Taking a deeper dive into the refresher trainings. Prioritization results were reviewed for the current round of suggestions. The following three were chosen.</p> <p>Thanks to all who submitted feedback!</p> <p><u>Student Eligibility (Est. Aug 2025)</u> Struggles: explaining exemptions, FS request with Students, differences between full time/half-time and less than half-time enrollment, what other questions should be asked when discussing school enrollment not included on the CWW screen. Topics Included: Actions for students attending out of state, when they graduate high school and attending college in the fall, residencies/internships, degree types. Examples: Verification types for enrollment and when needed, how to update the CWW pages properly.</p> <p>Renee gave a preview of the Student Eligibility training content.</p>	All	Renee Kurka	N/A

	<p><u>How to Read Data Exchanges (Est. Sept 2025)</u></p> <p>Struggles: New format with four different search options, figuring out if receiving SS or SSI income, what months is the info useable, SOLQI, navigating historical data, UIB details on recoupments/held payment</p> <p>Topics Included: SSA info on multiple payment types, SOLQ vs Bendex vs WTPY, dual records entitlements, SSDI to SSRE, when benefits ended, verifying SSI Benefits. Employment queries focus on when to use each data exchange and how to interpret.</p> <p>Examples: Explaining why FDSH available only sometimes, explaining how to verify FDSH verbally, where to look for last SSI payment, interpreting UIB DE.</p> <p>Renee gave a preview of the upcoming data exchange training content.</p> <p>A question was asked if the unclear rule would be addressed with the FDSH training. Renee stated that DHS will look into adding something about this.</p> <p>A question was asked if 503 would be addressed with the SSA data exchange training. Renee stated that DHS will look into adding something about this. It was mentioned that there is a standalone special statuses MA training that covers 503s and is currently available in Cornerstone.</p> <p><u>Reviewing Eligibility Results (Est. Oct 2025)</u></p> <p>Struggles: Explaining the difference between EBD program and explaining the FoodShare budgets.</p> <p>Topics Included: Descriptions of the programs, what is covered, deductibles, non-financial/financial details, tips on explaining jargon to members.</p> <p>Examples: Explaining results to members, common examples of changes in eligibility and how it impacts outcome.</p> <p>Renee gave a preview of the upcoming eligibility results training content.</p>			
New Worker Updates	NWT now includes a FoodShare interview roleplay activity as of late last year.	All	Renee Kurka	N/A

	DHS finished creating a new FDSH activity that is getting added to the NWT program. This gives examples of what FDSH shows and allows staff to practice budgeting FDSH wages.			
Training Feedback (Handout)	<p>Renee reviewed the March-May 2025 cohort feedback available on the handout.</p> <p>DHS has implemented a survey roll-up report but won't be available until the October meeting.</p> <p>Please encourage local coaches to take the surveys which can be found in the weekly cohort communications sent via email weeks 6 & 8.</p>	All	Renee Kurka	N/A
Training Gaps (Handout)	<p>Renee presented on training gaps identified by IMOA then received feedback from the Training Subcommittee after the April meeting. Requesting discussion on additional feedback on the EBD related items.</p> <p><u>EBD Subprograms</u> What are workers struggling with? The confusion may come from them being eligible for multiple EBD programs, staff may have issues understanding the differences between many of the programs (example of SLMB & SLMB+ and not being eligible for full benefit MA), some confusion with EMA, understanding what assets actually are, as well as the terminology on EBD items. Special status MA should be covered in the workshop as well. A flowchart was suggested as well as the possibility of expanding the timeframe of the EBD cohort.</p> <p><u>MAPP</u> What are workers struggling with? Suggestions to include situations with more complexity and problem cases, premiums are a big point of confusion, more information on premium payment hardship, what needs to happen when somebody stops working while on MAPP.</p> <p><u>MSP</u> What are workers struggling with? When to request MSP for members, refresher on opening for SLMB and have not signed up for Medicare pt. B, QMB not opening until the month after being confirmed and explaining to the member and the timeframe it takes for the programs to take effect, when they are not open for pt. B but are eligible.</p>	All	Renee Kurka	N/A

<p>Training Roundtable</p> <p>•Cultural Competency Training Requirements</p>	<p>What are consortia currently doing?</p> <p>Bay Lake: Uses only Cornerstone training. Content is good but could be presented in an engaging way.</p> <p>Capital: Do multiple trainings per year. Some are staff written and presented, one for Spanish Heritage and Black History months as well as other awareness months that arise over the year.</p> <p>Central: Always does the CBT training to ensure they are meeting requirements, each county often also hosts their own related trainings.</p> <p>East Central: Does the CBT as well as some individual counties having trainings</p> <p>Great Rivers: Everyone does CBT, some of their counties have county specific recorded trainings and one county partners with UW Stout</p> <p>Miles: Everyone does CBT and also has a Cultural Competence Committee.</p> <p>Moraine Lakes: Everyone does the CBT and some related trainings are offered by individual counties</p> <p>Northern: Everyone does the CBT and some related trainings are offered by individual counties to supplement it</p> <p>Southern: E Everyone does the CBT and some related trainings are offered by individual counties</p> <p>Western: Everyone completed the CBT this year, in the past have had staff create presentations and have offered related Ted Talk videos.</p> <p>WGRP: Everyone completes CBT. Racine used to have internal training but is no longer offered.</p> <p>Forest County Potawatomi: Everyone completes CBT. When there is a local training available that is completed as well.</p> <p>What would consortia like to see? Offering multiple trainings so staff can choose different trainings each year, keep it within the same timeframe.</p>	<p>All</p>	<p>Jesse Wolf, Shelby Jensen</p>	<p>N/A</p>
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	Renee mentioned this training is developed by another sections, suggestions will be forwarded on.			
Walk On Items	Renee provided a reminder about active user accounts were due on 7/25. Please send these in ASAP if you have not yet.	All	Renee Kurka	N/A

**Income Maintenance Subcommittee Key Messages
Elderly, Blind, Disabled/Long Term Care
July 15, 2025**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Group A waiver cases	DHS working on short term and long-term solutions. Short: Workers must continue to follow current guidance, until system can be changed. Leave as yes unless family requests the wavier be changed to no. Long: There will be new letters and notices. CCNs and info coming on Group A CLTS, KBMA and all other group A cases. Talking points coming for both IM and MCOs.	Subcommittee/EBD workers		
OPS Memo 25-11 Annuity changes	Changes to treatment of annuities, update for forms being sent and how they are routed.	Subcommittee		
Upcoming projects and enhancements	Oct- coverage being maintained for cases pending for DDB, KBMA and WWWMA. CWW pends for asset assessment, assets over 2000.00, new field on community spouse page and manual letters.	Subcommittee		
August MEH release info	Updating sections on IRAs, annuities and forms. Process Help also being updated.	Subcommittee		
MAPP premium changes for October	Updates include: additional month to pay premium, aligning initial and ongoing payment methods, allow reoccurring payments online and prevent duplication payments.	Subcommittee		
Calling SSA- issues	Issues include, workers will not talk to IM workers, long wait time and counties to do different things. We should send issues to PRT.			
Walk-ons	Guidance requests for use of ME form P-02006	Subcommittee		
Next Meeting	10-21-25			

