INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

May 19th, 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
1:00 – 1:05 PM	Administrative Updates	Katie Sepnieski Kathy Welke
1:05 – 1:10 PM	Approval of April 14th, 2022, Meeting Minutes (Attachment)	Katie Sepnieski
1:10 – 2:30 PM	DHS Policy Updates COVID -19 Policy Updates	BEEP Policy

2:30 – 2:45 PM	Subcommittee Updates (Attachment)
	    a. IMOA
	    b. Training
	    c. Call Center Operational/Technical
		Doreen Lang
		Anna Dubinsky
		Kris Weden

2:45 –2:50 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke Kathy Welke
2:50 – 3:00 PM	Consortia Feedback: IM consortia will share feedback with DHS	Kathy Welke
3:00 – 3:05 PM	Administrative Memos	Alicia Grulke Kathy Welke
3:05 – 3:10 PM	Regional Enrollment Network	John Rathman
N/A	Gap Case Monthly Update (Attachment)	Katie Sepnieski
N/A	Public Comment	All
N/A	Announcements/Future Agenda Items	All

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Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
DHS Policy/COVID 19 Updates	Autumn Arnold reported that 5/16 is a key date to know if the PHE will end 7/16 or be extended for another 3 months. Reviewed timeline based on assumption that PHE ends on 7/16 - IC Only eligible – will need to reapply before PHE ends –DHS working on systematic changes to end duplication of coverage. DHS will send text reminding them of action needed. - Special populations reviewed other IC only population and shared distribution. Question - Asked if DHS is looking at doing this workload – no, Consortia asked that they do not process eligibility, so they won't be doing this. DHS will relook at mid-Nov to mid-January if needed after PHE is extended to eliminate bubble during holidays. - Mid-July will redistribute HC renewals. Between 50 – 60,000 renewals statewide each month. Consortia can use IMMR to see renewal distribution and projection Went through Draft communication with renewing HC. Email will populate comment in CWW, but text message will not - End of July – MASS mailing to inform members of their renewal date - 90 days before renewal due date – SMS text message sent to prompt for updated contact info. - 45 days before renewal date – letter sent - 40 days before renewal letters sent to CHIP and MAPP members about premiums start up again Reported on future changes to the C9 code IF PHE ends 7/16, will start rolling back C9 code to each original policy effective 8/1. Any new apps, renewals or when workers go through driver flow, C9 code will need to be updated. Stevey provided an update on FS Emergency Allotments, approved for May, available May 22nd for members. DHS will continue to request EA until PHE ends and will have a transition month. Communications – Will send text messages when EA ends and when HC renewal is due. – HC renewals expecting to reach 502,000 members – FS EA text expecting to reach 196,000 members – If address needs updating – will reach approximately 197,000 members. Will only send to those who have not completed renewal or change within last 6 months.			

	– Will staggered text messages – planned for Tues & Wednesdays, which are the lowest call center numbers • A suggestion to have text on Fridays or weekends so members don't automatically call Consortia – DHS to research Stevey shared the letter that will be sent to FS members regarding the FS EA ending. Added information about fair hearings. Going through the final approval and will send to consortia in advance so staff have the information before members. • Suggestions provided: add the FS Cost of living increase Reported that there will be a change to the FS temporary absence policy. Op's memo will be released June 10th or 11th FS policy will be aligning with HC policy. Members may still not receive duplicate benefits in multiple states or household groups. CWW will be updated June 25th to allow member to indicate if temporary absence. Also reported on Tribal TANF – transitional FS benefits, which will align with regular W2 process. FS HB & PH will be updated. Time limit ABAWD – fixed 3 yr. clock will be changed with June release. Policy changes will be in ops memo 6/10; waived until Sept 30 but system changes will be in place June release. Planning to do more detail at a future IMOA meeting; Training for staff being considered and will be available. FYI – survey on FS data warehouse sent to users who access outside of the data warehouse. Jonelle reported that the next round of School P-EBT occurs this weekend – around 6.9M to 140,000 students. Moving forward with P-6 PEBT plan and expect to issue 7/9 for school year. Only covering children eligible for FS and did not receive P-EBT. Benefits will not be prorated. Summer P-EBT guidance from FNS – plans to issue sometime this summer. Lisa Hansen reported on the FS QC error report Shared KUDOS from FNS. State's FFY22 three-month active error rate the lowest at 3.52% - YAY!!! All states want to know what WI is doing☺ Craig Hayes provided information on Overpayments – fine tuning overpayment policies; proposed changes will be sent to WCHSA for 45-day review; instructed by FNS to remove some of their policy by end of PHE; When households are refusing to provide information, when we can no longer treat as whole overpayment. Rachel W reported that the HC update policy will be updated and align with FS			

	Jonelle reported that the ARPA contracts are out and there will be no carry over. No guarantee that we'll receive FS ARPA funds next year, but DHS is researching. DHS will be sending differential incentive payments out soon. DHS is drafting MA Unwinding contracts and planning to get queued up so when PHE ends funds will be available to consortia.			
COVID Unwinding Task Force Updates	Doreen reported on the 4/25 meeting. Most topics were discussed earlier by Autumn & Stevey. - Reviewed Communication timeline, including texts and emails that can be sent to members. Stressed the importance for HMOs and other partners to communicate with DHS when they send texts or emails out, so Consortia have the information. - Data Dashboard will be available to partners to identify needs and gaps for unwinding - Two new Workgroups, IM/Partner Workgroup who will ensure collaboration related to communication, trends and methods during unwinding will have kickoff meeting May 24th. MCO/IRIS workgroup, working with FC, FC Partnership, PACE & IRIS partners and coordinating efforts had kickoff meeting and working on FAQ that can be shared on public facing website.	IMOA Members		
Food Security Analytics	Jayne Wanless reported on Food Security Analytics Project, which is funded through APRA. Reviewed handout. Outreach agencies will get access to the tableau dashboard in May & June and begin outreach to potentially eligible FS members. Outreach will occur statewide Question if consortia can obtain access to the reports for their outreach? Jayne will research	IMOA Members		
Innovative Training update	Abby & Julie provided an update. Running two pilots, one BOS who completed their non-EBD Core Training on 5/5. On Monday, 5/16, will begin the EBD pilot. MilES pilot, which is significantly larger class size, is still in their non-EBD curriculum until next week. Tracking and reviewing ongoing feedback through surveys from learners, local coaches, and IM Trainers. Created draft schedule for balance of year. Will need to evaluate all changed needed after pilots to determine timeline for full rollout. Prior to rollout, will create new version of Coaches Guide to define role. Next steps: post-pilot evaluation in early June will be key element. Plan to have questions sent out in advance.	IMOA Members		
Roundtable Discussion	Several Consortia provided responses and shared best practices to the following: - Staffing Best Practices			

	- How to Keep Staff Motivated During Unwinding - Please describe your operational model (pooled/individual caseloads, Does County or consortia determine staffing for the call center, which responsibilities are shared? Are there any specific reasons why you went to this model that you can share with others? - How many ES workers does your consortia have based on FTE? How many leads (FTE) and how many Sups/Managers (FTE) does your consortia have? - What percentage of staff are assigned to the call center per day for the consortia and how was this number determined? Do the staff on the call center have other responsibilities? - If you have Leads, do you utilize a Lead Line queue through Genesys for staff to ask questions? - Does your consortia have an IM Trainer? - Are any of the counties in your consortia successfully using kiosks or other virtual technology in the lobby or community partner location? If so, can you please explain how this is working?			
Future Agenda Items and Next Meeting	Next meeting June 3rd. DHS Policy/COVID-19 Updates, Genesys Updates, Innovative Training Update, IM Central, MilES, Moraine Lakes & Western to share their Roundtable Discussion			

Agenda Item	Message/Action/Motion	Assigned To	Deadline
Welcome & Introductions *Abby Abernathy/Anna Dubinsky*	Roll call taken		
IM Training Project Updates (Handout) *Abby Abernathy*	<u>TRAINING UPDATES</u> BC+ Practice Scenarios (Feb 2022) EBD Practice Scenarios (Feb 2022) CTS Scenarios (Feb 2022) Change Processing Scenarios (Feb 2022) EBD OCM Scenarios (Feb 2022) Multiple Program Requests Assessment Scenarios (Feb 2022) Initial Long-Term Care (Feb 2022) Advanced Long-Term Care (Feb 2022) <u>NEW TRAININGS PUBLISHED</u> VA Income (Mar 2022) Immigration Status Training (Apr 2022) Pre-Certification Review Tool for IM Supervisors (Apr 2022) Analytics for CARES Pre-Certification Review Dashboards Demonstration Video (Apr 2022) <u>UPCOMING TRAININGS</u> Consolidated Notice and ABAWD Training for IM (Jun 2022) ABAWD Training for FSET (Jun 2022) Initial Long-Term Care (Jul 2022) Advanced Long-Term Care (Jul 2022) • Planning on doing micro learning videos for COVID unwinding. Timing of the videos is dependent on Public Health Emergency ending and policy roll backs.		
Precertification Dashboard Training for IM Supervisors *Kristine Kostroski*	The Precertification Review process was designed to improve the FS error rate and reduce overpayments and under payments. Workers will not be able to confirm FS cases, that have been selected for precertification review, until the PRR is completed, and any corrective actions are resolved. The four learning objectives of this course are outlined below. 1. Identify the purpose of the Precertification Review tool 2. Understand the Precertification Review process 3. Utilize the Precertification Review tool		

	4. Evaluate when follow up actions may need to be taken by IM Workers This training is available in Cornerstone and takes approximately 30 minutes to complete. The Analytics for CARES Demonstration Pre-Certification Reviews Dashboards training is also available in Cornerstone and takes approximately 35 minutes to complete.		
Innovative Training Project Update (Handout) *Julie Rentmeester*	We have 2 pilots that are running concurrently. One is for MilES, and one is for the balance of state. The pilot started 4/4/2022 and will run till 5/27/2022. The core program portion of the pilot runs till mid-May. The EBD Workshop pilot will run from 5/16-5/27/2022. Currently in week 4 of 5 for the core program pilot now. The local coaches attended an onboarding session in mid-March. In late March, DHS Virtual Trainers completed a dry run of the 1ˢᵗ week pilot session. Flex time has been built in at the beginning and end of each day due to varying work schedules for each learner. The VILT sessions will be Mon-Thurs from 9-11:30am; Lunch is scheduled for an hour; Mon-Wed VILT sessions from 12:30-3pm; Thurs afternoons will be flex time. This is time to be used by the learners to catch up if they missed a VILT session, job shadowing, learning library, etc. Friday of each week is an agency day/flex day. No cohort check in on Fridays. We have participants from 10 different counties. Very pleased with the number of participants and county sizes that are participating. The EBD workshop will have additional experienced workers attending the cohort. These will be participants from County IM agencies that have at least 6mos IM experience but no EBD yet. Pilot feedback is very important right now. Sending out bi-weekly surveys to the learners that are in the program, to the local agency coaches and to the DHS Virtual trainers. Looking to see what's working and what needs to be improved. Sending weekly emails to the local coaches with information regarding the new learners and how they are doing. We have rec'd some feedback from the local coaches, which is helpful. Debriefing with the trainers weekly. Running reports on the validations and assessments that the learners have taken to see if there are concepts that need to be reviewed with the learners. Have a tracking tool to record any enhancements they are making to the pilot based on the feedback they are receiving. Last week and this week we met with the local coaches that are in the pilot to talk with them for detail and feedback re: the pilot. Workers have expressed a strong appreciation for the VILT sessions. From the local coach's perspective, they are appreciating the weekly emails. The trainers have felt things are going well overall. A few areas for enhancements have been pointed out and we are working on those now. Once the pilot is done we will do a post pilot review. Some enhancements have already been identified and implemented while the pilot is running. Some changes will still need to be made after the pilot is done. Continually looking for feedback. The goal is to finish up any revisions, adjustments and enhancements before the next training takes place. Will work with the Innovative Training subgroup after the pilot is over to determine how much longer we should meet beyond the project. CORNERSTONE: We have rec'd feedback regarding curriculum enhancements. We are making it easier to find topics. We are looking at how we can name and bundle topics, so they make sense. EXAMPLE: Specific sequencing with the Genesys training was named in a way so people understand and know which order to take them.		

	Big thank you to the Training subgroup for your partnership and feedback!!! **QUESTIONS:** Are you able to give a projected date as to when the training will be rolled out statewide? Not currently. This date depends on how many changes may need to be made before rolling it out. Are you getting a lot of responses from your bi-weekly evaluations? From the learners we were at a 40% response rate. Trying some different models to help enhance the response rates. Are the questions the same for each survey? The questions are the same week after week for the learners to see if something arises in other weeks. For example, an issue that may have come up in the beginning of the training may not appear anymore in towards the end of training. Additional/targeted questions will be added as the training progresses.		
Cornerstone *Julie Rentmeester*	This was covered in the agenda item above.		
Annual Refresher Training Survey *Abby Abernathy*	DHS IM Training will be sending out an annual refresher training survey to gather feedback to see which trainings experienced workers would benefit from. Soon we will have a dedicated resource focused on developing IM Refresher trainings. This will result in more IM Refresher trainings to be rolled out than previous years. The survey will be sent out in the next 2-3 weeks. The results of the survey will be brought back to this groups July meeting, to identify which areas DHS IM Training should tackle first. When completing the survey provide details regarding your topic or suggestion. The survey will be coming from the DHS IM Training inbox. You will have a couple of weeks to complete it.		
Training Roundtable: *Roundtable question* *Anna Dubinsky/All*	• Looking for any ideas or suggestions you may have to incorporate into future Roundtable discussions. Send to either Abby Abernathy or Anna Dubinsky.		
Walk On Items *All*	Walk On Items • Recently published Immigration Status Refresher training and looking to gather thoughts and feedback regarding this training. It was mentioned the training was excellent and it would be helpful to include a PDF handout with this training. • Since the Immigration Status Refresher training has just recently been released this will be added to the IMAC Training Subcommittee meeting in July to allow more time to complete the training and provide additional feedback.		
Upcoming Meetings *Abby Abernathy*	Next Meeting: • July 25, 2022 • October 24, 2022		

Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
April 11, 2022

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure

Genesys Reports	Discussion on what consortia would like to be included in Agent Level Reports:
	• Handle Time Metrics
	  - Out Talk Time
	  - ACD Talk Time
	  - ACD Hold Time
	  - ACD Wrap Time
	  - Average Handle Time
	  - Percentage of Talk Time
	  - Percentage of Hold Time
	  - Time in After Call Work
	• Call Volume Metrics
	  - Number of Outbound Calls
	  - Number of ACD Calls
	  - Refused ACD Calls
	  - ACD Calls per Busy Hour
	• Agent Time Utilization
	  - Available Time
	  - Busy Time
	  - Break Time
	  - Login Time (time staffed)
	  - Percentage of Time Available
	  - Percentage of Time Busy
	• Time Usage Drilldown
	  - Total time in each selected status
	Anyone having issues setting up reports in Genesys can reach out to the Genesys Project Team and ask for assistance.			

Genesys Project Outages and Known Issues	• Issue with reporting information for agents that are in "Not Ready" status for 4 or more hours. • DHS is currently arranging in depth testing on dropped calls and call quality concerns with Portage and Winnebago Counties. • DHS met with DET to troubleshoot login issues. DET would like additional examples of this issue including date/time of occurrence and screen shot of the error message.	DHS and DET continue to meet on this issue		

Agenda Item	Message/Action/Motion			
Post-Production Timeline	- Reporting - Stability - ATS - Fixes - User Provisioning New business and major call flow changes will be completed after postproduction work and the extension of the GTS engagement.			
Next Meeting	Monday, April 25, 2022 @ 1:00 p.m. Questions and concerns regarding project can be sent to: DHSGenesysCloudProject@dhs.wisconsin.gov			

Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
May 9, 2022

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Genesys Reports	Genesys team continues to work with vendor to determine which queue assignment and statistical functions can be made available to agents. Currently targeting access to the following information: - Which queue(s) the agent is assigned. - The performance statistics for each queue assigned including - ASA - Oldest call waiting - Number of calls waiting			
Genesys Project Outages and Known Issues	Genesys has determined there is an intermittent Time Sync issue on the platform which may be affecting multiple features including: - ATS functionality - ATS file transfer meta data (missing connection ID) - Log-in issues	Issue escalated to vendor executives		

Post-Production Timeline	Supervisor user information was added to the Genesys User Guide on 4/22/2022. Administrator information and video clips slated to move to user guide on 6/27/2022. Reporting information will be added to the guide at a later date. Final edits are being made to the GTS contract, once those are completed it will be submitted to DOA for review and then moved to DHS for signatures.			

Miscellaneous	• DCF Child Care has been added as a participant on the Operational Technical Workgroup.
	• Email requests to the Genesys support team should include the following information:
	  - Subject line should have basic description of issue
	  - Text should include as many details as possible such as: screen shots, username, connection ID, detailed description of the issue and any troubleshooting measures taken so far			

Next Meeting	Tuesday, May 31, 2022 @ 1:00 p.m. Questions and concerns regarding project can be sent to: DHSGenesysCloudProject@dhs.wisconsin.gov			