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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

February 20, 2025
1:00 – 3:30 p.m.
Zoom Link: https://dhswi.zoomgov.com/j/1601074465

Join by Phone: 1-669-254-5252 | **Meeting ID:** 160 107 4465

Time	Topic	Presenter(s)
1:00 PM	Welcome	Katie Sepnieski/Lorie Graff
1:05 PM	Approval of January 16, 2025, Meeting Minutes (Attachment)	Katie Sepnieski
1:05 – 1:20 PM	Department of Health Services Policy Updates	DHS Policy
1:20 – 1:45 PM	Subcommittee Updates (Attachment) • Income Maintenance Operational Analysis • Call Center Technical/Operational • Training • Performance Monitoring • Elderly, Blind, Disabled/Long Term Care • Fraud & Program Integrity (Not Presenting)	 Lorie Graff Kris Weden Jesse Wolf/Shelby Jensen Nicole Rolain Ron Redell
1:45 – 2:10 PM	FoodShare Employment and Training (FSET) Member Research Findings and Recommendations (Attachment)	Ryan Vosters/Stephanie Mabry/Stephanie Dorfman
2:10 – 2:15 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/Lorie Graff
2:15 – 2:20 PM	Consortia Feedback: IM consortia will share feedback with DHS	Lorie Graff
2:20 – 2:25 PM	Administrative Memos	Alicia Grulke/Lorie Graff
2:25 – 2:30 PM	Regional Enrollment Network	Lorie Graff
2:30 – 2:35 PM	Public Comment	Katie Sepnieski
2:35 – 2:40 PM	Announcements/Future Agenda Items	All

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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://dhswi.zoomgov.com/j/1601074465, 5 minutes ahead of time.

Income Maintenance Subcommittee Key Messages
IMOA
February 7, 2025

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy Updates	<u>CAA and Services for Incarcerated Youth</u> – Following questions and feedback provided by consortia last month, Rachel shared that DHS is making updates to the provider side of the system to allow providers to bill for services to incarcerated youth following the CAA guidelines. The department is also communicating with corrections partners so they understand the process for serving these youth. She reiterated that there is no change in process for consortia, and if IM agencies receive questions from their county jails or other correctional entities about the CAA provisions on incarcerated youth, they should be sent to Andrea Hines, Andrea.hines@dhs.wisconsin.gov. <u>FDSH</u>- Last year DHS began being charged for verification of earnings through Equifax. They changed service to 1 request per 7 days. At the January IMAC meeting the department was asked if they would revisit changing this. DHS asked for feedback from consortia on how the change might have negative impacts. Feedback provided is that it might hold up benefits for a customer. For example, if we have to use an employment end verification form and the employer refuses to complete the form. <u>SNAP Replacement for Stolen Benefits</u> – While federal funds are no longer available, Wisconsin will use state funds to replace stolen Food Share benefits. The process for IM agencies remains the same as outlined in Op Memo 23-29. There is also a recent CCN with instructions, but they haven't changed. OIG will approve or deny benefits. <u>MAPP</u>- Consortia were thanked for their feedback at the last meeting. DHS is reviewing that feedback and will be coming back to IMOA to present in the coming months. <u>Katie Beckett</u>-	IMOA Members	On-Going	

	DHS is working on systems updates, with some coming with the February release. They acknowledged that when a new program is added to CARES there's always going to be follow up modifications to ensure it's functioning as we want it to. Consortia were asked to share issues or concerns at the meeting and to please continue to send them in to PRT. Among the concerns shared at the meeting: cases being put in a parents name instead of the child, the way referrals are coming in can be confusing, consortia are advising staff to only look at programs on the case that we administer and ignore the Katie Beckett but this should be reflected in program/processing guides and training as well, and some have seen sensitive medical information entered in case comments. Consortia can expect more information at upcoming IMOA meetings.			
Agency Feedback (Attachments)	<u>PRT/Ticketing System</u> – Breakout sessions were held to provide more time to discuss and provide feedback to questions that were presented at the January IMOA meeting. Following the breakout sessions, groups reported out on the questions and each group was instructed to send their written feedback to the questions to Alicia. She will be compiling all of the feedback and it will be brought back to a future IMOA meeting. ***What are the top 3 areas that are working well or have improved since 2021?*** • Communication has improved, response times have been better, PRT have been helpful with PIN issues, answers are more specific, fewer questions fall off/get lost, escalation option works well with Jodi being helpful when contacted, like the ability to track questions and being able to choose problem category. ***What are the top 3 areas where improvement is needed?*** • Enhance consortia view/layout so status and progress can be seen and it's easier to read, streamline the ability to search within SharePoint, follow up can be inconsistent when more time is needed to research a question- sometimes consortia have to check back multiple times, some are not getting an email after submitting a question to let them know it was received, some answers are incomplete, criteria could be broken down more and we could get rid of the covid-related criteria, it was nice when we could submit screenprints, there's no way to	IMOA Members	On-Going	

	indicate when a question is more urgent because benefits are being held for a PRT response. ***What are the top 3 processing instructions that are missing from Process Help that agencies would like to DHS to focus on in 2025?*** • How to enter unusual earned income types, add information on common/known issues and how to fix/avoid, information on early SSRE that populates to SSDI, more information on med summary page, burial, FDSH, how to handle future changes that are reported, 15.2 self-employment income and when to end a page, 31.3 benefit recovery does not reflect new process, 9.3.2 emergency MA asks to click a form but the form is greyed out, CTS instructions – how AMCP should be completed, verification timelines – when should you extend 10 or 20 days, medical coverage pages – when to update or delete, meeting deductibles, beef up RAQ's, Food Share renewals section is missing, special populations, beef up information on security in process help if the security manual is not going to be updated. IM Training Model Feedback – Breakout sessions were held to provide feedback on the IM training model. Following the breakout sessions, groups reported out on the questions and each group was instructed to send their written feedback to the questions to Alicia. She will be compiling all of the feedback. Some work will be assigned to the Training subcommittee and there will be follow up discussions at IMOA based on the feedback. ***What have been some positive qualitative outcomes of the new worker training model for consortia? (For Example, the average time for new workers to complete training decreased from 15 weeks to 12)*** • Different learning formats accommodates different learning styles, appreciate follow up emails at the end of the week, new employees seem to have a better knowledge of CWW navigation, training is faster and pushes staff to move along(syllabus helps to pace), some consortia find the communication really good(mixed views on this), ***What have been some qualitative challenges of the new worker training model for consortia? (For Example, the timing of the***			

	cohorts for training has delayed our average hiring of new workers by 2 to 3 weeks so we can align start dates with cohort start dates) • Coordinating hiring dates with cohorts, county holidays present a challenge to get staff caught up, some topics seem to not receive much coverage, local county trainers don't always have a clear picture of what's trained/not trained until they catch it when the worker is processing, question whether trainers are processing cases to stay up on policies and processes, directions to trainees that they ask how something is done at the consortia/county level but that question may not actually be brought back to local trainer so they know to cover, too little time between the HealthCare and Food Share training, lack of more complex scenarios covered with trainees to prepare them. ***If you could make two to three changes to the existing new worker training model what would those changes be?*** • Cover more complex scenarios either during regular training or add a session at the end of the training, increase communication with consortia, implement a standard on where a new employee should be at along the training process, add a week between Healthcare and Food Share, add more days to each program, assess and ensure trainees are able to use handbooks and other tools, enhance case comments training, consider difference in training material for returning employee vs new employee, re-look a cohort schedules to support local hiring needs and practices, increased guidance from DHS on what the expectation is for completing QC's for new employees and set standards for follow up steps by local agencies when a new employee is not reaching expected milestones. ***How are agencies providing job shadowing and case processing opportunities to workers on Thursdays and Fridays per the program model design?*** • Some counties use leads, manager, or other staff which can be challenging and some consortia have dedicated training staff, some are having trainees process live cases between program training areas and some are doing this at the end, differences in how local agencies are utilizing shadowing vs case processing.			

	Are there other ways agencies would like to provide feedback to IM Training rather than the local coach surveys and feedback forms? • Question whether all trainee feedback is honest if they aren't responding anonymously, consider how feedback received is shared to include specific feedback -both positive and negative, have check-in meetings between state and local trainer, trainee etc. Jonelle shared that Wisconsin is the only state that is doing well in both accuracy and timeliness. Most states are doing well in just one area. While we still need to focus on improvements, she wanted to acknowledge that Wisconsin is doing a lot of things right. A request was made to consider whether the Training subcommittee should be meeting more frequently than quarterly. The subcommittee has heavy agendas and training is a critical area of our operations. This will be considered with all of the other feedback and brought back a future IMOA meeting.			
High Call Times	High Call Times Discussion – While call times are improving following the reintroduction of the Callback feature, DHS wanted to check in with consortia - ***What strategies are agencies implementing to assist with management of high wait times?*** Northern: Deploy staff based on call volume, supervisor monitors queue, implemented cross-training policy, new employees get a six-month grace period before they are added to any language line. Great Rivers: Operational model seems to work well where we really stick to staff spending ½ day in Call Center and ½ day case processing. Have strict criteria for when an SOS is sent because they focus on not burning out staff and not getting behind on case processing. We are experimenting with not having all staff assigned to the Call Center on the day after a closed day. Western: We have implemented a plan for all staff to be cross-trained and then we use cross-trained staff for multiple queues. We have team supervisors monitor queues for their team and there's ongoing communication to ensure coverage across all teams. IM Central: Adding more resources to our Call Center. We are utilizing overtime, and we were just approved to add more staff.	IMOA Members	On-Going	

	Bay Lake: One supervisor monitors the queues, which works well. We utilize SOS emails, and we are also always trying to find balance between call center and case processing. East Central: Noted that calls weren't that bad until we went to the cloud and call back went away. We no longer do full swamp days. Instead, we increase by 15%, including the day after adverse action. We've added additional parameters around SOS criteria. We have also given staff more time from an SOS to jump on call center. Capital: Sent in written feedback as well. We are struggling, especially with EBD queue. We are looking at more cross training. Really trying to plan in advance based on the previous year's data and we are getting better at predicting what days will be bad. Also want to note that we've had 5 months of caseload increases. We no longer have overtime available like during the unwinding. Southern: We are utilizing SOS's. We made changes so there's more of a 50/50 split between call center and casework. Prioritization of specialized queues has helped. We don't have one supervisor monitoring queues, but each county. WKRP: We have swamp days Monday and Friday, holidays, at 3:30 pm and 8-9 am. Moraine Lakes: We have extra staff on call center at the end of the day and days when we don't open right at 8. We've revised how SOS are used to send fewer. We help each other to monitor staff. MILES: Not available. Question was asked by Northern whether anyone has implemented a 'No Transfer' policy? Following their sampling transferred calls and finding that most of the questions could have been handled by the initial agent, Northern implemented a policy to limit transfers. They have an internal system to support staff to answer calls to avoid them transferring the customer.			
Genesys Update	Genesys Update – Paul reviewed some upcoming enhancements. On March 31st, Genesys will be updating the agent user interface. Staff may opt into this feature beginning Monday and staff should be encouraged to opt in to get used to the new interface. Two areas will look different for staff – the call handling interface and the multi-panel agent experience. Issues have been discovered with the prioritization of callback attempts after the first. Beginning January 28th, customer will no			

	longer receive additional callback attempts after the first. They will also be ending call back hours earlier than they've been set due to systems issues discovered. Call back hours will be set to end 2.5 hours before the end of the business day. This will be reevaluated in the future. There is still a known issue with the ATS file transferring to ECF. However, they are now only seeing 1-2 per night, which is less than .1%.			
Future Agenda Items/Next Meeting Date	Policy updates, Genesys updates, update on member experience surveys, incarcerated youth services, follow up items from this meeting.	IMOA Members/DHS Staff	***March 7, 2025***	

Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
January 13, 2025

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Customer First Callback	Customer First Callback implementation was completed with MilES on 12/17/2024 and Bay Lake, East Central, IM Central, Southern, MECA, Capital and WKRP on 1/9/2025. Western, Northern, Great Rivers and Moraine Lakes are scheduled to implement Customer First Callback on 1/16/2025. Callback is offered to the customer once after the call enters the queue if the estimated wait time meets the assigned threshold of 5 minutes. The timeframe can be adjusted in the future if necessary. Callback hours will be set to 30 minutes after call center opening and until 2 ½ hours before call center closure. This time frame will be re-evaluated as additional data is collected. Callback will not be offered to customers on days with 5 hours or less normal operating hours. This will be re-evaluated after additional data is collected. Agencies setting a meeting business event to open late or close early should contact the state help desk to have their callback hours updated for the day. Agencies wishing to temporarily turn off callback should send a request to the state help desk and escalate via the Genesys support Team Inbox (see Genesys User Guide 11.1). In the future Genesys Admins will be given instructions on this task.			

	On the previous platform Genesys calculated whether the estimated wait time extended beyond callback hours and if so, callback wasn't offered to the caller. This calculation is not occurring at this time. The vendor indicated this action will be available for testing within 2 weeks. Genesys Cloud does not support the Hmong language in systems prompts. This includes reading numbers to a customer. For this reason, when a Hmong customer is offered callback the phone number is read in English. Under most circumstances 2 attempts will be made to reach the customer. Customers will receive additional callback attempts if callback is answered and reaches voicemail or callback is answered, the customer speaks but doesn't respond to the callback menu. Subsequent callback attempts will not be spaced out by 5 minutes. If an agent assigned to that queue is on queue and idle, the customer will be called back, which may result in immediate attempts.			
Callback Reporting	Separate historical statistics will not be available for callback calls. ASA will only include the time a customer is live in the queue waiting for an agent for both callback and inbound. It does not include the "off-line" waiting time. When a customer accepts the callback, the call exits the queue however the call will maintain its place and be called back in the order it was received. The call is placed back in queue for an agent when its turn is up. This results in duplicate counts in the "Offered" statistics for calls re-entering the queue for an agent. To account for this the total "flow out" will be excluded from the calls offered to any queue. As always, short abandons are also excluded. Historical reports will not include the number of times callback was offered verses accepted by a customer or how many times a customer was called back and declined to speak to an agent. There are no historical reports specific to callback.			
Known Issues	ATS file transfer issues have been resolved. Agencies may now resume working the mismatch report for all dates. A small number of agents are unable to take and or make calls. Agent phone rings and immediately disconnects. Removing headset permissions from the browser for the Genesys site may resolve this issue. The ATS interface was updated to V1.12 last week to resolve an			

	issue with playing ATS prompts on callback calls in languages other than English.			
Miscellaneous	Feedback is requested from consortia on what is needed or what could be enhanced with the Genesys User Guide Any callbacks that are not completed at the COB do not clear automatically. Currently the Genesys Cloud Project Team is clearing them nightly.	Consortia	Operational Call Center Subcommittee members	**1/27/2025**
Next Meeting	Monday, January 27, 2025 @ 1:00 p.m.			

Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
January 27, 2025

Agenda Item	**Message/Action/Motion**	**Audience/Recipient**	**Assigned To**	**Deadline**
Callback	• Beginning 1/28/25 callers will no longer receive additional callback attempts if they do not answer on the initial callback. Issues were discovered with the prioritization of callback after the first attempt. Genesys is expected to support additional attempts for customer first callback in a future enhancement. The date for the enhancement is yet to be determined. • Previously Genesys calculated whether the estimated wait time extended beyond callback hours. If it did, Genesys would not offer callback. This calculation is not occurring. The vendor indicated this issue would likely be available for testing in approximately 2 weeks. To avoid callbacks remaining after close of business, callback hours are set to end 2.5 hours before the end of the business day. This process will be re-evaluated in the future. • Admins now have the capacity to temporarily disable callback for their line of business. This functionality can be located under **Admin>Routing>Operating Schedules>search by queue>callback schedule>Closed Schedules** type in **"CallbackClosed_24X7">save.** This activity must be deleted for callback to be offered the next day. When "**CallbackClosed_24X7"** is added to the "**Callback_Schedule_Group"** calls entering the call flow			

	will not be offered callback in any queues. Calls already in the call flow when the option is disabled may still be offered the callback option. It is very important that the "**CallbackClosed_24X7**" is added to the correct schedule group. Adding this to the incorrect group will result in unintended outcomes including inadvertently closing the call center and clearing live calls in queue. If callback is disabled for the remainder of the day please email a notification to Jonelle Brom at jonellem.brom@dhs.wisconsin.gov and dhsgenesysproject@dhs.wisconsin.gov indicating your line of business has disabled callback and the reason why it has been disabled.			
Suggested Training and User Guide Enhancements	• Agent to Agent Transfers/Calls – Advises users on the process and outcome for transferring calls directly to an agent. If the agent is in an available status, it will offer the agent that call. If the agent is not in an available status the call will be routed to the agent's Genesys voicemail. If voicemail is not configured it will tell the transferred caller that voicemail is not set up. • Secondary Status Historical Reporting – Provides information on how to report on how long an agent was in a secondary status during the reporting period. • Selecting a Phone – Instructs agents on how to select or change their agent phone. • Collecting a Screen Shot – Provides basic instructions on gathering a screen shot via Windows Snipping Tool or ALT+Print screen. • Selecting and Using a WebRTC Phone – Provide introduction to and instructions regarding using a WebRTC Phone including selecting a WebRTC Phone and taking calls using a WebRTC phone.			
Next Meeting	Monday, February 10, 2025 @ 1:00 p.m.			

January 27, 2025

Agenda Item	**Message/Action/Motion**	**Audience/Recipient**	**Assigned To**	**Deadline**
		Examples: All Income Maintenance Agencies, ESPAC, Operational Leads		
Welcome to New Members	Abby announced new members and co-chair Jesse Wolf	All	Abby	
Subcommittee Goals	Reviewed the Charter Template with all **2025 goals/focal areas** -Use the committee to serve as a feedback loop and facilitate conversations about needed and upcoming trainings -Gather feedback on recently published trainings -One Representative from each agency to meet quarterly -Updated document will be sent out with key messages	All	Abby	
IM Training Projects	-updated FS clock, FSET and BR: FoodShare trainings -Published several new trainings over the last month regarding SEI, LTC, special statuses EBD, etc. -The old SEI trainings have been removed -Upcoming trainings include federal data services hub, child support, ForwardHealth for new workers, break-in-service, caseworker policy assistant, MAPP for new workers, BC+ applications and non-financial, burial assets refresher, genesys updates, long term care updates, prenatal program and withdraws from IRA and lump sum payments -Renee Kurka will bring back questions received about using the FDSH system and if process of questioning the member about FDSH wages will be addressed in the new training	All	Abby	

	-Caseworker Policy Assistant training will go over examples of how to ask the assistant questions properly			
Refresher Trainings	**Burial Assets** -Anticipated publish date at end of Feb -Karen Martinez Pagan-Vera gave a preview of the content of the new training -Explains what the asset and availability is and what documentation is needed as well as the impact to burial fund exemptions -Sample document will be included in the training point to what workers need to look at for specific items -Also addresses burial insurance concepts **IRA and Lump Sum Payment** -Initial stages of development, Renee Kurka shared the initial outline. -Defines IRA and Lump Sums -Both IRA and Lump Sum sections will cover the asset and income pages and the impacts on the budgets. Examples and hands-on activities will be provided	All	Karen & Renee	
FoodShare Unclear Training Plan	-The project right now is scheduled to be part of the June CARES release. **Four areas of focus** -Unclear Intro CBT -Webinars and recording -New Worker Training updates -Additional training updates -Will include new trainings as well as updates to existing trainings -Estimated publish date in May 2025	All	Renee	

	-Eight or more two-hour webinar sessions will be offered in May/June 2025 -CBT will cover policy while the webinars will cover examples and the how to -Updates will also be made to include the Unclear rule in NWT curriculum and Coach's Guide in June -Additional updates will be included in Proper use of dates, FS basic work rules and work requirements, FS clock, CAPERs, Interviewing concepts wrapping up the interview, Lottery and Gambling and vital records data exchange trainings -Clarification was provided that the Unclear Rule addresses how/when to act upon changes in regard to FS -Flowcharts will be provided -Changes in timelines will be communicated if they occur			
CWW Training Environment Clean Up Project	-Part of Feb CARES release -Only impacts CWW Training, not production -Old fictitious cases will be removed to clear up space to stop multiple individual matches to allow clearance to run well and searches to be more accurate when processing scenarios in the training environment -Cases that have not been touched in the last five years from Jan 2020 and before will be removed -Should likely have no impact on current work -New batch process will start at this time to remove cases weekly that are two years old that have not been utilized going forward -Previous issues with CWW Training sending cases to pre cert should be fixed on new cases going forward (please report if noticing training cases going to pre cert going forward)	All	Renee	

New Worker Updates	-Updated interview role play activity in December in VILT -New workers take turn playing the role of the IM worker and member	All	Renee	
IM Training Refresher Training Prioritization Surveys	-Will be coming out in the upcoming weeks	All	Abby	
Feedback	-Feedback received through surveys -Enhancements to the feedback process includes a more detailed rollup report that is going to be developed along with Alicia Grulke to bring more meaningful data -Learner response rate of 88% for week six survey, 84% for EBD survey -All responses to the question asking if the VILT provided good learning opportunities were “agree” or “strongly agree” for September. Similar for October with one stating neither agree or disagree. November had all “agree” or “strongly agree” -Opportunities for job shadowing questions were all “agree” or “somewhat agree” for all months **Learner Reponses** -Some learners did not engage when put into break out rooms -Some learners wish the VILT was longer -Learned a lot but more time in FS and BC+ would be helpful -Asked for CWW to be pulled up while going through things so they can follow along -Trainers work well together and staff are grateful for them -Enjoyed using Kahoot -Thinking new AI program should help with case comments -Last day of class seemed a little rushed and would like time for review before final validation **Local Coach Responses**	All	Abby	

	-Participation in surveys continue to stay low -Getting a copy of all handouts/attachments would be ideal -Workers not getting enough time on Thurs/Fri for case processing/shadowing -Some students are not versed in CWW navigation which can hold back other students who are more knowledgeable -Scenarios should be more complex to be like real like scenarios -Likes how the curriculum report shows progress -VILTs are good at covering basics and giving high level overview -Feeling that all contingency dates should be used -Individualized feedback for learner was requested (Abby states that you can always reach out for additional details on learners) **Training Gaps Identified** -FS/HC curriculum should be longer than three days (often 4-5 days is used in the classes for these) -Trainers should stress more the importance of page level comments and what should be included in case comments -Gap filling content has been added due to the prevalence of gap filling on cases since the training was initially designed -A syllabus was published in March 2024 that workers can take notes on and follow along **Action Based on Feedback** -Interview role play activity added to VILT -End of class review incorporated into all VILTs -CWW demonstration added into pre-requisites -Child Support overview rehauled -ForwardHealth CBT being enhanced Jan 2025 -Continued enhancement of talking about case comments -Looking at enhancing gap filling content in VILT			
Training Roundtable	**What are some trainings that you would like to see developed?** -Additional trainings on how to budget income -SAVE & Qualified Individual Page -Budgeting Bonuses (regular and predictable vs non-predictable) -Medical Coverage pages covered in NWT -Student Eligibility	All	Shelby	

	-Joint Custody and FoodShare -Proper Use of Dates and Ending TANF			
Walk On Items	-Abby wanted to thank everyone for turning in 2024 training attestations (a few agencies have not sent them and will be followed-up with) -If local coach changes at agency this should be sent to DHS to update their mailing list -If someone leaves the agency, please inform DHS IM Training to remove Cornerstone access to allow minimal use of paid licenses	All	Abby	
Next Steps	Next meeting is in April			

Income Maintenance Subcommittee Key Messages
Performance Monitoring
January 15, 2025

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Introductions	**Roles/responsibility, charter review**	PM subcommittee	Ashley Schabel	
Recap of Nov 2024 meeting	See Nov Key messages • PPRFs not showing on dashboard • KB issues (2 shared) • Adding/deleting person-MAGB on case-change request to no. Send to PRT • Jody documenting issues with FS replacement process issues/concerns-search daily • Help for QC to reach customers-make sure address and phone is correct; fill in landlord and utility provide • Remind staff QC is not a scam, can't close FS for loss of contact • QC recert measurement-95% at 83% but over 95% without client errors; this meets requirements • Reviewed top errors from last meeting • Roundtable-took suggestions to collect customer service feedback, methods-texts, electronic; MER feedback is helpful-	PM subcommittee	Ashley Schabel	
Charter and Participant Responsibilities	**Reference Charter-sent with agenda** **Purpose:** Track performance and assist with development and implementation of error reduction initiatives. **2025 goals**/focal areas-same as 2024 1 primary, 1 secondary rep per consortia; inform co-chairs when updating reps: email dhsbeotamin@dhs.wisconsin.gov and Alicia.grulke@dhs.wisconsin.gov; cc Ann/Nicole Add pre-assignments to body of email Bring info back to consortia, bring input from consortia to meeting; participate in discussions	PM subcommittee	Ashley Schabel	n/a
Policy Check in	**Updates from Jody Noble** 1. PPRFs not on dashboard Researching these issues, when needs Deloitte to assist-their availability impacts resolution timeframes. 2. KB issues (2) from Nov meeting are corrected IM gets KB verif dues if not working them and	PM subcommittee	Ann Kriegel	

	IM looks at them daily-keep showing on our end KB-tracks timeliness by QV dates-discussing having their own alerts-making recommendations at DHS. KB can’t extend due dates; working to have these not go to IM but will take awhile to resolve Sensitive comments from KB-prior to conversion; shouldn’t be entered ongoing Question- 3. Pension in FDSH-can this be verified upon receipt? send in to PRT			
Consortia report	**Monthly Consortia report for Dec 2024** Caseloads trending up since September Applications/renewals remaining steady Timeliness- averages met overall Calls offered trending down last 3 months ASA trending up last 6 months BV rate 11.17% -doubled from 2023; Reminder the data remains the same for a couple months into 2025 to have data from reviews from 2025 **What difficulties consortia are experiencing in answering calls in last month or so?** High volume of FFM and FS apps Staffing-callins, staff shortage, holiday hours-maxed PTO days-not getting to processing MAPP issues increasing calls; no callback feature	PM subcommittee	Donna King	n/a
IMQA Error findings	Top 3 (Nov-Dec 24) 1. Employment-unreported or verifications 2. Confirmed assistance group summary-FS cert period, Dup unlinked PINs 3. SEI-monthly hours not addressed /verifications-expenses not entered TOP 3 technical errors 1. Perm demographics-citizenship 2. Employment-calculations 3. Utility costs-verifications increase of heating costs/page end dates	PM subcommittee	Valerie Hayes	n/a
HCQC error findings (monthly PERM)	Top 3 (Oct-Nov 24) 1. Confirmed assistance group summary-	PM subcommittee	Angela Stanford	

	duplicate pins, incorrect certification period (FAQ was sent out 12/19) 2. Representative details- No form on file, no witness sign, form not correct 3. Absent parent-not in home and no exemption, not referred to IV-D Others: Employment, Override AG Renewal/Review dates			
FSQC error findings-from August 2024	**Active error** rate-1.62% - Reported info not followed up on/applied to case; not reported by client - Wages/salaries were 51.64% of total dollars in error - Shelter deduction **Negative errors**-decreased 17.75% cumulative -Verifications, Notices, Wages/salaries	PM subcommittee	Lisa Hanson	
Roundtable discussion and feedback sharing	Roundtable (break-out rooms): List of policy concerns • Aligning policies between programs • Explore simplifying overly complex policies • Other suggested policy efficiencies SEI-can't pend for different programs, push out when due for 1 program Work study pages- EI pages-type of employment list work study to exclude when appropriate SEIRFs-list income/expenses, how to complete Count rent SEI then can't double dip to claim as expenses SMRFs-checking box for completed Standard credit for ME Activities for daily living for LTC-when child FFM applications-disability-data exchange-to see if verified disability on file Simplify extensions MAPP premiums-agency for first-make this consistent for where to pay instead of back and forth SEI-simplify-expenses count different by program Medical expenses-how to budget; standard deduction Review date alignment for all programs on case	PM subcommittee To recommend to other committees as needed	Ann Kriegel	

	FDSH w/o customer approval Custody/child placement between FS/HC Automation-SWICA Errors on earned income page-automate when possible MAPP implementation-folks doing work to participate Reports-more than normal; impact to workload Ops memos/coordinator notices-delay to update into HB; having one source that is always up to date PH-6 times/year; HB 3 times/year SEI-taxes or SEIRFs-staff want taxes; be clear on when/what is ok; book keeping records FFM apps-process like ACP app, pull info from CWW to merge duplicates and changes, pull open cases Automation of any scripts Send list to Ashley from each group.			
Future Agenda items	Walk on items: 1. CWW enhancements-where do those go CARES suggestion consortia workgroup 2. FS replacement-Jody is working on write up for project request **Email IM co-chairs to add items to upcoming agendas**	Consortia	Co-chairs	TBD

Income Maintenance Subcommittee Key Messages
EBD/LTC Subcommittee
January 21, 2025

Agenda Item	**Message/Action/Motion**	**Audience/Recipient**	**Assigned To**	**Deadline**
Introducing New DHS Policy Analysts Nicole Daul and Sarah Pitsoulakis	Additional 2 EBD Analyst for DHS. Both come with much experience and knowledge to their positions.			
Annual Charter Review	Review done			
Update on February CARES Projects	General overview of February CWW EBD releases. HEC in CWW, SOLQ system updates and LTC additional functionality in CWW.			

	DHS asked for the subcommittee's input on whether it would be beneficial to be able to search for LTC cases using Case Management tools. The group agreed this would be very helpful.			
Update on LTC MEH Restructure	This process is on pause right now.			
Walk on	DHS asked for the subcommittee's input on situations where the MCO has continued to provide services at their own risk when an LTC member has been disenrolled – do agencies have a clear understanding of when backdating Waiver Medicaid is allowed? The group agreed that clearer instructions and a more clearly defined process would be beneficial. Also asking for better LTC process information in general, including communication when the LTC Enrollment/Disenrollment guide is updated. 077 continue to report issues to PRT when getting this code when doing backdating of MA.			
Next meeting	April 15, 2025			