Upcoming 2018 IMAC Subcommittee meetings have been scheduled as follows:

Training	January 22
TAPP	January 26
Call Center Technical/Operational Subcommittee	January 29
IM Operational Analysis	February 2
Fraud and Program Integrity	February 20
Performance Monitoring	March 14
Workload & Finance	March 27
Program Coordination	April 18

The following subcommittees and work groups have met since the November IMAC meeting:

Subcommittees

Call Center Technical/Operational Subcommittee

The Call Center Operational/Technical subcommittee met on December 11. At that meeting, the group:
- Reviewed the 12/1/17 CCA outage. The subcommittee reviewed the CCA technical team protocol for large outages like 12/1/17, the roles and responsibilities of DHS staff as well as local staff and major take-aways from this recent event.
- Reviewed outbound calls in "calls per busy hour" agent statistics. Outbound calls are not calculated as part of the "calls per busy hour" stat provided as part of the custom "Weekly Agent Performance Report" currently provided by DHS. We have received a request to include outbound calls in the "calls per busy hour" stat. Additional research will be required for adding this statistic. However, some concern was raised by several consortia over how it would affect other statistics.

Genesys Project Update (as sent to Operational Leads, CCA admins and subcommittee members on 1/2/17):
- Current Status
  - DET chose one of the three vendors awarded the integration partner RFP to complete the fit gap analysis, which DET anticipates completing within three months.

o After the fit gap analysis is done, DET will identify one of the three vendors as the system integrator (SI) to complete the enterprise-wide Genesys system implementation.

o The project timeline and implementation schedule discussions with DET remain on hold until a new SI is engaged and the enterprise project is stable.

o Once the overarching Genesys timeline and the CARES release date is finalized, it will be shared with DHS/DCF project stakeholders and with IM Consortia.

Due to the lack of an enterprise Genesys implementation timeline, uncertainty as to when one will be established, and another DHS priority project requiring full-time project management, Michelle will no longer be involved as the DHS Genesys Project Manager. The project team (Paul, Michelle, and Jen Mueller) are establishing a plan to ensure a smooth transition as Michelle exits her role on the project. Paul will remain engaged as the DHS Project Lead and continue work with DET on project elements that can proceed in the absence of a system integrator (SI). Once DET onboarding of the new SI is complete and the enterprise project is stable, DHS will resume planning with DET for the DHS timeline to transition to Genesys, with the appropriate DHS Genesys Project team resources engaged at that point.

Fraud & Program Integrity

The Fraud & Program Integrity Subcommittee met on October 10. At this meeting, the group:

- Discussed Wisconsin is hosting the United Council on Welfare Fraud (UCOWF) Conference in 2018 in Milwaukee. This is a national organization that focuses on public assistance fraud. DHS OIG Mike McKenzie and Wendy Metcalf are Co-Chairs for the UCOWF Conference Committee.
- Noted that the FPIP Budget is receiving an additional $250,000!
- Noted that the 2018 FPIP Contract is in the final stage and soon to be released.
- Demonstrated the BRITS Dashboard walk-through by Peter Forbes.
- Discussed BRITS options for workflows.
- Discussed DHA decisions and the need for LTC EBD OPT Training.

IM Operational Analysis

The IMOA subcommittee met on January 5. At that meeting, the group:

- Reviewed a draft form that BEPS will be using with consortia and other stakeholders to gather information on CARES project priorities for 2019 and on-going years. Process will normally start in fall of each year but is compressed for this cycle. ES PAC will serve as body to collect project priority ideas, prioritize them and submit them to the Department with a deadline of January 31. Consortia requested to do best as able to distinguish between project and maintenance items

for this cycle – more clarification on that and how two components work together will be coming as this new process matures. Consortia suggested several minor changes to the form which were made - revised form was sent to subcommittee members in mid -January. Consortia also asked for list of pre-determined 2019 projects so duplicate requests can be avoided.

- Heard update on status of state drug testing rule which was signed off on by Governor and is now in three legislative committees for review. BEPS team is identifying implementation areas for stakeholder input and will be coming to March meeting of IMOA to obtain. Process is also being looked at in context of using for 1115 waiver for childless adults.

  Consortia shared:
  o a request that there be a common process across human service eligibility agencies doing screening/drug testing.
  o a preference that the screening not be done through ACCESS as customer will call agency anyway for help and explanation.
  o a question on voluntary selection into treatment by member. Answer: process will support that.
  o concerns about provider capacity to support treatment services.

- Continued its conversation from December IMOA on a range of partnering opportunities with the technical colleges on strategies to support recruitment, retention and training of IM staff. Focus of January conversation was on determining level of interest in the creation of an associate degree program for IM staff. Consortia confirmed interest in this and identified a number of questions or issues they would like to discuss with technical college representatives at the Feb meeting. Questions/issues fell into the following categories:
  o Kinds of existing degrees that could be tailored for this purpose
  o Coursework that would be part of an IM related degree
  o Grant or other funding that could support student cost to obtain the degree
  o Strategies or abilities to offer a degree statewide and through remote technologies
  o Strategies to support buy-in or partnership of technical colleges across the state
- Viewed and discussed two videos commissioned by DCF to use in recruiting social work staff and a portion of a video commissioned by Racine County to use for recruitment of county staff including IM staff. Consortia indicated continuing interest in creating a recruitment video and identified the following action items to support exploration of this initiative:
  o Explore possibility of an education facility supporting as a graduate school project
  o Reach out to UW Oshkosh CDET partner to explore options
  o Continue exploring resources within DHS or its partners
- Heard that, prior to March 2, 2018, for the documents on dashboard project, use of group document IDs will no longer be supported and those consortia/counties

using those will need to make a change. A list of the seven or so agencies using or having used those in the past two years will be sent to operational leads.

- Discussed consortia feedback on the short term solution implemented last fall for worker productivity tracking as it relates to the system tracking only work items completed, thus not recognizing activities performed by those who touched the case but did not complete it. Consortia discussed whether tracking two activities – initiating a work item and finalization of a work item would be sufficient for their purposes. Paul Michael was asked to share a list of what triggers work items versus what does not to help consortia with their analysis. It was noted that pursuit of more complex solutions could delay long term solution currently scheduled for spring of 2018.

- Identified follow-up questions from the civil rights plan overview presented at the December IMOA meeting as:
  o What is current requirement for new civil rights or LEP coordinators to complete training upon appointment? Training on line is out of date.
  o Must require postings be in in Spanish and Hmong? If so, can DHS provide translations?
  o Are there updated versions of the EEOC posters – how to get and is there a cost?
  o What FAQ's were received through the generic mailbox and when will questions and answers be shared back with consortia?

- Discussed process to have more communication between consortia contract signatories and operational leads as contract documents are sent out for execution. Consortia suggested they identify a secondary contact to be e-mailed as part of process.

- Identified possible focal topics for the February meeting as:
  o Technical College Conversation on Educational, Recruitment and Training Strategies (continued)
  o DHS System COOP Preparation Overview
  o CARES Project Prioritization – Debriefing on Form and Process
  o Recruitment Video Update
  o Revisit Roles of CARES Coordinators and Policy Coordinators – correlate to new Communications tool
  o CARES Security Request Process (Streamlining) and Approval Protocols (Consistency)

TAPP

The TAPP subcommittee met on Friday, Dec 15, 2017. At that meeting,

- The group was given the opportunity to review the Priority Maintenance list. No questions were asked on the specific items. Feedback was positive on the changes done to the list so that it's more understandable.
- The group reviewed proposed changes to the 2018 TAPP schedule.

The TAPP subcommittee met on Friday, Jan 12, 2018. At that meeting,

- Lee Yang provided information on a new security banner that will start to appear on the gateway page. In order to access the systems within the gateway page a worker will need to click on the button "Agree".
- Raquel Berkshire presented the adjusted schedule for 2018. The group had no changes.
- Kat Van Hampler provided an update on the current changes being taken place with SharePoint. The process to request access remains the same. Once the transition is complete an update will be provided. Andy Best will be working on collecting consortia ideas on SP changes. Some feedback was collected at IMOA, so the SP team will reach out to gather that information.
- Raquel Berkshire provided an update to the DHS CARES Portfolio for 2018.