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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

September 17, 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/Kathy Welke
1:00 PM	Approval of August 20, 2026, Meeting Minutes (Attachment)	Katie Sepnieski
1:05 – 1:15 PM	Department of Health Services Policy Updates	DHS Policy
1:15 – 1:25 PM	Subcommittee Updates (Attachment) - Income Maintenance Operational Analysis - Call Center Technical/Operational - Performance Monitoring (not presenting) - Elderly, Blind, Disabled/Long Term Care (not presenting) - Training (not presenting) - Fraud & Program Integrity (not presenting)	Kathy Welke Cindy Drury
1:25 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/Kathy Welke
	Consortia Feedback: IM consortia will share feedback with DHS	Kathy Welke
	Administrative Memos	Alicia Grulke/Kathy Welke
	Regional Enrollment Network	Lorie Graff
1:30 PM	Public Comment	All
1:35 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
September 11, 2026

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy	Public Charge: New guidance issued August 18 expands the public benefits that immigration officials may consider when making public charge determinations for green card applicants, including FoodShare, BadgerCare Plus. Non- Citizen Health Care Eligibility: Effective October 1, 2026, federal changes will limit Medicaid eligibility for certain adult non-citizens based on immigration status, with an estimated 2,000–3,000 Wisconsin members expected to be affected. DHS is reverifying citizenship and immigration status and has begun sending letters requesting additional information or notifying members when coverage will end, Agencies may receive calls related to these notices. Talking points have been sent to consortia. FoodShare – ABAWD Waivers: Wisconsin has been using monthly discretionary exemptions for non-Tribal ABAWDs living with Tribal members on reservation areas. Wisconsin received approval for geographic waivers for six reservation areas that meet the required threshold, allowing these individuals to move from discretionary exemptions to the geographic waiver. The overall impact is expected to be small, with little to no impact anticipated for staff. FS COLA and Standard Utility Allowance. There will be an OPS Memo release on 9/16 outlining the annual FS COLA and SUA changes . These changes will be effective 10/1/26. National Accuracy Clearinghouse (NAC): As new states come onboard with NAC consortium will be updated. FNA has currently put a pause on adding states to NAC. Security Manuals: Development of Procedural Manual should be done by October 2026. This will be reviewed with the workgroup. Goal is then December for the Policy Manual and	IMOA Members	On-Going	

	Procedural Manual April 2027. Conflict of Interest Policy: Consortia requested an update on the Conflict of Interest policy. DHS advised that the materials developed with consortia feedback are currently being reviewed by the Communications Team and will be incorporated into a memo. DHS will review with the workgroup in September and then will come back to IMOA.			
Bureau of Systems Management Updates	The Intelligent Optical Character Recognition project has been approved for the February 2027 release. DHS continues to work on developing policy and guidelines regarding the use of AI.	IMOA Members	On-Going	
MyWisconsin ID Jason Eberhardy Jacob MacLea	MyACCESS and ACCESS users can start creating an email login after deployment on 12/12/26. Users will have until 4/22/27 to create this e-mail login. Communications in a variety of channels and resources with step-by-step directions will be shared widely. If users do not log into Access or MyAccess by 4/22/27 they will have to create a new account. Once created the user will link their existing case to the account instead of creating a new case consortia asked that in communications to members there is clear direction as to who users should contact if they need Technical Support.	IMOA Members	On-Going	
Genesys Update (Attachment) Paul Michael	The update to the Admin interface is on hold with no release date . A new feature expected early next week will allow Admins to transfer ownership of dashboards; a desk aid will be provided upon release and the information will later be incorporated into the User Guide. Agent interface updates are anticipated in the first quarter of 2027. DHS plans to participate in beta testing to learn more about the changes and prepare prior to the agent rollout. Queue treatments are also being updated to prevent calls from disconnecting when no agents are available on a queue,	IMOA Members	On-Going	

	particularly for translation queues.			
IM Training Annual Update (Attachment)	Information was shared regarding how IMOA feedback has been incorporated into training. This has included identifying training gaps through the training subcommittee holding local coach meetings 1-2 times per year, Enhanced transitions into VILTS, explored breakout room usage and monitoring extended FS & BC in the cohort and expanded the schedule in contingency days. A list of training gaps was shared. Overview of the Federal Medicaid Work Requirements training plan was shared. An introduction to the work requirements will be published in September, and the federal work requirements training will be published in December.	IMOA Members	Ongoing	
FoodShare QC Metrics & Discussion (Attachment)	WI will hear this month as to what the final official AER for 2025 was, determined by FNS. AER through April 2026 is 6.28%. Top three error element ranking by cost is child support payments received from absent parent, shelter deduction, in wages and salaries. 49% client and 51% agency caused. CAPER Error Rate through April is 19.75%. Top three case error element rankings are verification, application and wages and salaries. PCR supervisory profile is needed to get the PCR dashboard. DHS did see one county fall back under the 6%.	IMOA Members	Ongoing	
CARES Releases Presentations	HR1 Community Engagement for BadgerCare Plus and Childless Adults Administrative Renewals and Coverage Transitions at Renewal	IMOA	Ongoing	
Future Agenda Topics	October 2026:	IMOA Members		

Jonelle Brom	• Policy Update • FS QC Metrics & Discussion • Genesys Updates • CDPU Updates • Security Updates • Heating Season Updates • MyWisconsin ID – WI Citizens • W2 Update			
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Income Maintenance Subcommittee Key Messages
Call Center Technical/Operational
September 14, 2026

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Routing Calls with No Agent “on-queue”	<i>Update –</i> 9/16/26 – Moraine Lakes, Capital, and Great Rivers 9/23/26 – Southern, East Central, and IM Central TBD for other consortia			
User Page Update - People	Originally scheduled for 9/4/26 – however this has been delayed – no new release date.			
New Feature: Dashboard ownership change	In Production this week -- Administrators can transfer ownership of one or more performance dashboards to another user without changing the dashboard configuration or sharing settings. Paul completed a demonstration to show this process.			
Future User Interface changes	Coming 2027 --			
Roundtable				
Next Meeting	Monday, October 12, 2026 @ 1:00pm Monday, November 9, 2026 @ 1:00pm			

