

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

Thursday, August 20th, 2020

1:00 – 3:30 p.m.

<https://dhs.wi.zoom.us/j/96742327146>

Minutes

Non-State Attendees:

Chelsey Groessl, Bay Lake / Brown Co.	Kris Weden, IM Central / Marathon Co.
John Rathman, East Central / Outagamie Co.	Nikia Morton, Capital / Dane Co.
Ann Kriegel, East Central / Winnebago Co.	Annett Mooney, East Central / Marquette Co.
April Heim, Southern / Rock Co.	Jill Johnson, Southern / Jefferson Co.
Rose Strege, Stockbridge-Munsee Tribe	Claribel Camacho, WKRP / Racine Co.
Doreen Lang, Northern / Wood Co.	Mia Anderson-Inman
Elizabeth Dehling	Cheri Brickl
Amy Beranek	Carol Ann Wautlet
Kate Chambers	Maria Delgado
Justin Enrietta	Kathryn Gonzalez-Martin
Amy Roland	Kim Peters

State and Federal Attendees:

Abby Abernathy, DHS	Amy Bell Ferries, DHS
Alicia Grulke, DHS	Dale Crapp, DHS
Becky David, DHS	Sierra Gammond, DHS
Diane Koehkne, DHS	Noemi Martinez, DHS, Miles
Stevey Poppe, DHS	Angela Stanford, DHS
Debbie Waite, DHS	Rachel Witthoft, DHS
Pang Xiong, DHS	April Festl, DCF
Joan Alt, DOA	Ken Duren, DOA
Courtney Harris, DHS	Yia Xiong, DHS
Daniel Yang,	Eric Vogt, DHS
Julie Taylor, DHS	Nicholas Taylor,

Nick Ksobiech,	Craig Hayes, DHS
Lindsey Ingram, DOA	Kathleen Viera, DHS

AGENDA

1. Administrative Issues – Debbie Waite & Claribel Camacho
 - Report attendance on-site by signing the sign-in sheet and, if attending remotely, by e-mailing Sierra Gammond of your attendance. E-mail is Sierra.Gammond@dhs.wisconsin.gov
 - Debbie Waite confirmed that upcoming meetings for IMAC and IMOA would be held remotely using electronic meeting software until public health situation is stable.
2. Approval of May 21st, 2020 Meeting Minutes – Debbie Waite
 - Motion to approve the minutes was made, seconded and passed by consensus.
3. Policy Updates – Rebecca McAtee
 - General Updates – agencies were encouraged to participate in the monthly stakeholder call hosted by DHS on every other Wednesday.
 - COVID Related – Rebecca McAtee shared the following policy related updates,:
 - Flexibilities provided on FoodShare eligibility earlier in the summer are now being reinstated due to new state declaration of public health emergency. These include a) emergency allotments thru July and August, with September request pending. b) suspension of interview requirements through month of August.

Consortia Question: How should agencies handle situation with respect to requesting additional information where member submits an “add-a-program request” and has another open case?

- P-EBT – there is a difference between emergency allotments and P-EBT benefits – each has distinct set of processes and requirements. Agencies are encouraged to use talking points sent by DHS.
 - A large number of individual cases continues to be worked on manually by DHS staff – Mailbox for P-EBT requests will be closing Aug 31.
 - P-EBT benefits are not authorized at this time for school year 2020-21.
- Federal unemployment benefit of \$600 ended July 27. DHS is working with stakeholder groups to encourage those members who may now be eligible as a result to re-apply.
- Federal Public Health Emergency – was extended for 90 days to Oct 27. Result is COVID related health care policy will be pushed out accordingly with reinstate of “normal” processes occurring no earlier than Dec 1 or Jan 1 of 2021. No health care renewal process will occur for Sept, Oct or Nov. Agencies were reminded that IMMR reports on renewals will not be an accurate source to predict future workloads. DHS is continuing to evaluate renewal bubble strategies as timetables continue to shift.

- Non COVID Updates

- The annual process to implement COLA adjustments in the system and generate member notices will be occurring in September effective for October 1.

4. October CARES Release

- Suspension v Termination – Rachel Witthoft and Yia Xiong
 - See” Suspension v Termination” power point for more detail
 - Changes will apply to health care only – non health care programs (like FS) will continue to follow own policy.
 - Changes will be effective Oct 24.
 - New reports will be available December 7.
 - Consortia Question: What is impact on prisoner discrepancies – SSA related – as this could have workload implications for agencies? Answer: No impact from this project – DHS staff will take back.
 - Important Dates Related to October project release
 - October 5, 2020 – Operations Memo published
 - October 19, 2020 – CARES Bulletin email
 - October 24, 2020 – Process Help updated
 - November 23, 2020 – BadgerCare Plus Eligibility Handbook and Medicaid Eligibility Handbook updated

- Telephonic SMRF – Craig Hayes and Daniel Yang
 - See” Telephonic SMRF” power point for more detail
 - Member will still receive paper SMRF but will have options on how to complete.
 - Robotic function will process “no change” SMRFS.
 - Change will help with timeliness measure for SMRFS received on last day.
 - Consortia Question: What access or role will CDPU staff have in completing the page? Answer: They will have access to landing page if SMRF is complete. If incomplete, they will send out incomplete SMRF letter to member.
 - Consortia Question: Will telephonic signature script be available in Spanish? Answer: DHS to research.

- FoodShare Return Mail Corrective Action – Eric Vogt, Julie Taylor and Nicholas Heyward
 - See “FoodShare Return Mail Corrective Action” power point for more detail

- ABAWD Update – Katie Vieira and Nick Ksobiech
 - See “ABAWD Update” power point for more detail
 - This project transitions members from discretionary exemption process to geographic exemption process effective October 1.
 - One time mailing to members will be sent on 8-28-20.

- Dharma Update - Rachel Witthoft
 - DHA is set to implement the phase of DHARMA that impacts IM fair hearings on November 16, 2020. A Phase 2 that includes additional enhancements and clean-up is planned for 2021.
 - CWW Fair Hearings Tracking Tool (a.k.a. the Tracker)
 - The intention is for DHARMA to seamlessly replace ACES in interacting with the Tracker. IM agencies should not experience any changes with how the Tracker functions.
 - Agencies will continue to submit documents for Tracker appeals through the Tracker. If a document is uploaded to the Tracker, there is no need to also send the document to DHA by fax, mail, or email. This includes the Certificate of Administrative Action (CAAs), even though this document includes instructions saying to submit to DHA by fax or mail. DHA confirmed that it does receive CAAs submitted through the Tracker.
 - IM consortia that indicated they want to continue receiving emails for Tracker appeals will keep getting these emails after November 16, 2020.

- Non-Tracker Appeals
 - Appeals assigned to Tribal IM agencies, FoodShare Intentional Program Violation (IPV) hearings, and some FoodShare Benefit appeals are handled outside of the Tracker.
 - Documents from DHA
 - DHA will continue to send non-Tracker appeal information and fair hearing decisions to IM agencies by email.
 - The email subject line will continue to include the appeal type and document type. Example: A BadgerCare Plus eligibility appeal hearing notice will include “BCS-HRN” in the subject. Emails from DHA will continue to have documents attached as PDFs, as they do today. The email will also contain a link to DHARMA Portal that will take the worker directly to the document in the Portal (after logging in using your DHARMA Portal user ID and password).
 - Workers can also get to the appeal information without the email by signing into the Portal and selecting the appeal from the list of appeals they have access to.
- Documents submitted to DHA
 - As of November 16, 2020, DHA will no longer accept mailed, emailed, or faxed documents from agencies.
 - Agencies will need to submit non-Tracker appeal documents electronically through the DHARMA portal. The DHARMA portal will be accessed with a user account and password. Note: DHA is looking into if the DHARMA portal can use WAMS IDs or some other already in use login system.
- Next Steps
 - DHS will reach out to the IM consortia by email to gather information on who needs a user account for the DHARMA portal. More details will be provided in the email.
 - More information will be coming on DHARMA Portal user training and the FAQ and help documents that DHA is developing.

5. Subcommittee Updates

- The IMOA subcommittee met on June 5, July 10 and August 7. Claribel Camacho shared key discussion points and action items from those meetings (see attachments).
 - Group discussed issue of COVID related deferred renewals and workload implications of creating bubbles. Agencies were asked to share ideas with DHS staff about how to address.
 - Work from home observations were shared with conclusion that concept was working successfully and variations were likely to be continued post COVID.

- The Call Center Anywhere (CCA) subcommittee met on May 11, June 8 and July 13. Kris Weden shared key discussion points and action items from that meeting. (see attachment)
 - Group is starting to track Genesys implementation more closely. Meeting frequency will increase to twice per month in September as a result. In April, group discussed issues and challenges with IM workers teleworking.
 - Call back feature is being evaluated for possible inclusion in Phase 1.
 - State agencies will be implemented first in 2021 followed by consortia phase in based on agency size.
 - Agent training will precede the roll-out.

- The Training subcommittee met on June 29 and July 27 . Margaret Romens shared key discussion points and action items from those meetings (see attachment).
 - The group reviewed first module of soft skills training development by Mid-State Technical College and provided feedback. More discussion will occur at June meeting on where soft skills training fits in curriculum.
 - Planned enhanced new worker training sessions scheduled for April and May were delayed to June and July due to COVID 19.
 - The group critiqued the recently released COVID 19 policy related micro learning videos.
 - A refresher training for KIDS (30-45 minutes in duration) is under development and will be reviewed at the June meeting. Subcommittee will circulate a survey document to subcommittee members and operational leads to identify priorities for refresher trainings.
 - DHS approved recruitment of project coordinator for innovative training implementation phase.
 - The group reviewed changes to the CWW training environment made in February – a positive reaction by agencies

- The Fraud subcommittee met on August 11. Margaret Romens shared key discussion points and action items from that meeting (see attachment).
 - The group discussed recent activity by a suspected fraud ring. Agencies should refer suspected cases to OIG for investigation.
 - BRITS will be a focal topic of the group at its August meeting where a project timeline will be shared and discussed.

- The Performance Monitoring subcommittee met on July 15. Ann Kriegel shared key discussion points and action items from that meeting.
 - The group received an update on status of Electronic Residency Verification report – vendor contract has been extended out while options continue to be explored.
 - FS active and CAPERS error rate data was shared.
 - A focal topic for future meeting is use of C9 codes and impact on errors.
- The EBD LTC subcommittee met on July 14. Kara Ponti shared that focal topic was a presentation by the Dane County ADRC staff. Over 80 IM staff joined for this overview. Next meeting is Oct 13.

6. REN Update – John Rathman

- John Rathman provided an update on the upcoming REN Conference on September 29th – 30th and October 5th – 7th. Registration is open – meetings will be virtual and divided up over 5 days with 90 minutes of programming each day.
- The REN group is also tracking work by the joint OCI-DHS enrollment special project group to see if CMS will allow a longer open enrollment period for 2020.

7. IM Funding and Contract Updates – Debbie Waite and John Rathman

- Debbie Waite shared that initial contract negotiation meeting had been held with good progress made on the proposed lists of changes. WCHSA and DHS representatives are reviewing remaining issues and will reconvene in next few weeks to resolve. The WCHSA recommended distribution methodology has been accepted by DHS and will be used for 2021 funding.
- John Rathman reported that ES PAC had reviewed contract change lists earlier in the day and that recommendations will go to WCHSA on September 10.

8. Consortia Feedback – John Rathman

- Consortia shared concerns about recent mail delivery delays in mid to northern part of the state and impact on member notices.

- Consortia shared that small number of counties are implementing furlough days which is impacting staffing levels in some areas. Also child care availability is impacting some IM staff.
- Consortia asked if any additional data is available to help project upcoming workload impacts and if DHS can share if there is.
- Consortia asked if DHS has
 - Requested a FoodShare interview waiver from FNS for September. Answer: Yes – but was denied with direction to re-submit when closer.
 - Requested a FoodShare waiver for renewals. Answer: Not at this time, as other states have submitted and been denied. It was noted that waiver requests for September will go through a different level of scrutiny in the approval process.

9. Administrative Memos

- Debbie Waite noted that the Enhanced Funding Memo had posted as well as the Customer Service memo, with an effective date of July 1st, 2020.

10. Miscellaneous Update and Public Comments:

- GAP Case Numbers – See “GAP Case Report” - July 2020 was shared. Numbers look low – likely due to COVID 19.
- No other public comment was shared.

11. Tentative September 2020 or Future Agenda Topics

- Policy Updates – COVID and Other

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If you want to participate by web meeting, you can follow along at your computer by logging into the ZOOM link provided in the IMAC meeting invite.

