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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

**April 16, 2026
1:00 – 2:00 p.m.**

Zoom Link: <https://dhs.wi.zoomgov.com/j/1616714667>
Join by Phone: 1-669-254-5252 | **Meeting ID:** 161 671 4667

Time	Topic	Presenter(s)
1:00 PM	Welcome	Katie Sepnieski/Jenny Hoffman
1:00 PM	Approval of February 19, 2026 Meeting Minutes (Attachment)	Katie Sepnieski
1:05 – 1:15 PM	Department of Health Services Policy Updates	DHS Policy
1:15 – 1:25 PM	Quality Control Annual Data (Attachment)	LaTanya Taylor
1:25 – 1:55 PM	Subcommittee Updates (Attachment) <ul style="list-style-type: none">Income Maintenance Operational AnalysisCall Center Technical/OperationalPerformance MonitoringElderly, Blind, Disabled/Long Term CareFraud & Program Integrity	Jenny Hoffman Cindy Drury Ann Kriegel/Nicole Rolain Kara Ponti/Heather Merten Robert Klingforth
	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/Jenny Hoffman
	Consortia Feedback: IM consortia will share feedback with DHS	Jenny Hoffman
	Administrative Memos	Alicia Grulke/Jenny Hoffman
	Regional Enrollment Network	Lorie Graff
1:55 PM	Public Comment	All
2:00 PM	Announcements/Future Agenda Items	Katie Sepnieski

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Income Maintenance Subcommittee Key Messages
Income Maintenance Operational Analysis
March 6, 2026

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy	<p>60-day post-partum BCP 8.1 is still in effect. Length will change to continuous coverage for 12 months. No renewal during pregnancy or during post-partum period so for many members they will be eligible for longer than 12 months w/o a review. The renewal will have to occur after 12 months but could be an administrative renewal. TBD When this change will occur. This will not impact prenatal program.</p> <p>Foodshare Updates 2025 H.R.1 limits FS assistance groups that can receive the HSUA based on heir receipt of WHEAP, LIHEAP or similar payments. OM 26-07 has been released, and this change will be effective 4/1/26. FoodShare assistance groups without an EBD member will be eligible for the HSUA only if they are obligated to pay for or are paying for a heating source separately from the cost of rent. Assistance groups without an EBD member will not qualify for the HSUA if they receive a qualifying WHEAP, LIHEAP, or similar payment but are not obligated to pay for, or are not actually paying for, a heating source separate from the cost of rent. No change to how AG with at least one EBD member qualifies for the HSUA.</p>	IMOA Members	On-Going	
Process Help Reorganization Debbie Schwantz	<p>PH has been reviewed and remapped to a new organization structure and scheduled to be published on 4/15/26. Overview of structure was provided. Goal to provide in advance a crosswalk. Structure will be far more intuitive. It will take time to update training materials and that won't be done by 4/15.</p>			
AI Updates Nick Havens	<p>The use of AI has been paused to allow the WI to develop and AI Policy. This work is being done through various workgroups: Governor's Task Force, Legislative Council's Study Committee, and Interagency AI Technology Governance Workgroup. Expect this process to be completed in the next few months.</p> <p>Intelligent Optical Character Recognition will be the first Ai use case to roll out when AI policy is developed. Earned income with intelligent optical character recognition. Aligns with goal of improving accuracy. Reads text, look at formats and summarize. This will be ready to move forward when policy is in place. At that point will come back to IMOA for discussion on other use</p>	IMOA Members	On-Going	

	cases.			
MyWisconsin ID Jason Eberhardy Jacob MacLea	DHS will distribute email to security officers requesting confirmation and collection of emails associated with each user's MyWisconsin ID. 3/25 – 6/26 End user emails will be sent. This includes pre-go=live awareness, go-live actions and post go live summaries. These emails will align with the phase rollout schedule	IMOA Members	On-Going	
SWICA Discussions Jonelle Brom	With the input of a SWICA workgroup that included consortia representatives, six SWICA options developed. First option 1 will be implemented in February or June of next year. LAB will be notified about the timeline for this. Other options would take longer to implement. Consortia discussed other options on the list that would be helpful. The option that will first move forward will address CWW, Discrepancy creation and communication enhancement.	IMOA Members	On-Going	
Local Customer Experience Survey Jonelle Brom	Reviewed an overview of survey results from Q4 2025 Consortia were asked to share insights and suggestions based on the data that was shared. <ul style="list-style-type: none"> • Misunderstanding of what the question • Some counties have bilingual staff and would like to see the data drilled down to determine how those scores compare. • The interaction might be good/normal, but the customer may still not understand the process. • if surveys are in agency lobbies and not specific to ES- might be responding based on other DHS surveys. • Materials might not be conveyed well to the population • Update survey with language to make sure customers know it is for ES services only. DHS will continue to review data and come back with recommendations. Next quarter will bring back electronic survey results.	IMOA Members	Ongoing	
Genesys Update Paul Michael	Several Genesys enhancements have been completed, including outbound transfer to queue, displaying call start time for agents, updates to prompts, and callback exclusions for certain phone numbers. A new feature under development will allow callers to enter their Case ID in the IVR so it can display it for the agent,	IMOA Members	Ongoing	

	helping staff quickly locate cases, though it will not integrate directly with CARES and will be rolled out in phases. Updates were also provided on post-call survey reporting issues, including a bug related to duplicate surveys and an enhancement request to address surveys being scored as zero when customers answer “N/A” to all questions.			
FoodShare QC Metrics Jonelle Brom/LaTanya Taylor	October 2025 AER is 4.8% Top errors are wages & salaries, shelter deductions and self-employment. 83% client caused and 17% agency error. CAPER is 25% with top errors being verification, application, and notices. Consortia: Request to hear what percentage are related to unclear rule Last year’s data, once unclear was implemented, error lowered substantially. Dropped substantially in June because it had been implemented. DHS would like to focus on client-caused areas with the help of member-facing groups. WI is also participating in national group to look at different components of error rate.	IMOA Members		
Conflict of Interest Discussion Jonelle Brom	Reviewed local policies that agencies submitted to DHS and compiled commonalities. Consortia participated in break-out rooms to discuss the compiled commonalities.	IMOA Members		
Future Agenda Topics Jonelle Brom	April 2026: <ul style="list-style-type: none"> • Policy Update • FS QC Metrics & Discussion • Genesys Updates • MyWI ID Updates • Conflict of Interest Policy Follow Up • CDPU Updates • Security Updates IM Funding 	IMOA Members		

Income Maintenance Subcommittee Key Messages
Income Maintenance Operational Analysis
April 10, 2026

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy Updates	<p>2025 WI Act 115- Food Share Funding</p> <ul style="list-style-type: none"> • Funding provided to offset the federal reduction of Food Share administrative match and support QA efforts to maintain error rates below 6%. • DHS shared consortium allocations for CY 2026 and CY 2027. • DHS intends to include this funding in future cost-to-continue requests. • Act includes restrictions on Food Share purchases of candy and soda: <ul style="list-style-type: none"> ○ DHS is receiving questions. ○ No implementation timeline yet. ○ Requires federal waiver and vendor/systems changes. ○ DHS is currently reviewing requirements and next steps. <p>Postpartum Coverage (Act 102)</p> <ul style="list-style-type: none"> • Extends MA postpartum coverage from 60 days to 12 months. • DHS is still developing implementation guidance. <p>Next of Kin (Act 115)</p> <ul style="list-style-type: none"> • Allows a representative to consent to admission(hospital, nursing home, CBRF), make healthcare decisions, and apply for Medicaid when an individual is incapacitated. • Authority remains until guardianship is established or status changes. • DHS is still analyzing operational impact. <p>Incarcerated Individuals (Act 233)</p> <ul style="list-style-type: none"> • Requires DHS to submit a federal waiver. • Would allow access to certain medical services up to 90 days prior to release. • Does not change eligibility; expands pre-release service access. <p>MAPP (Act 225)</p> <ul style="list-style-type: none"> • Allows members to deposit up to 100% of earnings into an independence account. 	IMOA Members	On-Going	

	<ul style="list-style-type: none"> Disregards up to \$40,000 in inherited assets. <p>Community Engagement/Work Requirements</p> <ul style="list-style-type: none"> More detailed discussion is expected next month. DHS reviewed: <ul style="list-style-type: none"> Standard exemptions Hardship exemptions DHS received questions about verification requirements. They are exploring self-attestation options and working on data exchange solutions(ex- claims data, med stat codes) to support some automated verification. <p>Upcoming Op Memos</p> <p>Op Memo 2612: SSI/SSI-E increasing by 10% (COLA update; amendment forthcoming)</p> <p>Op Memo 2511: Annuities – ineligible adult income no longer counted.</p> <p>MA & BadgerCare Policy Handbook Updates</p> <ul style="list-style-type: none"> Next release scheduled for April 15th. DHS provided cover sheet - overview of updates (see attachment) <p>Food Share Updates</p> <ul style="list-style-type: none"> Replacement Benefit Waiver – <ul style="list-style-type: none"> Applies to members in Menomonie, Portage, Shawano, and Waupaca. Deadline to request replacement benefits is 4/22. Related to recent ice storm. CCN was already issued. <p>Food Share Policy Handbook Updates</p> <ul style="list-style-type: none"> Next release scheduled for April 15th. DHS provided cover sheet - overview of updates (see attachment) <p>Long Term Care Focus Group</p> <ul style="list-style-type: none"> DHS is planning focus groups to better understand elderly Medicaid application challenges. They are asking for ESS who work with LTC programs to participate. Dates: Weeks of April 27 and May 4(one-time participation) Recruitment will be done through the EBD/LTC 			
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	<p>subcommittee with the goal of getting representation from all areas of the State.</p> <ul style="list-style-type: none"> • Consortia Leads asked to be included in recruitment email. <p>PRT Updates</p> <ul style="list-style-type: none"> • The June release will include a same-day action alert prompting workers to take action on Food Share cases that were pended by W2 or Katie Becket staff(companion cases). Currently consortia staff have no way to know that an update was made. DHS continues to explore options to streamline this process. • A CCN was sent yesterday addressing the ongoing SS data exchange issues. DHS is actively working on long-term solutions to issues. The CCN included a request for consortia to send additional case examples to PRT for those issues where a root cause has not been identified. • PRT is aware of an issue with NAC where workers are prompted but the button to send a manual request is disabled. A permanent fix is planned for the June release. Temporary workaround has been implemented where DHS identified impacted cases and will apply a fix tonight. Workers will then be able to resume processing next week. DHS is sending out a CCN today or Monday on this. • DHS met with their counterparts in IL about WI's coordination on the NAC follow up requests coming from IL. IL has been using NAC for quite some time. When they reach out to consortia, they are wanting for 3 things: benefit issuance amts, a copy of the application, and transactions. This allows them to review these cases for overpayment, fraud etc. To improve coordination, DHS will be emailing consortia to ask for an FPIP contact that can be used by IL to request this information. 			
<p>MyWisconsin ID Updates (Attachment)</p>	<p>MyWisconsin ID Updates</p> <ul style="list-style-type: none"> • DHS provided an update on MyWisconsin ID Wave 6 rollout, including a demo of account creation, linking MyWisconsin ID to CWW, and setting up multiple MFA options(recommended). • The rollout is occurring in 4 phases. All users should log in by July 10th. There will be a process available to gain or regain access if needed. • While previous instructions included setting up only one MFA, recommendation today was for users to set up two 	<p>IMOA Members</p>	<p>Ongoing</p>	

	<p>MFA methods for backup access.</p> <ul style="list-style-type: none"> • MyWisconsin ID will be added to the Gateway page (this weekend). Cares access form is being updated as well. • Once fully implemented new users will not need a WAMS ID. Ongoing staff will no longer use their WAMS ID once they link MyWisconsin ID to CWW. • Question was raised regarding potential issues for staff who have both personal and work MyWisconsin ID's, specifically: reuse of phone numbers when staff leave and use of personal devices for MFA across both accounts. DHS will look into this and follow up. • Support Contacts: DHS https://www.dhs.wisconsin.gov/des/my-wi-id.htm DET https://det.wi.gov/Pages/MyWisconsin.ID.aspx MyWisconsin ID Account Services Desk: (608) 471-6667. 			
Genesys Update (Attachment)	<p>Genesys Updates</p> <ul style="list-style-type: none"> • The Operational Technical subcommittee meeting frequency is being changed from twice per month to once per month. They will meet on the 2nd Monday of each month. • User Interface update is coming next month that will impact the User Menu. The update will enhance readability, display a clearer visual hierarchy, improve contrast, and provide a more consistent interaction view. The two biggest changes on the User Menu will be how the update routing status and update phone number appear. • Member Case ID Entry in IVR is currently scheduled for production as follows: Northern (4/6), Southern (4/13), Great Rivers (4/11), IM Central (TBD), Western (TBD), East Central (TBD) 	IMOA Members	On-Going	
FoodShare QC Metrics & Discussion (Attachment)	<p>Food Share QC Metrics</p> <ul style="list-style-type: none"> • Wisconsin's Active Food Share Error Rate through 11/2025 is 6.11%. There were 156 reviews completed with 13 errors. • Top three error elements for Active Errors: wages and salaries, shelter deduction, self-employment. • Wisconsin's CAPER error rate through 11/25 is 20%. There were 95 reviews completed with 19 in error. • Question was asked about what's included in the Active Error Rate. Both over issuances and under issuances are 	IMOA Members	Ongoing	

	included. DHS will send out an FNS document that clearly defines the Active Error Rate and CAPER Error Rate.			
2025 Act 116 Funding for SNAP Quality Assurance Reviews- Contract addendum	<p>2025 Act 116 QA Contract Addendum</p> <ul style="list-style-type: none"> • Jonelle reviewed the draft addendum with the group. • Members participated in breakout discussions to identify questions or concerns. <p><i>Themes:</i></p> <p>25% Review Requirement-</p> <ul style="list-style-type: none"> ○ Request for clearer guidance from DHS on how consortia will determine the 25% of Food Share caseload to be reviewed each month. DHS did clarify that it only includes cases where an action was taken on the case that month(application, review). <p>DHS Capacity/Support</p> <ul style="list-style-type: none"> ○ DHS indicated they are adding staff and planning additional NWT cohorts to support increased hiring across consortia. ○ DHS will also be hiring staff to support the new QA positions. <p>Training & Implementation Challenges</p> <ul style="list-style-type: none"> ○ Concern raised regarding the length of time to fully train new staff(up to 8 months). ○ Impact expected from backfilling positions when experienced staff move into QA roles. <p>Operationalization</p> <ul style="list-style-type: none"> ○ Consortia expressed need for time to plan and implement. ○ Interest in dedicating time at the next IMOA meeting to share approaches and strategies. <p>Staffing Constraints</p> <ul style="list-style-type: none"> ○ Some counties may not be able to add positions. ○ Consortia will need to determine how to allocate QA positions across counties. <p>Funding Concerns</p> <ul style="list-style-type: none"> ○ Concern expressed about long-term funding sustainability, despite DHS intent to include this in cost-to-continue. <ul style="list-style-type: none"> • Goal is to release funding to consortia by the end of April/early May. • DHS expects consortia to hire this summer. • To impact the current fiscal year(10/25-9/26), positions would need to be added as soon as possible. DHS understands this timing challenge. 	IMOA Members	Ongoing	

<p>IM Funding 101 (Attachment)</p>	<p>IM Funding 101 DHS fiscal staff provided a high level overview of the different IM funding streams. <i>See attachment for presentation details.</i> 4 Key Funding Sources:</p> <ol style="list-style-type: none"> 1. GPR – State funding <ul style="list-style-type: none"> • Allocated by legislature biennial budget 2025 Act 15 20.435 (4(bn)) 2. Federal Match <ul style="list-style-type: none"> • Dollar for dollar(50/50) match of our state allocation • MA, SNAP, CHIP • IMAA Federal share 3. Enhanced 4. Fraud 	<p>IMOA Members</p>	<p>Ongoing</p>	
<p>Future Agenda Topics (Attachment)</p>	<p>Future Agenda Topics</p> <ul style="list-style-type: none"> • DHS shared a chart outlining when non-monthly topics will be brought to IMOA. The purpose is to provide a reference for when to expect specific topics on the upcoming agendas. <p>Next Month Items:- ** May meeting will be in-person CARES Releases, Policy Updates, Food Share QC Metrics & Discussion, Genesys Updates, Conflict of Interest Follow Up, IMMR Governance Committee Updates, OIG Updates, 2025 Act 116 Food Share Funding Planning</p>	<p>IMOA Members</p>	<p>On-Going</p>	

**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
March 9, March 30 & April 13, 2026**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline																																			
Genesys Enhancements.	<ul style="list-style-type: none"> ✓ Outbound transfers to queue – one outstanding issue with the call type. ✓ Add call start time to caller data – complete. ✓ Update to ATS prompt #8 – complete, however more updates coming. ✓ Callback exclusions – example: lobby phones and partner agencies. Send in a ticket. 																																						
Post Call Survey	<p>1. Issue with multiple surveys on a single interaction – resolved.</p> <p>2. If a customer answers “N/A” to all questions, it scores the survey as a zero. (red below)</p> <p>This issue has been requested as an enhancement to be resolved.</p> <table border="1" data-bbox="457 703 1197 938"> <thead> <tr> <th>Question</th> <th>Scenario E</th> <th>Scenario F</th> <th>Scenario G</th> <th>Scenario H</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Yes</td> <td>No</td> <td>Yes</td> <td>N/A (*)</td> </tr> <tr> <td>2</td> <td>Yes</td> <td>No</td> <td>Yes</td> <td>N/A (*)</td> </tr> <tr> <td>3</td> <td>Yes</td> <td>No</td> <td>Yes</td> <td>N/A (*)</td> </tr> <tr> <td>4</td> <td>-</td> <td>-</td> <td>N/A (*)</td> <td>N/A (*)</td> </tr> <tr> <td>5</td> <td>N/A (*)</td> <td>-</td> <td>N/A (*)</td> <td>N/A (*)</td> </tr> <tr> <td>Score</td> <td>100% (3/3)</td> <td>0% (0/3)</td> <td>100% (3/3)</td> <td>0% (0/0)</td> </tr> </tbody> </table>	Question	Scenario E	Scenario F	Scenario G	Scenario H	1	Yes	No	Yes	N/A (*)	2	Yes	No	Yes	N/A (*)	3	Yes	No	Yes	N/A (*)	4	-	-	N/A (*)	N/A (*)	5	N/A (*)	-	N/A (*)	N/A (*)	Score	100% (3/3)	0% (0/3)	100% (3/3)	0% (0/0)			
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Discovery/ Requirements	<p>Member Case ID entry in IVR</p> <ul style="list-style-type: none"> ✓ Gives the member an opportunity to enter their case number in IVR for display to the agent. ✓ This number is not validated. It only requires a 10-digit number. ✓ Allows agent to copy/paste number into CWW ✓ Cannot search interactions by Case #. 																																						
Member Case ID Entry in IVR	<p>Currently scheduling for production:</p> <ul style="list-style-type: none"> • Northern – scheduled for 4/6/26 • Southern – 4/13/26 • Great Rivers – 4/13/26 • Western – 4/20/26 • East Central – 4/20/26 • Moraine Lakes – 4/27/26 • IM Central – 4/27/26 																																						
Meeting Frequency:	<p>Proposal to move this subcommittee meeting back to 1X per month, being the 2nd Tuesday of the month. No objections.</p>																																						

Round Table Discussion: "Interaction Start Time"	Discussion between consortiums on if or how they use the "Interaction Start Time" information. There were some consortia that do not use it while others use it for On-Demand hours for FS.			
Admin MFA Requirement	<p>On 4/13/26 - Due to a Genesys security update, Admin permissions were updated with impacts:</p> <ul style="list-style-type: none"> • Admins would no longer have the ability to delete users, however would still be able to deactivate users and edit queues/skills. • Admins would no longer be able to reset a password for users. <p>Admins can need to request to have the MFA device removed as it can affect ATS. They will need to send a ticket.</p>			
User Interface Update	<p>User Menu will be updated for easier navigation and accessibility. No changes to workflow or features.</p> <p>Estimated date for update: 5/8/2026</p>			
Opening Tickets -	<p>Request for support should come directly from the user after all attempts to troubleshoot have been made by the user, local admins, supervisors, and IT.</p> <ul style="list-style-type: none"> • Discussion and thoughts on supervisor sending tickets vs impacted individual user. 			
Next Meeting	Monday, May 11, 2026 @ 1:00pm			

**Income Maintenance Subcommittee Key Messages
Performance Monitoring
March 19, 2026**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Introductions/attendance	Kris took attendance		Kris Bovee	
Recap January meeting	<p>Mock FSQC interview Demo PCR reports and how they are used FSQC error findings from August 5.6% and cumulative at 5.75 % at that time CAPERS aug 17.74% cumulative 19.04% Policy check ins were discussed-system errors</p>		Kris Bovee	
Charter and participant responsibilities	<p>Reviewed key points and reminders for charter. Responsibility to gather info from other county agencies before the meeting for discussion purposes. After meeting, members have responsibility to distribute information such as error date, QC newsletter and anything else relevant. At least one rep from each consortium needs to attend. A lead or a trainer would provide a good discussion when possible. If a rep changes, the operational lead in your consortium should send the change to DHSBeotadmin@dhs.wisconsin.gov email and copy Alicia Gruelke agrulke@dhs.wisconsin.gov, Ann Kriegel akriegel@winnebago.wi.gov and Nicole Rolain nicole.rolain@marathon.wi.gov Tell both the names of outgoing and incoming and provide their emails.</p>		Kris Bovee	
MER updates	<p>Changes to process this year. Have started sending case review spreadsheets to agencies. Case reviews as well as SMRF timeliness spreadsheets for each consortium will be sent to consortium leads and need fixing within 30 days. Follow up after the findings are sent back-example if say all staff will take a refresher training by a date-after the date Kris will reach out to ensure it was completed. This is to follow up with the continuous improvement part of the MER</p>		Kris Bovee	

	If your consortium does not receive spreadsheet there are no cases that need fixing.			
Policy Check in	<p>System issue-audit trail 250 lines-added the ability to search by time to help with this. A CCN will be going out.</p> <p>Search tool for ACCESS FSET referrals Can only search by one worker at a time. if a shared caseload, the list goes away if they refer one to FSET. Have to close out and refresh. Please send in the example one time if you have the shared caseload and are experiencing the same. CCN and CWW are working differently regarding drug tests and expedited. Initial response is about post poned requirement and they only have to agree to the drug test. Working with policy to shore up the guidance to all be on the same page.</p> <p>Confirm renewal system is generating PPRF so getting 2 renewals and is happening a lot (Central)</p> <p>If you see this-please send in (don't need all examples) one email per agency is sufficient</p> <p>Docs submitted through access is creating a second unknown doc (Central) creates duplicate work items.</p> <p>Capital-EBD staff-medicare part B putting in state payor when it should not. There is a JIRA item created and working on prioritization for this per Jody. Various issues are causing this problem.</p> <p>Blank ACCESS apps-if blank even if you can see it the next day-send some examples.</p> <p>0244, 0245, 0246 for addresses-there was a delay in those action items</p> <p>At one point CCNs were placed In PH-is that being continued or not continued? It was not continued post-covid. Jody is taking the feedback. One reason it was discontinued due to workers accessing old ones. DHS is discussing all of the temporary processes and writing up JIRA items to address as well.</p> <p>DHS is also working on new guidance/support for clear/unclear</p>		Nicole Rolain	
MAGC 19 year olds	<p>Working on information to send out-have received questions after IMOA meeting in Feb regarding reports/action items tips and tricks</p> <p>-why report if action items? One of the action items isn't generated until last Friday of month so the 10th of month to process is tight.</p> <p>This will continue to be a LAB finding until we stop having kids turned 19 on MAGC</p>		LaTanya Taylor/Jody Noble	

	Processing-sometimes worker is pending the case to make sure person has time to apply before losing eligibility. Or they pend for income and leave it pending. if case pending when get action item, if due date is before AA-communicate that/document in comments and process due date on time. Chage report-run elig to close 19 year old and the enter change that requires verification. Annual income-most cases reviewed workers should be able to validate annual income and PRT is unsure why they are pending it. PH 14.1 has guidance. pending can cause an unnecessary delay. This will be communicated in a QC newsletter.			
Genesys customer service feedback	Reviewed survey questions Statewide response of 18.4% Will be sending consortium individual results in the next few weeks.		Dione Sanders	
Consortia report	Attachment Dione reviewed the reports. All consortia are doing well with timeliness of processing and calls. October error rate was below 5%		Dione Sanders	
FSQC Error findings	Attachment October 2025 4.8% error rate Caper 25%		Linsey Lochowitz	
HCQC error findings	Attachment Trends from Dec 25 and Jan 26 Employment Absent parent Current demo		Angela Stanford	
IMQA Error findings	Attachment Eligibility errors:Employment, unearned income, representative details Technical errors-HH members, Current demo, employment		Valerie Hayes	
Future Agenda items	Next meeting May 20 th		Ashley Schabel	

**Income Maintenance Subcommittee Key Messages
Elderly, Blind, Disabled/Long Term Care
March 17, 2026**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
		Examples: All Income Maintenance Agencies, ESPAC, Operational Leads		
2026 EBD/LTC Charter Goals	Discussed as a group which goal to focus on first and choose via poll Goal 1: 1. Within the next year, the EBD/LTC Subcommittee will collaborate to develop best practices when working with the Social Security Administration (SSA) focusing on improving processes for obtaining and member information.	All IM agencies	Jody/State	CCN- unknown meeting 03-17 counties still have not received CCN
DHS Updates	Follow up from Jody: State is continuing to work with SSA on issue with Medicare that are happening in our system multiple times a month. Impacts to dual/triple entitled recipients, info is coming over correctly. CCN to come out that will shows what to send to State as case examples with these cases, how to work these cases on the IM side etc. Documentation on tips: PRT is drafting a document to address concerns when discrepancies in information is received, a member's information must be clarified or verified and delayed or no responses from SSA. They will bring to the May meeting for a walk through and explain to see if it meets needs of workers prior to being sent out. Next meeting: bring examples on what info workers are not getting from SSA. Counties reporting SSA refusing to give info to them.	All IM agencies	Jody/PRT	
Open Discussion	Katie Beckett MA: known issues: our work around using 1619B: they will take out and it gets flips back/forth, error prone and no understanding by as to why used. KB not using SSNs; when we get application it is not linking to old cases, KB still listing child as PP, renewal mode > 30 days and no action on many action items/alerts. Some questions by newer EBD/LTC staff across the State- promoting consistency throughout the State. Shelter deductions: clearer directions of who gets what and when for spousal cases in/out of CBRFs vs Nursing home living arrangements. Prepayments to Nursing homes in the month eligibility- workers call to explain if full or partial refund will happen and if member wants MA to begin a month later. Discussion of incapacitated person, incompetent person – HC POA and all the signatures we can and can not accept as a signature for	All IM agencies	Jody/PRT/Policy	

	<p>a MA application. Is Caretaker relative on the signature page only for someone younger than 18? Yes. Much discussion on deviation request for Institutional MA- this has been increasing over the years. Larger and larger amounts also being requested to be paid back that is owed to NH. Many counties have come up with they own forms, Process Help provided minimal guidance. Counties requesting State form, and detailed guidance in Process Help for consistency across the State. 0003 action items: DHS is working on preventing this from happening on cases where there is no HC/MSP request on the case. CLTS: kids with cost share. There is no clear info on who collects this – some counties seem to struggle with their CWA.</p>			
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**Income Maintenance Subcommittee Key Messages
Fraud & Program Integrity
February 10, 2026**

Agenda Item	Message/Action/Motion	Assigned to/Referred to IMAC	Deadline	Closure
OIG ITAU/PARIS/Trafficking Updates – Jolyne Wallace/Tami Berg	<p>OIG Investigative staff not updating cases, will notify the local agency when the case needs to be updated.</p> <ul style="list-style-type: none"> -Will bring up in May meeting again - If the contact info is wrong, please reach out to OIG - Jon in OIG is sending test messages via SURS to make sure that the contact info is correct <ul style="list-style-type: none"> - Email Tami if need to update <p>-Trafficking update second round interviews for trafficking -Trafficking will present at WAPAF on April 28th 8-4 with breakfast Nadine from OIG updated us on an investigation:</p> <ul style="list-style-type: none"> - Kingdom restaurant - 3300 balance inquiries put this on the radar - SLEB investigation (Dane co) - SNAP benefits stocked the restaurant - 18 EBT cards in store and more on the owner - Multiple cards on same purchase was a pattern - Finally sentenced – one count of trafficking and restitution - Case against business were dismissed unless he doesn't pay back - Permanently sanctioned as well as his business - Now focus on participants that sold cards <p>2026 FPIP Admin memo was released on 12/29/25</p> <ul style="list-style-type: none"> - Great Rivers and Northern need to complete the contact info 			

FPIP 2026 Charter/Goals Review – Bob Klingforth	Read through Charter and highlighted important aspects			
PACS/BRITS Updates – April Ferstl	<p>Staffing: 24 per hour week position was open and the recruitment failed... repost along with full time position hopefully this week</p> <p>-State: Claims 2025- 6800 claims all programs 13.2 million \$\$ - 35% increase from 2024 largest increase in JAL/w-2</p> <p>8.8 million in collection increase of 10% 2024</p> <p>-BRITS update December release --- Debit and CC functionality can pay using epayment website --- 3% fee for credit but ACH is free</p> <p>Post investigation updated to include prosecution --- Remind agencies to send the write off adjustment to \$0, do not reduce to \$.01; member will get collection notice for the small amount</p> <p>BRITS worksheets:</p> <ul style="list-style-type: none"> - Technical team reviews each worksheet - Working on secondary piece where it checks font size - When it is automated the current day delay will go away - No correspondence to the client should be uploaded where the sheet is uploaded - Font size is one of the issues (need to be 10 point, can't be smaller) - Display of full SSN and EBT card numbers SHOULD NOT BE INCLUDED on worksheet - When users use the redact function it stalls out at the print center; cause unknown - BRITS team asks is that info that you need redacted simply is not in the worksheet so the redaction doesn't trigger the stall out 			
Unclear Rule Policy Discussion – Craig Hayes/Mary Augustine	<p>Trafficking: Fraud and regular IM eligibility determinations are different</p> <ul style="list-style-type: none"> - Need to act on the trafficking and it should be worked - Independent of case processing <p>Fraud tip: refer to BRITS staff</p> <ul style="list-style-type: none"> - Would still investigate but not with making changes on the case - Might still hold the info (unclear info) and still be a fraud referral <p>FPIP committee member question about what to do with SWICA example:</p> <ul style="list-style-type: none"> - Income that looks to be above the reporting requirement - Historical request or wait until recertification / renewal? - IM worker in this example... can they send the historical? As a worker they see as potential fraud / significantly conflicting with the last application / not reported <p>Answer: This would be a referral to BRITS and hold (for SNAP) can send current EVFE for MA</p> <ul style="list-style-type: none"> - Historical is not pending the case so it is independent of case processing <p>Mary: wants a top five unclear fraud tips... may help these discussions</p> <p>Phishing for information by pending as part of the fraud investigation should not have been done prior to "Unclear Rule" and should not after</p>			

	<p>CAN still send historical information requests as historical info are separate from case processioning / certification, assuming they were significantly conflicting with info at past application or recertification</p>			
<p>CARES Worker Web Conflict of interest Audit by OIG Internal Audit Section – Michelle Flood/Jake Gasser/Candice Canales</p>	<p>Assistant IG Michelle Flood, Jake Gasser, Candice Canales</p> <ul style="list-style-type: none"> - Conflict of interest audit - 2024 DHS wide risk assessment - ES workers could have inappropriately accessed cases (specifically relatives) - Scope was county agencies and Tribal agencies - Gathered data, policies, DOB from ES workers - Matched worker activity and sent to FIRE section to investigate these matches to see if the actions were appropriate or not - Candice explained the process that FIRE used - Conflict of interest actions were what they were looking for - Did find some conflicts like for example someone accessing their own case - Some agencies declined to give DOBs - Recommendations sent to DMS - Looking to require a DOB field on security forms in the future - Will test the agencies that did not send in DOBs earlier, if adopted - They found varied policies for each agency dealing with conflict of interest recommend that there be a consistent set of policies - Encourage agencies reach out to OIG for assistance - There might be a need for policies on what to do with accidental access to a case 			
<p>Opt-in to Out of State Shopping Project Update – Annie Lee</p>	<p>Opt-in to Out of State Shopping Project Update Quest changes</p> <ul style="list-style-type: none"> - Changing Quest card settings - Right now can use in any state and opt to block out of State - March 1st all States save for IL, MI, Iowa, MN will be blocked. Can opt to change this - Can change by calling Quest or using ebtEdge website or Mobile app - Change reverts to default at the end of the month - Allow all internet transactions or allow all internet transactions, that is not something that is State to State - “block” is based on the delivery address (Internet) so default will allow use of Walmart if delivered to WI for example <ul style="list-style-type: none"> - Steve B Points out that the current DHS publication “Your Wisconsin QUEST Card” does not have accurate info. Candice will look into this and make sure publication is updated - Annie went over ebtEdge web and app options/visuals and examples - Communication plan: <ul style="list-style-type: none"> ● One time Text/email ● CASE comments on all SNAP cases ● Push notification 			

	<ul style="list-style-type: none"> • ACCESS banner in portal • Update Quest card mailer • CCN • Ops memo • Handbook and PH updated <p>This project was funded by a USDA FNS Grant (\$662,689)</p> <ul style="list-style-type: none"> - New cards will require update to States as it reverts to default 			
CSIRT Reports – Tami Berg	Tabled to meeting on May 12, 2026			
Walk on Items				
Action Items	<ul style="list-style-type: none"> • Submit any May 2026 agenda items to Tami Berg. Tami.Berg@dhs.wi.gov 			
Future Topics				
Next Meeting	<ul style="list-style-type: none"> • 5/12/26 			

