

IMAC Subcommittee Update August 16, 2018

Upcoming 2018 IMAC Subcommittee meetings have been scheduled as follows:

Call Center Technical/Operational Subcommittee	August 27
IM Operational Analysis	September 7
Performance Monitoring	September 19
Workload & Finance	September 25
Program Coordination	October 17
Training	October 22

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

Subcommittees

IM Operational Analysis

The IMOA subcommittee met on July 24 in Stevens Point. At that meeting, the group discussed the following items:

- Subcommittee Structure - Reviewed Income Maintenance proposal documents to re-structure IM subcommittees and strengthen their functionality and partnership with DHS staff. Concluded that:
 - i) All subcommittees should have a primary and secondary representative
 - ii) Fraud subcommittee purpose and scope should be revisited to span both DHS and DCF programs
 - iii) Subcommittee chairs should provide a regular update of issues and decisions at each IMAC meeting – a template should be created for this purpose. Minutes should be kept and posted for all meetings – current subcommittee summary document would be discontinued
 - iv) IMAC meetings should be reduced from monthly to nine per year. Consortia and DHS will work together to create that schedule.
 - v) Other recommendations on the structure contained in the original Consortia proposal to DHS should continue to be discussed with BEPS leadership
 - vi) Issue or option papers would be helpful to support committee discussion – explore WCHSA template
 - vii) A policy and practice forum may turn out to be an unmet need – EBD LTC launch may meet part of this – more discussion needed
 - viii) Final recommendations should come back to ES PAC or IMAC for approval

- BRITS Update - Heard an overview of the current state of BRITS implementation including:
 - i) DCF has now hired a new Project Manager, Robert Krawczyk, and a new business analyst to support the project
 - ii) Issues around using correct distribution lists and advance notice of user group and Combine meetings are being addressed with DCF process owners. DHS should be advised if ongoing issues.
 - iii) Phase II Claims design is in progress. Consortia were asked for assistance with UAT testing for FoodShare and may be asked to provide testers for healthcare.
 - iv) Five issue papers that address fixes out of Phase 1 Referrals are being addressed. One involves a “hot fix” (change directly into production) of the system which will allow a program to be invalidated in post investigation. The issue papers will be shared with IMOA.
 - v) Discussed dashboard functionality – consortia comfortable with gatekeeper approach which would involve 2 to 3 users.

- Common Mailbox IT Issues – Heard an overview from Doreen Lang on how Northern Consortium has structured the use of a common mailbox to promote centralized receipt and then distribution of information received from DHS.
 - i) Security and need for encryption were identified as issues to be explored. DHS was asked to share existing state standards for encryption. ii)
 - ii) Master chart will be created to show current QC contact structure, specifically those consortia that are using a common mailbox.

- Reviewed written updates and heard summaries of those updates from the following consortia (Southern, Northern, Great Rivers, Bay Lake) on their accomplishments over the last six months and goals for the next six months. Next sharing will be at December meeting.

- Loss of Contact Process – Heard that loss of contact form is being revised.

- Authorized Reps Questions – Heard that the system functionality for authorized reps cannot accommodate requests other than paper or ACCESS – also that removal of authorized reps is limited to a paper form. Consortia were encouraged to consider submitting as part of CARES project request priorities for 2020.

- CARES System Demos and Operational Memo Overviews – Heard a report from Jen Mueller on the progress of implementing this pilot approach to statewide system demos and operational memo overviews. Two October release projects will be used to pilot an approach – 1) extension and premiums 2) FNS Correspondence. DHS will be looking for feedback on level of content knowledge being shared. TAPP meetings are being discontinued.

Still to be addressed are: 1) the JIRA process 2) a process for early input by consortia into CARES project planning and design

- 2020 CARES Prioritization Process – Reviewed the timetable, forms and process for the 2020 project prioritization process. Deadline for submission of items is September 14. A list of previous projects and their status will be shared by DHS. Consortia were encouraged to roll up subcommittee requests into this process.
- Workload Tracking Systems Project – Received feedback from DHS staff on consortia request to track and count worker processing activities. Learned that system will not currently track “touches” without confirmation action by worker. Asked that DHS explore ability to track initiation of an action.
- ACCESS Mobile – Heard a request from DHS to provide staff on site at DHS on or around August 8 to view and provide feedback on preliminary design of this application. Names should be sent to Autumn Arnold. Consortia also asked for a high level overview or demo of ACCESS mobile at a future IMAC or IMOA.
- Call Center Crisis Management – Expressed interest in having a subject matter expert attend future IMOA meeting to discuss ways to train and support call center staff on crisis calls from members.
- BRITS Referral Clean-Up – Shared feedback on working first set of quarterly reports to clean-up referral information. No issues or concerns were identified.
- Set next meeting for September 7 and identified possible agenda items as:
 - Workload Management Tools Follow Up
 - 1115 Waiver
 - Drug Screening Implementation
 - COOP Security Planning
 - ACCESS Mobile
 - DACUM Process with Mid-State

Performance Monitoring

The Performance Monitoring subcommittee met on July 18, 2018. At that meeting:

- The subcommittee welcomed Linda Struck as the new IM co-chair
- Debbie Waite provided the QC Vision and Focus for the upcoming year, including:
 - Restructuring of subcommittees and
 - Launching of the Error Review Committee
- Identified strategies to decrease FoodShare active errors
- LaTanya Baldwin provided an update on the joint DCF/DHS SWICA collaboration. Goals for joint group are:
 - Reduce the volume of matches
 - Make “better” matches
 - Streamline the process

- Align policies among programs where possible
- LaTanya Baldwin provided an update on Wisconsin's Payment Error Rate Measurement (PERM) program for Review Year (RY) 2019. The PERM eligibility reviews are being conducted by an outside contractor.

The next meeting is scheduled for September 19, 2018.

Training

The Training Subcommittee met on July 23rd via Skype for Business. Training project updates were discussed including a new CAPER Training and IMQA Tool recording training that will be made available in August 2018. In addition, content review changes were discussed which included reminders of updates made in May and June as well as what is coming for September 2018 (including updating Client Scheduling training and combining the Introduction to CWW and Dynalists & Overrides course). The group was asked to provide feedback on recently published trainings including: EBD MA Restructure: EBD MA Overview, Asset Verification System Training, and SEIRF Worksheet refresher training.

DHS IM Training also discussed the training plan and approach for the ABAWD Naming Conventions project in October 2018 which will include webinars and a recording. Cultural Competency training ideas were shared along with training roundtable topic of input on standard New Worker Training calendars.

Other items of discussion included announcement that the Enhanced New Worker training 4th quarter schedule is posted on the DHS Learning Center and feedback received on possibility of recording some of them.

The next meeting will be held on October 22nd via Skype for Business.