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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

November 20, 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 October 16, 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/OperationalTrainingElderly, Blind, Disabled/Long Term CarePerformance Monitoring (Not Presenting)Fraud & Program Integrity (Not Presenting)	Lorie Graff Cindy Drury Jesse Wolf/Shelby Jensen Kara Ponti/Ron Reddell
1:35-1:45 PM	Management Evaluation Review (MER)	Kris Bovee
1:45 – 1:47 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/ Lorie Graff
1:47 – 1:49 PM	Consortia Feedback: IM consortia will share feedback with DHS	Lorie Graff
1:49 – 1:51 PM	Administrative Memos	Alicia Grulke/ Lorie Graff
1:51 – 1:53 PM	Regional Enrollment Network	Lorie Graff
1:53 – 1:55 PM	Public Comment	All
1:55 – 2:00 PM	Announcements/Future Agenda Items	Katie Sepnieski

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Income Maintenance Subcommittee Key Messages
IMOA
November 7, 2025

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy	<p><i>Food Share</i> November Food Share Benefit Issuance Update:</p> <ul style="list-style-type: none"> • A federal judge ordered USDA to issue full November FoodShare benefits to all states. Wisconsin loaded the benefits overnight, so even if households' regular issuance dates have not yet arrived, they received their November benefits. • Daily files for November 1 and forward have not yet been sent, so not all members received November benefits. • DHS is working on communication as quickly as possible, including updated Call Center message to clarify that not everyone received benefits. <p><i>HR-1</i></p> <ul style="list-style-type: none"> • DHS is moving forward with the HR-1 expanded work requirements from the One Big Beautiful Bill but will use discretionary exemptions until February to ensure Wisconsin meets the 'hold harmless' provisions while the CWW system is being updated. • The new age range for mandatory work requirements will start in December, but discretionary exemptions will continue for all other cases until the system update is complete. Case comments and exemption information will be entered by DHS. <p><i>Health Care</i></p> <ul style="list-style-type: none"> • 3 Op Memos are coming out: 1-Update to Institutional Costs 2- Cost of Living Adjustment 3- Annual Update to Income Thresholds (MAGI related) <p><i>ACCESS Issues</i></p> <ul style="list-style-type: none"> • Most issues have been resolved, though a few remain outstanding. DHS is addressing these on a case-by-case basis. Please continue sending all identified issues to the PRT. • No Changes SMRF's and Access Change for Address reports from 10/18-10/24 were blank. These could still be processed in CWW but will remain blank in the PDF 	IMOA Members	Ongoing	

	<p>version. DHS is entering case comments and will issue a CCN today. If a PDF is blank, consortia should submit it to PRT so they can investigate and resolve the issue.</p> <ul style="list-style-type: none"> • While DHS was aware of duplicate work items showing up, a new issue was reported where work items are not showing up at all. Reminder to make sure these are being sent to PRT. 			
Drug Testing Discussion Follow Up	<p><i>Drug Testing Discussion Follow Up</i></p> <ul style="list-style-type: none"> • DHS met with a small group of consortia representatives to discuss moving from a 7-panel to a 5-panel drug test requirement. • A key question raised was whether counties can continue using their existing 7-panel test kits until supplies are used up. DHS believes that counties would be able to continue using the 7-panel tests but only results for the five required drugs – THC, Cocaine, Opiates, PCP and Amphetamines- would be reviewed. • Consortium leads expressed concern that this change could create additional work and expense as many labs currently report results for all drugs in the panel(pass/fail). Some vendors also use broader panels than 7. • Consortia requested that DHS share the meeting questions via email so additional feedback can be gathered. 	IMOA Members	Ongoing	
OIG Update	<p><i>New Tool- Block Out of State Food Share Purchases</i></p> <ul style="list-style-type: none"> • OIG is working on a new tool to block unauthorized out-of-state transactions. The tool empowers the cardholder to allow or limit spending in all or specific states. The tool is expected to be available in March 2026. Upon implementation, tool default settings will allow cardholders to spend their benefits in Wisconsin and in the bordering states of Illinois, Iowa, Michigan, and Minnesota. The tool will allow real-time updating. 	IMOA Members	Ongoing	
Genesys Updates (Attachment)	<p><i>New Interface Rollout Complete</i></p> <ul style="list-style-type: none"> • The new Genesys Interface rollout is complete. If you have suggestions or comments about the rollout, please email Paul - paul.michael@dhs.wisconsin.gov <p><i>Survey Issues</i></p> <ul style="list-style-type: none"> • They are working on a couple of issues with the customer survey. First, there are a small number of interactions that are showing two surveys. The second issue happens if a customer answers NA or skips all questions. The 	IMOA Members	Ongoing	

	<p>survey is scored as a zero and this negatively impacts both the score for the agent and the consortium.</p> <p><i>Reporting Tool</i></p> <ul style="list-style-type: none"> • There have been minor updates to adjustments that can be made to customer calculations in analytics reporting for historical data – adjusting calls offered, remove short abandoned calls. Not as robust as they would have liked, but the tool does allow for minor adjustments. Paul will be sending a desk aid within the next couple of days. <p><i>Enhancement Submitted Update</i></p> <ul style="list-style-type: none"> • The Genesys team appreciates the enhancement requests that were submitted. They received over 100. They will be reaching out in the next week to get clarification on some of them. 			
<p>FoodShare QC Metrics and Discussion (Attachment)</p>	<ul style="list-style-type: none"> • A fix was made to the PCR reports to allow drilling down. The team will be doing a demo at an upcoming meeting. • Wisconsin’s current Active Food Share error rate is 6.17%. There were 66 errors and \$13,895 in error dollars. Top 5: Wages and Salaries -44.09%, Expired Cert period – 11.8%, Shelter- 6.48%, Child Support- 6.10%, Self Employment- 5.14%. LaTonya reviewed some of the specific errors. • Wisconsin’s CAPER is at 19.11% through June. Top error elements include Verification, Notices, Wages and Salaries. • Roundtable was held for each consortium to share feedback on the following topic: <i>Strategies agencies have used to operationalize the PCR tool.</i> <ul style="list-style-type: none"> ○ Almost all consortia are using the PCR tool with criteria set to keep the review workload manageable. Challenges were identified with using the reports. ○ Request was made to create a standalone document to record every consortium’s responses to the questions presented today(how they are using the tool, what criteria they are using to select cases). ○ Most expansion of PCR tool usage happened in July, so July will be the first month that we’ll see an impact(these QC’s aren’t completed yet).. <p><i>DHS Funding Request Update</i></p>	<p>IMOA Members</p>	<p>Ongoing</p>	

	<ul style="list-style-type: none"> DHS is having productive conversations with the JFC. They are supportive of both requested amounts(dollars to offset loss of federal match for Food Share administrative costs & funding to support QA efforts). The amount for QA efforts may be different from what is being requests, but DHS continues to meet with them to explain why the funding is important now to ensure WI remains under the 6% Food Share error rate threshold. 			
Future Agenda Topics (Attached)	Policy Updates, Food Share QC Metrics, Genesys, MyWisconsin ID updates	IMOA Members	Ongoing	

**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
October 27 & November 10, 2025**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Genesys Enhancements	Committee will review 11/10/2025			
New Genesys User Interface Navigation	Agency Feedback – No reported issues. Some questions of where to see information, and the answer is where they did before, just different on how to get there. <ul style="list-style-type: none"> Was the desk aid helpful? Were the webinar/recordings helpful? 			
Custom Calculations Preview	Performance/Analytics: (Supervisors & Admins) – Paul demonstrated how to use this feature. <ul style="list-style-type: none"> Queue Performance 			
Genesys Enhancements	Reviewed a list of requested enhancements that already are available in Genesys or Genesys does not have the capability to complete. Paul demonstrated the ones that are already available in Genesys. <ul style="list-style-type: none"> Filtering agents by their Role. Discussed possibility of adding new statuses. Cannot assign a secondary Interaction ID to a call for a second ATS. If call is disconnected, ability to click the “Calls” feature from the top and choose the last caller to call back. Discussed next steps – A new edited list of all possible enhancement			

	will be sent out to the committee to view for status.			
Genesys Support	<p>Prioritization of tickets – User Guide 11.2.4</p> <ul style="list-style-type: none"> • End user preferred to send the ticket, following the User Guide steps. • Team prioritizes each request as: Critical/High with an immediate response. Normal – with a same day/next day response. Low – is prioritized against other work deadlines etc. Response in 3-5 business days if not earlier. • Who should submit a ticket? The end user is preferred if it is a single user issue. Follow User Guide 11.2.1 for submission. 			
Next Meeting	Monday, November 24, 2025 @ 1:00 p.m.			

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

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
IM Training Projects (Handout)	<p>Updated: Many trainings have been updated to support new policy updates. See IM Training Projects List for full list of trainings updated.</p> <p>New Trainings Published: Annuities IM Refresher: MAPP Name Modernization FoodShare Unclear Webinar Providing Meaningful Language Access Civil Rights Race & Ethnicity in CWW</p> <p>Removed: COVID Unwinding: Reinstatement of MAPP Premiums FSET Geo Waiver</p> <p>Upcoming: IM Refresher: Data Exchanges (Nov) IM Refresher: Reviewing Eligibility Results (Dec) IM Refresher: QC Overview (Dec) Genesys Updates (TBD)</p>	All	Abby Abernathy	

	More trainings will be announced to correspond with the upcoming CARES release.			
<p>Refresher Trainings</p> <ul style="list-style-type: none"> • Student Eligibility • How to Read Data Exchanges • Reviewing Eligibility Results 	<p>These were the top three trainings identified by the prioritization survey.</p> <p>Student Eligibility: -Published Aug 29th</p> <p>Feedback: Likes living arrangements were incorporated, two vs. four year and masters programs as well as workarounds covered. Improved greatly from what it used to be. Two errors found waiting to be corrected before some staff are being asked to complete the training. Minor updates will be made with a future handbook release to align with the training.</p> <p>How To Read Data Exchanges: -Mid-November publish date -The full training will incorporate three small trainings -Renee gave a preview of the design on the SSA section of the training being developed.</p> <p>A question was brought up about SSA data exchange being error prone and wondering if this would be released before or after the issue is resolved. The training will be published ASAP as it will give guidance on how to read the screens, enhancements may be made once the data exchange issue is resolved if needed.</p> <p>Reviewing Eligibility Results: -Mid-December publish date</p> <p>Two parts: HC budgeting & moving members from one AG to another.</p> <p>FS interview concepts training is already released and covers the FS budget.</p> <p>QC Overview Refresher Training: -Will Be updated in December</p> <p>Understanding Pre-Tax Deductions: -Publish date will be announced</p> <p>The upcoming Refresher Training Prioritization Survey will be reviewed at the next meeting.</p>	All	Renee Kurka	

New Worker Updates	<p>-CARES Release from Oct 18th and FS Mass Changes are all implemented into VILT.</p> <p>-Doc viewer in CWW Training is having inconsistencies on what documents are supposed to populate. This is being researched. Trainers are sharing the PDF documents in the VILT if the documents don't populate for staff so they can continue processing training cases.</p> <p>-Genesys Agent Trainings should be published in Jan to cover the new updates. Supervisor and Admin trainings are also being updated with a future release date. Recommend that staff taking the current training, watch the recorded webinar and review the new desk aid sent out by Genesys admin for now.</p>	All	Renee Kurka	
Training Feedback (Handout)	<p>June-August 2025 Results</p> <p>-June: 100% of NWT and EBD response by workers -July: 100% of NWT and EBD response by workers -August: 81% of NWT and EBD response by workers 93% of NWT and 100% of EBD overall</p> <p>-June: 1% of NWT and 14% of EBD by local coach -July: 29% of NWT and 0% of EBD by local coach -Aug: 29% of NWT and 13% of EBD by local coach 19% of VILT and 12% of EBD overall</p> <p>Please see feedback questionnaire for specific question responses.</p> <p>Recommendations for NWT</p> <p>-CBT's can be hard to learn certain concepts and can be hard to understand -More HC/FS scenarios needed for more hands-on experience -Spend more time on HC/FS -Offer more shadowing opportunities</p> <p>Recommendations for EBD</p> <p>-Offer more complex case examples -Complete case examples together -More time spent on burial assets</p> <p>Recommendations from Local Coaches</p> <p>-Offer more guidance on what staff are having issues with -Provide copy of training materials -Provide additional CWW navigation training -Longer training period for NWT and EBD</p> <p>Feedback In Progress</p>	All	Abby Abernathy	

	<ul style="list-style-type: none"> -Trainers continuing to evaluate and adjust pacing based on learner needs -Adding questions to tie CBTs to VILT together -Adding additional guidance on topics identified from Training Subcommittee and IMOA <p>A discussion was had about staff answering that there could be more shadowing and why they are saying that. Many agencies stated that staff may be stating this because instead they are doing hands on work with trainers/leads/supervisors in lieu of traditional shadowing. There was concern that this could be different based on agency structure (virtual, in-person, call center cubicles, etc.)</p>			
Training Gaps (Handout)	<p>Training gaps that were identified by IMOA that are currently working on enhancing the following</p> <ul style="list-style-type: none"> -Adverse action -Running with dates -Linking and merging <p>Others already enhanced</p> <ul style="list-style-type: none"> -MAPP -MSP -Explanation of cascading of programs -SEI -Questionable vs. not questionable -FDSH -Mandatory/non-mandatory verification items <p>Working on enhancing conversations that tie the CBT's to the VILT's better. Finding other ways to help balance out the amount of breakout rooms and other activities per cohort. Exploring extending HC/FS sections by finding ways to update the training model and expanding lessons into contingency days.</p>	All	Renee Kurka	
Training Attestations	Training attestations are due January 15 th , 2026. Please send to DHS IM Training at any point before this date.	All	Abby Abernathy	
Roundtable: How are agencies handling major changes for workers in the middle of their training when they are just grasping the concept of the current policy/system?	<ul style="list-style-type: none"> -All staff trainings one per month are used in some counties to double down on the information that has changed. -Using some of the agency days to do additional local supported trainings to help with understanding. -MAPP premium update resulted in creating a flowchart in one consortium. Flowcharts created by DHS being shared out would be helpful. -Bring the training class into a classroom and create a fun activity to bring it together. 	All	Jesse Wolf/Shelby Jensen	

Walk On Items	The Training subcommittee chairs and cochairs did their annual review and report out with the other subcommittees. Next steps are to look at the 2026 charter and update the goals we are planning to concentrate on. Next meeting in January	All	All	
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**Income Maintenance Subcommittee Key Messages
Elderly, Blind, Disabled/Long Term Care
October 21, 2025**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Updates to the EBD/LTC subcommittee	Discussed the charter of the group, goals and the make up of the subcommittee. Katie Sepnieski will be co-chairing this subcommittee with Ron Redell and Kara Ponti. Went into breakout rooms to discuss and formulate SMART goals for 2026. Came back together and discussed – most were similar.		Katie, Ron and Kara	
SSA Data Exchange	DHS is working on a communication that will come out to the counties. Timeline is unknown. Continue to send issues to the PRT.		Jody Noble	
MAPP Updates	Rolled out, Process Help, training and CCN were sent out.			
	2026 Charter with updated goals will be sent out to the group once completed.			

