

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

September 15, 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/John Rathman
1:05 – 1:10 PM	Approval of August 18 th , 2022, Meeting Minutes (Attachment)	Katie Sepnieski
1:05 – 1:35 PM	DHS Policy Updates COVID-19 Policy Updates	BEEP Policy
1:35 – 1:50 PM	Subcommittee Updates (Attachment) a. IMOA b. FPIP c. Call Center Technical/Operational	Doreen Lang Mary Donahue Kris Weden
1:50 – 1:55 PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/John Rathman
1:55 – 2:00 PM	Consortia Feedback: IM consortia will share feedback with DHS	John Rathman
2:00 – 2:05PM	Administrative Memos	Alicia Grulke/John Rathman
2:05 – 2:10 PM	Regional Enrollment Network	Lorie Graff
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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Dashboard will not be made available to public. Will need to establish analytics work group and limited data use agreement with DMS who will have direct access to the dashboards. Consortia will be part of that workgroup. Projected go live date is December 10th and training will be available.

FS Updates

- Stevey Poppe shared information on FS Emergency allotments and dates that they will become available. Working on messaging for dates of EA benefits and changes when PHE ends. Still working on if we need to move forward with the hearing or if it can be denied immediately.
- DHS will be creating talking points for partners who are not familiar with policy that we will be able to use when sharing FS EA information
- DHS recently discovered that some members who were eligible for zero allotments didn't receive EA. Cases were identified and catch-up run dates sent out through CCN.
- One consortia received a fair hearing on FS EA benefits – is there training, information, or talking points that DHS can provide to our staff? DHS will work on talking points and Stevey will take back for sharing information with partners.
- As a response to FNS review, student eligibility exemptions must be verified. Workers should add case comment that these exemptions were explained and explored with members.
- New member facing MA expense guide for FS is being created. Goal is to provide accurate information to members. All materials will be available in publication library in English, Spanish, and Hmong. If needed another language contact DHS. One copy will be sent to all EBD FS household members. Timing is to be determined. Will make sure that it will not coincide with FS EA ending. Will also look at training to make sure staff have the support they need.
- Jonelle shared information about PEBT. Summer first issuance occurred. \$171 M dollars issued. Doing a catchup run on 10/22. Reviewed eligibility requirements. School PEBT – over 1500 calls daily. Yesterday FNS released 22/23 school year. Similar to last year with a few changes. Will continue to be available as long as the PHE

	<p>last.</p> <ul style="list-style-type: none"> - Two new staff, Elizabeth Olsen & Kenya Goines, who will assist with COVID Unwinding and support IM agencies were introduced. 			
COVID Unwinding Task Force Updates	No meeting in August and next meeting is Sept 13 th .	IMOA Members		
Security update	Carla Treuthardt reported that they are now fully staff and back up to provisioning new requests within 3-5 days and thanked everyone for their patience. The team is working on having an online submission form.	IMOA Members		
Genesys Update	Jonelle reported that DHS began soliciting Genesys enhancements/fixes needed from consortia. Created a rating process system and 3 IM Consortia representatives have been added to that prioritization workgroup. These three scores can be sent in but can work with all consortia. Meeting scheduled next Tuesday. Priority lists will be sent out and due Sept 20 th . Once completed, will send list to vendor to determine number of hours and how many can be pursued. Rating group includes 3 IM consortium, 1 DHS Team, 2 Miles, and 1 MECA. Looking at what can get done before unwinding but will continue to pursue enhancements using 2023 ARPA funds.	IMOA Members		
CARES Problem Resolution Online Requests	Jody Noble provided update on online requests forms pilot. Received 208 submissions. Feedback from pilots include that responses have been faster. Making some enhancements before rolling out statewide, which is scheduled for Sept 26 th . Will have a meeting with remaining agencies on Sept 20 th . Meeting invite will be sent out to those who requested access. Meeting/Training will be recorded for those unable to attend.	IMOA Members		
Preparation for Return of Drug Testing	<p>In preparation of when PHE ends, consortia were asked to share drug testing pre-pandemic process and if we will be able to begin that process with a 90 day notice. Drug testing will be implemented 30 days after PHE ends for new applicants and the next renewal for ongoing members.</p> <p>East Central – desk aid for referrals for all counties.</p>	IMOA Members		

	<p>Great Rivers – instructions for staff – varies from County to County. Some internal and some contracted out. Will need to do refresh for all staff.</p> <p>WKRP – have policy from pre-covid and a form that needs to be completed for the drug test. Health clinic and behavioral health.</p> <p>Southern – similar to GR, some contract out and some internal.</p> <p>Northern –similar to others, some contract out and some internal. Training for new staff will be essential. Abby responded that there will be a micro-training available.</p> <p>Western – similar, some internal and some contracted but having conversations that contracts are in place</p> <p>IM Central – similar to others, some internal and other contracted. Reaching out to contractors to see if they have capacity.</p> <p>Bay Lake – similar to others, SOP and most counties have health depts. complete the tests.</p> <p>Moraine Lakes – shared documents for staff for referrals, Waukesha switched vendors and will need to update that process.</p> <p>Capital – some consortia send to providers and most in-house and SOP. Will need to update training</p> <p>MilES – use an outside vendor, dusted off form for instructions.</p> <ol style="list-style-type: none"> 1) May not have no more than 90 day notice. Any concerns? Training, and hope to have this available as soon as possible. 2) If not in conversation with vendors – please contact them. Currently looking at February as a start month. 3) Stevey will research and provide number of members data by county level 			
<p>Innovative Training Project Update</p>	<p>Julie Rentmeester provided information on Innovative Training Project</p> <ul style="list-style-type: none"> - Rollout of Cohort starts Monday, 9/12. Statewide training has 11 participating and 12 additional for EBD Workshop. MilES has 26 participating and all attend EBD Workshop. 			

	<ul style="list-style-type: none"> - 105 consortia members attended the Local Coach onboarding sessions – for those unable to attend, recording is available in Cornerstone - Will have new Cohort starting every month - Oct class currently has 22 requests with 4 confirmed - Nov class has 17 requests with 1 confirmed - Will build 2023 cohort schedule and have available in Cornerstone <p>Consortia asked if they will be able to hold additional cohorts than 1 @ month due to hiring practices. If new employee begins 2 – 3 weeks before cohort, additional trainings are available in cornerstone.</p>			
LTC Survey Discussion	<p>Abby Abernathy provided information on LTC Survey. DHS Training team is making enhancements to LTC training program. Survey was sent out to all EBD/LTC Subcommittee, training subcommittee, and operational leads to share with appropriate staff. DHS received 163 responses. 96% of those surveyed completed their initial training and 75% completed the advanced LTC training.</p> <ol style="list-style-type: none"> 1) Really liked scenarios, reviews for refreshers, examples 2) Enhancements identified – more interactive, hands-on experience, practice scenarios, different methods of learning 3) Gaps identified <p>Plan to review all information and update LTC curriculum along with the IM Training Subcommittee on a redesign; will bring to Oct meeting. Anticipate updating in 2023</p> <p>For new and experienced LTC workers. One suggestion is to offer more refresher training for experienced LTC workers. Recommendation to have workgroups available, perhaps those that are more experienced in LTC.</p>	IMOA Members		
Fraud Grant Information	<p>Wendy Metcalf provided info on the 2022 SNAP Fraud Framework Grant. Earlier this year, WI experienced 2 separate skimming issues which resulted in additional resources to replace benefits and cards. WI awarded the greatest amount possible. Primary goal is to protect member benefits and prevent fraud. Reviewed PowerPoint.</p>			
Removing Names from Notices	<p>Walk-on: Majority of JIRA hours are being used to remove names from notices in October, except for FSET.</p>			

Future Agenda Topics	Centralized Processing Unit and Support Needs COVID Unwinding Contingency planning and resource planning Overpayments & Fair Hearings Innovative Training			
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**Income Maintenance Subcommittee Minutes
FPIP
August 9, 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- • New Skimming investigation update: OIG has blocked the phone numbers that were calling to check card balances, one number checked on 30 cards. OIG was quickly able to stop the skimming at just over \$2,000 in losses. Those affected were sent new cards. They are reviewing surveillance and may have someone to prosecute. • Metrics – Numbers of OP’s and IPV’s – See attachment • PARIS/Trafficking – • Anxiously waiting news about FNS Fraud Framework Grant <ul style="list-style-type: none"> • Hoping to post two part-time LTE data analysts positions to support the grant (positions are contingent on receipt of the grant) – we do hope to maintain these positions following the grant lifecycle. We expect to hear decisions about the grant by August 15th. • We’re sad to be losing a valuable member of the team; Jeanie Ortiz’s last day with OIG will be August 11th. She is moving to a position within DMS. Therefore, we have a position opening on the Trafficking Enforcement Team – hoping to post within the next two weeks; will post on DXBM and wisc.jobs <ul style="list-style-type: none"> • This will be a full-time remote position • Trafficking team is preparing to provide a full-day trafficking presentation at WAPAF on September 13, 2022, at the Kalahari in the WI Dells. This will be an in-person training. • We’re fortunate to be able to send one of our Trafficking Agents, Nicole Housley and one of our PARIS Agents, Tabbie Mellenberger to UCOWF this year. This will be in September in Charleston, West Virginia. We’re excited for them to bring back valuable information to share 			

	<p>with us. Scholarships are available to UCOWF members (which WAPAF members are) for registration and incidentals, which may help with travel.</p> <ul style="list-style-type: none"> • Candice and Tami are currently attending the AIG (Association of Inspectors General) Institute in Jacksonville, Florida; the AIG serves to promote the advancement of professionalism, accountability and integrity within the IG community. We're excited for this opportunity! • The team is working on a PARIS presentation/training to provide to county and tribal agencies, if interested. Focus will be on duplication and related overpayment claims and IPV scenarios. • The policy, process and alignment workgroups continue. We hope this effort will result in more streamlined and efficient services from the FIRE Section. • Staff remain busy addressing their workloads; reminder to reach out to each unit respectively with questions or training needs: • For Trafficking inquiries, reach out to: DHSOIGTrafficking@dhs.wisconsin.gov <ul style="list-style-type: none"> • For PARIS, or duplicate benefits, reach out to: DHSOIGPARIS@dhs.wisconsin.gov 			
BRITS Updates	<p>Due to staffing issues, the BRITS Phase II go-live date has been pushed out to June 5, 2023. User acceptance testing (UAT) will be April/May 2023.</p> <p>Webi upgrade moved to 9/10/22, fraud reports are working.</p>			
PACU 2022 Stats	<p>In July, just under 1,700 claims were established totaling \$1.3 million. Collections were \$12.2 million which is down 13% from the same time last year.</p> <p>There are 3 vacancies in their department.</p>			
Other items	<p>Question 1- For 10-year duplicate issuance IPV's, ALJs are requesting proof the FS actually were used in the other state, not just issued by the other state. Wendy will look into finding a dedicated Illinois contact for ADH/IPV's. If you get the information from Illinois after the ADH decision is issued, you can't request a re-hearing as the evidence was not available at the initial hearing. *There is no time limit/statute of limitations for requesting an ADH so it's best practice to wait until you have all your information before scheduling the hearing.</p> <p>Question 2- Has a decision been issued yet on changing FS overpayment policy? Our feedback has been received, but no decision issued yet.</p> <p>Question 3- Sawyer County has a customer who applied listing an address in Hurley and is submitting mileage reimbursement requests from an address as far away as possible from his medical provider for</p>			

	the large reimbursement and does not actually live in Hurley. Suggested to contact the transportation provider Veyo.			
Action Items	<ul style="list-style-type: none"> • Suspected employee fraud – reach out to OIG to investigate • HEADS UP TO NEW EMPLOYEES, IF A SEASONED EMPLOYEE ASKS YOU TO ALTER A CASE, THAT MIGHT BE A RED FLAG • Agencies should inform recipients of FIS Access to keep an eye on their FS benefit usage, their ability to freeze card, and to not allow out of state purchases 			
Next Meeting	11/8/22			

**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Workgroup
August 29, 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 attended meeting to update subcommittee on status of prioritization list. Consortia “wish lists” were reviewed and categorized. Duplicates were condensed and the list currently consists of 78 requests. Once the list is finalized it will be shared with this committee and consortia leads. The list will be evaluated with vendor to ascertain an estimate on hours for priority items.			
Support/Change Process (Wisconsin Help Desk system)	<ul style="list-style-type: none"> • Systems issues for individual users should be sent to the Wisconsin Help Desk directly by the user. Troubleshooting should occur locally with call center Admins, local supervisors and IT personnel. If issue persists user should send it in. • The following requests should come to the Wisconsin Help Desk via Admins or Supervisors: <ul style="list-style-type: none"> - 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) • Bay Lake, IM Central and East Central have transitioned to the Wisconsin Help Desk ticketing system. Capital, Southern, Moraine Lakes and WKRP will move to the system within the next few weeks. 			

	<ul style="list-style-type: none"> • The following issues will be considered critical and high priority and escalated for immediate service: <ul style="list-style-type: none"> - System unusable for all users with no workaround. - Issues that have significant repercussions for all users but do not render the entire system unusable. - Multiple users and or multiple locations are unable to receive or make calls having significant effect on a call center's ability to operate. 			
Fixes/Malfunctions	<ul style="list-style-type: none"> • It is possible for a call to be transferred to an agent when that agent is on another call. The second call will show as "no answer". This can be caused by network issues between the agent and the server. <i>No resolution at this time.</i> • High Call Volume message remained after time entered in Genesys. <i>Resolution: continue testing to determine cause.</i> • Calls transferred to specialty queue but not answered by an agent, transfer back to General queue instead of remaining in specialty queue. <i>Resolution: vendor working to resolve this issue.</i> • Error messages of invalid entry and inability to conference in ATS line. Inability to use automated recordings in the system. Ability to use the keypad in Genesys to trigger prompts for ATS. <i>Resolution: testers are unable to reliably recreate issues. Looking to reimagine how telephonic signatures are collected and stored.</i> • Working with vendors to incorporate a solution which will show valid statistics for any queue an agent is assigned to. • Fix to incorporate surveys is expected to be included in upcoming release. 			
Enhancement Requests	<ul style="list-style-type: none"> • To support training and job shadowing new agents can be added to Genesys as supervisors for specific agent groups. This will give the new agent the opportunity to monitor more experienced workers. Remember when adding a new worker to indicate which static agent group they will be monitoring. • Trainers can be switched to supervisors giving them the ability to log an agent out of the system. • Agents can no longer see that they are being monitored. 			
Miscellaneous	<ul style="list-style-type: none"> • Correction to publishing date for Live Reporting. Guide is expected to be published on 10/29/2022, not 8/29/2022 as previously reported. 			

	<ul style="list-style-type: none"> • Changes were made to the environment to correct problems with playing and downloading recordings. Please report any new occurrences to DHSGenesysCloudProject@dhs.wisconsin.gov. • A ticket has been opened with MGEP to determine the cause of duplicate connection IDs on interaction recordings from 7/11/2022. • It is no longer necessary to open a ticket for every dropped call. Recommendation to open a ticket for dropped calls that are: <ul style="list-style-type: none"> - reoccurring consistently for a single agent after Troubleshooting locally, - reoccurring within a single county (if using the same prefix and area code) or - across multiple counties. 			
Next Meeting	<p>Questions and concerns regarding project can be sent to: DHSGenesysCloudProject@dhs.wisconsin.gov</p> <p>Next meeting: Monday, September 12, 2022 @ 1:00 p.m.</p>			