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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

October 16, 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/Jenny Hoffman
1:00 PM	Approval of September 18, 2025, Meeting Minutes (Attachment)	Katie Sepnieski
1:05 – 1:20 PM	Department of Health Services Policy Updates	DHS Policy
1:20 – 1:35 PM	Subcommittee Updates (Attachment) <ul style="list-style-type: none">Income Maintenance Operational AnalysisCall Center Technical/OperationalPerformance MonitoringFraud & Program Integrity (Not Presenting)Training (Not Presenting)Elderly, Blind, Disabled/Long Term Care (Not Presenting)	Jenny Hoffman Cindy Drury Nicole Rolain/Ann Kriegel
1:35 – 1:40 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/Jenny Hoffman
1:40 – 1:45 PM	Consortia Feedback: IM consortia will share feedback with DHS	Jenny Hoffman
1:45 – 1:50 PM	Administrative Memos	Alicia Grulke/Jenny Hoffman
1:50 – 1:55 PM	Regional Enrollment Network	Lorie Graff
1:55 – 1:59 PM	Public Comment	All
1:59 – 2:00 PM	Announcements/Future Agenda Items	Katie Sepnieski

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Income Maintenance Subcommittee Key Messages
IMOA
October 3, 2025

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy	<p><u>Food Share Updates</u> <i>Government Shut Down-</i></p> <ul style="list-style-type: none"> • FNS provided guidance for DHS to operate as normal in October. No interruption to October Food Share benefits. Later in October, if the shutdown continues, FNS will provide more guidance on November benefits. <p><i>Disaster Food Share Benefits-</i></p> <ul style="list-style-type: none"> • DSNAP plan will be submitted to FNS for Milwaukee, Washington, and Waukesha counties due to recent flooding. • DSNAP provides one month of benefits for non-FoodShare members. Supplements can be issued for current members who didn't receive July replacement or maximum benefits. The supplements are automatic and won't require an application. • DHS is requesting county/consortia staff support to administer the DSNAP. There are 40 merit staff available, but they project needing 100. The Department will pay for staff time. • Tentative 7-day application period(weekend + following week) is planned. Dates are pending due to the federal shutdown. • The DSNAP process involves an application via form completion and data entered into CWW. An interview is required. DHS is still unsure whether videoconference is acceptable. DSNAP is issued through CWW, so the back end is automated. • DHS will send an email to consortia with more information and the request for assistance. <p><i>Ops Memos</i></p> <ul style="list-style-type: none"> • There is one Food Share Op Memo being sent out today on Late Renewals processing. Effective date of changes is 10/18. 	IMOA Members	Ongoing	

HRI Food Share Updates—See PowerPoint***

A. Heating Standard Utility Allowance- Abbey Graf

Current Policy: \$538 deduction if household pays separate heating costs or received at least \$20 from WHEAP/LIHEAP in the past 12 months.

Policy Change: Only households with an EBD member who received WHEAP/LIHEAP qualify. If no EBD member, the household must pay heat separate from rent.

Implementation: Feb/June 2026.

B. Food Share Work Requirement Changes- Leah Watson

- Expands ABAWD age to 64; removes exemption for parents with children over 14
- Exemption changes are effective March 2026.
- Changes apply immediately to new applicants after March 2026.
- For ongoing members, exemptions will be updated at recipient's next renewal.
- Certification period requirements: must report new exemptions, loss of exemption requires re-screening before time limits apply.
- There are new exemptions for tribal members(urban Indian, California Indian) – effective 10/1/25.
- Eliminated exemptions(DHS exploring mitigation) – homeless, veterans, foster youth under 24.
- Additional enhancements being made – stronger screening for exemptions. Half-time participation in training/education programs now counts.
- New rolling letter will be sent 3 months before renewal to members likely subject to work requirements. Updates to automated notices and work requirement script are in progress.
- DHS is rethinking scripts, notices and outreach strategy to align with timing of changes. These changes have widespread impact.

Health Care Updates

- ***MAPP Premium Payment Changes.***
 - Ops Memo is being sent out today.
 - A sneak peak of the new website that includes a MAPP toolkit was shared. The webpage includes the timeline of changes and communications planned, webinar recordings,

	<p>FAQ's, fact sheets, sample notices and text messages, and also includes a forms repository.</p> <ul style="list-style-type: none"> ○ New MAPP training will be available Monday 10/6. There are also updates to NWT, Access and MyAccess training, and other trainings already in Cornerstone. Outdated MAPP trainings are being removed from Cornerstone. ○ DHS will meet with Operational leads on Thursday October 9th to answer any questions that come up from the Op Memo and trainings. ○ A one-page sheet on paying premiums will be available for lobbies. ○ DHS is working on a short-term and long-term fix for the 077 MAPP issue. Short-term fix is expected soon and will be communicated via CCN. <ul style="list-style-type: none"> ● DHS is working on drafting a memo on how Katie Beckett disability determinations are treated across Medicaid programs. The goal is to avoid gaps in coverage when a new disability determination is in process. 			
MyWisconsin ID Updates (Attachment)	<p>Update was provided on the transition from WAMS and NAMS to MyWisconsin ID with Microsoft Extra ID for CWW and related applications.</p> <ul style="list-style-type: none"> ● They reiterated that the goal is to provide secure, simple sign-in for users. ● Some CARES applications already transitioned; remaining applications move in 2026. <ul style="list-style-type: none"> ○ CWW: Transition April – July 2026. ○ Access & MyAccess – Transition August 2026. ● Next Steps – Phased rollout continues; IMO A will receive updates throughout 2026. 	IMO A Members	Ongoing	
Heating Season Update	<ul style="list-style-type: none"> ● Early application began 9/8, official season opened 10/1. Customers can now be referred for assistance. ● There was a 1.69% reduction in the WHEAP caseload last program year(PY 2025). ● They project to assist 180,000 households with heating this program year and 185,000 households with electricity. 	IMO A Members	Ongoing	
Security Updates	<ul style="list-style-type: none"> ● Team is preparing for the annual CARES active accounts audit, which will be sent out next week. There are no 	IMO A Members	Ongoing	

	<p>changes to the instructions for consortia, but a reminder to return audits timely and indicate user statuses as required. Consortia should also ensure they have updated their primary and backup security officer contact information if they have changed.</p> <ul style="list-style-type: none"> The Security team is still working on the security manuals, to be issued yet this year. 			
Genesys Updates	<p><i>New Genesys Interface Rollout</i></p> <ul style="list-style-type: none"> Begins 10/27. Will provide streamlined navigation with a unified global menu, top bar selections, and search menu. Viewing “favorite agents” was not included in this release but planned for future. There are no changes to core interfaces – log in, call handling, and admin interfaces remain the same. A desk aid was sent on 9/29 for existing users(not a training tool for new users). Updated user guide, videos, and other resources are coming Jan-Feb 2026. A webinar is scheduled for 10/7, 10/8, 10/9 – open to all Genesys users, no registration required to attend a session. An Early Adopter period is being offered for the period 10/13-10/24. Contact Paul Michael if your consortium is interested in participating. Paul provided a preview of the new interface for attendees. 	IMOA Members	Ongoing	
CDPU Updates(Attachment)	<p>Robert Tillman provide the following CDPU updates -</p> <ul style="list-style-type: none"> Staffing levels remain consistent. Physical mail volume has declined as more submissions come in digitally. There was a slight downtick in digital volume compared to last year (likely due to more use of the app). Their biggest struggle is with error handling related to PHI/PII. Starting 10/6, CDPU will begin emailing errors directly to Security contacts and Operational leads. They are still working on a process for working through errors when they come from a third party like ADRC’s. CDPU staff currently reach out to individual submitters in these situations. 70% of errors are due to incorrect case numbers written on documents. Jonelle will work with the CDPU supervisor to review state training modules. Goal is to improve the CDPU’s 	IMOA Members	Ongoing	

	understanding of correct processes used by counties and reduce errors.			
Food Share QC Metrics & Discussion	<ul style="list-style-type: none"> • Current FS Active error rate for WI(Oct 2024-May 2025) is 6.43%. • 62 cases were in error; \$13,214 in error dollars. • The error rate is dropping about 0.1% each month. Still have reviews to complete for June-September2025. With increased use of the PCR tool happening in July, the hope is that this will have a positive impact on the final months of the fiscal year and bring WI below the 6%. • Biggest errors: wages/salaries(44.68%), expired certification periods, shelter deductions, self-employment, and child support from absent parents. • CAPER error rate for WI is currently 18.79%, still well below the national average. Top errors: verification, notices, wages and salaries. • DHS is developing the one-pager on the FS QC process that consortia requested. • The department received approval to move forward with the PCR tool enhancements submitted by consortia. • <i>Requested Topics for upcoming meetings(IMOA or Performance Monitoring): 1) Review PCR reports and 2) Guidance on areas of focus for PCR reviews.</i> • Consortia raised questions about the document that was shared with consortia-level funding details within DHS's funding request for JFC. Jonelle will follow up. • Jonelle indicated that State requests to FNS, for example to not count client errors in States' Food Share error rate, are unlikely to be approved. 			
Future Agenda Topics(Attachment)	Policy Updates, QC Metrics, Genesys Updates, OIG Updates	IMOA Members	Ongoing	

**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
September 29 & October 13, 2025**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Genesys Enhancements	Alicia Grulke attended – will be emailing the committee members a Genesys Enhancement request, including the spreadsheet and timeline.			
Genesys UI Update	<p>Beginning 10/27/25, Genesys will be updating the user interface to streamline navigation and improve overall visual clarity and</p> <ul style="list-style-type: none"> • Navigation (global menu, top bar, and search menu) • Functionality – labels/name changes • Viewing favorite agents (future release) <p>What is not impacted:</p> <ul style="list-style-type: none"> • Log in • Call handling • ATS interface • Reporting view or schedules • Admin interfaces <p>Webinars available 10/7, 10/8, and 10/9, as well as a recording will be distributed for those that cannot attend the live webinars.</p> <p>Early Adopter period available</p> <ul style="list-style-type: none"> • Limited opportunity • 10/13 – 10/27 			
Genesys Enhancement Requests	<ul style="list-style-type: none"> • 10/22/2025 -- Enhancement list from each Consortia is due to Alicia Grulke. • 10/27/2025 – subcommittee will review all submissions 			

Genesys Interface update	It is possible to view both analytics and workspace at the same time on your screen.			
Genesys – New Feature	Paul demonstrated how to create a custom calculation in the Performance views. They are currently working on a desk aid on the ‘how to’. Example would be using this for the Queue Performance, as it is historical data.			
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Next Meeting	Monday, October 27, 2025 @ 1:00 p.m.			

**Income Maintenance Subcommittee Key Messages
Performance Monitoring
September 17, 2025**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Intro/attendance	Kris took attendance	PM subcommittee/IM Consortia	Kris Bovee	
Recap of March meeting	See July 2025 key messages	PM subcommittee/IM Consortia	Kris Bovee	
Member Experience survey	-Has been rolled out in Genesys -Working on some glitches with reporting, no data yet -On-line (and lobby survey) will be rolling out after communications and other approvals	PM subcommittee/IM Consortia	LaTanya Taylor Vanessa Robertson	
QC Video Interview	-SNAP regulations requires state agencies to conduct face-to-face interviews for QC (federal requirement) - cases with allotments over \$100 are subject to face-to-face QC reviews -Previous flexibility to waive and do phone interviews ends 9/30/25 -States can do video interviews; WI QC will begin providing video option for interviews, starting 10/1/25 -Each agency will need a space and equipment for video conference if customer needs this -Interviews are 30-45 minutes -Update all FSQC contacts and send respond per	PM subcommittee/IM Consortia	LaTanya Taylor, Lisa Hanson	

	<p>LaTanya's email</p> <ul style="list-style-type: none"> -Staff do not need to be in the room, just need equipment -Some counties require staff to be present 			
Charter and Status review	<p>Charter</p> <ul style="list-style-type: none"> -Reviewed 2025 goals Recommended to add something to help maximize funding for WI <p>Strategies</p> <ul style="list-style-type: none"> -Reviewed 2025 strategies No recommended edits 	PM subcommittee/IM Consortia	Kris Bovee Ashley Schabel	
Policy Check in	<ol style="list-style-type: none"> 1. Katie Beckett address changes <ul style="list-style-type: none"> *Reach out to KB address first, then send to PRT 2. Self-Employment HB is updated with other ways to verify; state form does not work correctly <ul style="list-style-type: none"> *Brought up previously, no timeline for resolution *General guidance is to use the form and enter information 3. Group living arrangements and CBRFs-can we get more examples in handbook or a list for FS eligibility <ul style="list-style-type: none"> *case by case basis, send in any examples 4. 0227 HC not confirmed closed in batch eligibility did not generate 0034 turning 65 and missed opening EBD MA 5. Are there ways to delete multiple action items? 6. Can we request correct 2nd party reviews? Yes 7. List of what is an error-or definition; not a list of all encompassing errors-will look to see what can be provided 		Ann Kriegel	
Monthly Consortia reports	August monthly report overview		Dione Sanders	
HCQC Error Findings	<p>Top 3 errors Jun/Jul 2025</p> <ol style="list-style-type: none"> 1. Confirmed asst. group summary/override AG renewal/review date (4) 2. Absent Parent (6) 3. Employment (3) 	PM subcommittee/IM Consortia	Megan Boiteau	
FSQC Error Findings	<p>Mar/Apr 2025</p> <p>Mar-4.29%</p> <p>Apr-4.75%</p> <p>Cumulative 6.5%</p> <p>Top errors by cost</p> <ol style="list-style-type: none"> 1. Wages and Salaries- 37% 2. Child support payments-almost 32% <p>March active errors (7)</p>	PM subcommittee/IM Consortia	Dione sanders	

	<p>April active (9) CAPERS error rate Mar 18.84% 11 cases in error Apr 19.16% 13 cases in error</p>			
IMQA Special Projects	<p>Drug Felon Project-July 2025 900 total cases; 810 total errors-183 eligibility; 627 technical</p> <ol style="list-style-type: none"> 1. Drug test date Customers did not get notice or proper VCL, added felon wasn't drug tested; missing information 2. Passed drug test- Screen not built for person with drug felony in last 5 years 3. Missing information-Verification not there or with name or show pass/fail <p>Technical errors-627</p> <ol style="list-style-type: none"> 1. Drug test date 2. Individual agreed to take a test 3. Passed drug test, drug test date 4. Case comments <p>Will there be a plan to clarify process/policy with the volume of errors? LaTanya will refer to training AI response for drug test states they do not need to retest for a reapply IF they are working with drug court-will that verify or do they need proof of prescriptions</p>	PM subcommittee/IM Consortia	Valerie Hayes	
Roundtable discussion and feedback sharing	<p>Action Items in CWW</p> <p>Has the action item dashboard improved your ability to manage action item workload? YES</p> <ul style="list-style-type: none"> -likes to be able to see due dates -easy to see at glance <p>Have you noticed anything that isn't working as intended?</p> <ul style="list-style-type: none"> -wait time when you assign them out -would work ahead for QVs coming due; can't work documents ahead of due dates now -0227 items not generating 0034 -not able to delete multiple -Could not find action item at all <p>Do you have any tips or tricks to search, view or prioritize action items?</p> <ul style="list-style-type: none"> -pull up team dashboard -use saved search criteria for frequent searches 	PM subcommittee/IM Consortia	Ann Kriegel	

	<ul style="list-style-type: none"> -using dashboard, action item tool, caseload management search <ul style="list-style-type: none"> 1. case mgmt. first then dashboard to catch any missed -duplicative if you start on action item dashboard for due todays 2. don't drop off case management if accidentally cleared -Staff report items not always in action items dashboard -Capital uses dashboard it as CMWA replacement 			
Future Agenda items	<p>Next meeting 11/19/25</p> <ul style="list-style-type: none"> 1. Charter and Status review 2. What IMMR reports are people using <ul style="list-style-type: none"> a. details of error cases etc. b. can we look at cumulative total for errors/PCR? c. PCR reports access-aware of issues 3. FS unclear 	PM subcommittee/IM Consortia	Kris Bovee	