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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

**May 21, 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/Lorie Graff
1:00 PM	Approval of April 16, 2026 Meeting Minutes (Attachment)	Katie Sepnieski
1:05 – 1:15 PM	Department of Health Services Policy Updates	DHS Policy
1:15 – 1:35 PM	Subcommittee Updates (Attachment) - Income Maintenance Operational Analysis - Call Center Technical/Operational - Training - Performance Monitoring (Not Presenting) - Elderly, Blind, Disabled/Long Term Care (Not Presenting) - Fraud & Program Integrity (Noth Presenting)	Lorie Graff Cindy Drury Shelby Jensen/Jesse Wolf
	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/Lorie Graff
	Consortia Feedback: IM consortia will share feedback with DHS	Lorie Graff
	Administrative Memos	Alicia Grulke/Lorie Graff
	Regional Enrollment Network	Lorie Graff
1:35 PM	Public Comment	All
1:40 PM	Announcements/Future Agenda Items	Katie Sepnieski

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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/1616714667>, 5 minutes ahead of time.

Income Maintenance Subcommittee Key Messages
Income Maintenance Operational Analysis
May 8, 2026

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
CARES Releases (Attachments) DHS Staff	CARES Releases Reviewed: - FS Error Rate Reduction – PCR and CWW Enhancements - HR-1 Non-Citizen Eligibility Changes: Healthcare & FoodShare - Food Benefit Replacement Monitoring and Notification Change - Foster Care Medicaid Compliance - Accessibility Changes to Access and MyAccess for Confidential Cases - Guest Registration - Communication Preference Center - Eligibility Overrides, CTS Payment & Manual Issuance - FS Quality Control	IMOA Members	Ongoing	
DHS Policy Updates DHS Staff	MyWisconsin ID Update: - Phase 2 and 3 are in progress. Plan is to finish all phases by 6/29. - As of 5/8, there is a 93.4% adoption rate (successfully logged in and linked their account). - In response to feedback that the banner doesn't go away, they will be moving this to the home page only. - All users must be using account linked by EOD 7/10 to avoid disruption. Healthcare Updates: - Amended Op Memo 25-11 <i>Treatment of Annuities for Medicaid</i>- is delayed until 5/19. - Other upcoming Op Memos: Clarification to Common Law Marriage, WI Act 115(Next of Kin MA), Annual Spousal Impoverishment Allowance Limit Changes, Post-Partum Coverage Extension. Food Share Updates: - Effective 8/1 Food Share policy will require a 5-panel drug test. If counties have a large quantity of other tests, they can continue to use them and focus only on 5 drug categories for Food Share eligibility. Op Memo will be released in July.	IMOA Members	Ongoing	

Community Engagement (Attachment) Nicole Huffman	Community Engagement: See attachment • Effective January 1, 2027 • For Medicaid, adults aged 19-64 must show 80 hours of work and/or community engagement or \$580 in countable income. • A list of exemptions was reviewed. • For those applying on or after 1/1/27, applicant will need to demonstrate compliance in the month preceding their application. • Letters will be sent out to all Childless Adult members by 9/1/26. • The federal government is working on data exchange options for verification. Other verifications might include attestations, statements from school or volunteer organizations. • DHS will have verification forms to use with community organizations. • CMS final regulations are required to be released by 7/1. • DHS asks that consortia not get ahead of the department on communication around the new community engagement requirements.	IMOA Members	Ongoing	
OIG Updates	Skipped			
Genesys Update (Attachment)	Skipped			
IMMR Governance Committee Update (Attachment)	Skipped			
Conflict of Interest Follow Up (Attachment)	Members are asked to review the document that was sent out with the agenda before next month's meeting.	IMOA Members	Ongoing	
FoodShare QC Metrics Jonelle Brom/LaTanya Taylor	FoodShare QC Metrics: • December Active Error Rate – 7.44%. • Top 3 error elements- wages and salaries, citizenship and non-citizen status, shelter deduction. • December CAPER Error Rate – 22.82% Operationalizing ACT 116 Discussion: • DHS is in the process of sending out the amendment. • Each county was asked to provide an update on their QA planning: ○ Capital – Instead of adding positions based on county caseload as is their usual practice, they	IMOA Members	Ongoing	

	will be adding a position in each county. Still looking at how supervision of these staff will be set up. Planning to offer overtime to complete PCR's during the hiring and training period of the new ESS. ○ Great Rivers – Adding a manager and lead over QA Specialists. ○ Bay Lake – Adding a lead and QA Specialists ○ Moraine Lakes – Still looking at setting up a QA team. ○ East Central – Each county will add 1 position which will be set up as one team. Will have a coordinator over the team. ○ Southern- Adding 5 reviewers, coordinator or supervisor. • QA plan will be due to DHS within 30 days of execution of contract. If there are concerns with meeting this deadline, consortia are asked to reach out to DHS. • Funding can be used to add a manager but they would need to be directly over the QA staff. • MILES offered to share their job description for PCR positions. • Funding can be used to cover AMSO attached to adding positions.			
Future Agenda Topics Jonelle Brom	June 2026 Agenda Topics: • Policy Updates • Community Engagement • MyWisconsin ID Updates • Annual Project Updates • AI Updates • FoodShare QC Metrics and Discussion-Demo on PCR Dashboard • Genesys Updates • Customer Experience Survey Results (1st quarter data Jan-Mar) • Dashboard Demos – Communication Preference Center Project Analytics/Reporting Demo, Tentative SNAP NAC	IMOA Members	Ongoing	

Income Maintenance Subcommittee Key Messages
Training
April 27, 2026

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
IM Training Projects	Many new training updates and new trainings have been released. Please reference the IM Training Projects April 2026 attachment to see the list of trainings. Question asking if the DEAR training includes ME information. This training does not currently cover this.	All	Abby Abernathy	N/A
CLTS Member Turning 18	Will be removing the training from Cornerstone then will republish the training once some clarifications around the policy/process are received.	All	Renee Kurka	N/A
Introduction to CWW	Currently there is an Intro to CWW CBT for the clerical curriculum which includes seven navigation-based trainings, however updates are needed to cover MyWisconsin ID. These trainings are being rebuilt and will be updated in the clerical curriculum once complete. This will also be included in the NWT curriculum to help get workers more understanding before working in the system. Anticipated that this will be updated in the next several weeks and an announcement will go out once its available. Feel free to send any questions to the inbox.	All	Renee Kurka	N/A
Refresher Training Prioritization Survey	Thank you to everyone who has completed the annual survey. Ten responses were provided. Top three items identified including ideas of what should be included in the trainings. 1. FoodShare Unclear – What happens when someone reports more than one change at a time should be covered. Baby add when SSN application date is not known. When info is known and how to treat it for fraud situations. A worksheet would be helpful. Best practices for determining course of action when the FPL does not show until running eligibility. How to handle unclear information on companion cases. 2. Immigration – Being updated for the June CARES release. Rebuilding the training with the new information and updating the flow of the content. Save training is a separate training, the focus	All	Abby Abernathy	N/A

	for this training is on immigration status. How to make entries into the page (and workarounds) is needed to be covered as well as how to read immigration documents. How to enter the card number on the screen would be beneficial as well as how to update the page when a member has now received their citizenship as well as when to/not to pend for immigration status. If immigration status needed to be reverified at renewal should also be included. 3. FoodShare Issuing Supplements – Case comment for supplement standards. Examples of how to do the math for manual supplements. When does the verification need to be received by for a supplement should be covered due to recent policy changes.			
Cornerstone Audit Reports	There are several users showing on the report that have not logged in for a long time (years). Please be sure to report if these users no longer utilize Cornerstone so they can be deactivated if no longer needing this. A report will be going out to agencies that show staff fitting into this category. If someone leaves the agency, please email DHS IM Training inbox to report this for deactivation.	All	Abby Abernathy	N/A
Feedback	Please reference attachment December 2025-March 2026 Cohort Feedback for details. There continues to be a low amount of participation from local coaches, please encourage your local coaches to complete these.	All	Abby Abernathy	N/A
Training Updates	Updating the local coach onboarding training currently and will send out an announcement once available. The Course Catalog has been updated showing all courses available. The trainings in Cornerstone all align on objectives. Also working on updating the cat needy income changes in the EBD cohort for the month of May. Process Help updates do not immediately publish into the trainings, however all PH updates in the new worker training have been updated already. Now working through the learning library and refresher training updates. LTC PH updates will be updated in July when the new curriculum is released. DHS is also working on a running with dates presentation with examples bringing it back to the scenarios and will be embedded in the may cohort going forward.	All	Renee Kurka	N/A
Training Roundtable: • Training Medical Coverage Page/Best Practices	How do you direct staff to complete the medical coverage pages/best practices? IM Refresher Medical Coverage Training is available in	All	Jesse Wolf, Shelby Jensen	N/A

	Cornerstone but may not cover all processing standards. Case situations may need to be sent to PRT. Bay Lake: Has been a struggle with new workers especially and depending on what program they are for. They are tricky and don't have a great way to cover it currently. A training on these would be ideal. Capital: The pages are tricky and a little different each time. There are times there are TPL issues with pages lingering. Central: Guidance is to delete all old ones at HC intake/renewal. Basically, doing anything you can to get past the page as the page doesn't work properly. East Central: If the member is on the phone, go through and update pages. If Access or paper application/renewal, leave the information as is. Great Rivers: Doing what can be done to get past the pages. More clarification would be great. MILES: Local coaches often help the workers get past the pages. They try not to delete the old pages. Try to follow best practice listed in the training when possible. Updated training would be helpful. Moraine Lakes: Trying to bypass when getting the errors on the screen has been a struggle. PRT has said that unless we are the ones who made the page, we should not be ending the page. PRT stated the member needs to call ForwardHealth to update TPL. More detailed guidelines would be nice. Northern: Experienced workers are more confident, but having an outlined process would be very helpful. Southern: Just trying to get through the screens, additional training would be helpful. Western: Instructs workers to do what is needed to get through the screens. WKRP: Same as previous responses.			
Walk On Items	No walk on items		All	

