

STATE OF WISCONSIN

Department of Health Services
Division of Health Care Access and Accountability

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Index Title: Wisconsin Department of
Health Services' Assumption of
Specific Income Maintenance
Program Administrative
Functions from Milwaukee
County in Calendar Year 2009

To: Listserv

For: County Departments of Human Services Directors
County Departments of Social Services Directors
Tribal Chairpersons/Human Services Facilitators
Tribal Economic Support Directors

From: Jason Helgerson, Administrator 
Division of Health Care Access and Accountability

For JAH

Subject: **Wisconsin Department of Health Services' Assumption of Specific Income Maintenance Program Administrative Functions from Milwaukee County in Calendar Year 2009**

PURPOSE

This memo describes the transition of Administration of Income Maintenance Services in Milwaukee County to the Department of Health Services that has and will occur during calendar year 2009.

BACKGROUND

On February 3, 2009 Milwaukee County was notified that the Department of Health Services would begin to phase out Milwaukee County's involvement in Income Maintenance program administration beginning May 1, 2009, and that the Department would assume the leadership and management of these programs utilizing Milwaukee County employees to deliver the services. As of January 1, 2010 the State will assume full operation of all Income Maintenance functions including Childcare Administration.

The 2009 State and County Contract, with its Appendix AL, will remain in place during calendar year 2009. The County will continue to be responsible for its duties and responsibilities under Appendix AL until such time that the Department assumes operational control of a particular function or task. The Department will notify Milwaukee County in writing as that occurs.

The purpose of this Memo is to describe the transition period for the phased-in shift of responsibilities and to establish a general framework for the increase in the Department's operational responsibilities and a consequent decrease in Milwaukee County's responsibilities

through calendar year 2009. To assure the continuous provision of income maintenance services under the contract, Milwaukee County will work cooperatively with the Department to guarantee the smooth and orderly transition. It is of the utmost importance that during this transition the delivery of Income Maintenance Services to eligible recipients and applicants must not be delayed or interrupted in any way, and must continue to be performed according to Appendix AL.

TRANSITION

On May 1, 2009 the State began processing all new applications for Medicaid and FoodShare that are made through the on-line application system referred to as ACCESS Wisconsin (<https://access.wisconsin.gov/>) and on July 1, 2009 the State assumed operation of the change/call center.

Teams of staff from the Department and the Milwaukee County have and will continue to work together on transition issues. With input from the County, the Department has developed a transition plan laying out the respective responsibilities of the parties and will update the plan as needed. The Agency will identify a representative who will be responsible for the day-to-day operational issues associated with the transfer.

A detailed list of transition duties is included in Attachment 1 of this Administrators Memo.

REQUIRED TASKS

As the transition proceeds, the Department may modify or supplement the tasks and obligations below as needed.

- A. For Department monitoring of personnel, Milwaukee County will provide the Department with a roster of current vacancies, including classification, pay scale and status of recruitment (approved for hire, recruitment, interview, pending hire, etc.) for each position in a manner agreed upon the Department and the County.
- B. For Department monitoring of services, Milwaukee County will provide the Department the following information on a monthly basis:
 1. A report indicating the number of Fraud and Front End Verification (FEV) referrals and investigations conducted during the prior month by program type.
 2. A report indicating the status of action on each pending Fair Hearing appeal. This report will include the client name, case number, hearing request date, hearing date, status of the hearing decision, and in the case of needed actions, the date the remedy was implemented.
 3. A report indicating the number of face-to-face Intakes and Reviews scheduled during the month.

The parties will agree to a methodology for exchange of information.

- C. To assure sufficient staffing, within 30 days upon request from the Department the Agency will re-deploy a requested number of Economic Support, Quality Assurance and/or Clerical staff to a location specified by the Department with duties as assigned by

the Department. The number of staff will be commensurate with workload. The Department will work cooperatively with the Agency to ensure that the re-deployment of these staff will not interrupt services to current applicants/members. The Department will assume all supervisory control except for payroll and benefit functions of these re-deployed staff members. The Department will also provide a list of names of staff to be reassigned from the county to the Department at least 15 days before staff is moved.

- D. To ensure a smooth transition, the Department may need reports, documents, policies and procedures manuals and other information that the Agency possesses. The Department will request that the Agency locate and transfer them.
- E. At the Department's request the Agency will transfer to the Department any equipment that was provided by the Department to the Agency or was purchased with funds under a previous or existing income maintenance contract that is specifically identified and requested to be returned. For example, all scanning stations provided to the agency will be returned to the Department.

FUNDING FOR 2009

Milwaukee County's Income Maintenance Allocation in Appendix AL for 2009 will not be reduced. All costs charged to the Department must be appropriate under the Allowable Costs Manuals.

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MEMO WEB SITE: <http://dhs.wisconsin.gov/em/adminmemos/index.htm>

[Attachment](#)

cc