



Kirsten L. Johnson
Secretary

State of Wisconsin
Department of Health Services

Telephone: 608-266-8922
Fax: 608-266-1096
TTY: 711

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

August 20, 2026

1:00 – 2:00 p.m.

Zoom Link: <https://dhswi.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 June 18, 2026, Meeting Minutes (Attachment)	Katie Sepnieski
1:05 – 1:15 PM	Department of Health Services Policy Updates	DHS Policy
1:15 – 1:30 PM	Care4Kids Update (Attachment)	Isabelle Leventhal
1:30 – 1:45 PM	Refugee Services (Attachment)	DCF Staff
1:45 – 1:55 PM	Subcommittee Updates (Attachment) - Income Maintenance Operational Analysis - Call Center Technical/Operational - Performance Monitoring - Elderly, Blind, Disabled/Long Term Care - Training - Fraud & Program Integrity	Lorie Graff Cindy Drury Nicole Rolain/Ann Kriegel Kara Ponti/Heather Merten Shelby Jenson/Jesse Wolf Robert Klingforth
	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
1:55 PM	Public Comment	All
2:00 PM	Announcements/Future Agenda Items	Katie Sepnieski

DHS is an equal opportunity employer and service provider. If you need accommodations because of disability, or need an interpreter or translator, or if you need this material in another language or in alternate format, you may request assistance to participate by contacting DHSBEOTAdmin@dhs.wisconsin.gov

*If you want to participate by web meeting, you can follow along at your computer by logging in as a guest to <https://dhswi.zoomgov.com/j/1616714667>, 5 minutes ahead of time.

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

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy Updates (Attachments) DHS Staff	Health Care Policy Updates MAPP Independence Account Limit Changes - Changes were included in Wisconsin Act 225. - Op Memo will be published July 17th. - Increases independence account maximum(effective August 1st). - Exempts up to \$40,000 of inheritance deposited(effective at a later date due to CWW system changes being implemented to support). FoodShare Policy Updates 36-Month Certification Change - Federal change prevents Food Share members between the age of 60 and 64 from continuing to be eligible for a 36-month certification period. - Change will be implemented in early August. - More information will be shared at next month's meeting. - DHS is working on determining an estimate of the number of members that will be impacted. FoodShare Drug Testing Policy Change - Starting August 1st agencies must adhere to the 5-panel drug test(only use test results for the 5 identified class of drugs for Food Share eligibility). - Agencies can still use 7-panel tests but can only use results from the 5 identified drug classes. - Drug test results from Probation and Parole entities must include which specific drugs were included in the test. Approval for Replacement FoodShare Benefits Due to July 3rd Storms - Approval includes members from Racine and Walworth counties.	IMOA Members	Ongoing	

	- Members have until July 23rd to request replacement benefits. - CCN was sent out yesterday. Telephonic signature Script Update - Language was added around civil and criminal penalties for fraud. - Language was required to be added by federal regulations. - Specifics of the language can be found in the FoodShare Policy Handbook. - CCN was sent on June 18th. FoodShare Quality Assurance Plans - Plans have been received from all but two consortia. DHS is responding via email to approve or ask any questions they have. My Wisconsin ID - Alicia has sent consortia a list of users that haven't logged in. - Deadline for logging in was extended to next Friday. - Alicia is working with Deloitte on issues with consortia staff who have logged in but are still on the list.			
BadgerCare Plus Work Requirement (Attachment) Nicole Huffman	BadgerCare Plus Work Requirement - PowerPoint was reviewed. - Wisconsin is one of twenty-five states seeking relief from the rule issued by CMS from the OBBB. States contend that CMS's rule inappropriately expands on definitions included in the OBBB. For example, serious or complex medical condition was expanded to include "that impacts their ability to work". That additional language is not included in the law. - DHS is still planning to implement the work requirements by January 2027. However, there may be adjustments to policies and processes depending on what happens with the lawsuit. - The plan is to allow exemptions based on medical conditions that are included in claims data or based on an individual's self-attestation of a serious or complex medical condition.	IMOA Members	Ongoing	

	• Overview of the new work requirement policy and exemptions was reviewed. • Outreach plans were reviewed. ○ A one-time letter will be sent to all BadgerCare childless adults, except for tribal members. If they opted in, they would also receive text and email messages. ○ Estimate around 185,000 members will be sent letters. ○ Letters will begin to be sent August 1st and be staggered over 3-4 weeks. ○ Letters will be sent monthly, on the 5th of the month from September 2026 to January 2027, for those who enroll August 1st through December 31st, 2026. • Talking points and Genesys messaging will be available to consortia by August 1st. • DHS is hosting a series of webinars for community partners. The first one was in June. • Consortia asked for the number of members that will be impacted by consortia. DHS will check into getting these numbers. • For backdating, an individual will need to meet work requirements or be exempt in the one month before they apply. • Backdating is set to change from three months to two months in January 2027.			
My Wisconsin ID Update (Attachment) Jacob MacLea	My Wisconsin ID Update • Reviewed status of where we are at in the implementation timeline. Deadline for migration was extended to next Friday, July 17th. • Agencies are reporting issues with certain systems, specifically ECF Capture, CWW Training Environment, and KIDS. • Consortia expressed confusion over when WI Helpdesk or AIMS should be the first point of contact. CWW Systems Issues • DHS is working with DET on systems performance issues that are especially prevalent during specific times of days.	IMOA Members	Ongoing	

	• They have pinpointed issues with specific security and systems that are running in the background and are looking at options to mediate or resolve these issues.			
Security Update Carla Treuthardt	Security Update • Any new provisions require a My Wisconsin ID with the exception of WISA which still requires a WAMS ID. • DHS is focusing on troubleshooting various log-in issues that consortia staff are having with My Wisconsin ID. • While Carla states that systems access requests for new staff (cohort requests) are being prioritized, consortia report that it is taking weeks to get these provisioned and it usually requires a supervisor to contact Carla to ensure the new employee's access is set up in time. The standard is for these to be completed within 3-5 days. Carla states that they expect to get back to the standard 3-5 day turnaround once they get past the MyWisconsin ID migration. • Viertel replaced Mainframe/ECF-U. If staff can't log in using My Wisconsin ID, they need to reach out to Security. • If a user receives a system error when logging into CWW and they hit the back button, the accounts are not getting linked. It will take them back to the old CWW. The root cause seems to be using an old browser, but users need to reach out to Security if they run into this issue. • The annual systems access audit will begin in the next couple of months. • Clarified that the password for Mainframe, ECF View, Viertel, and Control D expires every 60 days. • The Op Memo that announced the decommission of the Mainframe is causing confusion since it's still in use for certain systems. Agencies asked for an Op Memo to be sent clarifying this. • Request was made to copy the new user's supervisor on notifications from Security, not just the Consortia Security Officer. • My Wisconsin ID follows staff from one county to another. When a user changes counties and they update their email address in their account, it changes the email they use to log in.			

CDPU Update (Attachment) Robert Tillmon	CDPU Update - Reviewed staffing changes – the CDPU is now at 31.5 staff(lost 2 to attrition). - They will be updating the production volume dashboard to show a three year rolling average going forward(currently shows six years). - Physical mail volume has increased beginning in June(EBT mailings). - Document processing volume also increased in June(20% increase). - Communication between CDPU and counties has improved. - CDPU is working with care providers on issues with batch scans they are submitting to the CDPU. - CDPU is always looking for ways to provide additional value or solutions to problems to best serve the Consortium and counties - Consortia suggested it would be helpful if the CDPU could attach documents to the case in which an individual is open instead of attaching it to the case where the individual was the primary person(and has since closed). This would reduce workload for consortia in having to move documents. - Consortia report receiving many documents uploaded through Access that either come in as ‘unknown’ or with an incorrect code. This also requires consortia staff to move them to the correct code. CDPU staff are unsure whether they have the ability to view documents in Access but will check on their ability to assist with correcting these.			
Genesys Update	No Update			
FoodShare QC Metrics (Attachment) Jonelle Brom/LaTanya Taylor	FoodShare QC Metrics - Related to the lawsuit that Wisconsin is a part of related to immigration policy, a ruling was received that directs that any relevant error between July 2025 and April 9th, 2026, will not count against the State. - Wisconsin received federal notice on June 24th that Wisconsin came in under the federal threshold requirements for both FY25 Food Share active and CAPER error rates. Wisconsin ranked number 9 best	IMOA Members	Ongoing	

	in the nation for Food Share accuracy. • For February 2026, Wisconsin's active FoodShare error rate is 2.27%. This brings our cumulative FY26 error rate to 6.57%. This also includes one case that is in litigation. • Top 3 error elements are wages and salaries, shelter deductions, and citizenship & non-citizenship status. • 50% of active errors were client errors and 50% were agency errors. • Wisconsin's CAPER error rate is 20.46%.			
Future Agenda Topics (Attachments) Jonelle Brom	August 2026 Agenda Topics: • Policy Updates • FoodShare QC Metrics & Discussion • Genesys Updates • BadgerCare Plus Work Requirement • MyWisconsin ID Updates • Customer Experience Surveys(Quarter 2 Data) • IMMR Governance Committee Updates • OIG Updates	IMOA Members	Ongoing	

Income Maintenance Subcommittee Key Messages
Income Maintenance Operational Analysis
August 7, 2026

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy Updates (Attachments) DHS Staff	Health Care Policy Updates • An Operations Memo will be published next week that covers changes to immigrant eligibility as a result of the OBBB. A CCN was previously sent on July 24th that included directions for reverifying immigration status for some members related to these changes. A one-time letter is also being sent to impacted members on August 22nd. • The one-time letter to members that will be impacted by the new Medicaid Work Requirements in 2027 is being mailed this week. Letters are also now available for viewing by members in Access. Handbook Updates: DHS staff reviewed updates to the BadgerCare, Medicaid, and CTS handbooks that will be published on August 12th.	IMOA Members	Ongoing	

	*** <u>See Attachment for details.</u> FoodShare Policy Updates • Reminder of CCN sent yesterday with notification that USDA updated the <i>And Justice For All</i> poster. The most recent version has a revised date of October 2024 and published date of March 2025. Agencies should order new posters if their current poster does not have the most recent published date. • Wisconsin was approved for replacement Food Share benefits for Forest, Kenosha Milwaukee, Outagamie, Villas, and Winnebago counties as a result of recent storms. • An Operations Memo was published on July 31st with a change to DEAR policy as a result of the OBBB. Certain members aged 60-64 are no longer eligible for a 36-month certification period. The change applies to applications and renewals received or pending after 8/8/26. • The increase in SUA amounts that were implemented in July have now received approval to be effective earlier – May 1st, 2026. If a household should have received additional benefits, they will receive an automatic supplement. Handbook Updates: DHS staff reviewed updates to the FoodShare handbook that will be published on August 12th. *** <u>See Attachment for details.</u>			
CARES Stability (Attachment) Jason Eberhardy	• A handout was reviewed with an update on actions that were taken to counter CWW issues that were experienced over the last several months. *** <u>See Attachment for details.</u>	IMOA Members	Ongoing	
OIG Updates OIG Staff	• Did not present.	IMOA Members	Ongoing	
Genesys Update (Attachment) Paul Michael	• Reviewed options that are being explored to resolve the issue of callers being disconnected when there are no agents logged into the Spanish and Hmong queues. There are two options: keep caller in queue or transfer caller to voicemail. Options will be	IMOA Members	Ongoing	

	reviewed in more detail at the next Genesys subcommittee meeting. The telecom issues from last week were reviewed. Since issues were concentrated in Eastern and Northern counties, they suspect it was a result of the recent storms.			
IMMR Governance Committee Update (Attachment) Nick Ksobiech	Alicia reviewed a document with updates from the IMMR Governance Committee. *** See attachment for details(to be sent out after meeting).	IMOA Members	Ongoing	
Customer Experience Survey (Attachment) Dione Sanders	174,339 Call Center surveys were offered during the second quarter. 29,179 surveys were completed, which is a slight drop from first quarter. 91% responded that they were treated with courtesy and respect (**see attachment for all cumulative responses, breakdown of responses by English, Spanish & Hmong, and Access survey results). - DHS will be sending a CCN with talking points to help agency staff promote customers completing Access surveys when they are present at the local agency for services. DHS is not receiving any surveys completed through Access.	IMOA Members	Ongoing	
FoodShare QC Metrics (Attachment) DHS Staff	- March FoodShare active error rate is 6.71%, which results in a cumulative error rate of 6.57%. Top three errors: wages and salaries, shelter deductions, child support payments. - Wisconsin still has one error that's part of a lawsuit. Once that is resolved, Wisconsin's error rate will fall below 6%. - The CAPER error rate through March is 20.48%.	IMOA Members	Ongoing	
Walk On Item- Food Share QA Plan Updates	Consortia were invited to share updates on their QA planning and ask questions- - Dane County reported that they are in the process of hiring and are running up against competition for staff, losing staff to DHS and other counties. Other counties report facing the same challenge. - DHS was asked whether there will be training for staff that that will be required to make corrections in the PCR tool. DHS added this to their list of trainings to be developed. - Interest was expressed in having a workgroup and			

	regular meetings of staff responsible for the PCR reviews. • Consortia expressed to DHS a need for assistance with training on PCR review consistency(consistency between reviewers). • DHS is working with Deloitte on PCR tickets that have been sent in(issues sent in by consortia).			
Future Agenda Topics (Attachments) Jonelle Brom	September 2026 Agenda Topics: • Policy Updates • FoodShare QC Metrics & Discussion • Genesys Updates • October CARES Release • AI Updates • MyWisconsin ID Updates • IM Training Annual Update	IMOA Members	Ongoing	

Income Maintenance Subcommittee Key Messages
Call Center Technical/Operational
July 13, 2026

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Routing Calls with No Agent “on-queue”	Most queues have some sort of alternative routing, with could include: • Disconnect • Voicemail • Remain in Queue The disconnection option will be removed, allowing consortia to choose to have clients remain in queue during business hours, or they would need to set up a voicemail. A list of queues will be sent out to all Consortia for feedback on what option they would like to set up as disconnecting the call is no longer an option. These emails will be sent out in phases, 2-3 consortia at a time, starting with Spanish and Hmong queues.			
Telecom Issues	2 occasions with issues of routing calls to agents. Issues in the last couple months with the underlying carrier. These were not Genesys issues.			

	7/27/2026 - Many counties that had sporadic issues with calls being routed to agents. Major factor may have been due to storms, however unable to confirm that.			
Case ID Display	If a customer does not enter their Case #, the “Case ID” label will no longer show. The label, “Case ID” will only show if the customer enters their case #.			
Round Table Discussion: Case # display in Genesys	Now that agents can view customer reported case numbers when they call in, has that changed anything operationally or how agents verify ID of customers? This is a bonus feature for everyone. This has not changed any operational or ways staff verify ID. Follow-up: Case ID may be used at <u>one</u> element in confirming identity of the caller.			
Round Table Discussion: New Conference Consult feature in Genesys.	How are consortia using this feature? Most consortia are not utilizing this new feature at this time. Most have local processes in place for any supervisor call backs, or ways to consult with leads if assistance is needed. Suggested that this feature could be used if agents are on a 3-way call with an interpreter and needing to use the 4th line to call and consult with a lead.			
Next Meeting	Monday, September 14, 2026 @ 1:00pm			

Income Maintenance Subcommittee Key Messages
Performance Monitoring
July 15, 2026

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Intro/attendance	Kris took attendance	Examples: All Income Maintenance Agencies, ESPAC, Operational Leads	Kris Bovee	
May Recap	PCR demo		Kris Bovee	
Budgeting Demo	Spreadsheet that Southern uses to help with EI Western requires use and for it to be scanned to ECF so they		Erin Heiman	

	can see where errors are occurring and use it for coaching			
Policy Check in	No items today		Nicole Rolain	
Consortia Reports	Handout All consortia met application, SMRF and renewal processing timeliness in June		Dione Sanders	
FSQC Error Findings	Handout Cumulative active error rate 6.57% EI remains top error CAPER 20.46% cumulative		Linsey Lochowitz	
HCQC Error Findings	May 2026 top HC errors, employment, prior SSI, rep details Verification not on file		Angela Stanford	
IMQA Error Findings	Handout EI, UI and demographics are top errors CC for verif code is only correct with a 3 rd party. NQ or OS may be more accurate		Valerie Hayes	
Roundtable	PCR Tool Release/Follow up Western-working creating rule set and group to catch all new worker cases. Navigate more freely without as many fatal errors. Would like to be able to choose only FS passing cases. Only using for new workers at the moment. Updated to HH of 18 to prevent it from pulling in other cases. Case doesn't open correctly when clicking-have to coy/paste Brown-working pretty well. Began using groups and rule sets. Can we create a group and assign it to an inactive rule set. Attempting to set up groups and assign a specific rule set-EBD, etc. would be helpful if could set max number of samples per rule set vs just for consortia. Jody/PRT-if there's an error-they can't always recreate, will need screenshots. Create a ticket and then email Jody and Manee Moraine Lakes-found cases being pulled that shouldn't have been. Challenge of getting 25% through PCR while focusing on		Nicole Rolain	

	specific errors. Is there guidance on how to set the parameter to achieve the 25% Select the modes of application/renewal to try and get the number you need. IM Central-struggles with improper centra. PH was helpful as well as the codes that were sent out.			
Future agenda items	Nothing today		Kris Bovee	

Income Maintenance Subcommittee Key Messages
Elderly, Blind, Disabled/Long Term Care
July 19, 2026

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
		Examples: All Income Maintenance Agencies, ESPAC, Operational Leads		
DHS updates	DHS workgroup on CLTS has been created and is in preliminary stages of developing goals and structure. Will provide regular updates on status and developments. DHS undertaking 2027 project to address existing issues around the burden on applicants, families and IM agencies on the CLTS to adult services transition process. Goal to develop consistent pathways to transition by minimizing interruptions in services, more transparency for families and foster greater coordination between partner agencies. DHS took feedback on some areas that IM agencies are seeing issues around the following: CLTS agency knowledge of transition process expectations, continuous coverage for MA presenting additional complications, understanding of expectations of MA eligibility for families that haven't interacted with the MA process outside CLTS, 17 ½ age timeframe presenting issues, DDB process taking longer than 6 months, training/resources needing updates and improvements. More feedback will be	All IM agencies		

	gathered throughout the discussions of ways to improve the process and plan. DHs currently looking at changes around action items for aging out children, system enhancements around disability determinations, updated/new letters and correspondence around aging out. Patient representative for MA discussed. This new form of rep will be treated much like an appropriate legal guardian or power of attorney---can start the application process but need to verify via the appropriate paperwork that the person has the authority to complete the application the member's behalf before confirming. Discussion about best available/attempts by agency requirements needing better definition. Jody reports this is an issue in all areas so DHS is working on some additional guidance and will share as it becomes available. Documentation of patient representative was shared in a prior CCN—use until new information is provided by DHS. It is the representative's responsibility (goes for AR/POA/LG too) to report timely if they are no longer a representative of the member but important for agencies to know the requirement of the form becoming invalid any of the conditions are met per the statute (now has an LG who's responsibilities overlap, newly found valid POA to cover those duties, medical determined to no longer need the patient representative, member moves out of hospital, NH or CBRF)			
DHS updates	MAPP independence account updates: ops memo released 7/17/26 and CCN 7/20/26. Request from IM agencies to review language in MEH around gross income being just earned income and not all incomes as presents differently to staff based on interpretation. DHS will take this back. Inheritance piece of this same statute is not yet implemented as requires system enhancement and possible federal waiver approval. More information will be shared as it becomes available	IM agencies		
Open discussion time	Group A waiver cases: DHS is looking into reporting options to catch additional cases in which waiver is opened for members determined to be group A. More information to come later.	IM agencies		

	If agencies are seeing cases where questionable situations are happening (2 full benefit MA programs opened at same time for 1 person, MAPP premium/waiver cost share issues, special status being closed in IC mid-month for no viewable reason, etc.) please send new examples to PRT. Some of these issues were thought to be resolved so want to research Enrollment/Disenrollment Guide: Not IM held document but is there a way to make sure IM staff are notified of changes made to these documents and that IM staff are brought into the discussion for changes? Changes on this document do necessarily impact policy but impact our process/workload. Example: most recent changes resulted in more enrollments and documents being sent to IM agencies for Group A streamlined cases. Spousal income allocation resources: Some counties report difficult is figuring out correct allocations for dual spousal cases as impacted heavily by living arrangements, 1 case vs 2 cases, moves of the members. Looking for resources agencies have found to help staff determine this. No agencies had reported having guides to help with this but will bring this back to future meeting to see if any comes up with anything. MEH 16.11.2: Discussion around employer sponsored vs individual IRA asset and how to correctly determine counting as income vs asset. DHS indicates they will take this section into consideration with feedback provided Late reporting of death of community spouse: Some agencies reporting issues with members/legal representatives not reporting death of a community spouse timely. Some may have resulted in the member no longer being eligible. Is the death of community spouse really a reporting requirement? Are the assets of the community spouse really available right away (need to consider potential of probate, financial institution policy of releasing assets of a newly deceased person, etc.). Possible guidance on appropriate process to help could be added to MEH/PH? Some counties create asset page for full value of spousal asset share and fail ongoing while other add OT asset and		Jody/PRT will monitor tickets Jody/PRT will review this Assign this topic again to next meeting DHS will note the need to review this section for possible clarification	
--	--	--	--	--

	pend for proof? When is it appropriate to start taking action? MAPP premiums: Many agency supervisors are spending quite a bit of time with premium logging due to restriction on who can update premiums to paid as well as working through issues. Does anyone have a process they suggest staff take when determining most cost effective program for someone (example: cost share is less than MAPP premium if they are waiver eligible)? Agencies did not report any suggested tips as some cases are caught through other processes (non-payment of MAPP premium so working LTC action item). Manual process for pending mapp premiums when failing 077 incorrectly or having to do workarounds to not approve ongoing while pending a current month's premium is error prone. Seniorcare only cases in IM caseloads: What should be done with these? Sometimes generate work like action items and discrepancies for IM to work when no benefit is open. Deductible 272 failure code: Some agencies reporting uptick around this, having to potentially process manually, etc. Deductibles are difficult processing as not always working consistently.		PRT tickets requested so full situation can be understood PRT tickets requested so full situation can be understood and system issues can be reviewed for possible cause and fix	
--	--	--	--	--

Income Maintenance Subcommittee Key Messages
Training
July 27, 2026

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
IM Training Projects	Many new and updated trainings are listed on the attached handouts.	All	Abby	N/A
Refresher Trainings	The three trainings below were selected as a priority. Immigration Status training: Published June 8th to reflect June CARES release updates. FS Supplements: Received feedback from IMAC Training Subcommittee about case comment standards, math for supplements and what verification needs to be received. A draft was shared to the committee today. Looking to publish this training at the end of August and will take 30-45 minutes to complete. FS Unclear: Updated based on feedback received from the April IMAC Training Subcommittee meeting. Currently in the initial development stages. Provided an outline for feedback. Will be available in Fall of 2026. Checked with group to see if there are a lot of questions about unclear coming from benefit recovery. Also checked in to see if the flow chart for unclear makes sense. Workers are still struggling with number four on the flow chart and questions about the two-month requirement.	All	Renee	N/A
Community Engagement Training Plan	The Federal Medicaid Work Requirements document for training plan was shared. The policy is scheduled to start January 1 st 2027. This will be a computer-based training designed for all workers across the state. Oct-Dec cohorts will start to incorporate the training for this. Will be published December 2026. Trainings that are a part of the NWT curriculum will be updated to reflect these changes.	All	Renee	N/A
Break in Service Desk Aid	Jenesa introduced a FS break in service desk aid which covers how to handle break in service at different situations. This new desk aid has been incorporated in the VILT's for new workers.	All	Janesa	N/A

Annual Training Completion Tracker	DHS is planning to release a tracking tool to track staff's annual training requirements. The expectation is that the documentation may be requested as a part of the MER. Abby shared a demo of the tracker. This lists the required trainings needed for the yearly requirement as well as allows to track additional trainings. This will be shared with agencies when it is finalized to use starting in 2027 (for 2026 please use your current process). The draft will be sent out with the minutes for agencies to be able to look at and provide any feedback.	All	Abby	N/A
Training Feedback	April-May 2026 feedback was reviewed. 100% of learners completed the survey for NWT and EBD cohorts for both April and May. Local coach responses for April were 18% for NWT and 0% for EBD. For May there was 27% that completed for NWT and 6% for EBD. Please see the cohort feedback attachment for specific feedback provided on the surveys. A question was asked about what is done with the feedback. These are reviewed and applied when applicable to specific cohorts then track themes for overall program improvement. A question was also asked about if there could be more trainings on tribal member case processing, this will be considered.	All		N/A
Training Updates	There have been a variety of updates recently. Process Help references changed several months ago, Cornerstone NWT trainings have been updated to include the new reference citations. Some learning library topics were updated. This was announced on June 9th. Refresher trainings are also being updated and will be announce within the next few weeks. Any remaining Learning Library Topics will be reviewed and updated after this. The LTC curriculum updates were included on July 24th. Mainframe has been decommissioned and trainings have been updated to remove references to mainframe. SUE amount changes were also updated in trainings.	All	Renee	N/A

	Intro to CWW Training is being revamped and will be released this week and will be a part of both the Clerical and NWT curriculums. Additional information was added to the curriculum for running with dates and is implemented in the July cohorts. Also added more information on medical expenses for FoodShare and added an additional optional homework scenario that covers entering medical expenses and will be available in the EBD cohort running in the month of August. Added a knowledge check on how to link and merge to the VILT. Developing a presentation to cover conflict panels for the VILT to be implemented for the August cohort. Developing more KIDS information into the data exchanges section of the VILT.			
Training Roundtable: Cultural Competency Training	Bay Lake: Uses Cornerstone training, in past years have also used some locally developed training. MILES: Uses Cornerstone training and also has a committee that provides the agencies with literature and other activities. Capital: Uses Cornerstone training and also has a committee that helps assist. Moraine Lakes: Uses the Cornerstone training. Some counties may do additional. Central: Uses Cornerstone, some counties do additional. Northern: Uses Cornerstone, some counties do additional. East Central: Most counties do the Cornerstone training, some counties have additional. Has used a Youtube series Southern: Uses Cornerstone training Great Rivers: Most counties use Cornerstone, some counties	All	Shelby	N/A

	have additional trainings come in to present. Western: Uses Cornerstone. In the past has used Ted Talk videos and had local staff give presentations on their backgrounds.			
Walk On	DHS is preparing to run additional cohorts due to knowing there are more agencies hiring at this time. Looking at a maximum of 24 learners per cohort or less. A question was asked if there would be any additional trainings related to the QA positions. This is being looked at and will be working on what is needed. A question asked if the Training Team meets with PRT Team due to there being some inconsistencies. Any inconsistencies should be directed to PRT to look into further.	All	Abby	N/A

Income Maintenance Subcommittee Key Messages
Fraud and Program Integrity
August 11, 2026

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
OIG Update -Tami Berg/Jolyne Wallace	I want to provide a quick clarification regarding a statement made at our last FPIP meeting. - We previously shared that OIG is no longer pending or confirming ongoing eligibility in CARES. - While that is generally accurate, there are important exceptions involving our PARIS Team. Exception 1: Dual SNAP Participation - For recipients on the quarterly PARIS Report with potential dual SNAP participation, the OIG PARIS Team follows the Food Stamp "Act vs. Hold" flowchart. - Once we verify the member's true state of residency, the FS case will be updated accordingly. - This action will then be confirmed by an OIG Overpayment Specialist. - If OIG encounters a Pre-certification Review (PCR) alert during this process, Tami or I will step in directly.			

	- We will work with our established OIG Contacts to ensure the case is accurately confirmed. Exception 2: Medical Assistance (MA) Matches - When a recipient appears on the PARIS report for Medical Assistance, the process differs slightly. - PARIS Agents will pend the case. - And follow through with the final case confirmation only <i>after</i> the match is fully resolved.			
Administrative Disqualification Hearing Feedback -Jonelle Brom	Review of hearings. Training was created for agencies. Trends: - Not including enough supportive exhibits to support stance - ALJs are looking for more witness testimony ---- Example: Child support should have CS workers witness and testify to the accuracy of the info ---- Investigators from contract investigation agencies need to testify; Local agencies can subpoena to compel to testify to the hearing - Pete MCombs is the new ALJ supervisor - Some discussion about hearing workers receiving feedback that our packets are too large which is in conflict with the feedback from DHA in this discussion - Last week there was a discussion with CMS and there is clarification for MA overpayments: No changes. CMS reiterated in a meeting that collecting from beneficiaries (Estate recovery excluded) is a retroactive termination of eligibility without due process. There is no change in approach from WI DHS. No MA overpayments. - FS related ADH waiver. It is under review currently and this committee will be updated on any decision changing our practice of no waiver offered or a change in process. - General concerns where should they go (not a concern about merits of decision or policy)? Jonelle wants ALJ, case, time of hearing. Bullets of the main concerns. - Q?: Dane Co example. In the hearing the participant wanted the full name of the worker. There were threats regarding the worker. Could the hearing worker name			

	not be shared with the participant and the “accuser” being the County/State and not the individual worker? Jonelle said she would take back and discuss. • Hearsay example: Mayo clinic wages use third party (Thomas and Company) income verifier; the ALJ considered wage document hearsay. • Waukesha Co will share their subpoena template as an example. • Shawna: struggle with when to go to ADH, when do you drop it? - Bob suggested that investigators reach out to participant and interview them to confirm info that you have. This can replace the witness and makes the investigator the witness in this scenario.			
PACS/BRITS updates- Kent Ellis	Staffing: Sections fully staff but still need a section manager Claims established July: 5200 claims for \$10.1 million dollars Collections through July \$8.2 million dollars My WI ID for BRITS messaging has started to go out. Effective 08/21 can use My WI ID to link their access to BRITS. <u>Must link prior to Dec 31st or they will need a new access request.</u> DCF is looking for Go-live testing for using system. Send those names (a couple from Counties are needed) in to Kent or April WEBI personal folders will no longer be accessible. Can be migrated so if that is something that is needed, you can email to BRITSBI. PACS is presenting at WAPAF Oct. – “BRITS A-Z” Q/A session will be part of presentation. Claim creation pages will be gone over as well as worksheets. PACS codes that can be unfamiliar for agency workers will be a topic. Write off process will be explained. PACS asking for any other topics they can incorporate. Email			

	PACS if you have any. Discussion possible topic: W-2 or multi agency interaction was brought up in this meeting. CSWPACU@wisconsin.gov BI Save folder email: DCFDLMSBITSBIBRITS@wisconsin.gov - CC Kent and/or April Topic requests for WAPAF: DWSPACU@wisconsin.gov			
ADH Presentation (Reversed and Appealed to Circuit Court) - Brown County	Reversed decision appealed to circuit court; court determined IPV was upheld. Case example: Usage after incarceration was the case scenario; 9 transactions occurred while incarcerated. Interviews with card owner and card user both admitting using card in violation of SNAP rules. Agency asked if participant knew about program rules. Participant exchanged use of card for adding money to canteen account. ALJ decision: Agency did not specify the date of the “trade” Lack of the trade date resulted in the respondent not being able to prepare a defense 11/29/2023 app not provided; agency could not prove the IPV penalty warning each and every time they applied so not fully aware of program rules Agency could not prove the respondent was in jail as agency relied on Vinelink. In all actuality the agency spoke to the incarcerated individual while they were in jail and the ALJ themselves called the individual while they were in jail. Corp Counsel reviews and put together petition: ADH Summary, investigation report, incarceration dates transactions during incarceration and E&B book sent to participants Decision stated IPV affirmed and reversed ALJ decision PP was provided info on an IPV (November in 2023) -Correspondence history and E&B handbook Incarceration was not in question as that is where the investigators called the participant Was DHA informed of the reversal? A: yes DHA was informed.			

FPIP Contract – Funding for prevention and education for staff. Question for discussion: What type of prevention/education are the consortia doing for their staff? -Bob Kilingforth/Consortia Fraud Staff	FPIP: Waukesha uses FEV and fraud training for new and ongoing staff. Also Waukesha will send individuals to WAPAF for all their available training. We also spend money on CLEAR access and their (limited) training. Q? Ongoing or new workers: A: both. Years ago, Reid Technique on interviewing was something some were sent to. Rock, Southern Cons, Dane, Northern Cons all also have ongoing training and discussions as well as new worker training. Talked about how fraud training after cohort is important. Suggestion for the “Truth Be Told” podcast from Wickerlander-Zulawski discussing interviewing techniques.			
Walk on Items-Tami Berg	None			
Future Topics	• PCR interaction with fraud • Updates to NAC or new States			