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INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

August 19th, 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 June 17th, 2021 Meeting Minutes (Jonelle Brom)
3. Policy Updates (BEEP Policy)
 - a. COVID-19 Policy Updates
4. CARES Release Updates
(Attachment)
 - a. Digital ForwardHealth Card (Anuradha Karedla)
 - b. Apply for Benefits Document Submission Module (Anshul Saraswat)
 - c. CWW DocViewer Upgrade (Christian Moran)
 - d. Residential Substance Abuse Disorder Treatment Benefit (Katie Quaintance/Srijana Poudel)
 - e. HMO Selection Enrollment Tool (Pungnou Her)
5. Subcommittee Updates
(Attachment)
 - a. IMOA (John Rathman)
 - b. Performance Monitoring (Ann Kriegel)
 - c. IM Training (Anna Dubinsky)
 - d. Call Center Operational/Technical Subcommittee (Kris Weden)
 - e. Fraud & Program Integrity (Mary Donahue)
 - f. EBD/LTC (Kim Hanson)
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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	<ul style="list-style-type: none"> • P-EBT: A virtual rooster portal will be available this weekend which will allow schools to identify virtual students for P-EBT. Virtual roosters via emails are also being accepted. Will increase number of members receiving benefits. Template for families to use for schools to sign off on to verify student is attending virtual. All schools received this template and will be available on DHS website. <p>2nd release of P-EBT benefits will be June 26th. Received 100% school survey responses.</p> <p>Summer P-EBT plan submitted to FNS. Will provide more implementation if approved.</p> <ul style="list-style-type: none"> • Member update for HC will go out to all members reminding them that HC will not be discontinued unless they request to decline, move out of state. Will send out a copy of notice to consortia so we can assist members if they call. Notices to be mailed 6/21 and span 4 weeks. Talking points for ES will go out approximately 1 week prior to 6/21. • FS interview waiver extended at least to Oct. New flexibilities are tied to state and federal health care emergency. • Approval ability to extend renewals. Jonelle indicated that updated reports will be available today. • HMO Enrollment Tool through MyACCESS and ACCESS will be available for members 	<p>DHS Call Center</p>		
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	<p>Aug 2nd. This tool will allow members an option to select HMO by member's zip codes and search for providers. Rebecca reviewed what was changing and not changing and sent handout. See Attached.</p> <p>IM agencies are not expected to assist in selecting an HMO. Those questions should go to HMO broker.</p> <p>Working with communications on roll-out. Will make sure ADRCs will be involved and how can assist with the process.</p> <ul style="list-style-type: none"> • Estimated End Dates for COVID-19 Policies document sent out prior to IMOA. Many consortia expressed thanks to DHS – very helpful. 			
<p>COVID-10 Training Roll Out</p>	<p>Abby Abernathy discussed COVID-19 micro-learning videos topics. Sent handout – please see attached. Will also highlight IM Refresher Trainings that are currently available and will assist staff.</p> <p>The 1st one available will be Renewal Processing – hopefully published mid to late June. Training announcements will be sent out.</p> <p>If consortia has feedback or input on content, send to Abby or IM Training email.</p> <p>Videos can be taken at any time. Timelines are fluid and dependent on COVID-19 policy changes. Consortia agreed that a minimum of 4 weeks is needed for training prior to releasing the policy change.</p>	<p>IMOA Membership</p>	<p>On-Going</p>	

<p>Innovative Training Update</p>	<p>Abby reviewed timeline. Currently working on the design/development of the program along with professional development.</p> <p>Will begin cohort discussions with the training subgroup along with worker and program feedback, including frequency, how, gaps, etc.</p> <p>Will bring back potential models during IM Training Subgroup and IMOA for input.</p>	<p>IM Operational Leads</p>	<p>On-Going</p>	
<p>DHARMA Roll Out Update</p>	<p>Rachel Witthoft reported that DOA will be delaying their testing model of DHARMA. Will share more details when available for roll-out purposes.</p>	<p>IMOA Members</p>		
<p>Transition to New NEMT Provider</p>	<p>Brooke Anderson provided information on the Non-Emergency Medical Transportation (NEMT). A new vendor, Veyo, has been selected.</p> <p>Also reviewed the improvements and enhancements that will be implemented. – see attached handout.</p> <p>Consortia were happy to hear of the changes, accountability, and better communication.</p> <p>Brooke also reported that DHS is open to adding WCHSA representation on the Transportation Advisory Council.</p> <p>Will come back this fall with additional info.</p>	<p>IMOA Members</p> <p>WCHSA Executive Director</p>	<p>On-Going</p>	
<p>Genesys Update</p>	<p>Paul Michaels and Adam Afsary provide update on Genesys. Rollout includes 4 phases for IM, 9/23 will be the first group and 11/4 with the last group.</p> <p>Reviewed Not Ready Reason Codes – statuses; Reviewed the codes that staff can select for not ready. Genesys does not have wrap-up like CCA. After Call Work is 20 seconds and allows staff time to select another reason code. They can select after call work-</p>	<p>IMOA Members</p>		

	<p>extended, which is not timed.</p> <p>Voicemail handling – Genesys handles voicemail differently than CCA; can assign voicemail to one agent or many. Limited to 400 voicemails. Can be deleted by an admin or an agent. Can be downloaded by admin. Similar to voicemail on cell phones. Each consortia will need to develop business processes for shared voicemail boxes.</p> <p>A consortium asked how many administrators will be allowed and it was reported that this decision has not been made yet.</p>			
SWICA Update	<p>Jonelle reported that SWICAS will be turned on in August. July’s CWW release will include improvements to SWICAs.</p> <p>Likely a fair amount of SWICAS are expected but hopefully with the improvements will be more accurate mismatches.</p> <p>DHS will provide us with estimate numbers after CWW is updated. DHS will also share previous information when system was updated.</p> <p>DHS will send guidelines on how to use C9 and best information available prior to SWICAS being released.</p>	<p>IMOA Members</p> <p>DHS Staff</p> <p>DHS Call Center</p>	Prior to August Release	
Future Agenda Topics	Policy updates, COVID updates, Innovative Training, SWICAS,			
Next Meeting	The next IMOA meeting will be on Friday, July 9, 2021.	IMOA Members	July 9, 2021	

Income Maintenance Subcommittee Key Messages

IMOA
July 9th, 2021

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Administrative Updates	<p>Jonelle Brom introduced Katie Sepnieski – taking on the role of Debbie Waite. All in attendance did introductions.</p> <p>Autumn Arnold provided policy updates and presented others introducing those:</p> <ol style="list-style-type: none"> 1. Julie Taylor provided the FS updates – emergency allotments going in 7/17. Catch up for July emergency issuance will be 9/4. 2. Woodman’s has been approved as an FS EBT online retailer, added to Walmart and Amazon. 3. Child Tax Care – will be issued around 7/15 – income is not countable for FS nor HC. If we have a caller asking about this, DHS will provide IM Agencies with a communication on how to assist individuals to become eligible for this incentive. 4. SNAP is doing a work study. FNS is partnering with Westat to gather information from FS participants. A file will be sent to FNS with information on Food Share household participants. They would be looking at a particular group of participants [non- EBD]. IM Agencies will be notified of this happening, so we are all aware that when customers contact us about correspondence, it is not spam. The study survey is expensive and extensive. They will receive a compensation for participating on this. This is the first time this type of study takes place. The purpose of this study is for SNAP to look at the participants, gather employment data, rate of pay. The purpose is to help with the 			

	E&T program.			
COVID-19 Policy Updates - PEBT	<ol style="list-style-type: none"> 1. Jess Rutstein – PEBT. Updates on the 3 PEBT programs: School PEBT – final offer July 24th. This covers April through June of 2021. Pre 6 EBT – first and second issuance were successful. Final issuance on 7/10/2021 – covering same months. Most questions on the later one may be answered by IM Agencies as eligibility for these benefits are linked to FS enrollment. Summer PEBT Program – program approved by FNS. First issuance 8/21/2021 – Benefit allotment is 375.00 to any children to be known and eligible at that time. Those children that did not come up as eligible, there would be an issuance on the fall. More information will be in the DHS PEBT pages. 2. HC updates: member update on continuous eligibility and CARES update went out last week. There are 600 members that were approved for EA that were not picked up for continuous eligibility. A report will be sent to Agencies and the member’s eligibility will be extended through the end of the PHE. Letters to be sent out by 7/17. However, the State would like for new certifications under EA to be extended through the end of the year or the end of the emergency, whichever is later. The main issue is for the mid-month end. Becky David explained that those AE certs were extended. As a summary: all AE certified individuals will be extended. A Coordinator Notice will be sent on this. 3. On Friday 7/2 a Coordinator Notice was sent. COFAS – they are lawfully present, but not lawful permanent residents. They are not 			

	<p>eligible for FS but now became eligible for HC. FFM referrals are expected from the June 2021 FFM. Will also be sending a follow up CARES Coordinator Notice with a report with instructions. Some individuals have been incorrectly coded in CARES and are receiving FS – but no OP will be pursued</p>			
<p>SWICA Update (handout)</p>	<p>Craig Hayes presented on this topic. He reminded us that he presented this information up to slide 34 last year, a few screens were added. The final component of this project is completed to go live. New agreement with DWD will provide more recent data, which will assist on some of the SWICA issues we had in the past. There will be a 1 ½ month delay on the information or data. We now will be able to generate notice of EVFE historical request. Another update was to reduce the overall SWICA matches referrals according to program requirements. Many of the upgrades are explained on the Power Point presentation. There were group questions that refer to WEBI reports, it was explained that reports are not refreshed (often).</p> <p>Pungnou Her: resolving SWICA discrepancies, a CARES Coordinator Notice was sent yesterday modifying best information available (C9code). Effective 7/19/2021 workers should start questioning information, when applicable. NQ and NV codes can be entered but cannot terminate HC. Process Help will be updated. COVID Policy reversal micro training of policies training should be published by Monday 7/12/2021 – Abby later responded to a question about reasonable compatibility on this training would be presented, and the answer is “yes”.</p>			
<p>Innovative Training Update (hand out)</p>	<p>Julie Rentmeester – Making great progress. Staff have been taking trainings. Areas grayed out on the</p>			

	projected timeline, are goals that have been achieved. Currently working on program logistics. Julie continued to explain in detail the work on the key focus areas (slide 3). Looking at local coach, how to support them, how to build context, as they help carry the training on the local place. For the next couple of months, the design and development will continue to happen along with ongoing Cornerstone testing.			
Genesys Update	N/A			
Future Agenda Topics (handout)	Jonelle opened asked attendees for suggestions. Bob K (Waukesha) asked about future workload – many counties are working on 2022 budgets and allocating for overtime. WI is not the only state that has a dual system where more than one program is administered – which influences how we manage programs, and conversations are happening with CMS and FNS about it. The State of WI was informed of additional updates that are coming. However, the State may not be able to provide where DHS is exactly at. About the SWICA workload, the State may be able to share projections for the first SWICA run.			

Income Maintenance Subcommittee Key Messages
IMOA
August 6, 2021

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Policy and COVID Updates	Katie Sepnieski led introductions of new and existing State staff and IMOA Committee members. Autumn	IMOA Members	On-Going	

	<p>Arnold updated IMOA members that the Federal Public Health Emergency has been extended till at least October 18, 2021. It is anticipated that the emergency will be extended at least one more time until January of 2022. Work does continue for planning on unwinding the pandemic rules and how to best manage communications and the workload when the pandemic does end. Jess Rutstein reported that the next Foodshare Manual Policy release will occur in late August and the Emergency Foodshare benefit catch-up for June benefits will also occur later this month. Over 281,000 students have received PBET benefits. On August 7th, a catch up benefit issue will occur for all remaining benefits for the 2020-2021 school year. \$15 million dollars of PBET benefits for the April through June time period was issued. Summer PBET benefits will occur on August 21st and all kids eligible will receive a one-time lump sum benefit of \$375. It was also reported that we do not know how the PBET program will operate get for the 2021-2022 school year. Pungnou Her reported on a new operations memo forthcoming in the next month that will cover numerous topics impacting electronic signatures. The memo will cover updated information on when new healthcare applications will be required for clients with deductibles, clarifications on who can sign for incapacitated individuals, and further clarification on signatures for spousal impoverishment cases.</p>			
<p>American Rescue Plan Updates</p>	<p>Katie Sepnieski reported that the 2021 ARPA funding request was submitted on July 30th. By the end of next week, DHS will be submitting the 2022 ARPA request. More information on what was included in the plan will be shared once FNS approves the plan. John Rathman reported that from a recent conversation with Jonelle Brom that \$1,000,000 was requested for balance of state consortia. DHS plans to allocate ARPA funds to</p>			

	<p>the consortium level and individual consortia will need to allocate funds to individual counties if needed. This information was also shared with WCHSA Directors at their meeting yesterday.</p>			
Genesys Update	<p>Asm Afsary reported that a brand new schedule for Genesys rollout has recently been published. The initial IM agencies will start the week of October 21st and the last phase of the rollout is anticipated to start the week of December 9th. This new timeline for rollout was presented to CCA/Genesys subcommittee and many questions were asked about training. Training will be available starting the week of 8/23/21. The training will be video based and published on the Gateway page. Once published all IM agencies will have access to the training. Electronic Signature training will be published by 9/22/21. Callback is a feature of Genesys that they hope to implement at a later date. It was removed from phase I of implementation to reduce complexity of the project. Automated Telephonic Signature (ATS) is currently being tested and it is going well. A demo of ATS will be given at the August 9th CCA/Genesys subcommittee meeting. All are invited to attend the demo including W-2 staff.</p>	IMOA Members	December, 2021	
Recruitment Video Update	<p>Nicole Rolain led a discussion of IMOA members about use of the new recruitment video. IM Central and WKRP are using the recruitment video and recent hires have reported positive feedback on the video. Baylake reported that they have embedded one of the videos into their posting for staff recruitment. Capital also reported that they have embedded the video into their recent posting. No formal feedback yet from potential applicants. East Central has not used the video yet, primarily due to low need to recruit due to COVID. Northern has had two counties use the videos</p>			

	and have found them very helpful.			
Innovative Training Update	Abby Abernathy reported that the Innovative Project team is presently working on creating and developing the curriculum and starting to plan for the logistics of the new training model. Abby reported that there have been recent conversations with the training subcommittee on how to get feedback on the new training process with consortia. In the next few weeks, planning will begin on what the training cohorts look like and what the pilot cohort will encompass. Work is also being done with Cornerstone on how registration for new worker training will occur and also how the training reports will look like for IM agencies. Testing of the learning assets in Cornerstone has also begun. Baylake asked about the quantity of reading that will be required in this new model versus the current model. Abby reported that there will be some reading still required, but it will be a very large reduction in amount from the current training model.			
Quality Assurance Reviews	Lisa Hanson reported that there has been an increase in the loss of contact cases and it would be a very good idea for agencies to review this process with their staff members. Lisa reported that she will be distributing an updated reminder on the process to IMOA members soon.	IMOA Members	On-Going	
Future Agenda Items	-Standing Monthly Committee Items -ARPA Updates			
Next Meeting	<i>Next Meeting will be Friday, September 3rd</i>	IMOA Members	On-Going	

**Income Maintenance Subcommittee Key Messages
Performance Monitoring
07/14/2021**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
<p>Welcome/Recap 5/19/21 mtg</p>	<p>Power point shared Regarding errors-nothing consistent. Remind workers to slow down and accurate case comments. Self-employment to error review committee in July. due to uptick in SEI errors. Researched what the actual errors were. At this time the next step is that IM training has been made aware of the issues. members not reporting and agency errors. More discussion on training and staff taking it again. IM Training subcommittee will be discussing later this month.</p>	<p>Molly Aird</p>		
<p>Monthly cons report</p>	<p>Caseloads have increased Timeliness remains very good for all metrics CDPU usage has increased with the way it's now being calculated. Timeliness report for CDPU is many months away still. Error rate FFY 20 due to suspension due to HC emergency Benefit issuance remains inflated</p>	<p>Donna King</p>		
<p>QC Error Findings/Breakout sessions: Possible solutions consortia/DHS</p>	<p>87% citizenship verification not on file 86% signature not in file gen GF code can be used for 90 days if worker entered may not work. GF code has to have a ? Has also been used for newborns without SSN causing them to lose CEN. Consortia requested further clarification of errors listed. What is procedure when BC code is used but not on file? Can this be a QC tip/added to NW training. Will take back to policy. If not in ECF even if the code is</p>	<p>Ashley Schabel</p>		

	<p>BC it is not over-verification to request again. Exhaust all data exchanges first. Is there a report that would help us identify these cases? it would be cumbersome as cases would need to be examined.</p> <p>One solution is to make it a local QC project. Breakout sessions to discuss potential solutions: Include consortia on error committee workgroup Restrict use of BQ to Wis residents Lock down one-time verif codes like BC If BC is used, system trigger alert if not in ECF Consortia review at staff meetings on a regular basis Western implemented FSQC after confirmation workers have a minimum amount of cases each month that get reviewed and must maintain 85% accuracy. Workers must make the fixes. CMS is wanting to know what the consortia are doing to correct the errors. Capital on Mondays makes a list of cases with documents to QC those cases. IM Central has a signature desk aid for workers with policy and PH references. Driver flow does not match the logistics of the interview. Some confusion as to when the signatures are needed for LTC spousal cases/auth reps, etc-request good clarification, mini training Clarifying information in writing would be helpful as handbooks are not always updated timely. Eg. Incapacitated individuals, spouse as POA</p>			
CAPER Error Discussion. MER error trends	Bay Lake pulls termination and denial reports for over income/lack of varication to determine if accurate and work with worker one on one.	Molly Aird		

<p>Ways attempted to reduce? Successful?</p>	<p>Northern-any errors, CAPER/IMQA/CCA track them and watch for trends/put them in buckets. If trend by worker reach out for correcting or additional trending. If widespread add to team trainings. Review two cases per worker per month-along with recorded call.</p> <p>How do consortia determine where the error occurred and who made it when multiple people are touching it? WREA looks at the one who confirmed it-they keep their own reports.</p> <p>WREA allows seasoned staff to help with QC's</p> <p>State no longer forwards technical errors but they can be shared if consortia want them. They are on the spreadsheet.</p> <p>Is there a report that can be run to catch the errors in error prone cases prior to QC.</p>			
<p>Roundtable: IM agency performance Over the course of the year what have agencies been focusing on for performance</p>	<p>Directed staff to invest time in training. New worker groups Keep skills fresh with special rules we have been having. Error prone element check-second party review results Staff self-check cases-approach as if someone called in and is disputing the case-use handbooks, etc. Refresher trainings-individually or in groups via Zoom Daily log workers have to submit to management and randomly pull some to QC and make sure they are processed correctly and try to explain how it would differ if it was not COVID. Zoom has become an important part of training. Being used to shadow more experienced workers. Southern developed a spreadsheet that mirrors the IMQA tool.</p>	<p>Ann Kriegel/All</p>		

	<p>Workgroup of staff to collect best practice tips and proactive case management-do a mini QC while on the call. this helps avoid repeat callers as well.</p> <p>Training huddle run by training supervisor. get staff together without direct supervisor involved-discussion based. Staff are more open asking questions for clarification. it is a safe space. information is used to focus the next trainings.</p> <p>Capital has started adding quizzes.</p> <p>WKRP week in review-highlighting things that happened with policy, locally, etc provides a snapshot of everything that happened in the week. Supervisors meet with teams and go over the week in review in smaller groups.</p> <p>Self-reviews of cases</p> <p>Supervisors do call reviews. Self-review own calls. included elements from the MER last year.</p> <p>GRC is developing family and CC teams cases with EI, FEIN, C-9/manual notice, etc, LTC process as well</p> <p>ECIMP – LTC trainings</p>			
Future Agenda items	Collaboration-ideas are provided but we're not sure what happens next. What is the process.	Ashley Schabel/All		
Upcoming meetings				

9-15-21 11-17-21				
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**Income Maintenance Subcommittee Key Messages
IMAC Training Subcommittee
July 26, 2021**

Agenda Item	Message/Action/Motion	Assigned To	Deadline
Welcome <ul style="list-style-type: none"> • Welcome & Introductions <i>Abby Abernathy/Anna Dubinsky</i> 	Roll call taken.		
IM Training Project Updates (Attachment) <i>Abby Abernathy</i>	<p><u>UPDATED TRAININGS</u> Updates were made to the SSA Safeguarding Personally Identifiable Information Training (May) and OCM Basics SAVE Training (June).</p> <p><u>NEW TRAININGS</u> New trainings published in June (<i>COVID 19 Microlearning Video: FS Renewals</i>) & July (<i>COVID 19 Microlearning Video: Verification Requirements</i>).</p> <p><u>UPCOMING TRAININGS</u> Genesys (30 days prior to first roll out phase), Automated Telephonic Signature, Initial Long Term Care, Advanced Long Term care and COVID 10 Microlearning Videos – SMRF Processing, FS Interviews and FS Renewals.</p>		
Post COVID Trainings <i>Renee Kurka</i>	The following post COVID 19 microlearning videos were published: FS Renewals (6/16/2021) & Verification Requirements (7/12/2021). SWICA guidance was also provided by the CARES Call Center and there is a SWICA training within the Learning Center. A small update will be made to the FS Renewal training to include language to say FS Interviews will be required for FS renewals. This will be republished once it has been updated.		

	<p>The following post COVID 19 microlearning videos will be published in September 2021: SMRF Processing and FS Interview Requirements.</p>		
<p>Innovative Training Update (Attachment) <i>Julie Rentmeester</i></p>	<p>Project Vision</p> <ul style="list-style-type: none"> • Collaborative effort between IM & DHS Training. The goal has been to create a consistent program across the state with flexibility. Focusing on a blended learning solution with variety of computer based training and virtual instructor lead trainings. Focusing on a cohort design model so groups of new workers will train together. We are also focusing on local support to bridge training. Focusing on a 90/10 rule, engaging learners in the critical elements of things they will see within the first couple months of being on the job. Cornerstone will be the new state Learning Management System (LMS) which will replace the Learning Center. <p>Project Timeline</p> <ul style="list-style-type: none"> • We are in the Design/Develop Program phase of the Project Timeline. The main focus is on designing and developing the program and content. Finishing up with the prerequisite learning areas then moving into the core program content learning areas. <p>Partnership with Training Subgroup</p> <ul style="list-style-type: none"> • Partnership with the Training Subgroup has been valuable. Working well with this group in figuring out directions for the design & development of the project. Talking through essential elements that we need to complete. Discussions regarding the development of the Learning Library and the topics that will be readily available to workers when they need it. Providing feedback on reporting needs and what is valuable. Looking to create a guide for local trainers/local coach to give them the support they need during the transitional learning process. Discussions regarding contingency planning. Talking about evaluating the program and the learners over time. <p>Curriculum Map Overview</p> <ul style="list-style-type: none"> • Curriculum Map has topical areas that the learner will progress throughout their learning. Core Content will include the pieces that DHS Trainers will 		

	<p>work on. The Local Support will include the pieces that the local trainer/local coach will help them progress through.</p> <p>Consortia Feedback Form</p> <ul style="list-style-type: none"> • Provided an example of the Consortia Feedback Form. The purpose of the form is to collect consistent, actionable information for the IM Training program to identify training needs and gaps that are arising. <p>Key Focus Areas</p> <ul style="list-style-type: none"> • Key Focus Areas right now are on the design and development pieces, using a sprint model. Developing non-IM program content (prerequisites), standards & templates. Identifying “threaded” concepts across the programs. Working with the Training Subgroup to put the Coach’s Guide together. Also working on packaging, the content within Cornerstone so it makes sense for all. <p>Up Next</p> <ul style="list-style-type: none"> • After completion of the non-IM program content drafts then will move into the IM Core Programs. Hope to start this are early as next week. Will also start talking about the cohort design work. Looking at cohort modality, estimated durations, etc. Ongoing Cornerstone testing. 		
<p>Genesys Training Updates <i>Matt Fanale</i></p>	<p>Genesys will be replacing CCA. Genesys trainings will be published in the DHS Learning Center 30 days prior to the first phased group into Genesys. 4 separate trainings: Agent, Supervisor, Administrator and Supervisor/Administrator Training. DHS is still in the process of developing the training on Telephonic Signature this will come out after the other 4 trainings. If the individual is assigned separate roles, for example an agent and a supervisor, they would need to take each of the courses. Information will be provided with details about each of the courses and which roles would need to take those courses. Learners will be able to take practice calls; this has been embedded within the training itself.</p>		
<p>Case Scenario Review Webinars Feedback <i>Renee Kurka</i></p>	<p>DHS Team has been presenting these weekly and will continue these until the new Training model has been fully implemented. Noticed in the Thursday afternoon sessions (OCM-EBD & CTS) there is a lot of information being presented. There may be times the session ends and time runs out prior to answering all questions. The</p>		

	<p>new workers are given the option to stick around, if they can, to ask more questions if needed.</p> <p>FEEDBACK regarding the Case Scenario Review Webinars from new workers:</p> <ul style="list-style-type: none"> • Overall, they have been working well and getting good feedback from new workers. • Some new workers expressed that it felt like the training went a little too fast and they couldn't make all the corrections on their own cases. • One consortium stated that it appears workers are struggling a bit more when transitioning to live case processing under this current way of reviewing the case scenarios. • Some consortia mentioned they are correcting assessment scenarios prior to the new worker attending the webinar so the learner does not have to worry about making corrections during the webinar. DHS Training does provide the case numbers at the end of the webinar to refer to for corrections. • It was reported by some new workers that when they went back to make their corrections on their case and compared it to the DHS case the OCM updates had already been entered so the learner was confused. It was stated the DHS Trainers use the same case for the entire week so if the new worker did not make their corrections right away after the first/initial webinar they would see the case has the OCM updates. DHS IM Training will take this back to identify a different approach that will allow for workers to just see the initial case and then the ongoing case. 		
<p>Training Roundtable: Sharing of any new ideas on meeting the cultural competency training requirement <i>Anna Dubinsky/All</i></p>	<p>Opened this up for discussion. Some consortia have developed their own training materials related to Cultural Competency with PowerPoints and TED talks. Agreed to share this with the Training Subcommittee. Some have used TED talks in addition to the provided DHS Trainings. It was also mentioned that some new workers are lacking the basics and don't understand things such as pensions, life insurance, health insurance, common knowledge, etc. and could this be incorporated into NWT. Abby will take this suggestion back to the team working on the training re-design.</p>		
<p>Walk On Items <i>All</i></p>	<p>Walk On Items</p> <ul style="list-style-type: none"> • Received feedback from some of the agencies that the Soft Skills training was taking longer than the expected published timeframe. DHS had one of their 		

	<p>trainers take the course and it does take longer than the expected 4 hours. It has now been updated to reflect 6 ½ hrs.</p> <ul style="list-style-type: none"> • Received feedback from QC staff regarding self-employment errors. QC has found staff are not using the worksheets. It's suggested that staff be reminded of the self-employment training that is available to them in the Learning Center and to use the self-employment worksheets. By using the worksheets this should help reduce the amount of self-employment errors. This would be a good course to have staff retake as a refresher. • It was suggested to have audio incorporated into the self-employment training for Kinesthetic learners. Abby will take this back and see what can be done with the training. 		
<p>Upcoming Meetings <i>Abby Abernathy</i></p>	<p>Next Meeting:</p> <ul style="list-style-type: none"> • October 25th, 2021 		

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
June 14, 2021**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Genesys Update	<p>Project Schedule</p> <ul style="list-style-type: none"> • Delay in handoff of platform is causing interruption in design applications and training. Rollout to consortia will be delayed but not significantly. • Second of three phases to complete Telecom connection at backup data center was completed the week of June 7th, 2021. 			

<p>Genesys Agent Status Codes</p>	<ul style="list-style-type: none"> • Agreed upon selectable <i>Not Ready Reason Codes</i>: <ul style="list-style-type: none"> - Extended After Call Work - After Call Work (Automatically set at call disconnect, 20 seconds) - Login (Automatically set at login) - On Break - Lunch - Meeting - Case Processing - Training - Technical Issues - Last Call - Supervising - Other • “Away from keyboard” was removed from the list as it does not relate to the inactivity timer. • A determination will need to be made regarding the status an agent should be placed in when they do not answer a call. 			
<p>Callback Update</p>	<ul style="list-style-type: none"> • The project team will meet with each consortium to determine their interest in the call back option. If interested, project team will need to know: <ul style="list-style-type: none"> - Which queues. - Time of day utilized. - Utilization under what circumstances. • Calls can be forced directly into callback. • Reminder that callback and voicemail are different and can be used simultaneously if so desired. • Caller cannot leave a message with the callback option. Only information gathered is the return call 	<p>Paul Michael will check to see if call center Administrators can manipulate callback or if only the state has control.</p> <p>CCA Administrators should begin conversations within their</p>		

	phone number. Callers can leave messages with the voicemail option.	consortia regarding potential utilization of callback.		
Next Meeting	Monday, June 28, 2021 @ 1:00 p.m.			

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

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Genesys Update	<p>Updated Rollout Schedule (dates are firm but everything is subject to change)</p> <ul style="list-style-type: none"> • Rollout has been pushed back approximately 4 weeks due to delays in platform delivery. • New schedule provides additional risk tolerance which should make for a smoother transition. • Pilot is now scheduled for 9/23/2021 with Phase 1 beginning around 10/7/2021. Phase 2, which includes consortia, will begin around 10/21/2021 and finish around 12/9/2021. • Transition of users has been leveled out to better support the conversion for the Project Team and users. • Transition will happen at close of business on the phase in date. Go live date will be the following day. <p>Training information</p> <ul style="list-style-type: none"> • Training will be available 4 weeks prior to phased “go live” date. 			

	<ul style="list-style-type: none"> • Training will be available on 9/21/2021 in the DHS Learning Center. Training does include demos. • The Genesys Program does have an internal “Help” link to support users. • Following are estimated training times: <ul style="list-style-type: none"> * Agents – 1.75 hours * Supervisors – 1.75 hours * Administrators – 1.5 hours • Automated Telephonic Signature training is a separate training and will be available in the DHS Learning Center on 9/22/2021. <p>Callback</p> <ul style="list-style-type: none"> • The callback option has been removed from the initial rollout to reduce the complexity of the rollout. • Callback licenses have been retained for the purpose of piloting the function after the rollout is complete and stable. 			
Next Meeting	<ul style="list-style-type: none"> • Monday, August 9, 2021 @ 1:00 p.m. • Project Team will provide demo on general functionality of the agent desktop and the ATS function. • Meeting attendance open to additional consortia management but asking to keep additional attendants to a minimum. 			

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
August 9, 2021**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Automated Telephonic Signature (ATS) Demo	<p>Meeting attendance was open to consortia management to view ATS demo. ATS is still in the development stage. Therefore elements of the demo are subject to change.</p> <p>ATS Demo</p> <ul style="list-style-type: none"> • ATS was developed specifically for the purpose of collecting telephonic signatures, replacing the current process. • While Genesys will automatically record 100% of all calls, ATS must be used to record any telephonic signatures. The general Genesys recordings are only kept for 30 days. ATS recordings will be kept longer. The deletion date of ATS recordings has not been determined. ATS allows the system to create a separate recording containing only the telephonic signature. This helps to reduce the amount of sensitive information contained in the ATS recording and reduce the size of long term file storage which will improve efficiency of all systems. • ATS will be available in Hmong, Spanish and English. For all other languages the worker will utilize the interpreter they already have on the call. The worker will use ATS for recording purposes only. The worker will read the telephonic signature script to the customer and the interpreter would interpret the script into the appropriate language. 	!		

	<ul style="list-style-type: none">• ATS recordings will be saved to ECF. If the telephonic signature ID is entered into the Print Application Registration or Generate Summary screens in CWW that information will also be attached to the case in ECF.• The worker remains on the call during ATS and will be able to hear both the recording and the customer. The recording may be paused and backed up by 10 seconds if needed. The ATS process also includes a “time out” feature before and after the recording is played for the customer. This feature should account for any system error that would keep the ATS connection open in error.• Once logged into ATS the worker will navigate the program using their desk phone keypad. Note a desk phone can be the physical phone or a soft phone used to take and place calls.• The worker will be guided through the process by sounds in the ATS system. Callers will also hear these sounds so it is suggested that workers inform the customer of this before conferencing in ATS.• No changes are needed to CWW.• Genesys is web based. Java usage is not needed for this system.• ATS goals are:<ol style="list-style-type: none">1) Customer Service: Provide customer important information, delivered at an understandable pace.2) Program Integrity: Ensure all customers are hearing the same message regardless of the worker or language.			
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	3) Efficiency: Increase efficiency by allowing workers to complete other call components while ATS process is occurring, thus reducing after call work.			
Agent provisioning validation process	<ul style="list-style-type: none"> • Consortia will receive a list of CCA agent information. Consortia will need to review list for accuracy and send edited version to project team. • GTS will create agent profile in Genesys a month to 6 weeks before “go live” date based on edited list from consortia. 			
Next Meeting	Monday, August 30, 2021 @ 1:00 p.m.			

**Income Maintenance Subcommittee Key Messages
IMAC Fraud and Program Integrity
August 9th, 2021**

Agenda Item	Message/Action/Motion	Assigned To	Deadline
ITAU Updates Tami Berg	<p>OIG Updates for ITAU</p> <ul style="list-style-type: none"> • Data Update – FPIP YTD 15.8 million • Cost Savings YTD – 10.2 million • 17,000 investigations completed • Shared ITAU numbers (OVPs and IPV) • Florida Skimming case ongoing. All information has been provided to the Florida investigators. We are awaiting further action from them. • Amazon case ongoing. ITAU is working on completing a subpoena to obtain additional information from Amazon to continue our investigation. <p>IPV Map, Performance metrics will be sent with meeting minutes</p>		
PARIS and Trafficking Candice Canales	OIG Updates for Paris/Trafficking PARIS/Trafficking		

	<ul style="list-style-type: none"> • FIRE Section has been approved to work full-time remotely. Best practice to communicate through email. • Administrative Assistance position should be posted soon. (Don Shogren's old position.) • PARIS staff busy addressing matches, closing cases where we can verify the member no longer resides in WI. Capturing cost savings. • There is no statute of limitations on the time frame to pursue an IPV. • We've received a few hearing requests for members pursuing a waiver of hardship to eliminate their debt. These have been passed on to DHS's Office of Legal Counsel. DHS will need to look into implementing this opportunity. • Trafficking is down one agent due to maternity leave (we usually have 3 active agents), but we do have an Intern assisting us through the end of August 2021. She single handedly closed 111 trafficking referrals for us in the month of July. • Common theme heard from Trafficking offenders is that they are receiving more FS than they need so that's why they are exchanging the FS benefit for non-food related items. • Ongoing SLEB investigation with West Allis PD. • Continue to see an increase in law enforcement inquiries related to retail theft and homicides. Local PD are often interested in investigating SNAP crimes as well. • Reminder to reach out to the DHSOIGTrafficking@dhs.wisconsin.gov email box. We can walk you through trafficking investigations, or take them on if you do not have the capacity to address the complaint. <p>Reminder to reach out to the DHSOIGFIRE@dhs.wisconsin.gov email box with general fraud related questions or referrals.</p>		
<p>2022 FPIP Updates - Tami Berg</p>	<p>The Fraud 2022 Admin Memo and FPIP Guidelines draft copies are completed and ready to share with Jonelle Brom to forward to tri-chairs for 45 day review.</p> <p>Goal is to get memo published timely. Reminder: this is a draft only. It will be re-sent once the final version is completed.</p>		

CLEAR – Tami Berg	<p>CLEAR</p> <ul style="list-style-type: none"> • Discussion on access and changing users • Reminder – Tami gets CLEAR access for agencies • 2 clear per consortium • CLEAR training available – is there an agency need? There are new updates that are user friendly. 		
<p>Feedback from OP staff on simulation use: Theresa Fosbinder</p>	<p>Feedback from OP staff on simulation use:</p> <ul style="list-style-type: none"> • Pros and cons • issues with it <p>when do they use it and why</p> <p>BRITS PM role divided between Theresa Fosbinder and Ally Miller – Phase 1 (current functionality) and 2 (claims and collections).</p> <p>Simulation piece – as we move forward, we’ll be taking BV screens out of CARES once we get to full BRITS implementation. All BV functions will be moved to BRITS. Simulation is linked to this process. – specifically the BV screens that allow the overpayment amounts to be entered into the claim (BVFW for FS and BVWW for W2). It is our understanding that the calculation functionality of simulation will still be available.</p> <p>Bottom line – what are you using simulation for? What are the pitfalls of it? What would you like to see done differently?</p> <p>When processing OVPs, you can use FS OVP calculator or simulation or manual worksheets.</p> <p>What is our goal? What are the differences among programs?</p> <p>They are in fact finding mode. We may need a tool to replace at least part of simulation.</p> <p>Discussion on use of simulation took place among committee members, as well as submitted by those unable to attend the meeting.</p>		

BRITS Update – Theresa Fosbinder	Planned releases: <ul style="list-style-type: none"> • October 1 2021: BRITS BI training available on the Learning Center • Fall 2021 – Phase 1 Workload functionality enhancements • Spring 2022 – Phase 1 Confidentiality release • Fall 2022 – “Phase 2 Plus” release: Claims and Collections new functionality, various remaining fixes from phase 1 which impact the system overall, not just referrals. 		
Future Agenda Items <i>All</i>	None		
Next meeting	November 9 th , 2021		

Income Maintenance Subcommittee Key Messages
EBD/LTC Subcommittee
7/20/2021

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
EBD/LTC Subcommittee Updates	*OPS Memo will be coming out about taking any signature on an application. *Michelle Furr will be leaving the training section and will have a new role working with DHS *Michelle provided a draft document of the MEH Divestment chapter revision and went over the new format *Goal was to reframe how we think about divestment *The group went over some of the sections within the draft and there was a lot of			

	<p>discussion on real property fair market values and prenuptial agreements</p> <p>*Questions were asked about re-writing other chapters of the MEH. The group should come up with a list we'd like to see re-written and why we would like to see re-written. Elizabeth Dehling and Nicole Huffman will discuss forming a workgroup for this.</p>			
Follow Up Item	<p>*Question was asked if there could be another session in a couple of weeks to go over the rest of the divestment chapter revision. Michelle will try to make this happen</p>		Michelle Furr	
Next meeting	<p>October 19, 2021 via Zoom</p> <p>An IRIS Representative was discussed as presenter for this meeting</p>	EBD/LTC Subcommittee Group		