INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)
**October 21st, 2021**
**1:00 – 3:30 p.m.**
**Zoom Link:** https://dhswi.zoomgov.com/j/16175504471
**For audio dial**: 1-669-254-5252   **Meeting ID:** 161 7550 4471

| Time | Topic | Presenter |
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| 1:00pm-1:05pm | Administrative Issues | Katie Sepnieski Kathy Welke |
| 1:05pm-1:10pm | Approval of September 16th, 2021 Meeting Minutes | Katie Sepnieski |
| 1:10pm-1:25pm | NEMT Transportation Provider Update VEYO | David Gibson Claudia Huerta |
| 1:25pm-2:10pm | DHS Policy Updates<br>a. COVID -19 Policy Updates | BEEP Policy |
| 2:10pm-2:25pm | Subcommittee Updates (Attachment)<br>a. IMOA<br>b. EBD/LTC Subcommittee<br>c. Call Center Operational/Technical Subcommittee | John Rathman Ron Redell Kris Weden |
| 2:25pm-2:30pm | Regional Enrollment Network | John Rathman |
| 2:30pm-2:40pm | Income Maintenance (IM) Funding and Contract Updates | Katie Sepnieski Kathy Welke |
| 2:40pm-2:50pm | Consortia Feedback: IM consortia will share feedback with DHS | Kathy Welke |
| 2:50pm-3:00pm | Administrative Memos | Katie Sepnieski |
| N/A | Gap Case Monthly Update (Attachment) | Attachment Only |
| 3:00pm | Public Comment | ALL |
| 3:05pm | Announcements/Items for future Agenda | ALL |

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*If you want to participate by web meeting, you can follow along at your computer by logging in as a guest to https://dhswi.zoomgov.com/j/16175504471 5 minutes ahead of time.

**Income Maintenance Subcommittee Key Messages**

**IMOA Friday, October 1, 2021**

| Agenda Item | Message/Action/Motion | Assigned To/ Referred to IMAC | Deadline | Closure |
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| Policy Updates | Jonelle Brom shared that the SMRF BOT, which was not being used during the pandemic, will be turned back on soon and will process no-change SMRF's for workers. Weekdays the SMRF will run three times a day and on Saturdays once a day. This should help with the workload spike that is anticipated to occur in the coming months. It was requested that written details on the SMRF BOT be shared with all IM staff members.<br><br>Jonelle also highlighted that no new PBET requests will be taken beyond 10/8 for the 2020/2021 school year. On 10/23 summer PBET issuance will occur and each participant will receive $375 dollars. Over $156 million was issued for summer PBET. The USDA recently provided the State with guidance for the 2021/2022 school year and more will be shared soon on this year's program.<br><br>Jori Mundy updated the group on the FNS approval for the State's 2021 ARPA funding plan. Jori also shared that the State is currently working with FNS on our 2022 plan.<br><br>Stevey Poppe share several FoodShare updates. Stevey highlighted that the October catch up date for August issuance was moved up from 10/16 to 10/8. Stevey also highlighted that a letter will be sent to participants informing them when the Federal and State Pandemic emergency will end. The State's communication plan will also include press releases with this information. Stevey also highlighted that the FoodShare COLA increase member notification letter is being sent over the next two weeks.<br><br>The interview requirement for FoodShare has again been reinstated as of 10/1/2021 and the six-month reporting requirement has also resumed this month. Consortia will be receiving surveys on the impact of some of the FoodShare waivers that were implemented during COVID and those surveys will be sent to operational leads.<br><br>The ABWAD work requirement *time limits* have also been waived through September 30, 2022. Letters to ABWAD participants have been sent out with this information. It was requested that talking points on this change also be prepared for IM workers. | IMOA Members | On-Going | |

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| | Stevey reported that future guidance for support to Afghan refugees will be forthcoming. The State is also adding the FoodShare Pantry of Waukesha as a FoodShare partner.<br><br>Autumn Arnold updated on some key dates for the pandemic unwinding as it relates to health care. Right now the pandemic end date is anticipated to be 12/31/21, although this might get extended further which will push out the dates discussed below. On October 18th, it is anticipated that the official end date of the pandemic will be extended until January of 2022. On January 1st new applicants would have normal rules apply (premiums and work requirements). For all existing members, a full review would need to occur before normal rules would apply to those cases.<br><br>Autumn also highlighted that 70,000 participants have current Medicaid eligibility only because of a manual Interchange process and these individuals do not have an official CARES case. These individuals would get a manual letter that they would need to apply for healthcare if they want it to continue. It was requested that consortia get a breakout of these 70,000 participants by county. The eligibility for these Interchange only cases would end on 1/31/2021.<br><br>DHS will also try to evenly spread the health care renewals for on-going participants over calendar year 2022 (all twelve months). They will also try to align healthcare with FoodShare and child care renewal dates. DHS will also try to minimize renewal timeframes. The final renewals for this group will occur in January of 2023 (12 months later). Autumn also reported that if the pandemic does get pushed into another quarter (March of 2022), DHS is still thinking they would process the Interchange only cases as planned. | | | |
| Covering Wisconsin Presentation | Courtney Harris from Covering Wisconsin provided an update on the upcoming open enrollment period (11/1/21 -01/15/22) for the Marketplace and resources available to help consumers obtain Health Care coverage. Courtney reported that Covering Wisconsin continues to receive the Federal Grant to hire Navigators that assist individuals find needed health care coverage. Courtney highlighted that the American Rescue Plan Act provides increased financial help that decreases premiums for health insurance for all income groups for both calendar years 2021 and 2022. Covering Wisconsin is again offering outreach and promotion materials to help local assisters with needed materials. Reach out to Courtney if you would like any of these materials personalized for your local assisters. | IMOA Members | 01/15/2021 | |

| Genesys Update | Paul Michael provided an update on the Genesys project. The timeline is staying intact. Training is now available to be viewed by all consortia. The initial pilot was delayed by three business days, but it did begin on 9/28. DHS is troubleshooting the interaction ID on outbound calls but this will be fixed before consortia and W-2 agencies begin to be rolled out. Paul also reviewed the various remote work models and how Genesys works with each model. | IMOA Members | December, 2021 | |
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| CARES Call Center Update | Jody Noble shared that she has reviewed the concerns and issues raised at the CARES Call Center listening sessions and they are using that important feedback to improve customer service, templates for submissions, and timeframes on responses. Jody shared they are looking at setting up a website where all of the CARES worker notices could be posted and accessed by users. Jody also highlighted that they are again looking at the ticketing system that was previously discussed at IMOA and they will be coming back to discuss this project with us at a future meeting. Jody did highlight that the CARES call center is fully staffed and they are cross training more staff in long-term care cases. | IMOA Members | | |
| Innovative Training Update | Julie Rentmeester provided an update on the Innovative Training project. Work continues on the design and development of the training program, with 80-85% of the content presently finalized. Julie also shared a *draft* of the cohort training schedule with virtual instruction taking place from 9:00-11:30 and 12:30-3:00 on Monday through Thursday with a flex-day planned for Fridays. The existing new worker training program in the DHS learning center will transition to Cornerstone by the end of the year. DHS plans to pilot the new training model with two groups, one with MILES and one with the balance of the state. The next step is to weave the content together and establish a quality assurance process for the project. | | | |
| Future Agenda Items | Policy Updates, Training Updates, Genesys Updates, Roundtable discussion on Worker Safety | | | |
| Next Meeting | ***Friday, November 5th - Zoom*** | | | |

| Agenda Item | Message/Action/Motion | Audience/Recipient | Assigned To | Deadline |
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| IRIS Program started July 1, 2008. | IRIS presentation by Sheldon Kroning and Katie Kelnhofer ICA and IRIS SDPC Contract Coordinators provided an in-depth overview of IRIS program, origins, enrollment, and eligibility components. Including the roles of Iris Consulting Agency, and SDPC.<br>• Participants of IRIS choose their living setting, relationships, and participation in the community. IRIS serves Wisconsin adults then require a nursing home level of care. They fall into three groups, Physical Disability, Developmental Disability and Frail Elder.<br>• IRIS consultant agencies serve over 23,000 Wisconsin residence.<br>• IRIS participants develop and maintain an individual service plan or (ISSP) that ensures long term care related outcomes.<br>• IRIS Resources were provided, as well an Question and Answer summary.<br><br>Key IRIS Acronyms are:<br>• IRIS -Include, Respect, I Self-Direct<br>• ICA –IRIS Consultant Agency<br>• IC –IRIS Consultant<br>• SDPC –Self-directed personal care<br>• ISSP –Individual Support and Service Plan<br>• WISITS –Wisconsin IRIS Self-Directed Information Technology System | All EBD/LTC workers, leads, supervisors and managers. | | |
| Policy Updates | Nicole Hoffman and Manee Yang provided an overview of handling of Alerts 383 and 503 for individuals 65 and older. More information in process help will be available in December. | All EBD/LTC workers, leads, supervisors and managers. | | |
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| 2022 Next Meetings | Moved back to second Tuesday of the month, meeting quarterly. January 11, April 12, July 12 & October 11 2022. | | | |

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Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
September 13, 2021

| Agenda Item | Message/Action/Motion | Assigned To/ Referred to IMAC | Deadline | Closure |
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| Genesys Project Update | • Timeline for rollout has not changed.<br>• Training for staff that do not have access to the DHS Learning Center is now available through the Gateway page. Training will be available through the Learning Center as of 9/22/2021.<br>• Agents will not have access to the Genesys platform prior to 4 weeks before their go live date. Agents could complete the training earlier but it is not recommended.<br>• Phase II users were allowed access to the platform on 9/9/2021.<br>• User confirmation sheets were sent to Phase II CCA Admins on 9/7/2021 and are due back 9/14/2021. These confirmation sheets will be sent to Admins several weeks before they are scheduled to transition to Genesys and will be due back to the project team within one week.<br>• UAT for pilot began week of 9/6/2021.<br>• Genesys will also be limited to 4 Admins.<br>• Agents will scale from 0 to 10 for each queue in Genesys based on a priority level. A level of 10 the agent would receive all calls from that queue. A level of 0 they wouldn't receive any calls from that queue. Scaling can be adjusted after initial transition.<br>• Troubleshooting:<br>  - Correcting display issue for interaction ID's on outbound calls.<br>  - Issue with blind transfers has been resolved. Calls are no longer being disconnected.<br>  - Agents can now see their own interaction history. | | | |
| ATS Exception Reporting | • Reports that highlight ATS issues will be generated weekly and daily. Daily reports will go to state staff. Weekly reports will go to the CARES Call Center to be divided and sent on to the consortia.<br>• The reports note mismatches between CWW and Genesys. Data on the print Application Registration page, Generate Summary screen and/or Spousal Signature page should match a recording in Genesys. | | | |

| Other | USB headsets have shown the highest level of sound quality on CCA. | | | |
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| Next Meeting | Monday, September 27, 2021 @ 1:00 p.m.<br>For questions or concerns regarding the Genesys Project email<br>DHSGenesysCloudProject@dhs.wisconsin.gov | | | |

**Income Maintenance Subcommittee Key Messages**
**CCA Operational Technical Workgroup**
**September 27, 2021**

| Agenda Item | Message/Action/Motion | Assigned To/ Referred to IMAC | Deadline | Closure |
|---|---|---|---|---|
| Genesys Project Updates | • Pilot phase delayed due to technical issues with the "Route-On-No-Answer (RONA) functionality. Calls were being disconnected if the first agent the call was offered to did not answer. Issue has been resolved. Tentatively set to transition over on 9/28/2921.<br>• Phase I users have been on the platform for training purposes since 9/9/2021.<br>• Troubleshooting continues on issue with Connection ID (Interaction ID) display on outbound calls. If this is not corrected implementation will pause until fix is completed.<br>• Transition on schedule for Phase II through V. | | | |
| Remote Work Models | Single Place:<br>• 100% remote with a single phone number<br>• 100% non-remote with a single phone number<br>• Hybrid with same phone numbers in the office and remote (soft/cell phones)<br>Multi Place:<br>• Hybrid with different phone numbers in the office and remote<br>• Hybrid with one phone for remote and hotel (shared) workspaces in the office<br><br>Workers will log into a "place" rather than enter a phone number.<br><br>Only one worker can be logged into a number at a time (Hotel model). | | | |

| Agent Provisioning Sheet | <ul><li>Document will be sent to consortia CCA Admins for review and updates.</li><li>Document will contain agent information and default phone tab lists the phone currently configured in CCA for that agent.</li><li>Enter any secondary phone numbers under the "Secondary Phone" tab.</li><li>Hotel Provisioning Sheet:<br>* Provide the county where the hotel space is located<br>*  Provide the name or identifier for the hotel space<br>* Provide the phone number for the hotel space<br>* DHS will create the hotel place name from the Information provided</li></ul> | | | |
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| Next Meeting | Monday, October 11, 2021 @ 1:00 p.m.<br>CCA phone number 1-888-794-5783<br>Email dhsimacdsupport@dhs.wisconsin.gov<br>Genesys support DHSGenesysCloudProject@dhs.wisconsin.gov | | | |