

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

August 18th, 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(s)
1:00 – 1:05 PM	Administrative Updates	Katie Sepnieski/Doreen Lang
1:05 – 1:10 PM	Approval of June 16 th , 2022, Meeting Minutes (Attachment)	Katie Sepnieski
1:10 – 1:40 PM	DHS Policy Updates COVID-19 Policy Updates	BEEP Policy
1:40 – 2:25 PM	CARES Releases (Attachment) a. Vital Records Phase 2 b. Migration to Mainframe–FS Override	Pam Kiern Suzanne Cone
2:25 – 2:40 PM	BRITS Phase 2 (Attachment)	April Ferstl
2:40 – 3:00 PM	Subcommittee Updates (Attachment) a. IMO b. Performance Monitoring c. IM Training d. Call Center Technical/Operational	Kathy Welke Nicole Rolain Renee Kurka Kris Weden
3:00 – 3:05 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/Doreen Lang
3:05 – 3:10 PM	Consortia Feedback: IM consortia will share feedback with DHS	Doreen Lang
3:10 – 3:15 PM	Administrative Memos	Alicia Grulke/Doreen Lang
3:15 – 3:20 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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*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 Key Messages
IMOA
Friday, August 5, 2022

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
<p>DHS Policy/COVID-19 Updates</p>	<p>PHE extended until 10/13. Committed to be ready for October ending but also prepared if extended.</p> <p>1300 letters sent to immigrant members that need to verify immigration status. Will do another round when PHE ends- and looking at options to do targeted outreach to help members get verification submitted.</p> <p>SWICA During unwinding turned off Healthcare SWICAs for anyone who has not had a renewal. SWICAs will be turned back on for those that complete a renewal or submitted new applications after PHE ends.</p> <p>Autumn Arnold sought feedback on how IM would use the SSI ending report. Some IM shared they would try to work ahead and get members open for other HC programs to save work on the back end. Other IM were not sure if they would use this. DHS will discuss further and will bring this back again at IMOA</p> <p>Autumn as if IM was interested in doing outreach to those members that may be transitioning to Marketplace and if so, DHS could pursue sharing member data regarding this. DHS will do a follow up with a survey to see which IM are interested.</p> <p>C9 Policy DHS reviewing options for no longer C9 as enterable after PHE ends. In the meantime exploring CWW functionality that would display a red banner on pages with C9 when there is a program add, person add, change report, renewal, application. There are 150,000 cases that have C9 codes and about 100,000 of these are HC only. DHS will continue to look at this and bring back at a future meeting.</p> <p>DHA was asked if IM needed to work up hearing requests that are clearly late. DHA declined this option and continue to require agencies to work up the Fair Hearing responses and DHA will make the determination to determine the hearing request is outside of the timeframe.</p> <p>Postpartum Coverage- October CARES release will include moving this from 60-90 days. Due to PHE this is continuous coverage anyway and should have no worker impact.</p> <p>DHS is working on a system enhancement that came from IM request to increase the number of days for members to submit verification due to mail delays. IM can share feedback with Autumn.</p>			

	<p>Lars Brown provided a presentation on PHE Member unwinding Framework.</p> <p>Emergency Foodshare continues to be issued and issuance dates were shared. DHS will provide county level data on the amount of Emergency FoodShare received in May 2022.</p> <p>ABAWD Time Limits will be reinstated 5 months after PHE ends. Example: If PHE ends 1/1/23 reinstatement would occur on 7/1/23. Working on flexible programming in CWW since end date of PHE is not certain.</p> <p>Dharma Portal - Go Live Date 11/7/22 No changes for existing appeals in FH tracker tool. Dharma Portal will be only for those not already handled in FH Tracker. (Usually IPV's) ADH or IPV User guides & FAQs will be developed to help with training. Setting up consortia user accounts based on info we previously sent them- DHS will share information that IM previously submitted so it can be reviewed, and updates made to contact information if needed.</p> <p>Overpayment memo will be coming out soon that will address no overpayment can be established if there is no best available information and cannot calculate the correct amount of the benefit.</p> <p>PEBT Final issuance on 7/23. Over \$18 Million issued for the 2021-2022 school year. Summer PEBT issues on 8/20.</p> <p>Worker Names on Notices All BRITS notices have been updated based on whatever IM requested for their consortia. Deloitte is finalizing the review of other notices and will send that list out to begin prioritizing the list of notices. Will be brought back to IMOA for prioritization.</p>			
Genesys Update	<p>Genesys BEOT will collate all of the enhancement lists from all different departs. Received over 200 items that were received and many are duplicates. Working on organizing/combining the list and determine estimates and then will work to prioritize the list. Get estimates and then get a list out for prioritization.</p> <p>Need three people from IM to work with DHS on prioritizing. Internal DHS Governance committee will then determine final items.</p> <p>Working on developing a regular way for people to ask for enhancements.</p>			
COVID Unwinding Task Force Updates Kathy Welke	<p>Taskforce met on 7/28. DHS shared that official notice of extending the PHE to 10/13 was received and that will continue to be monitoring.</p>			

	<p>Access/MyAccess Prompts have been added to Access/MyAccess to encourage members to confirm their address is correct as of 7/20 My ACCESS 16-,267 and ACCESS 21,419 confirmed address was correct. Address Change – MyACCESS 2,906 & ACCESS 2,715.</p> <p>Social Media campions until the PHE ends will focus on reminding members they still have coverages, prompting them to update contact information, highlight My ACCESS features and announce that members will be receiving text messages and emails.</p> <p>Continued discussion on outreach planning, coordinating member outreach actives, summarized roles an expected actions and highlighted reports/resources DHS will provide.</p>			
<p>Innovative Training Update</p>	<p>Full rollout of the new program will begin on 9/12. Workers who start after 8/29 will join a cohort. Monthly cohorts will begin each month and run for 8 weeks. Weekly cohort schedule was shared with M-W Cohort and R/F local agency job shadowing.</p>			
<p>CARES Problem Resolution Online Requests (Jody Noble)</p>	<p>GRC & Moraine Lakes joined the pilot which will run through 9/2. Tentative Rollout for statewide would be mid- late September. More information at Sept IMOA and timing of rollout will be dependent on the pilot. In next week or so Op Leads will get an email to gather list of WIEXT IDs as that is necessary in order to use the online form.</p>			
<p>MA Transportation Update Madeline Valent</p>	<p>MTM purchased Veyo and finalized on 8/1. Dept has been meeting regularly with Veyo and MT during acquisition process to assure contract requirements are met. Behind the scenes changes and no changes from the member experience side.</p>			
<p>Vendor Transition Discussion Cory Flynn</p>	<p>FS Outreach Vendor Collaboration Meeting have been held and a common question emerged. Looking for an answer as to what a best process is when vendors try to do a warm transfer with a language line? DHS clarified that IM can use the partner agency interpreter. Jonelle will take this to the Genesys team to see if there are limitations with Genesys.</p>			
<p>Future Agenda Topics Jonelle Brom</p>	<p>Attachment</p>			

Income Maintenance Subcommittee Key Messages
Performance Monitoring
Wednesday, July 20, 2022

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Recap of May meeting	<p>Error discussion/FSQC Active and CAPERS-consortia requested to see root causes SMRF timeliness performance metric was discussed Consortia requested anticipated SMRFS No CDPU and ACCESS update Late request sent yesterday regarding calculating FDSH Southern trains to average and enter as salary Western has a desk aid they will send-enter as overrides Others also indicated they use salary-Bay Lakes, Capital MILES encouraged workers to see if the numbers work out correctly to add as hourly, but if not to use salary. Can be issues with childcare hours not being converted. Whatever is decided-should be consistent Would FNS QCs or CMS ding us for using salary when it's not salary. CMS might, FS would not Does using salary cause member calls-seems not to a great extent.</p>	Ashley Schabel		
PM participant roles and responsibilities	<p>Reminders-roles outlined in charter. Come prepared to share and actively participate. Errors get bypassed in agency process. be prepared to discuss errors. Complete any assignments or pre-assignments. Forward agendas as appropriate. Share information from the meeting with others. Share solutions and successes. Desk aids, etc.</p>	LaTanya Baldwin/ Molly		
FNS Presentation Keys to payment accuracy	<p>SNAP accuracy is not an accounting issue-it is about service to the most vulnerable people in Wisconsin to get food on the table. Error is(topics covered): improper payments, error threshold, official error rate Wisconsin has maintained a relative payment error rate as of late Farm bill legislation is statute-required to monitor program participation and correct improper payments. FNS is required to report each states error rate. Has not been done since June 2020. About to close fiscal year 2022. No suspension of error rate for FY 22. June 2023 will be released. FY22 threshold \$48 Documentation is crucial. If reviewer can't figure it out, will be considered an error even if it may not be. QC cases are completely random. 50,000 cases nationwide. Are they eligible? Did they receive the correct amount? Detailed interview is required as part of the process Conduct a re-review of a sub-sample – about half Then "special math" occurs with state and federal error rate.</p>	Teff Uchima (FNS)		

	<p>Not considered processing/worker errors. It may be state waivers/state implementation of policies, etc.</p> <p>2019 last error rates released-June 2020-Wisconsin lowest in region and only one in region to be lower than national error rate.</p> <p>Appreciation for staff and making sure the most vulnerable are served during difficult times and changing policies was expressed.</p> <p>QC measures differently than eligibility</p>			
Monthly consortia report	<p>Donna quickly reviewed reports. Recent changes have been made to reports. Caseload has continued to go up. Call center continues to have footnote about Genesys info. Fair hearing info from IMMR dashboard-issue with at least last two months. One month total rather than six-month total was loaded.</p> <p>Benefit recovery-not a lot of use until benefits go to post covid levels.</p> <p>Different on this report-total top 10 errors and how much that accounts for total errors.</p> <p>Timeliness counts work item due dates.</p>	Donna King		
<p>Review SMRF</p> <p>Timeliness</p> <p>-Data on volume of SMRFS currently and prior to PHE</p> <p>-Recommendations on contract timeliness measure for future IM contract</p>	<p>Attachment sent out prior with SMRF volume and how timeliness looks with new metrics.</p> <p>Workload is very uncertain at this time.</p> <p>Suggestion of 90% or wait until the year following the pandemic.</p> <p>"fixed now" smrf column for percent incomplete-what does that mean? cases with at least one incomplete smrf. Customers may have been told into 7th or 8th month that they needed a complete smrf.</p> <p>What is considered timely-by end of month 6 or end of SMRF work item.</p> <p>CDPU marking SMRFS incomplete that are actually considered complete. instructions say if not all boxes checked it is incomplete. Discussions with policy team happening. Section 5 is particularly error prone based on wording.</p> <p>Transfers have SMRFS attached that are worked untimely showing up in metrics for new county/consortium that did not do the action.</p> <p>If waiting on further workload is not possible, 90% would be the recommendation. Prefer to defer to 2024 contract due to post-covid workload expectations.</p> <p>Puts extra work on supervisors when trying to help with new policies to manage one more metric</p>	Molly Thomas		
<p>QC Error Findings- Attachment</p> <p>-FSQC</p> <p>-HC</p>	Not discussed-attachment only	N/A		
<p>Roundtable Discussion:</p> <p>Share any newly identified strategies based on the error data that was shared.</p> <p>-identify how errors will</p>	<p>Bay Lakes-errors in their control-wages and salaries. Did exercise pulling cases when income docs related to case, alerted staff to process and submit for pre-cert. 218 cases. Started with error rate of 22.2 drilled down. paystubs were more common error than EVFE. Did a training with exercises on PS-clarified information. saw improvement of about 12%</p> <p>EVFE was updated-the one CWW sends out/not the one in forms and no communication was issued.</p>	Nicole Rolain		

<p>be selected for reviews (i.e., top 2 state errors, each consortium to 2-page errors, etc.) -Identify strategies that would be/have been successful at reducing these errors.</p>	<p>Jody will check to see what happened with CARES communications. PH releases prior will be helpful for timing. Also if using PH through google chrome need to clear browser history to update.</p> <p>Southern-prospective budgeting form</p> <p>Northern just started using the precert tool. Tracking internal and all other errors. Tracking questions asked of policy leads and tracking errors and combining all data. Monthly team training. Will look at it quarterly.</p> <p>GRC will start in August-pulling EI cases through docs submitted. Focus on pretax deductions. Errors will be reviewed by worker and manager. Address through training</p> <p>WKRP-tried PCR tool-not successful. Worked with leads to identify training</p> <p>East Central-PCR tool not successful. Have not made further plan</p> <p>Capitol-focusing on wages and salaries. If worker having multiple errors mandate the worksheet.</p> <p>IM Central-focus QC reviews on earned income. Will potentially use tool in the next few weeks. TCR-look for calculations, provide additional trainings. Follow up with round of QC after training to see if helpful.</p> <p>Errors to identify to focus on this quarter- Capital-self-employment-not enough data to report IM Central-focusing on gatepost questions to make sure they are not skipped and are being asked. Will share a power point. Most focusing on EI</p> <p>Will there be a quarterly report with the details of the errors by consortium? Participate in stakeholder calls to hear what advocates are hearing.</p>			
<p>Future Agenda Items Upcoming meetings: -Sept 14, 2022 -November 16, 2022</p>	<p>Next meeting Sept 14th</p>	<p>Molly Thomas/All</p>		

Income Maintenance Subcommittee Key Messages
IM Training
Tuesday, July 25, 2022


Agenda Item	Message/Action/Motion	Assigned To	Deadline
<p>Welcome & Introductions <i>Renee Kurka</i></p>	<p>Roll call taken.</p> <p>A new IM agency co-chair will be joining the IMAC Training Subcommittee. The co-chair will likely be introduced at the October IMAC Training Subcommittee meeting.</p>		
<p>DHS IM Training Projects & Updates (Handout) <i>Renee Kurka</i></p>	<p><u>TRAINING UPDATES</u></p> <ul style="list-style-type: none"> • FSET Curriculum (June 2022) <p><u>NEW TRAININGS PUBLISHED</u></p> <ul style="list-style-type: none"> • Changes to ABAWD Policy and the FoodShare Clock (June 2022) • The Script Details page and its Corresponding Notice (June 2022) • Demographic Details Microlearning Video (June 2022) • Reasonable Compatibility 20% Threshold Microlearning Video (June 2022) <p><u>UPCOMING TRAININGS</u></p> <ul style="list-style-type: none"> • Initial Long Term Care (July 2022) • Advanced Long Term Care (July 2022) • COVID Unwinding Microlearning Videos (2 weeks prior to PHE ending) 		
<p>Innovative Training Project Update (Handout) <i>Julie Rentmeester</i></p>	<p>DHS IM Training provided a project overview including the project timeline for the statewide rollout. The statewide rollout is scheduled for 9/12/22.</p> <p>The cohort schedule for September was shared. The September cohort dates (including the EBD workshop) will run from 9/12 through 11/4. The EBD Workshop only will run from 10/24 through 11/4. A new cohort will be scheduled to start each month throughout the year. The program will run 8 weeks, including the EBD Workshop. Experienced workers who have not processed EBD cases before will be allowed to participate in the EBD Workshops.</p> <p>Local Coach role information was shared. A coach’s guide will be provided to Local Coaches, which outlines agency activities.</p> <p>Program communication – DHS IM Training will be sending weekly emails to local coaches to share what was covered in the VILTS and provide Cornerstone progress reports.</p> <p>New Feedback loop process was discussed.</p>		

<p>Case Scenario Review Webinar Transition (Handout) <i>Renee Kurka</i></p>	<p>DHS IM Training currently offers weekly webinar sessions Tues-Thurs in the mornings and afternoons. These sessions walkthrough the required case scenarios that are existing in the IM New Worker Training curriculum. Case Scenario Review Webinar Sessions will no longer be offered once the statewide rollout has occurred.</p> <p>Workers assigned the existing IM New Worker Training curriculum are still required to complete the required scenarios. DHS IM Training is encouraging IM workers who are assigned the existing IM New Worker Training curriculum to complete the required Case Scenario Review Webinar sessions prior to 8/25/22, if possible. After 8/25/22, the Case Scenario Review Webinar sessions will no longer be offered as live webinars. Workers will be able to request recording of the Case Scenario Review Webinar sessions by emailing DHSIMTraining@wisconsin.gov.</p> <p>Workers starting prior to 8/29/22, will complete the existing IM New Worker Training curriculum and will not be eligible to participate in a future new worker training cohort. Workers who start after 8/29/22, will join a cohort as part of the statewide rollout of the Innovative Training Project.</p> <p>Several communications will be sent out to various stakeholders leading up to the transition with information on the transition the new program.</p>		
<p>COVID Unwinding Updates (Handout) <i>Renee Kurka</i></p>	<p>COVID Unwinding Microlearning Videos are currently being developed and will be published on Cornerstone 2 weeks prior to the PHE end date. Workers will be able to access these trainings at any time.</p> <p><u>The following COVID Microlearning Videos are being developed:</u></p> <ul style="list-style-type: none"> • Reasonable Compatibility 20% Threshold Microlearning Video (June 2022) • Reinstatement of Health Care Terminations • FoodShare Changes: Drug Testing for Drug Felons & Student Eligibility • Health Care Renewals • (BCP) CHIP and MAPP Premiums, and MAPP Work Requirements • C-9 Code Changes <p>Note: ABAWD Trainings were published for the June 2022 release, additional trainings will be published based on any changes that occur for ABAWD policies.</p>		
<p>Refresher Training Survey <i>Renee Kurka</i></p>	<p>DHS IM Training sent out an annual refresher training survey to the IMAC Training Subcommittee in June. Received 13 responses from the consortia.</p> <p><u>The top 3 refresher trainings were:</u></p> <ul style="list-style-type: none"> • FS Residency & FS Eligibility for Joint Custody Cases • Ongoing Case Maintenance: Proper Verification Codes/Other Verifications • FS Budget Review & Closing Interview (About the FS Card Usage) 		

<p>Immigration Status Training Feedback <i>Renee Kurka</i></p>	<p>Feedback from the Subcommittee: Overall positive feedback was received; the training was good, and no additional updates needed. Additional feedback on the training can be sent to DHSIMTraining@wisconsin.gov.</p>		
<p>LTC Redesign and Survey <i>Karen Martinez Pagan-Vera</i></p>	<p>The Initial and Advanced LTC Training is getting published on 7/29/22. The Institutional with MAPP Spouse in the Community Practice Scenario is getting removed because limitations with premiums & COVID policies. This scenario will be replaced with a microlearning video in Oct.</p> <p>DHS IM Training is in the initial phases of redesigning the LTC curriculum. DHS IM Training is sending a survey for IMAC TRN Subcommittee members to send to their LTC workers to gather feedback on the existing LTC curriculum, identify gaps and training needs for EBD/LTC. LTC workers should complete the survey by 8/12. Survey results will be brought back to the October IMAC Training Subcommittee meeting.</p>		
<p>Roundtable Discussion <i>All</i></p>	<p>Training Roundtable question: <i>How is training structured in your consortium?</i></p> <ul style="list-style-type: none"> • Moraine Lakes shared that they are more “hands on”, working closely with new workers during pilot, then other leads take turns in training new workers on areas of expertise, don’t let new workers confirm cases until they are ready. • MilES shared that they ensure on the job training, job shadowing and chance to process every week. Two trainers work with class, new workers go through training, then Zoom sessions to review all components. After completing the core training, workers answer calls every day through Genesys, Thursday afternoons are case processing, Fridays are reverse job shadowing while taking calls. Also do hands on processing, meet throughout the week for demos, job shadowing and case processing, 12 weeks in training by the end. • Western shared that once workers complete Cornerstone training, they start live BCP case processing, trainer works with them, and look for 80% accuracy. Move onto FoodShare processing, and then inbound calls. Have series of classes and SurveyMonkey quizzes for new workers 		
<p>Walk On Items</p>	<p>Walk On Items</p> <ul style="list-style-type: none"> • Northern & Western asked if names could be added to the certificate. DHS IM Training is looking into whether that is possible in Cornerstone. 		
<p>Upcoming Meetings <i>Renee Kurka</i></p>	<p>Next Meeting:</p> <ul style="list-style-type: none"> • October 24, 2022 		

Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
Monday, June 27, 2022

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Genesys Project Outages and Known Issues	<ul style="list-style-type: none"> • Platform time sync problems affected ATS functionality, ATS file transfers, log-in and other issues. A short-term fix was put in place on 5/16/22 which greatly reduced reported issues. A long-term fix has now been implemented. • On 6/8/22 the vendor increased capacity on some resources. On 6/9/22 additional reports of unexpected status changes were received. Further adjustments were made and there have been significantly fewer reports of this issue since 6/10/22. The support team continues to monitor for flareups. • On 6/9/22 nearly all telephonic signatures collected failed to transfer to ECF. Recordings for these transactions are still available in the Genesys Interaction Recording application. Consortia were informed of the issue on 6/20/22 via email from the CARES Problem Resolution Team. The email included processing details. DHS stressed the impact this has on our business and the vendor is developing a code to mitigate the likelihood of this occurring again. • On 6/16/22 users were unable to load the Genesys portal page. The issue was resolved before most lines of business opened for the day. The problem was caused by a firewall issue. 			
Change to Support Process	<ul style="list-style-type: none"> • Support requests will begin to move through the WI Help Desk. Implementation of this tool will allow for better tracking of tickets and communications. The process will start internally and then rolled out externally to consortia in the coming weeks. The process will be used for all support requests including system issues, new user requests, user deactivations, user changes, call flow changes, temporary change to hours of operation and business events. This system also allows for an escalation process for critical and high priority issues. There will be a different process for call flow changes and fixes. More information on this process will be coming. 			
Miscellaneous	<ul style="list-style-type: none"> • Agent, Supervisor and Administrative support (including video clips) are now all included in the User Guide. • DHS review of statement of work is completed. DOA review is currently in process. Once approval received from DOA the SOW will be escalated to DHS for signatures. Call flow changes will be on hold until SOW is completed. • Reminder that agents should be using the “instant conference” option for ATS recording not the “instant transfer” option. 			

	<ul style="list-style-type: none"> • Supervisors and Administrators do have the capability to log an agent off Genesys. * Agent Desktop * Monitor * My Agents * Choose Group  <p>* click on</p>			
Next Meeting	<p>Monday, July 11, 2022 @ 1:00 p.m.</p> <p>Questions and concerns regarding project can be sent to: DHSGenesysCloudProject@dhs.wisconsin.gov Project Lead Paul Michael Project Manager Adam Afsary</p>			

**Income Maintenance Subcommittee Key Messages
CCA Operational Technical Workgroup
Monday, July 25, 2022**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Initial fix, change and enhancement request process	<p>Jonelle Brom and Alicia Grulke attended the meeting to introduce the new initial fix, change and enhancement request process for Genesys. This process is similar to the process that is currently used for CARES fixes, changes and enhancements. Attendees broke into small groups to create “wish lists” and the lists were shared when the group reconvened. Jonelle also requested each consortia complete a more complete list of items that could be county specific, consortia specific or consortia wide. Lists were due to Alicia by August 1, 2022. The initial lists will be prioritized by a state committee with consortia input. The “wish list” will be fluid and reviewed periodically to ensure priorities are met.</p>			

Change to Support Process	<ul style="list-style-type: none"> • Western, Great Rivers, Northern and MECA are scheduled to begin submitting change and support requests through the Wisconsin Help Desk the week of July 25, 2022. Balance of the state will roll out in the coming weeks. <ul style="list-style-type: none"> * Process will be used for the following requests: <ul style="list-style-type: none"> * Systems Issues * Requests for new users * User configuration changes or deactivations * Call flow changes * Temporary change in hours of operation * Business Event requests • System has a built-in escalation process for critical and high priority issues. 			
Soft Phones	<ul style="list-style-type: none"> • At this time there is no plan to require agents to have soft phones installed on their desktops. • DHS is currently exploring the use of SIP End Points for delivering calls to agents. • Additional research is needed to determine the best configuration so there is no timeline, but it is not expected to occur in 2022. 			
User Guides	Genesys Reporting User Guide expected to be published August 29, 2022.			
Outages and Known Issues	<ul style="list-style-type: none"> • Issue playing and downloading recordings identified on July 7, 2022 • Duplicate connection IDs in Interaction Recordings from July 11, 2022 • ATS file transfer issues on June 9, 2022. Nearly all telephonic signatures collected on this date were not transferred to ECF. These recordings are still available in Genesys for export to ECF. 	Ticket opened with Genesys Ticket opened with MGEP DHS stressed business impact to vendor and vendor is completing new code to mitigate the likelihood of this occurring again		
Next Meeting	August 8, 2022, 1:00 pm Questions and concerns regarding project can be sent to: DHSGenesysCloudProject@dhs.wisconsin.gov			

Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Workgroup
August 8, 2022

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Initial fix, change and enhancement request process	Jonelle Brom and Alicia Grulke are tentatively scheduled to attend the August 29, 2022 meeting of this subcommittee to give updates on this process.			
Update on usage of Wisconsin Help Desk	<ul style="list-style-type: none"> • System is currently being used by DMS segment, MiES, Western, Great Rivers, Northern and MECA • Bay Lake, IM Central and East Central will be moved onto the reporting system the week of August 15, 2022. An email will be sent to those moving to the new system to confirm the change. • Wisconsin Help Desk will be used to support the following requests: <ul style="list-style-type: none"> - System issues - Request for new users - User configuration changes or deactivations - Call flow changes (initial call flow changes will be submitted via a different process) - Temporary change in hours of operation - Business event requests (meeting, special, technical, etcetera) • There is a built-in escalation process for critical and high priority issues. 			
Soft Phones	<ul style="list-style-type: none"> • There is no current plan to require agents to have soft phones installed on their desktops. • DHS is exploring the use of SIP End Points for delivering calls to agents. If this would occur there may be a recommendation to provide agents with a quality headset as they support the best sound quality to and from the customer. • There is no timeline on this item as additional research is required to determine the best configuration for this method of delivering calls to agents. 			
Outages and Known Issues	<ul style="list-style-type: none"> • Intermittent issues with listening to and downloading recordings. Error message received “Unable to retrieve the interaction” when attempting to download the recording. Testers have been unable to recreate the issue since the change in configuration was made to the environment. Report any new occurrences with the following information: <ul style="list-style-type: none"> - Connection ID searched for - Time of occurrence • August 2, 2022 outage impacted nearly all users. Users were unable to access Genesys Designer and Agent Desktop. Services was lost for approximately 30 minutes. Cause was an expired security certificate. 			
Miscellaneous	<ul style="list-style-type: none"> • Continue to utilize the Genesys Provisional Excel spreadsheet for user updates and new users. Remember to use the “Model After” column for new users. 			

Next Meeting	Questions and concerns regarding project can be sent to: DHSGenesysCloudProject@dhs.wisconsin.gov Project Lead: Paul Michael Project Manager: Adam Afsary			
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