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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, November 21, 2019

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

AGENDA

1. Administrative Issues – Debbie Waite & John Rathman
2. Approval of October 17, 2019 Meeting Minutes Debbie Waite
3. Policy Updates Rebecca McAtee
4. 2019 MER Results & 2020 MER Planning (PowerPoint) Jayne Wanless
5. CARES Call Center Update TBD
6. Subcommittee Updates-
 - IMOA John Rathman
 - Call Center Technical/Operational Kris Weden
 - FPIP Margaret Romens
7. Regional Enrollment Network (REN) Update – John Rathman
8. Income Maintenance (IM) Funding & Contract Updates - Debbie Waite/John Rathman
9. Consortia Feedback – John Rathman
10. Administrative Memos – Debbie Waite
11. Miscellaneous Updates / Other / Public Comment
 - a) Gap Fill Chart (Attachment)
12. January 2020 and Future Meetings - Tentative Agenda Topics
 - a) Policy Update

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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.

**Income Maintenance Subcommittee Key Messages
Income Maintenance Operational Analysis (IMOA)
November 1, 2019**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
<p>Innovative Training Project Update</p>	<p>Shayla Frinks and Leslie Rozeff presented updates regarding the Innovative Training Project to IMOA Committee members. A power point was reviewed that presented five options of how we could proceed with enhancing our training program.</p> <p>It was reported that 350-400 new Income Maintenance workers are hired and trained each year. Because of these numbers, it is recommended that new State training would allow for a monthly cohort to start (12 classes a year).</p> <p>The group discussed how elaborate the information technology equipment needs would be to deliver this training and who would be responsible for purchasing the equipment.</p> <p>The group also discussed an interest in a bigger proposal in considering upgrading and replacing the entire CARES system. Debbie Waite suggested that Jim Jones be invited to a future meeting to discuss requests consortia might have for the next CARES RPF process.</p> <p>In all of the options discussed, one of the biggest concerns seemed to be how often the cohorts would be offered and how that would impact future hiring. The size of the cohorts was also a concern (a preliminary estimate of 25 students was suggested as a maximum) in order to keep it very interactive.</p> <p>The group decided that they wanted Deloitte to proceed in creating a plan that would move us to either a CBT/VILT or a full VILT training model. It was agreed that Deloitte would bring back their preliminary plan/proposal to this group.</p>	<p>IMOA Membership Consortia Leads</p>	<p>November, 2019</p>	

CARES Security Updates	<p>Carla Treuthardt reported that the final two consortia will complete their 2019 IM audit during the month of November. Next year (2020 IM audit) we are recommending adding CSAW, BRITS and CCPI to the systems reviewed and cleaned up. The legislative audit bureau is very pleased that this annual audit is occurring and are also supportive of it growing to new systems.</p> <p>Carla did bring to the group's attention that there will soon be a Sharepoint report distributed for consortia to clean-up. They are also looking for a recommendation on when users would be automatically deleted from Sharepoint Access. The group did recommend that access be auto deleted after one year and one month.</p> <p>The last item Carla addressed was restrictions for staff who only have level 25 CARES security access. Consortia did request that either a new worker security level be created or that additional flexibility of what the worker could do by checking certain functions (such as approving auxiliary Foodshare payments).</p> <p>Concerns were still raised that the current CARES security structure really does not fully support fully integrated consortium models (where cases are shared across all counties in a consortium) and with confidential cases. Carla is continuing to work with Western Consortium to find solutions to some of these issues.</p>	IMOA Membership Consortia Leads	On-Going	
Soft Sills Training Updates	Abby Abernathy reported that the contract has been signed between DHS and Mid-State Technical College and meetings are being scheduled to formalize the soft skills training.	IMOA Membership Consortia Leads	12/6/2019	
CARES Release Publication	Abbey Abernathy highlighted the changes made with the October release. The big difference was that the operations memos no longer include any system updates and have been reformatted. System Demos, CARES bulletins (system changes), and reformatting of operations memos were all used for this last release. IM Consortia members reported receiving very little feedback from their staff from this last release.	IMOA Membership Consortia Leads	On-Going	

QC Roadshow	Jane Wanless reported that DHS will be implementing the QC Roadshow that will give an overview of the QC process. The presentation will cover how cases are pulled, how they are reviewed, and how the results impact our federal performance standards, and how the State communicates back to the local agencies. Consortia should try to get back to Jane Wanless on when they would like this presentation done locally.	IMOA Membership Consortia Leads	12/6/2019	
BRITS Update	Debbie Waite provided an update on the BRITS planning processes that are continuing with DCF staff. A survey is being sent out to BRITS users to hopefully get some constructive feedback on the system. In addition, an RFB is being sent out to have a firm study the infrastructure of BRITS and how it could be improved. Lastly, an RFI was issued last week to see if there are other systems out there that might serve our needs better than the current BRITS system.	IMOA Membership Consortia Leads		
Telework Implementation Updates	<p>Consortia shared updates with IMOA members on use of telework in their consortium:</p> <p>#1. Baylake- Brown County is testing 6 staff with telework -alternating days between the office and their homes. So far the testing has gone well. They have a draft policy to be eligible for telework. Right now it is just line staff. Teleworking.</p> <p>#2. Capital – There is no current participation.</p> <p>#3. East Central – Winnebago has had one FMLA staff working from home but has had telephone issues, Waushara and Waupaca are preparing to pilot, and Green Lake is also exploring.</p> <p>#4. Great Rivers – Staff alternative telecommuting between 2 to 3 days per week. Staff have to pay for their own internet.</p> <p>#5. IM Central – Only Marathon County is using.</p> <p>#6. Moraine Lakes – No one is strongly considering it, but some board members have expressed an interest in it.</p> <p>#7. Northern – Some counties are exploring, some are not. Two counties have approved so far – Iron and Bayfield.</p> <p>#8. Southern – no one seriously looking at it yet, Iowa County is considering.</p> <p>#9. Western – using it for ES specialist and leads and they can telecommute for up to 3 days a week. 10 staff are participating in LaCrosse – some telephone issues.</p> <p>#10. WKRP – Kenosha is considering but haven’t gotten approval yet. Racine is doing</p>	IMOA Membership Consortia Leads	On-Going	

	with staff alternating weeks. Doing research on 4 ten-hour days. Racine is exploring many uses of technology and Claribel will share with any that have an interest. #11. MILES – Not currently using			
Precertification Update	Debbie Waite reported that based on conversations at the Performance Monitoring Subcommittee that all consortia used the information they learned from the pre-certification process and are using it for refresher training or for enhancing reviews of cases. This topic will be discussed in greater depth at our December 6, 2020 IMOA meeting	IMOA Membership Consortia Leads	December 6, 2019	
Next Meeting	The next meeting is Friday, December 6 th , 2019. Potential agenda items include: * Cares prioritization results * 1115 Waiver Systems Update * Mid-State recruitment Video * Foodshare Postponed Interview Policy Change * Nation/State PERM Results * Telephonic Report * Data Exchange Update * Pre-Certification Discussion		December 6, 2019	

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
November 11, 2019**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
CCA replacement update	DHS is making advancements in the procurement process. At this time very little information can be shared but we do know the program will be cloud based.			
Post call customer survey	<p>Following are the discussion items:</p> <ul style="list-style-type: none"> • Potential for customer to make verbal responses rather than just enter a digit. CCA does not have the capability to do this. • Change order of questions currently being asked. • Currently all questions need to be answered for the sample to be valid. Looking at the possibility of using partial response. • Focus on trends rather than individual responses. • Could these calls be automatically recorded. • Change questions to better fit rated responses (on a scale of 1-5) instead of yes or no responses. Consortium felt data would be more meaningful. • If scale was added instructions would need to be included for the callers. • Start with scaled questions then move to yes or no questions. 	Paul Michael will work on revisions and bring them back to the committee	Paul Michael will bring revisions to IMOA at the January 2020 meeting for approval	

**Income Maintenance Subcommittee Key Messages
 Fraud and Program Integrity (FPIP) Subcommittee
 11/12/19**

Agenda Item	Message/Action/Motion	Assigned To	Deadline
<p>Introduce New Managers Wendy Metcalf</p>	<p>Candice Canales the new Trafficking Enforcement and PARIS Unit Supervisor. She has been at the OIG since 2014. Before that she was at CARES Call Center and State training sections. Prior to State employment, she worked in Economic Support at Waushara County for 4 years.</p> <p>Tami Tolliver is the new Investigation & Technical Assistance Unit Supervisor. She has worked in economic support for 20 years, 11 of which was as an ES manager. ITAU is fully staffed.</p>		
<p>Release of Information-Legal Action Wendy Metcalf</p>	<p>Legal Action said they don't have to give release of information. Legal Action needs to have a release signed by the member or some sort of proof they have been retained by the member. Reference IMM 10.9.4</p>		
<p>3 Day Investigator Training Planning with agencies Wendy Metcalf</p>	<p>OIG will be searching for host locations. WiFi will be needed and hopefully a large screen will be available.</p> <p>Agencies should be thinking about which staff that you want to send so the State has an idea of rooms necessary.</p> <p>Training notes: This is for both new and experienced investigator training. This is for staff that have been doing investigations. Hopefully, the OIG website will be available at the time of the training. Attendees can attend one day, two days or three days.</p>		

	<p>They are suggesting participants bring laptops. The first day would be appropriate for ESS staff that make BRITS referrals. Materials will be sent in advance in case people want to create a binder.</p> <p>Action: Outline of 3 Day Training and survey will be sent out to agencies to determine training site locations and number of trainings offered.</p>	OIG staff	TBD
Stats provided for each consortia broken down by agency (Attachment) Peter Forbes	Peter reviewed the State Wide statistics hand out. It covered investigation, IPV and overpayment numbers for the last several years. The information was broken down statewide, by consortium and individual counties.		
FPIP Admin Memo status Wendy Metcalf	Should be posted on Monday, 11/18/19 Action Item: Send out in Word Format request made	Wendy Metcalf	
Hearing request – reminder Tami Tolliver	Participants always have the right to request a fair hearing. If members seem to be leaning toward requesting a hearing, we need to offer to them. If they say yes, we need to help them file for fair hearings and/or forward hearing request information. We can submit request for them for FS (not MA). In signature section just enter ‘by phone’.		
FoodShare Calculator Tool Update- Wendy Metcalf	OIG updated income guidelines. It hopefully will be published next week.		
BRITS Update Theresa Fosbinder	Theresa was unable to attend. As far as OIG staff know, BRITS is still on hold. BRITS Survey (that was sent to counties) results are being tabulated.		
Updates from BEPS – Pre-Cert	No updates available		
Next meeting: 2/11/20 from 9:30-11:00			

