

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

March 17th, 2022

1:00 – 3:30 p.m.

Zoom Link: <https://dhswi.zoomgov.com/j/1619409056>

For audio dial: 1-669-254-5252 **Meeting ID:** 161 940 9056

Time	Topic	Presenter
1:00pm-1:05pm	Administrative Updates	Katie Sepnieski Doreen Lang
1:05pm-1:10pm	Approval of February 17 th , 2022, Meeting Minutes (Attachment)	Katie Sepnieski
1:10pm-1:30pm	DHS Policy Updates COVID -19 Policy Updates	BEEP Policy
1:30pm-2:00pm	CARES Release <ul style="list-style-type: none"> OPR Project Functionality (Attachment) 	Hariharan Subramanian
2:00pm-2:15pm	Subcommittee Updates (Attachment) <ul style="list-style-type: none"> IMO A FPIP Call Center Operational/Technical Subcommittee 	Kathy Welke Mary Donahue Kris Weden
2:15pm-2:20pm	Regional Enrollment Network	Lorie Graff
2:20pm-2:25pm	Income Maintenance (IM) Funding and Contract Updates	Katie Sepnieski Doreen Lang
2:25pm-2:35pm	Consortia Feedback: IM consortia will share feedback with DHS	Doreen Lang
2:35pm-2:40pm	Administrative Memos	Katie Sepnieski
N/A	Gap Case Monthly Update (Attachment)	Attachment Only
N/A	Public Comment	ALL
N/A	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/1619409056> 5 minutes ahead of time.

Income Maintenance Subcommittee Minutes
FPIP
February 8, 2022, 9:30-11:30AM

Agenda Item	Message/Action/Motion	Assigned to/Referred to IMAC	Deadline	Closure
OIG Updates for ITAU and PARIS/Trafficking	<ul style="list-style-type: none"> • ITAU-Request that verification they have requested either be left attached to the case and workers email them that it is in <i>or</i> email them the docs are in and have been moved to ECF. OIG workers put their email in case comments. Reminder to notify OIG if you want them to do all your county's OIG tips that come in. They currently do this for Dane, Door, Kewaunee, Milwaukee, Shawano, Walworth, Washington, and the tribal agencies. (After this meeting Langlade, Marathon, Oneida, and Portage were added). • No report for PARIS/trafficking • Wendy asked question for FNS: Do any local agencies have an MOU with their local law enforcement to allow direct access to CWW? If you do, please contact Tami Berg. 			
2022 FPIP Admin Memo//Guidelines Update	Admin Memo with DHS should be issued shortly. Fraud plan is due 45 days after memo is received.			
BRITS Updates	Allyson Miller is the new BRITS project manager. Some workload features have been enhanced to fix the timing-out and prevent the workload screen crashes. Planning to put a message on the Gateway that you must use Chrome for BRITS. No changes have been made to BRITS for the end of 2021 new OP rules. Email Allyson if you have any suggestions. Upcoming BRITS release on how to search under the Workload tab by date range. November 2022 release of Phase II for claims/collections/notices is still on target.			
PACU Year End Claims and Collections for 2021	2021 stats: over 18,000 claims created totaling \$26.4 million; collected \$19.4 million. 2021 highest collection year ever, up 13% over 2020.			
Lookback period changes discussion—How are counties handling the change and the ADH process?	Several counties explained how they plan to handle the new lookback period for overpayments that are fraud related. OIG said to only take strong cases to ADH and do client errors for the rest. Suggestion to get the waiver of ADH form signed first before entering any of the OP. You can send out the waiver of ADH form without any OP amounts on it. ALJ should be able to rule at the hearing on the IPV reason without an OP amount. Customer can appeal the OP when they get that notice. Other agencies will enter the 12 months that they can, get the ADH form signed, then enter the rest of the OP timeframe that is outside the lookback period. See action item below			
Other items	Written guidance coming: Best practice is to not give out the Quest card number over the phone. Current fraud scam going around where they have enough information to cancel a card			

	and then call agency for the card number on the replacement card to shop online, then when customer gets their replacement card (that they didn't order) the funds have been used.			
Action Items	Email Tami Berg your written plan/process for how your county/consortium is handling the new OP rules/lookback period/ADH and she will compile them all.			
Next Meeting	May 10, 2022, Future dates: 8/9/22 11/8/22			

Income Maintenance Subcommittee Key Messages
IMOA
Friday, March 4, 2022

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
<p>Policy and COVID-19 Updates</p>	<p>OIG – Tammy Berg Update was provided on a cloning investigation. On 2/18 OIG was made aware of members reporting unauthorized transactions on FS cards. Initial report determined 65 members were affected. Fraudulent purchases in the TX/CA area. Member cards were cancelled, replacement FS issued, and replacement cards were overnighted to members. Replaced \$37,000 of lost benefits. Additional reports have been reported impacting a total of 257 cards to date.</p> <p>OIG Tabitha Ramminger OIG is working with Communications team to create a press release to highlight FS fraud activity with the angle of educating the public and helping members understand steps that they can take to better protect their benefits. Example of this would be to change PIN number when card is received.</p> <p>OIG is gathering information from other states to determine how this could be prevented. Some states limit purchases to an area and consumer would have to have prior approval if traveling out of that area and using their FS card. Others may prevent simple PINs from being selected or blocking unapproved purchases from TX/CA.</p> <p>Terminations of OP for during PHE Update - OIG Four staff working on this project full time. There are a total of 2700 liable individuals and so far, processed around 425. Focusing in on those with at least 3 dunning notices and those that have been put in less than 60 days/under (37 individuals).</p> <p>Autumn Arnold – HC Update Unwinding- CMS issued another round of unwinding guidance and WI is beginning to review this. New guidance does give states 14 months to complete renewals instead of 12- but once renewals are started must be done in 12 months.</p> <p>Shift unwinding planning for 7/16 PHE end date. CMS did verbally acknowledge that states should assume there is another 90 days to work with. 5/16 is new 60-day notice date that CMS would signal PHE is ending. Autumn reviewed a handout that shows the timeline of unwinding events.</p> <p>PHE Unwinding Task Force Discussed the concern of MA members that should be enrolling in Medicare but haven't signed up. This group is at risk because they need to enroll by end of March and there is no special enrollment period for Part A/B for the rest of the year. Outreach will occur with letters and calls to members to encourage they sign up for Medicare.</p>			

400,000 HH will see a drop in FS benefits when Emergency Assistance FS ends. There will be language in notices explaining this is not appealable in a Fair Hearing but cannot prevent consumers from filing. DHA expanding pool of ALJs. Q. What do agencies need to address hearing requests before they reach DHA. A. Could DHA consider a Motion to Dismiss for untimeliness after the 45-day window? Change is not appealable but if they do submit a Fair Hearing they still have to see the hearing to the end. IM would like a template for this specific type of hearing and including the write up and supporting documents and screen shots from CWW and then share this with DHA ahead of time so that this is more efficient for ALJs. Reiterate to the Unwinding Taskforce that this not appealable and ask them to help explain this change to customers.

FoodShare Updates (Julie Taylor)

EA allotments – approved monthly. March will be issued on 3/19 and available on 3/20 with a catch up run on 5/7 and available on 5/8.

If PHE ends in July will have a transition month and EA can be issued in August. EA rollback letter will be mailed 45 days before end of EA month. Email Alicia Grulke if agency has feedback or ideas on helping member education.

Work Registrant and Requirements – Roll back temporary policy of waiving this- more information will be coming regarding when and how to implement.

Verify before Deny- FNS requires that proof of income must be offered before denying for over income. In July this policy will be implement and CWW will be enhanced to pend for income and won't deny before verification is received or is past due and not received.

PEBT for Aug-Oct will be issued on 3/5 and available 3/6. Letter sent to families to explain how the program works this year and how benefits were calculated. PEPT Support team contact is included in the letter. Schools will continue to add eligible days/students for this time if they did not do this yet. Support team can troubleshoot with families who believe they have inaccurately not received benefits or disputes the amount. Press release will go out on Monday and updated information on website and information to schools that they can use in newsletters, etc.

SMRF Bot –

BOT turned on Oct 2021- this is the first robotic automation implemented in CARES. Bot processes no change ACCESS and MyACCESS SMRFS so that worker can focus on more critical tasks. Over 2300 SMRFS processed and takes about a minute. 15% exception rate of the 2300 SMRFS. Over half of all SMRFS are expected to go through the Bot. .

JIRA Prioritized Items

Reviewed JIRA items for the June Release.

Security Form Presentations

Security will be providing several virtual trainings session to help agencies prevent errors when

	<p>completing security requires. Encourage attendance from agencies.</p> <p>Secretaires Office and Potentially Governor's Office will be embarking on a Thank You Tour throughout the state to acknowledge work done during the pandemic. May reach out to IM agencies when they are visiting the area.</p>			
<p>COVID Unwinding Planning Meeting John Rathman</p>	<p>At most recent unwinding meeting the updated potential PHE end date was discussed along with the potential of legislature that could be passed that could impact PHE ending. FS & MA social media tools were shown and are available to use. Focus is on having member keep address updated so they are informed on benefit changes when PHE ends. Work of the Taskforce has gotten coverage on WI Health News Outreach to elderly Medicare members to keep them covered. Discussion on 14,000 Individuals who are open only in IC but are open for other programs in CWW and efforts to move the into CWW. Next meeting is 3/25.</p>			
<p>OPR Project Functionality Jessica Hastings Hariharan Subramanian</p>	<p>Consortia received a demo of the Precertification tool and dashboard that will be coming soon for agencies to use. This will allow agencies to select worker or case criteria that will prompt cases to be reviewed before conformation to help lower error rates.</p>			
<p>Innovative New Worker Training Julie Rentmeester</p>	<p>Focus has been development virtual trainer onboarding and taking learned feedback to enhance things in Cornerstone.</p> <p>BOS pilot will run from 4/4 – 5/27 and includes 19 staff. Six-week core training program w/two-week window for those who need to take the EBD workshop. MILES- align their pilot with their current hiring timeline.</p> <p>Current training new worker training program will continue to be supported and review webinars will still happen as new staff are hired that are not in the pilot.</p> <p>Security Access – Developed an escalation process if there are security access issues preventing the learner from starting training.</p>			
<p>Roundtable Discussion: Share Major Changes to COOP Plan for 2022</p>	<p>Consortia reported a majority of updates to plans were based on personnel changes and contact information. Previous year plans were updated to address telework which has played a large part in continuing operations during significant emergencies that may impact get staff to the physical location of the office.</p>			
<p>Future Agenda Items</p>	<p>Future agenda items were reviewed. If additional topics are identified, please email those to DHS or the tri-chairs.</p>			
<p>Next Meeting</p>	<p>Next Meeting is scheduled for April 1, 2022.</p>			

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
February 28, 2022**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Genesys Project Updates	<ul style="list-style-type: none"> • Agent User Guide was published on 2/28/2022. Guide can be found on the EM Home Page under quick links or handbooks. Supervisor User Guide set for April 22, 2022, publication. Administrator User Guide will be published later this year. 			
Genesys Project Outages and Known Issues	<ul style="list-style-type: none"> • ATS conferencing and Real Time Reporting login issues from the week of 2/21/2022 have been fixed. Vendor indicated these issues were related and are working on a Root Cause Analysis. • Small outages on the public internet caused users to be placed in “ready” status when “ready” status had not been selected or when not taking calls. Project team is looking into ways to mitigate impact when this occurs. • A ticket was opened with DET to investigate log-in issues (error message: invalid credentials) to see if the problem could be WAMS related. 	Genesys Team working with vendor		
Reporting issues to Genesys Team	<ul style="list-style-type: none"> • Please follow the steps below when reporting issues to the Genesys Team: <ul style="list-style-type: none"> - Subject line of email should have basic description of issue (Example: Agent unable to log into Agent Desktop; Supervisor unable to download recordings) - Email text should contain as many details as possible including screen shots, username, connection ID, description of issue, troubleshooting measures completed. • Genesys Team will prioritize issue: <ul style="list-style-type: none"> - Critical: Entire system unusable with no work around. Response – immediate. - High: Significant repercussions, multiple users and/or locations unable to receive or make calls. Response - immediate. - Normal: Little or no obstruction to operation of call center. Multiple users, single location unable to make or receive calls. Response – typically same or next day. - Low: Routine support requests that do not impact ability to make or take calls. Response – prioritized against other work according to deadlines/importance. - Other: User additions/edits/deactivation. Response – 1 to 3 business days. Note: Please do not send deactivation requests prior to departure date. • Setting business events: 			

	<ul style="list-style-type: none"> - Emergency changes will be set immediately. - Meeting business events must be requested week before event. - Repeating business events should be requested for each occurrence. - Send follow-up request to deactivate any business event. 			
Reporting Issues	<ul style="list-style-type: none"> • Ticket has been opened to adjust “short abandons” to 2 minutes. • Agent level reporting issues will be addressed next. 			
Next Meeting	<p>Monday, March 14, 2022 @ 1:00 p.m.</p> <p>Questions and concerns regarding project can be sent to: DHSGenesysCloudProject@dhs.wisconsin.gov</p>			

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
March 14, 2022**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Genesys Project Updates	<ul style="list-style-type: none"> • Genesys User Guide for Supervisors is scheduled to be released on April 22, 2022. Administrator User Guide will be published later this year. 			
Genesys Project Outages and Known Issues	<ul style="list-style-type: none"> • Genesys support team is receiving an increase in reports of dropped calls. At this time all investigated reports have shown the call was dropped either on the caller or agent end. No reports have shown the call was dropped due to the carrier network or platform. Testing will continue in this area. Please reach out to Paul Michael if you are experiencing this issue frequently. • ATS conferencing, inability to log into Real Time Reporting and Real Time Reporting Widget issues on February 23, 2022, have been addressed. A root cause analysis determined these issues were caused by an upgrade on the platform. Processes have been changed to mitigate the possibility of these issues reoccurring. • On February 25, 2022, users were placed into ready status when ready status had not been selected and/or when already on a call. The Genesys Project Team is working to replicate the issue and provide additional data to the vendor. • A pattern has been noted when users experience issues logging into Genesys and receive the error message “invalid credentials”. A ticket has been opened with DET to determine if this issue could be related to our WAMS ID. Additional examples of this problem have been 	Genesys Team working with vendor		

	requested. When sending in the example include the date and time the issue occurred, and a screen shot if possible.			
Miscellaneous	911 service is not available as an outbound call in Genesys. Each county/consortium will need to determine a best practice for contacting emergency services.			
Reporting Issues	<ul style="list-style-type: none"> • New Queue Statistics Report became available the week of March 7, 2022. The report is available under Historical Reporting-CX Insights-Shared Reports-Customer-QueueStatistics_Adjusted. These statistics are not available retroactively. • Functionality may be available that would allow agents to see which queues they are assigned to and the performance statistics, such as average speed of answer, oldest call waiting and number of calls waiting for those queues. Platform changes would need to be made in Real Time Reporting and we are not sure if this can be done. 			
Next Meeting	Monday, March 28, 2022 @ 1:00 p.m. Questions and concerns regarding project can be sent to: DHSGenesysCloudProject@dhs.wisconsin.gov			