

IMAC Subcommittee Update June 21, 2018

Upcoming 2018 IMAC Subcommittee meetings have been scheduled as follows:

Fraud and Program Integrity	
TAPP	June 22
IM Operational Analysis	June 6
Call Center Technical/Operational Subcommittee	June 25
Workload & Finance	June 26
Performance Monitoring	July 18
Program Coordination	July 18
Training	July 23

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

Subcommittees

CCA/Genesys

The CCA/Genesys Subcommittee met on June 11th, 2018. The next meeting will be August 8th, 2018.

“CCA on Horizon Presentation and Demo: At the June 11th meeting of the Call Center Operational/Technical subcommittee, DHS staff presented information regarding moving CCA behind a virtual environment, VMware Horizon, which will effectively remove the CCA system requirements (including JAVA) from the local desktops. Horizon will also be used to access the Genesys agent application when DHS moves to that platform. A demonstration of the CCA on Horizon was provided at this meeting.

The overall schedule for the implementation of Horizon is still being planned, as well as the overall strategy for rolling it out. “Strategy” includes exactly how this product will be rolled out to the user; whether it’s consortium by consortium, county by county, or with some additional flexibility for local IT departments, within certain constraints. On August 8th, DHS has tentatively scheduled a teleconference for any county IT staff to provide more specific technical information, such as:

- Install specifics
- New Java “sweet spot”
- Horizon Desktop Requirements

Genesys Update: Recent updates from DET indicate planning is currently underway for smaller agencies as well as for the overall enterprise. No DHS/DCF timeline is available at this time.”

Fraud & Program Integrity

Wisconsin will host the National Conference of Welfare Fraud in Milwaukee September 11th – 13th. Mike and Wendy are Co-Chairs on Conference Planning Committee. The UCOWF Website will have detailed information once the agenda has been released. OIG is working with BEPS to roll in as much of the FPIP contract language as possible into the IM Contract. Clean up of agency contact data was requested to keep the information current. Stats from all areas of OIG were provided. WAPAF training was discussed as well as future WAPAF trainings. Asked if agencies had SWICA fix ideas, if so please submit to Wendy. MA Overpayment calculator tool project has been halted indefinitely; concerns should go to ESPAC as they may be able to share concern.

The next meeting will be August 14th.

IM Operational Analysis

The IMOA Subcommittee met on June 1st.

- Received an update from an IMOA sub-group led by Elizabeth Dehling of Area Administration on 1) continued opportunities to build relationships with groups representing prisons and jails around the state for purposes of exploring ways to support inmate re-entry into the community through the provision of health care and FoodShare eligibility services 2) grants available to counties through the opioid and other funding initiatives that may provide funding to support IM services to prison and jail inmates. IM agencies were encouraged to follow up with their county contacts to explore possibilities in both areas. Group expressed interest in possible discussion with Lori Goeser of DCTS at a future meeting.
- Reviewed written updates and heard summaries of those updates from the following consortia (Moraine Lakes, IM Central, Capital, WKRP, and East Central) on their accomplishments over the last six months and goals for the next six months. Remaining consortia will share at July 24 meeting.
- Heard an update from Linda Konsella on the planning and travel funding available for the FNS Midwest Partners meeting in Battle Creek, MI Aug 1-3, 2018. Registration packets are now available with registration closing June 28. These A bus with Madison/Milwaukee pick-up points is being explored. Consortia were asked to let Linda know if they will be using their two allocated spots and if there is interest in riding the bus by June 14.
- Had a discussion about the interest and efficacy of consortia establishing a single mailbox to receive QC corrective actions from FoodShare, Medicaid and second party review. While there was general interest in moving to this model, routing issues with technology and insuring security of the information need to be explored.
- Discussed DHS interest in collecting information related to root causes for resolution of fair hearings filed but withdrawn. DHS was asked to explore creation of drop down menu in fair hearing tool. Shawn Tessmann indicated Capital is doing similar project and agreed to share relevant information when ready.

- Received an update on the Work Number including vendor information that there is no planned effort to contact consortia/counties about removing the free service at this time. Also, if that changes, consortia should work with county procurement staff to connect with DHS Bureau of Operational Coordination to explore piggyback options on DHS contract. Contact link is DHSDHCAAContracts@dhs.wisconsin.gov
- Heard an update from Doreen Lang on evolution of the ADRC IM enrollment plan template. Template has now reverted to high level document. Template will be brought to ES PAC for review when final changes are made.
- Were informed of date selected (August 10) for consortia and MiLES representatives to participate in full day session with Mid State Technical College technical experts to complete a DACUM process which involves design of an associate degree curriculum with an IM focus. Consortia were asked to select alternative rep if original rep was not available on this date.
- Heard an update on progress of ADRC IM work group. Best practice and action item templates continue to evolve, along with application, renewal and dis-enrollment flow charts. Final recommendations will be brought to ES PAC for review.
- Were encouraged to participate in recently released DHS survey to collect input on redesign of the CARS system. Link to this survey is <https://dhsworkweb.wisconsin.gov/fiscal/cars.htm>.
- Discussed DHS need to have some clean-up done on BRITS referrals and BV claims. Asked that reports be generated quarterly with cases listed by consortia but with county break-outs and sent to operational leads who will distribute to others as appropriate. Consortia asked that worker ID be listed on reports for coaching purposes.
- Reviewed a handout detailing the updated CARES project schedule for 2019 and major projects (drug screening and 1115 waiver) that could impact the schedule. Expressed concern about consortia priorities on discrepancies and FEIN find being delayed. Information on prioritization process for 2020 projects will be shared at September IMOA meeting.
- Reviewed progress on two aspects of the redesign of the subcommittee structure
 - 1) Move to provide statewide informational system demonstrations and operational memo overviews. Shared feedback on a series of questions related to demo design, frequency and audiences. Notes from conversation will be shared with group and additional feedback will be taken until end of June. Consortia noted need to insure use of SKYPE technology works in all parts of the state.
 - 2) Opportunities for consortia to provide input pre-CARES project launch and screen shot feedback during design will be discussed at December IMOA.
- Discussed implications of moving CCA behind Horizon (a desktop virtualization software and a precursor to implementation of Genesys). Overview was shared with county IT staff at recent conference. Detailed information will also be shared at CCA subcommittee on June 11.
- Set next meeting for July 24 and identified possible agenda items as:
 - Subcommittee Redesign Discussion
 - Workload Management Tools Revisited

- 1115 Waiver
- BRITS Update
- Drug Screening Implementation
- Consortia Work Plan Sharing (Continued from June Meeting)
- Crisis Calls in Call Centers (New)

TAPP

The Technical Assistance Policy and Process met on Friday, June 8th & June 15th.

- A live demos were conducted for the Strategic Incremental Renewal (Admin Screens) on 6/8
- Live demos were conducted for the Affordable Care Act II and Regulatory Changes on 6/15
- These recordings are available on DHS Livestream. Please check with the TAPP rep for your consortia, for the link and password.

Then next meeting is scheduled for July 13th and will cover Post Production updates.

Training

The Training Subcommittee met on April 23rd via Skype for Business. Feedback was received on the transition to Skype for Business for the Enhanced New Worker Training webinars and this was the first meeting that the subcommittee had transitioned over as well.

The Training Subcommittee previewed and provided feedback on the EBD MA Overview which is a new overview course that has been added to the EBD curriculum to provide workers with an overview of the EBD Medicaid program and requirements. DHS IM Training also discussed the training plan and approach for the Asset Verification System training including the webinar and recording.

DHS IM Training went over recently published trainings and what was upcoming. Feedback was received from the IMAC Training Subcommittee on the recently published Pending Verifications & Negative Notices Concepts training.

The group discussed the IM NWT curriculum content review which included DHS talking about what would be coming in May and June which included removing some components of the IM NWT curriculum and adding in an Advanced Concepts Overview course.

The group also discussed the SEIRF Worksheet refresher training and Cultural Competency training requirement ideas. In addition, the group held a roundtable as to what additional customer service and call center trainings that they would like to see in the future.

The next meeting will be held on July 23rd via Skype for Business.