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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, August 16, 2018

1:00 – 3:30 p.m.

Dane County Job Center, 1801 Aberg Avenue - Ballroom, Madison, WI 53704

Or online at <https://connect.wisconsin.gov/imac/>

For audio, dial 877-820-7831, access code 361278

Minutes

Non-State Attendees:

Chelsey Groessl, Bay Lake / Brown Co.	Kris Parkansky, Bay Lake / Marinette Co.
Shawn Tessmann, Capital / Dane Co.	Cindi Flynn, Capital / Adams Co.
Tony Sis, Capital / Dane Co.	Amy Beranek, Capital / Dodge Co.
Stephanie Ronnfeldt, Capital / Richland Co.	John Rathman, East Central / Outagamie Co.
Mitch Birkey, East Central / Calumet Co.	Ann Kriegel, East Central / Winnebago Co.
Linda Struck, Great Rivers / Eau Claire Co.	Ronda Brown, Great Rivers / St. Croix Co.
Nicole Rolain, IM Central / Marathon Co.	Katie Gonzalez-Martin, IM Central / Portage Co.
Rachel Pantaleo, Moraine Lakes / Ozaukee Co.	Melody Larson, Moraine Lakes / Walworth Co.
Brenda Zweck, Moraine Lakes / Walworth Co.	Sandy Potter, Moraine Lakes / Washington Co.
Doreen Lang, Northern / Wood Co.	Kate Chambers, Southern / Iowa Co.
Jill Johnson, Southern / Jefferson Co.	April Heim, Southern / Rock Co.
Kimm Peters, WKRP / Kenosha Co.	Nina Taylor, WKRP / Kenosha Co.
Claribel Camacho, WKRP / Racine Co.	Stephanie Defoe-Haskins, Red Cliff Band

State and Federal Attendees:

Renee Aschenbrenner, DHS	LaTanya Baldwin, DHS
Amy Bell Ferries, DHS	Andy Best, DHS
Emily Carlson, DHS	Dale Crapp, DHS
Rebecca David, DHS	Elizabeth Dehling, DHS
Michele Dickinson, DHS	Lisa Epple, DHS
Tonya Evans, DHS, MILES	Craig Hayes, DHS
Amanda King, DHS	Steph Mabrey, DHS
Chris Partridge, DHS	Katie Quaintance, DHS
Shena Smith, DHS	Craig Steele, DHS
Katie Vieira, DHS	Debbie Waite, DHS
Rachel Witthoft, DHS	Pang Xiong, DHS
Yolanda Evans, DCF	

1. Administrative Issues – Debbie Waite & Doreen Lang
 - Report attendance on-site by signing the sign-in sheet and, if attending remotely, by e-mailing Andy Best of your attendance. E-mail is Andrew.Best@dhs.wisconsin.gov
 - Doreen Lang welcomed Chelsey Groessel as the new Operational Lead for Bay Lake consortium.
2. Approval of July 19, 2018 Meeting Minutes – Debbie Waite
 - Motion to approve the minutes was made, seconded and passed by voice vote.
3. CARES Release Updates
 - Extensions and Premiums – Rachel Witthoft
 - See “Extensions and Premiums Phase II” PowerPoint for more detail.
 - The BadgerCare Plus Extensions and Premiums Phase II project will be implemented on October 27, 2018. It continues the effort from Phase I to complete system fixes and enhancements that will support extension and premium policies.
 - There are no changes to policy.
 - A new CWW page, “BadgerCare Plus Extensions Timeliness,” will be added to support worker processes related to Extension timeliness and reduce manual work. Workers will be able to indicate on this page that the renewal or verification was timely. The new page will be scheduled under the following conditions:
 1. Eligibility is attempting to build a new BadgerCare Plus Extension for the household.
 2. Household meets BadgerCare Plus Extension program requirements and is “otherwise” eligible.
 3. Eligibility Run Date is after the BadgerCare Plus Certification Period End Date.
 - Additionally, there will be several technical changes made in CWW that will enhance the processing of BadgerCare Plus Extensions and resolve existing system defects.
 - The Operations Memo is expected to be published on October 8, 2018. The Project Overview and Systems Demo is scheduled for October 17, 2018, and the CARES Release Q&A is scheduled for October 19, 2018.
 - ABAWD Naming Conventions – Katie Vieira and Katie Quaintance
 - See “ABAWD Naming Conventions” PowerPoint for more detail.
 - This project discontinues the use of the terminology “exempt ABAWD” and “non-exempt ABAWD”. After this project is implemented all applicable individuals will be classified as either “ABAWDs” or “Non-ABAWDs”. ABAWDs will be further identified as either meeting or not meeting the work requirement. All ABAWDs and non-ABAWDs will be defined by a new

value, the Referral Type. The “TLB” referral type will be assigned to ABAWDs who are not meeting the work requirement outside of FSET. “Non-TLB” will be assigned to Non-ABAWDs and ABAWDs who are already meeting a work requirement outside of FSET. (Note: These individuals may earn a TLB if they discontinue meeting the work requirement.)

- Consortia asked the following questions:
 - How long is the training? Roughly an hour and a half, which includes time for questions. There is one webinar training offered at multiple times. Recorded training will have the same content.
 - Is this for both IM and FSET Staff? Trainings are directed at IM staff. FSET curriculum is being updated November 1st.
 - What is happening with TAPP subcommittee? DHS will clarify. (Answer: TAPP will be held September 14 to support transition through the pilot stage to the new statewide demos)

- FoodShare Change Reporting Script – Steph Mabrey
 - See “FoodShare Change Reporting Script” PowerPoint for more detail.
 - DHS received two corrective actions from the federal Food and Nutrition Service (FNS) regarding failure to verbally communicate FoodShare reporting requirements to members. DHS is creating a set of scripts to assist workers in sharing ABAWD and change reporting requirements. Workers will be required to read the appropriate script during the FoodShare interview while on the FoodShare budget page. The scripts will be released in mid-October to be implemented by October 29, 2018.
 - Questions and Answers:
 - Is the script itself embedded in the system? No, at this time, it will be a printed version.
 - Will the script be available in draft form before OPS memo is released? DHS will check timing of availability.
 - Will there be a banner to remind staff when to read the script? Not at this time.
 - Must the reading of the script be recorded? No.
 - Will the script be available in Spanish/other languages? Yes. DHS will check on delivery method.
 - Can CCA/Genesys options for recording/reading the script be explored? Not implementable currently but will be explored for future opportunities.

- FNS CAP Correspondence Highlighting – Craig Hayes
 - See “FoodShare Change Reporting Script” PowerPoint for more detail.
 - This project builds on the progress of the first two phases to implement requirements to provide adequate notices to households that have applications denied or eligibility terminated.
 - The change implements an enhancement to the Pending/Not Verified Smart-Mini Driver that workers activate from the Pending/Not Verified Information

page. Purpose is to highlight worker selected pending/not verified items on the CWW page in the mini-driver. This will ensure that correct information is included in the Notice of Decision that is sent to households regarding which items are pending/not verified at the time of the eligibility determination.

- Kofax Upgrade – Lisa Epple
 - See “Kofax Upgrade to KTA” PowerPoint for more detail.
 - The upgrade will modernize the system that agencies use currently to scan paper documents for processing into the Electronic Case File (ECF). New software – KTA - will be piloted starting Oct. 27th followed by a phased, statewide rollout projected to start in Feb. 2019 and continue through the end of 2019. The roll-out schedule is currently being developed and will be shared with agencies as soon as possible to assist with planning and resources.
 - Questions and Answers:
 - Will scanners need to be upgraded? No, current ones should be compatible. This is a software update only. Tested to ensure that scanners are capable.
 - Will roll-out happen consortium by consortium, or agency by agency? By agency and by contiguous location.
 - Will agencies have input on their scheduled time? DHS will present schedule and take feedback.
 - How will this be coordinated with local IT staff? Agency staff currently supporting scanners will be contacted

4. Policy Update – Rebecca McAtee

- No policy updates were provided at this meeting.

5. CARES Call Center Update – Rebecca David

- DOC has asked DHS to look into some challenges occurring as inmates who are near release are submitting telephone applications for benefits. DHS will send a CARES Coordinator notice reminding agencies of the protocol contained in Ops Memo 14-49. Specifically:
 - A DOC staff member may not always be present at the time of the telephone application to verbally verify the date of release. After setting up the applicant in a secure location, DOC staff may step out of the room to offer privacy for the applicant. The applicant may have limited time for phone use and may not be able to get a staff member in the time available to provide verbal verification.

- If the applicant indicates a DOC staff member is not present to verify date of release, agencies should allow the applicant to complete the telephonic application.
- Agencies should use the Wisconsin DOC Offender Locator website to perform a search.
- Per the Ops Memo, the reported release date on the website is considered verified as long as it is no more than one week prior to the Mandatory Release/Extended Supervision date.
- If the IM worker is unable to verify the date of release either online through the DOC website or verbally from a DOC staff member, the worker should request verification of the release date.

6. Midwest Partners Conference Summary – Debbie Waite

- 21 Wisconsin representatives traveled to Battle Creek Michigan for the MPPI event on August 1-3. Valuable information was shared on quality control processes and how worker actions can be helpful to this process – also lots of sharing occurred between state attendees. One break-out session involved a Jeopardy competition between states - BEPS is looking at supporting as a training tool for IM staff. Consortia that have Jeopardy questions should send to BEPS Training for this purpose.
- Wisconsin received the FFY 2017 Susan Herr award which was awarded to the Region 5 state that had the best combination of timeliness, completion, and accuracy rates. Congratulations were extended to all consortia and Miles for their contributions to the receipt of this award. Great Rivers Consortium and WREA Consortium were also recognized for excellent timeliness for FFY 2017. The 2019 MPPI is tentatively scheduled to be held in Indiana in late July or early August. Consortia were urged to plan ahead to send staff to this event.

7. Regional Enrollment Network (REN) Update – John Rathman

- Lori Graff provided the update on the most recent REN teleconference meeting. Several strategies are being pursued due to decrease in federal funding for customer assistance, including developing joint proposals for navigator funding. More video and phone assistance may be provided in this cycle.
- Group is also tracking rate trends to determine if enrollment numbers are stabilizing.
- Agenda for October conference is being finalized with pending requests for welcome speakers.

8. Income Maintenance (IM) Funding & Contract Updates - Debbie Waite/John Rathman

- Debbie Waite reported that a second negotiating session with DHS staff and WCHSA was held via teleconference on August 9. Remaining issues have been narrowed to three – with two undergoing continuing discussion at DHS Administrator Office (AO) level. Consortia asked if DHS could continue to explore strategies to expedite or advance enhanced MA funding.
- Bureau of Operational Coordination is finalizing the numbers and the draft paperwork for enhanced MA funding for FFY 2017. (See note under Administrative Memos below)
- Tracked changes versions will be sent out to negotiating committee and those tracking the process in next week or so.

9. Consortia Feedback – Doreen Lang

- Consortia are noticing some additional issues with the data on the Electronic Residency Verification (ERV) reports including: duplicate entries, worked cases continuing to show up on reports, and “very old” residency mis-matches showing up on reports. Consortia should send examples and feedback to the CARES Call Center and copy Debbie Waite.
- Lori Graff has agreed to serve as consortia lead for Program Coordination subcommittee and will take over from Doreen Lang immediately.
- Consortia would like additional training or overview of how to use, search and otherwise get value from the IMMR report structure. It was suggested that “new statewide system demo” approach could be used to deliver this information.
- Partner agencies are raising a number of questions regarding the new asset verification system. Sandy Potter is collecting questions from consortia and will send to CARES Call Center with copy to Debbie Waite by beginning of September.

10. Administrative Memos – Debbie Waite

- A tracked changes version of a revised FPIP Admin Memo was shared with the FPIP subcommittee on August 14. A few corrections are being made but a final draft version should be available for sharing with consortia under the 45 day review process within several days. The Admin Memo does contain a link to FPIP Guidelines which have been updated for 2019. Shawn Tessmann asked if Guidelines could be circulated with Admin Memo draft.
- Draft Admin Memo on 2017 MA enhanced funding has been approved for circulation and will be available for sharing with consortia under the 45 day review process within several days

11. Subcommittee & Work Group Updates - Debbie Waite (Handout)

- Review handout for details
- John Rathman noted proposed change to sharing subcommittee meeting results that will begin with September IMAC meeting. Verbal updates by consortia co-chairs will replace the bulleted written summaries currently being prepared by DHS staff. Consortia are working on a common template to capture meeting results to be used for this purpose.
- Elizabeth Dehling reported that organizational meeting of the EBD/LTC subcommittee occurred on August 8 and laid a solid groundwork for moving forward. Meetings will be held quarterly.

12. Miscellaneous Updates / Other / Public Comment

- a) Gap Fill Chart Update (Handout)
- b) GAP Case Numbers - Debbie Waite referred group to handout showing GAP numbers year-to- date and encouraged any consortia that have questions about the numbers to reach out to Pang Xiong at BEPS – EM CAPO.
- c) No other public comment was shared.

13. September 20, 2018 and Future Meetings - Tentative Agenda Topics

- a) Federal Policy Update
- b) October CARES Release
- c) FS Script Follow-Up

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*If you want to participate by web meeting, you can follow along at your computer by logging into <https://connect.wisconsin.gov/imac/> as a guest 5 minutes ahead of time and calling the above conference line for the audio.