

Tony Evers
Governor



DIVISION OF MEDICAID SERVICES

1 WEST WILSON STREET
PO BOX 309
MADISON WI 53701-0309

Andrea Palm
Secretary

State of Wisconsin
Department of Health Services

Telephone: 608-266-8922
Fax: 608-266-1096
TTY: 711

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

Minutes

Non-State Attendees:

Chelsey Groessl, Bay Lake / Brown Co.	Carol Wautlet, Bay Lake / Door Co.
Cindi Flynn, Capital / Adams Co.	Carol Sjoblom, Capital / Columbia Co.
Michele Chiuchiolo, Capital / Dane Co.	Tony Sis, Capital / Dane Co.
Stephanie Ronnfeldt, Capital / Richland Co.	Jenny Cox, Capital / Dodge Co.
Nikia Morton, Capital / Dane Co.	John Rathman, East Central / Outagamie Co.
Annett Mooney, East Central / Marquette Co.	Amy Roland, East Central / Outagamie Co.
Ann Kriegel, East Central / Winnebago Co.	Kathy Welke, 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.	Kris Weden, IM Central / Marathon Co.
Mia Anderson-Inman, Moraine Lakes / Walworth Co.	Doreen Lang, Northern / Wood Co.
Kate Chambers, Southern / Iowa Co.	Jill Johnson, Southern / Jefferson Co.
April Heim, Southern / Rock Co.	Tara Paskiewicz, WKRP / Kenosha Co.

State and Federal Attendees:

Abby Abernathy, DHS	LaTanya Baldwin, DHS
Amy Bell Ferries, DHS	Andy Best, DHS
Dale Crapp, DHS	Elizabeth Dehling, DHS
Tonya Evans, DHS, MilES	Sierra Gammond, DHS
Rebecca McAtee, DHS	Tami Tolliver, DHS
Debbie Waite, DHS	

AGENDA

1. Administrative Issues – Debbie Waite & John Rathman
 - 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.

- Debbie Waite reminded group of scheduling changes. No December IMAC meeting will be held. January IMOA meeting will be January 10 (postponed 1 week due to New Year's holiday).
2. Approval of October 17, 2019 Meeting Minutes – Debbie Waite
 - Motion to approve the minutes was made, seconded and passed by voice vote.
 3. Policy Updates – Rebecca McAtee
 - 1115 Waiver Update
 - DHS started process of communicating February changes via November 1 letter to members.
 - Consortia reported that about half are using the CCA messaging created to support calls triggered by that letter. Call volumes are low, except for MiES.
 - Consortia asked about impact of mid cycle changes on premiums. Impact varies depending on what eligibility information is changing and status of member's certification.
 - Consortia asked if/what entities are allowed to pay premium for members. Not-for- profits can do but must be on case specific basis. DHS will send clarification on whether other government agencies can do.
 - Inpatient substance abuse treatment benefit was approved by CMS. DHS is working on approved set of providers.
 - Member renewal letters and notices are drafted – DHS will share if able.
 - FNS Standard Utility Allowance Rule
 - Proposed rule impacts cold weather states negatively.
 - Comments are due to FNS by December 2. DHS will share when able. DHS will be running data projections to capture statewide impact – will share more refined data set if able.
 - FNS ABAWD Proposed Rule
 - FNS expected to finalize proposed rule by mid-December. Impact for Wisconsin will be on geographic waiver recently approved by FNS.
 - FNS Categorical Eligibility Proposed Rule
 - No new updates at this time.
 4. Management Evaluation Review – 2019 Debrief and 2020 Planning Jayne Wanless
 - See “Management Evaluation Review” PowerPoint for more detail
 - Focus areas for 2020 will be different
 - Quality control statistical review (internal BEPS process to select review cases)
 - Household reporting requirements being shared with customer
 - 2020 MER process change – all documents and information will be sent electronically – no paper folders

- 2020 MER schedule – FNS is still approving schedule. If agencies need to adjust their dates, notify Jayne Wanless soon.
 - 2020 local agency visit will be Jackson County
 - Consortia shared positive feedback and thanked Judy Johnson for efficient and effective MER process for past few years.
 - A focus area for state’s MER will be shadowing DHS MER reviewer and review process
5. CARES Call Center Update – Rebecca McAtee
- Federal Cost of Living Adjustment (COLA) changes are happening in December per usual schedule. Operations memo will be sent in early December.
6. Subcommittee Updates
- The IMOA subcommittee met on November 1 and John Rathman shared key discussion points and action items from that meeting (see attachment).
 - Reviewed consultant project recommendations and had extensive discussion on model for innovative training structure and delivery. Took an assignment to provide feedback to DHS at December IMOA on cohort vs non cohort model for new worker training.
 - The Call Center Anywhere (CCA) subcommittee met on November 11. Kris Weden shared key discussion points and action items from that meeting. (see attachment)
 - Heard high level update on Genesys which is moving forward slowly.
 - Continued work on enhancing the customer service survey in CCA, including expanding question slots from 4 to 6.
 - The Fraud Prevention and Program Integrity (FPIP) subcommittee met on November 12. Margaret Romens shared key discussion points and actions items from that meeting (see attachment).
 - Tami Tolliver will be taking over Wendy Metcalf’s role as DHS co-chair.
 - OIG is preparing a three day investigator training – agencies should consider sending lead staff to at least first day of this training.
 - Subcommittee retreat was held on October 18. Debbie Waite reported that subcommittee charters and revised tools developed at that retreat will be shared with IMOA at its December 6 meeting.
 - Elizabeth Dehling of DHS Area Administration was recognized for her contribution to planning, facilitating and closing out assignments from the retreat.

7. REN Update – Debbie Waite

- Open enrollment is successfully underway with heavy public awareness support from DHS. Press conferences were held in Milwaukee, in Outagamie County and planning is in place for LaCrosse County.
- DHS continues to track inquiry hits on its website.

8. REN Update

- Partners continue to prepare for open enrollment Nov 1.
- DHS commitment of resources is being used to support navigators and certified application counselors through existing partnerships across the state. DHS is also supporting an extensive marketing campaign to create awareness.

9. Consortia Feedback – John Rathman

- Consortia are continuing to review the draft of the customer service administrative memo and may be submitting proposed edits to DHS.
- Consortia asked if MTM (transportation broker) has access to ForwardHealth. Issue relates to customer address versus pick up location. Action Item: DHS will check on access and advise. Consortia will send issue examples.

10. Administrative Memos

- See comment under (9) above

11. Miscellaneous Update and Public Comments:

- GAP Case Numbers – See “GAP Case Report October 2019”
- No other public comment was shared.

12. Tentative January 2020 or Future Agenda Topics

- 1115 Waiver Updates
- Policy Updates

DHS is an equal opportunity employer and service provider. If you need accommodations because of disability, or need an interpreter or translator, or if you need this material in another language or in alternate format, you may request assistance to participate by contacting Andy Best at (608) 266-3824 or Andrew.Best@dhs.wisconsin.gov.

*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>	

<p>CARES Security Updates</p>	<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>	<p>IMOA Membership Consortia Leads</p>	<p>On-Going</p>	
<p>Soft Sills Training Updates</p>	<p>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.</p>	<p>IMOA Membership Consortia Leads</p>	<p>12/6/2019</p>	
<p>CARES Release Publication</p>	<p>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.</p>	<p>IMOA Membership Consortia Leads</p>	<p>On-Going</p>	
<p>QC Roadshow</p>	<p>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</p>	<p>IMOA Membership Consortia Leads</p>	<p>12/6/2019</p>	

	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.			
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 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.</p> <p>#11. MILES – Not currently using</p>	IMOA Membership Consortia Leads	On-Going	

<p>Precertification Update</p>	<p>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</p>	<p>IMOA Membership Consortia Leads</p>	<p>December 6, 2019</p>	
<p>Next Meeting</p>	<p>The next meeting is Friday, December 6th, 2019. Potential agenda items include:</p> <ul style="list-style-type: none"> * 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 		<p>December 6, 2019</p>	

**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. 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. 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</p>		

	locations and number of trainings offered.	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			