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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC) Agenda

May 20, 2021
1:00 – 3:30 p.m.
Zoom Link:

<https://dhs.wi.zoom.us/j/84617648540?pwd=MIZLd2tMc2xuWFAXTIVwbnZjNm1PQT09>

For audio dial: 312-626-6799 **Meeting ID:** 846 1764 8540 **Password:** 116140

1. Administrative Issues (Jonelle Brom & John Rathman)
2. Approval of April 15th, 2021 Meeting Minutes (Jonelle Brom)
3. Policy Updates (Rebecca McAtee)
 - a. COVID-19 Updates
4. Subcommittee Updates (Attachment)
 - a. Training Subcommittee (Ann Dubinsky)
 - b. EBD/LTC (Kim Hanson)
 - c. IMOA (John Rathman)
 - d. FPIP (Mary Donahue)
 - e. Performance Monitoring (Ann Kriegel)
 - f. CCA (Kris Weden)
5. Regional Enrollment Network (John Rathman)
6. Income Maintenance (IM) Funding and Contract Updates (Jonelle Brom & John Rathman)
7. Consortia Feedback: IM consortia will share feedback with DHS (John Rathman)
8. Administrative Memos (Jonelle Brom)
9. Gap Case Monthly Update (Attachment)
10. Public Comment
11. Announcements/Items for future agenda
12. Adjourn

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Income Maintenance Subcommittee Key Messages
IMAC Training Subcommittee
April 26, 2021

Agenda Item	Message/Action/Motion	Assigned To	Deadline
Welcome <ul style="list-style-type: none"> • Welcome & Introductions • Welcome New DHS Trainers <i>Abby Abernathy/Anna Dubinsky</i> 	The team has expanded and added 4 new positions to get ready for the new training model. Welcomed 4 new DHS IM Trainers: Danelle Spears, Christina Villa, Lisa Davis, & Kristine Kostroski.		
IM Training Projects (Attachment) <i>Abby Abernathy</i>	Reviewed Feb, March & April training updates. New trainings published in March & April. Upcoming trainings coming up (Genesys (TBD), Initial Long Term Care (July 2021) & Advanced Long Term care (July 2021). Long Term Care Training – minimal updates to these for the LTC programs. Updates to the existing LTC training is specifically related to spousal amounts.		
Post COVID Trainings <i>Dorothy Xiong</i>	9 topics the post COVID training videos will be created around. No set date on when these videos will be available. Announcements will be sent out once these are available. The intent is to have the training out and ready a few weeks prior to the changes taking place. <ol style="list-style-type: none"> 1. Renewal Processing (June 2021) 2. SMRF Processing (June 2021) 3. FS Interview Requirements (June 2021) 4. Drug Testing for Drug Felons (End Date: TBD) 5. Work Requirements (End Date: TBD) 6. Premiums for HC (CLA, MAPP and CHIP) (End Date: TBD) 7. TNQ/HNS for CLA Eligibility (End Date: TBD) 8. Work Requirements for MAPP (End Date: TBD) 9. Verification Requirements (End Date: TBD) Hired staff during the pandemic. Local agencies are looking for soft skills customer service trainings in how to deal with customers that have been used to getting these additional benefits but now they will be taking them away. Reasonable Compatibility may be of concern as well for staff once we are post COVID. No information to share on the cleanup at this time of the C9 verification codes.		

Income Maintenance Subcommittee Key Messages
IMAC Training Subcommittee
April 26, 2021

	<p>Are you able to offer how much detail the videos will contain? The videos will be micro and highlighting the policy requirements. The videos will be approx. 5-10mins. Along with additional resources they can read up on. The required FS scripts will be part of these videos.</p>		
<p>Genesys Training Updates <i>Matt Fanale</i></p>	<p>Scheduled to be published in the Learning Center prior to transition to Genesys. 4 separate trainings: Agency, Supervisor & Administrator training. The 4th training will be on the telephonic signature.</p>		
<p>Innovative Training Update <i>Julie Rentmeester</i></p>	<p>Key Focus Areas</p> <ul style="list-style-type: none"> • Design/Development of new program - completed curriculum maps, elicited feedback from Innovative Training Subgroup & final sequencing work. • Cornerstone – External user-interface • Facilities for Trainers – Technology & physical space needs for trainers. <p>Curriculum Map Overview</p> <ul style="list-style-type: none"> • Core Content – This is the content that DHS IM Training team is creating. • Local Support – Identifying tasks and areas of support that will be needed for the local trainers in their roles. <p>Up Next</p> <ul style="list-style-type: none"> • Design/Development – Curate existing content, aligned to objectives. Assessment strategy – where we need checkpoints and level of assessment. Define modalities by topic – Learner journey map; Begin conversations on cohort model. • Cornerstone – Explore reporting functionality & experiment with content curation options. <p>DHS IM Training will still be able to inform the local agency on the status of the new learner. Learners will still be measured on what they have learned. The new model is focusing on the 90% of what a new worker needs to learn to initially do their job.</p>		
<p>Refresher Trainings</p> <ul style="list-style-type: none"> • GAP Filing Refresher Training Feedback <i>Kara Mueller</i> 	<p>GAP Filing has been published as of April 2nd. Found within the Learning Center under IM Refreshers or via course search. Training takes about 30 minutes. Back in January we did a run through of the draft version. The final version is now out.</p> <ul style="list-style-type: none"> • Overall: Good training!!! 		

Income Maintenance Subcommittee Key Messages
IMAC Training Subcommittee
April 26, 2021

	<ul style="list-style-type: none"> • Some confusion around the calculations and where the numbers came from. • In general: training scenarios are very easy and simplistic. • In general: robotic voices in training are more disjointed. • Handbook release in the future will include updates regarding case comments must include GAP Filing copay amounts. PH 27.4 does say copays need to be included in the case comments. Not yet in the HB just in PH. DHS IM Training hopes this will be added to the next BC+ HB release. 		
<p>Case Scenario Review Webinars Feedback <i>Renee Kurka</i></p>	<p>Case scenario review webinars were transitioned in February of this year. Currently new workers are required to complete their curriculum and case scenario review webinars. There are a total of 6 case scenario review webinars per week. Continuing to offer those on a weekly basis. Have had groups as large as 9 and as little as 1 or 0.</p> <ul style="list-style-type: none"> • DHS IM Training is tracking who is attending the webinars and will notify the local agency if the learner missed any webinars. The reports are run quarterly. • The OCM Webinar is on Thursdays from 9-11am and this timeframe conflicts with a specific consortia's meeting time. • New workers love the webinars. Love having a trainer there to answer their questions right on the spot. • Suggestion to split up the 2 OCM webinars into 2 different days. 		
<p>SSA Training <i>Abby Abernathy</i></p>	<p>SSA training was recently published. Then an email was sent to temporarily pull the training. The reason for pulling the training: references and resources were not able to be accessed by external users and it was causing confusion. DHS IM Training hopes to make it available again as soon as possible. If staff have already taken it, they do not need to retake it once it is republished. DHS IM Training will call out specifically which sections were updated so those who previously took the course can go back to those resources if they'd like.</p>		
<p>Training Roundtable: Working with training in the new virtual world <i>Anna Dubinsky/All</i></p>	<p>In Zoom all day. Check in's in the AM and PM. Making sure everyone is present and ready to work. Have new workers paired with experienced workers to help build comradery. Put the classes into break out rooms to talk with their peers. Did fun activities at the end of NWT. Pair new workers with experienced workers while observing in CCA and the experienced worker's desktop.</p>		
<p>Walk On Items</p>	<p>No walk on items mentioned.</p>		

Income Maintenance Subcommittee Key Messages IMAC Training Subcommittee April 26, 2021			
Abby Abernathy			
Upcoming Meetings Abby Abernathy	Next Meeting: July 26 th , 2021 • October 25 th , 2021		

Income Maintenance Subcommittee Key Messages EBD/LTC Subcommittee April 20, 2021				
Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Cheri Stoffel-overview of Bureau of Eligibility and Enrollment Policy, Enrollment and Outreach (EO) Section	<ul style="list-style-type: none"> • Work with partners and members to gather input on projects and policy proposals to ensure that DMS is meeting the needs of members and partners • The EO Section manages the Forward Health Inbox: DHSForwardHealthPartners@dhs.wisconsin.gov 	All EBD/LTC workers, leads, supervisors and managers.		
Updates, updates and more updates- Michelle Furr DHS Policy Analyst for EBD/LTC	<ul style="list-style-type: none"> • Communications with Nursing Homes- discussion around whether IM needs releases to share information with NHs and other Assisted Living Facilities <ul style="list-style-type: none"> ○ short answer is: YES • Releases of information and Authorized Representatives were discussed – Michelle has escalated the need for some kind of ROI for those who do not want the NH to be an Auth. Rep, but do want IM to give certain information to the NH. • Signatures <ul style="list-style-type: none"> ○ Policy is changed to allow broader acceptance of signatures for applicants 	All EBD/LTC workers, leads, supervisors and managers.		

Income Maintenance Subcommittee Key Messages
EBD/LTC Subcommittee
April 20, 2021

	<p>and members who are incapacitated. We will accept a signature from anyone acting in the person's best interests as a valid signature, even if they do not have all of the necessary information.</p> <ul style="list-style-type: none">• Verification and Information Sharing<ul style="list-style-type: none">○ If the applicant is elderly or disabled so that their eligibility determination is through EBD MA instead of BCP, the applicant must be sent through AVS; if nothing shows up but someone says there are assets and cannot provide any information, you use "best information available"○ When best information available is used, there will NOT be an overpayment• Divestment- Michelle thanked all for the feedback on the Divestment chapter- it has been significantly overhauled<ul style="list-style-type: none">○ At our July meeting, Michelle will review the updated material with the group and field questions○ Materials will be shared out with the group prior to the meeting to allow time for review and questions○ Questions can be submitted ahead of time if you have them○ Someone asked if training would be provided for this new chapter. Michelle indicated there are no changes in policy. The updated chapter provides clarification and a better flow for IM agencies to work through transfers.• CLTS – Michelle announced that there are changes coming in CLTS. She will keep the group apprised of changes as they are determined.			
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Income Maintenance Subcommittee Key Messages
EBD/LTC Subcommittee
April 20, 2021

	<ul style="list-style-type: none"> ○ Clarification that you CAN backdate waiver Medicaid for CLTS to the date of the functional screen ● Two questions regarding signatures that Michelle will follow up on: <ul style="list-style-type: none"> ○ If POA is the spouse and signs for an individual, do we also need a signature as a spouse? ○ If a single individual is POA for both spouses, do they need to sign twice? Once for each spouse? ● Asset Assessment- will be discussed at the next meeting in July 			
Parking lot- Meeting ideas	<p>Annuities, COVID related, local mental health programs, Adult protective services, SSA presentation, DDB process and EM CAPO process. A goal for this committee is use local expert knowledge and resources so it most important to send contacts if you have those as well. Please submit any ideas for presentation to Elizabeth, Julie, Ron, Kim or Kara. These meetings will happen the 3rd Tuesday of the month due to a scheduling issue: 04-20-21; 07-21-21 and 10-21-21.</p>			
Next Meeting	07-21-21		Elizabeth D, Julie S, Ron R, Kim R and Kara P	06-2021

Income Maintenance Subcommittee Key Messages
IMOA Subcommittee
May 7, 2021

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Innovative Training Project Update	Julie Rentmeester shared with IMOA members that the Innovative Training team continues to work on design and development of the new program and will soon start working on the professional development piece for the training staff. Julie highlighted that they are trying to design the program to not overwhelm students and provide flexibility that students will not have to complete trainings on programs they might not need for initial employment. The program is being designed so it meets the needs of both visual and auditory learners. The planning process is also addressing what happens if a student might have to be absent from training for an extended period of time as well as contingency plans for missing trainers. The next step will be that the planning team will meet with the Training Subcommittee to get input on the cohort design.	IMOA Membership	On-Going	
Security Updates	Carla Treuthardt updated IMOA members that they will start the 2021 security audit in June and conclude by December. The security audit information will be sent to information technology leads, their back-ups and to the operational leads. The security request form will be updated to add ECF capture and CARES analytics. If consortia have other changes they would like to make to the security request form those should be sent to Alicia Grulke. Several consortia noted they never got their 2020 security audits. Carla will follow-up with those consortia. Carla also reported that the three security manuals continue to be worked on and they should be published later this year. They are still debating if they will publish all three manuals at one time, or if they will publish individually. Lastly, Carla reported that she continues to triage all security requests. She reminded IMOA members that new users do have to request a WHAMS ID. Many staff	IMOA Membership	On-Going	

Income Maintenance Subcommittee Key Messages
IMOA Subcommittee
May 7, 2021

	<p>forget to do this step which can delay the entire process. IMOA members recommended that Carla and her staff develop some type of checklist for new staff that would include instructions on how to create a WHAMS ID. Carla will work on creating this tool for us.</p>			
<p>Consortia to Consortia Problem Resolution</p>	<p>Doreen Lang reminded IMOA members that in 2019 we created a consortia-to-consortia contact list to resolve individual case issues and concerns between any two consortia including MILES. Doreen asked each consortium to review their contact information and update within the next two weeks with current information. Consortia use this tool to report fraud issues on a case, case transfer issues/problems, and other unique problems.</p>	<p>IM Operational Leads</p>	<p>May 21, 2021</p>	
<p>Access Modernization</p>	<p>Christian Moran shared information about an upcoming CARES release that is scheduled to occur in June of this year. The release will include a modernization of the WI ACCESS Apply for Benefits program. The update will allow ACCESS to work on mobile devices, allow users to apply for benefits quickly, and will make the application more inclusive and easy to navigate. The new application will allow users to start their own application and set their own filing dates. Customers can also choose the order they complete needed information for the benefit application. The new ACCESS application will also supply agencies with new IMMR reports to give more details about customer usage, demographic information, as well as a user experience survey. At a future meeting, we will review a client driven HMO selection process module. Also being planned, is a client driven document submission module which is anticipated to be released in October. The WI ACCESS Apply for Benefits program is available in Spanish and DHS can evaluate needs for other languages.</p> <p>Christian also reviewed maintenance items that will be</p>	<p>IMOA Members</p>	<p>July, 2021</p>	

Income Maintenance Subcommittee Key Messages
IMOA Subcommittee
May 7, 2021

	<p>addressed in the July CARES release. The spreadsheet reviewed included non-project enhancement fixes, exception fixes and project post production items.</p>			
<p>COVID-19 Policy Updates</p>	<p>Rebecca McAtee shared with IMOA members that FNS has provided guidance that will extend some of our policy option flexibilities as COVID continues. These include flexibilities regarding interview and review timelines. More information about these policy options will be provided soon. A portion of the renewals due in July, August and September are anticipated to be pushed out to future months, possibly as far out as 6 months for some cases. Foodshare benefits now include a \$95 minimum monthly emergency benefit amount. This new emergency benefit amount began with April benefits and will continue with May benefits. The PBET program for the pre-6 program has now been approved by FNS. This program is specifically for families with kids under 6 years of age as of 10/1/2020. It applies only to families with an active Foodshare case for that month. The pre-6 program does span the entire 2020/2021 school year. Rebecca also reported that the regular school age PBET program continues and is currently issuing corrective benefit issuances. If an IM agency does get contacted with questions about PBET program questions they can be referred to the PBET call center. Rebecca was asked about a potential summer PBET program. Wisconsin is assembling a plan for this summer program and more information will be available at future meetings.</p> <p>Rebecca also shared that the State plans to continue to extend Medicaid reviews that cannot be administratively reviewed. The State is also looking at redistribution of renewals on how to best smooth workload for IM agencies. They are using predictive models and are hoping they can present several</p>	<p>IMOA Members</p>	<p>On-Going</p>	

Income Maintenance Subcommittee Key Messages
IMOA Subcommittee
May 7, 2021

	<p>different options to IM agencies for input. For health care cases, DHS anticipates that we won't start reviews until the public health emergency ends. IM agencies requested if predictive modeling could be done at the county level within each consortium. DHS said they would try to meet this request and need for us.</p> <p>A member update is being created for the month of June that will be sent to all health care members that their health care will continue through the pandemic which will likely be through this calendar year. This will be a massive mailing, so the State anticipates spreading out the mailing throughout all four weeks of June. The member update will tell members that they do not need to do anything for their health care coverage to continue but our IM call centers might get some calls about the member update.</p>			
<p>Non COVID Updates</p>	<p>Rebecca reported that CMS has ruled that Wisconsin cannot implement any of their community engagement (work) requirements. Wisconsin had never implemented these requirements so no direct impact on current participants.</p> <p>Rebecca also highlighted that the electronic verification requirement report has also been delayed this month due to some technical issues. It is anticipated that this corrected report will be sent out in the next week or two.</p> <p>Autumn Arnold asked if any county continues to run any type of "General Relief" program. If a county still runs such a program, please contact Alicia as soon as possible.</p> <p>Rebecca also reported that the Genesys system project is progressing and that a new timeline will be shared with the CCA/Genesys subcommittee on</p>	<p>IMOA Members</p>	<p>May 14, 2021 Survey Responses due for 3rd Party Verifications</p>	

Income Maintenance Subcommittee Key Messages
IMOA Subcommittee
May 7, 2021

Monday. At the present time, the first phase of implementation for Genesys for IM agencies would be in September of this year.

Stevey Poppe reported that FNS is looking to contract with a national vendor for third party income verification. Stevey reviewed a list of questions that will be sent to each consortium with a request to answer the survey questions (probably county specific) fairly quickly. Responses for the survey will be due on Friday, May 14th.

Jonelle Brom gave an update regarding the process for inmates who might need to go into the hospital for inpatient care during incarceration and the need for some to apply for Medicaid coverage. DOC has asked for a point of contact for each consortium if they do run into issues or problems. DOC agencies will contact the IM consortium their facility resides.

Jonelle also reported that the SWICA system will be turned back on again and run in August of 2021. When we get closer to the summer a projection of number of cases that will be on the report will be provided to IM Consortia. Consortia members asked that DHS provide some very specific guidance about the expectations of this process and what is recoverable during COVID given the C9 codes. Specific case examples were also asked to be included.

Income Maintenance Subcommittee Key Messages
FPIP Subcommittee
May 11, 2021 - 9:30-11:30AM

Agenda Item	Message/Action/Motion
OIG Updates for ITAU and PARIS/Trafficking	<p>Candace Canales reported:</p> <ul style="list-style-type: none"> • The 3- day fraud trainings are still in the works. They are pursuing a Fraud SNAP grant. To keep in line with the grant goals, the training will be renamed Program Integrity Workshop. • PARIS staff are busy with quarterly matches • Trafficking is hiring a summer intern (36 applied and they are interviewing 5 of them). • A new SLEB agreement was signed with the West Allis police department (this allows OIG to work with local law enforcement on retailer fraud) <p>Tami Berg (formerly Tolliver) reported</p> <ul style="list-style-type: none"> • ITAU is working on IPV backlog. • The statewide map of IPV's will go out with minutes. • Statewide overpayments created 1/1/21 through 4/30/21 are \$8.9 million • 214 IPV's statewide through 4/30/21 • Remember to reach out to OIG for assistance with employee fraud
Follow-up Questions Regarding New SWICA OP/Fraud Investigation Checkbox	<p>Discussion on how counties use the SWICA resolution check box that says OP/Fraud Investigation needed. Some counties use it, others don't. Once the box is checked the case goes on a Webi report. Once the OP is completed in BRITS, you must remember to go back into CWW and un-check the box to get it off future reports. This is cumbersome. Also, if the case gets transferred to another county, the case shows up on the new county's report so the original county may lose track of the OP that needs to be done. The new worker SWICA training repeatedly tells workers to "check the box". Need to find out the logic behind the creation of the check box. OIG will look into this.</p>
BRITS Updates	<p>Theresa Fosbinder gave overview of status of BRITS phases 1 and 2 and timeline for enhancements. There is a list of enhancements ready for Fall 2021. Phase 2 implementation is on target for end of 2022 for claim creation, claim management and notices. A new report will be created for claims data.</p> <p>Dashboard for supervisors a possibility. It would provide a real-time snapshot of a county's BRITS referrals and their status. This is already available in the Tableau platform. Theresa will work with the Tableau folks to see if all counties can have access to Tableau rather than moving all that info to Webi.</p>
BRITS Report Discussion	<ul style="list-style-type: none"> • BRITS reports are in Webi under path: Public Folders → DCF → BRITS → Shared There are 10 reports in the Shared folder. • The Summary reports are the big picture of information by county • The Detail reports let you drill down to individual referrals. • BRITS reports are still not being used by many people. More training requested.

Income Maintenance Subcommittee Key Messages FPIP Subcommittee May 11, 2021 - 9:30-11:30AM	
	<ul style="list-style-type: none"> Request to have reports by Consortium rather than having to combine each county's info to create a Consortium report.
Next meeting	August 10, 2021

Income Maintenance Subcommittee Key Messages Performance Monitoring May 16, 2021				
Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Recap 3/18/21 meeting	Consortia reports, CAPER errors and suggestions			
Monthly Consortia report	<p>Last released FS data is FFU 2020-not enough of a data set beyond that to change report for 2021. Caseloads are up. Timeliness is great. Questions about the fair hearing stats and comments about validity of current stats and request to be re-worked. Donna will check on that and we can consider to take the overpayments out-or at least separate the two things. Donna requested a list of the types of hearings/categories that we are referring to and she will ask DOA for the information.</p> <p>Where does OP established come from? PACU for FS only. Issuance comes from public facing web page. unable to separate extra FS benefits by county/consortia – only statewide. stats are skewed for OP due to the high issuance amounts. Changes for this report? where is that being determined? Changes will be vetted internally with leadership first.</p>			
QC Error findings	No new FSQC error findings so going by IMQA data for now. 70% of employment errors were from unreported			

**Income Maintenance Subcommittee Key Messages
Performance Monitoring
May 16, 2021**

	<p>income. mostly COVID related and not doing renewals/SMRFS. Nothing new at this point.</p> <p>FEIN not included on employment page was second highest error. Important to have this for health insurance. Most can be found via queries, etc. Also, this is not on the EVFE anymore as it was removed. Can there be a QC tip for staff regarding where to best find them? PH has some information on where to find the FEIN. Hesitant to do a QC tip on this. IM Central will share some info they published for staff</p> <p>C-9 code-income updated with C9 but PS were in ECF. Income reported at application and questioned instead of C9 and then nv'd or qv'd. did not see anything questionable based on comments.</p> <p>SISE income not being disregarded. Request to put on the maintenance list to fix to prevent the error.</p> <p>Rep Details page-14 errors total for that. Document not in ECF. needs to be in ECF to have that page completed. missing signatures/witness signatures.</p> <p>Can we get this power point to use with our staff? Alicia will send out after the meeting.</p>			
<p>CAPER Error Discussion</p>	<p>Not all things could be fixed by the agency. Verification was in error about 22% of the time. Due to workload, cases get nv'd early in the day and the document may arrive later in the day.</p> <p>Information known to agency but not acted on. Where is the line drawn and how do we guide workers?</p> <p>Pending FS when not a FS renewal and then closing FS incorrectly is an error. Fix page? Instruct on workarounds?</p> <p>Wages and salaries-no comments, math wrong, etc. Denying prior to 30 days or verification due date. not an easy way to close one program while leaving the other pending if different due dates.</p>			

**Income Maintenance Subcommittee Key Messages
Performance Monitoring
May 16, 2021**

	Need guidance on correct way to deny cases. QC looks at denials for self-declared income differently than state policy.			
Error Review Committee Update	NV and multiple dates. Met in April 2021-March performance monitoring discussed the multiple dates, etc. first took back to error review committee for discussion for additional assistance-PH, system updates. at this point, no resolution. Working with CARES call center for resolution. Next meeting July 13 th .			
Adding a person from a companion case	Attachment with proposed update to PH sent with agenda. looking for feedback. All programs including W2 have to be confirmed before person can be deleted. 15'ing people causes problems. may be helpful to add some of the scenarios that come up. Might be helpful to break down the paragraph into bullet points to make it easier to read.			
Roundtable- Consortia report cards using state QC data	Most consortia share with the worker and use for training purposes-have not incorporated into the scorecards.			
Future Agenda items	Email and agenda items to Ann Kriegel			
Next meeting 7/14/21				

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
April 26, 2021**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Genesys/Local IT Update	There will probably be one more joint CCA Operational Technical Workgroup and local IT staff meeting. No date currently set for that meeting. IT staff will be notified by the state of the meeting.			
Genesys General Update	<p>Project Schedule:</p> <ul style="list-style-type: none"> • New rollout schedule will be shared at next CCA Operational Workgroup meeting (May 10, 2021). • Platform expected to be handed off to implementer (GTS) by May 3, 2021. GTS currently has limited access to platform. • One telecom connection anticipated to be completed week of April 26, 2021. • Rollout schedule remains the same except the dates will be pushed back. Groupings and sequence will remain the same. • Workgroup attendees viewed a markup of the portal design. • Agent does not have any information on the call backs. Genesys a callback number but no additional information. • Project staff are currently in training. Training for agents, supervisors and administrators is being developed by DHS Training staff at this time. There will be separate training for the automated telephonic signature (ATS). 			
Genesys Voicemail Option	No additional information at this time on the voicemail option in Genesys due to other items that are still unknown. We do know voicemail will function differently in Genesys than how it currently functions in CWW.			

Other items	Counties are still experiencing log in delays with CCA.	Paul Michael will look into this further.		
Next Meeting	Monday, May 10, 2021 @ 1:00 p.m. Genesys Project questions should be sent to DHSGenesysCloudProject@dhs.wisconsin.gov			