

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

November 17, 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 – 1:05PM | Administrative Updates | Katie Sepnieski/Kathy Welke |
| 1:05 – 1:10PM | Approval of October 20, 2022, Meeting Minutes (Attachment) | Katie Sepnieski |
| 1:05 – 1:35PM | DHS Policy Updates COVID-19 Policy Updates | BEEP Policy |
| 1:35 – 1:45PM | Tentative CARES Projects | Danielle Karnopp |
| 1:45 – 2:05PM | 2022 Management Evaluation Review Results (Attachment) | Molly Thomas |
| 2:05 – 2:25PM | Subcommittee Updates (Attachment) a. IMOA b. IM Training c. Call Center Technical/Operational d. Fraud and Program Integrity | Doreen Lang Shelby Jenson/Mitch Birkey Kris Weden Mary Donahue |
| 2:25 – 2:30PM | Consortia Feedback: IM consortia will share feedback with DHS | Kathy Welke |
| 2:30 – 2:35PM | Administrative Memos | Alicia Grulke/Kathy Welke |
| 2:35 – 2:40PM | 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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*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, November 4, 2022

| Agenda Item | Message/Action/Motion | Audience/Recipient | Assigned To | Deadline |
|------------------------------------|---|--------------------|-------------|----------|
| <p>DHS Policy/COVID-19 Updates</p> | <p>Redistribution Review Dates (Autumn Arnold) There will be 700,000 unwinding letters that would go to all members open to MA/BC in CARES. If we receive notice that the PHE is ending in January, redistributing renewal dates will be done in November and letters will be mailed at the end of December. March will be the first renewal month. ACCESS letters will start to be available in early/ mid-December. CWW will be offline on 11/19 and 12/23. Doesn't change the time in which renewals are distributed (3/1 first renewal cohort). ACCESS letters starting in early/mid-December. CWW will be offline 11/19 and on 12/3.</p> <p>There will be some CWW functionality logic that will be turned on earlier in November/December but that doesn't change what work staff do; they will just see things earlier.</p> <p>Talking points about unwinding will be coming to IM by early December.</p> <p>Gives space between the initial letter explaining unwinding and when customers will receive their actual 45-day renewal letter.</p> <p>Emergency FS ending letters will be sent mid-January</p> <p>High level timeline (Formal timeline will be coming out when/if we receive the ending notice) November: -IM will be the first group to receive communication that goes out. Cannot promise that we will hear before the news as soon as CMS sends out the messages to states and medica sources.</p> <p>-DHS will continue to Interview LTE staff and they will be going through NWT in November/December -Contracts for unwinding funds would go out the following week. ARPA contracts would go out once FNS approval is received. -Weekly meetings with DHS and Operational Leads -Microlearning trainings will be posted in Cornerstone -DHS will provide IM with media contact and information for the media will be on the DHS webpage.</p> | | | |

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| | <p>Policy Unwinding</p> <ul style="list-style-type: none"> -Not a lot before the first of the year -12/5 OM regarding policy unwinding -Last round of letters in Dec. to those that need to verf. ID/CI -Renewal letters <p>Early 2023</p> <p>Mid-Jan. Emergency allotments ending letter sent</p> <p>Letters IC only population to reapply</p> <ul style="list-style-type: none"> -Beginning Feb renewal 45-day letters sent to those with March reviews -End of Feb IC population coverage ends if they did not reapply <p>Last month for Emergency allotments</p> <p>April</p> <ul style="list-style-type: none"> -New applicants subject to premiums and MAPP work requirements -Existing members will be subject to premiums at review -MAPP waiting until renewals to reinstate premiums and MAPP work requirements go into effect at renewal <p>FS Updates (Julie Taylor)</p> <p>Piloting a SMRF projection report. This will be an ad hoc report. Similar to what exists for renewals</p> <p>Will show the number of SMRFS expected for each consortium for the next 6 months.</p> <p>If this is useful this could become a regular report available.</p> <p>FS Emergency Allotments</p> <ul style="list-style-type: none"> -November has been approved and will be on member's cards on 11/20 <p>Talking points for EA ending coming</p> <p>Medical Expense Guide</p> <ul style="list-style-type: none"> -English, Spanish and Hmong and available in the publication's library -English version going out end of the month -CCN and copy of guide for reference will be shared with IM <p>Trial Reunification and other out of home placements will be address in an OM and handbook will be updated in April 2023. Cases with Fostercare, Kinship or Voluntary Kinship that are unclear what assistance group that child should be a part of should be sent to problems resolution team</p> <p>Drug Testing</p> <ul style="list-style-type: none"> -New Guidance is being developed | | | |
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| | <p>-Reimplementing 30 days following PHE ending. New Applicants around 2/10 and for March renewals for ongoing.</p> <p>-Only have to take test once and pass it. Do not have to take at renewal (i.e. HH that opened during PHE and waived requirement and now is due for renewal and felony is within the last five years must take it.)</p> <p>-Projection report will be coming to understand that the workload will be. Report available by 11/14.</p> <p>-CCN will be issued along with PH and HNB updates.</p> <p>DHS prefers the 12-panel test be used but will accept the 10 panel. Only Oral or urine testing is allowed.</p> <p>-Administering must be administrated by third party that has been trained and certified in drug testing and collection. This cannot be done by a FEP; this has been allowed in the past, but FEPS are no longer allowed.</p> <p>-Can still accept tests from others within last 30 days.</p> <p>-Cost of drug testing is an administrative cost for IM.</p> <p>-If there is a delay in taking/getting results beyond 30 days an exception can be accepted, and reason documented.</p> <p>-Diluted/invalid samples would require a retest and that might take them beyond the 30 days which is o.k. but needs to be documented.</p> <p>-Exception to drug testing – if goes against religious and cultural practice than this should be waived and documented. If unable to submit drug test due to medical documentation, then this is waived and documented.</p> <p>Doreen will gather information from consortia as to how these changes for collection and administering the test will impact counties and share with Jonelle</p> <p>IPV for FS cases with 10-year disqualifications for residency - Handbook update in Dec</p> <p>-OM to update the policy</p> <p>-Interim CCN is going to be coming out early next week</p> <p>-Just got directive from FNS a few weeks ago</p> <p>-Have to prove that customer made a false statement while applying for FS in order to received duplicate benefits. Previously agencies have made this determined only on the fact that the customer received benefits in both states- but that is not enough. If someone is living in WI when they apply, they are not mis-representing residence. Instead, we must go to extend to show that they lied or misrepresented the fact that they did this to receive dual benefits. If not able to prove, would fall back to standard IPV. Guidance coming as to when to pursue the 10-year vs the regular disqualification.</p> <p>-If there are any cases that have a 10-year ban in place send it to problem resolution to give us guidance and if the 10-year band is</p> | | | |
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| | <p>correct. -ALJ's have been looking at these the same way so OLC is working with DHS/ALJs to explain the change.</p> <p>Problem Resolution Center - Jody Noble -Jatinder is moving to another position in DHS Will be expediting the hiring process. This unit now works remote. Applicants could work anywhere. -Recruiting LTE position to help with additional workload</p> <p>-Online requests-received over 1200 inquiries since pilot started in July. Reviewing data from inquiries received.</p> | | | |
| <p>COVID Unwinding Task Force Updates</p> | <p>N/A</p> | | | |
| <p>Genesys Update</p> | <p>Currently working on these items:</p> <ul style="list-style-type: none"> • Agent level statistics like CCA • Customize queue level reporting • Add new prompt for FS Work Requirement to ATS • Remove unwanted Voicemail as determine by consortia • Optional- estimated wait time to play while customers are waiting • Optional – place in queue played for customer available in all existing queues • Call Back – Begin with Miles <p>All items prioritized and can be done will take through first quarter of 2023.</p> <p>Will then re-evaluate for the rest of 2023.</p> <p>What is call back? Paul/Adam -Presentation on Call-Back Feature</p> <p>DHS will look at having customer experience be the same across the state for FS/Healthcare so all consortia will use this. Will determine what time of day this is turned off and more exploration of how this works on queues. MILES will start first.</p> | | | |
| <p>DOA Presentation: Home Energy Plus Program Update</p> | <p>Jane Blank -Continuing resolution provided base level funding and congress also funded additional monies to address increased energy costs. Don't yet know actual allocations yet and hopefully this will increase member benefits. -WERA -Wisconsin Emergency Rental Assistance- expected to go through most of this federal fiscal year</p> | | | |

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| | <p>-Wisconsin Help for Homeowners- Still exists and expected to go through the federal fiscal year L-low Income HH Water Assistance Program -Temporary program funded by COVID funds.</p> <p>Water Conservation Program – Anticipated to be a permanent program. Repair and replace water heaters and leaky water fixtures. This is for homeowners that are energy assistance eligible.</p> | | | |
| Emergency Allotments FAQ | Talking points for when EA FS ends are being worked on and will be finalized soon. | | | |
| Vault Card Policy Discussion (Breakout Rooms) | <p>DHS working on expedited vault card policy:</p> <p>IM worker must explain to the HH that if they choose not come to the agency to get a vault card they will have to wait to receive one in the mail. Must offer HH eligible for expedite benefits the opportunity to come to the agency immediately for a vault card unless they already have a EBT Card. After offer of vault card must document in comments; “member indicated they do not need a temporary card.” “Member indicated understanding of vault card policy and available card pick up time.”</p> | | | |
| Roundtable Discussion: Unwinding Planning | <p>Unwinding Notice Notification Method for Agencies -Come to IM as soon as its issued</p> <p>LTE Planning -No one has asked for this help yet but doesn’t mean we can’t ask for this help later</p> <p>Consortia/Consortia Assistance -Alicia will be sending out documents about this</p> <p>Unwinding Coordinators Update Have started meeting with Operational Leads</p> <p>Discussion on how agencies are preparing for unwinding (staffing, support for non-English Speaking members, updating current practices)</p> <p>Overall themes amongst consortia is to hire and retain staff, focus on morale, level-set what normal workload will look like during unwinding, specific. Additional ideas:</p> <ul style="list-style-type: none"> • Increasing staff on call queues for non-English speaking members • Local outreach if feasible • Training planning | | | |

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| | <ul style="list-style-type: none"> • All staff meetings to highlight all positives • High level overview of trainings that need to be completed • High level overview of plans/things being worked on with partners, directors, county boards etc. • Attending training on Motivational interviewing or threatening callers • Would the state allow 1-2 closure days for consortia to do training? • One touch policy with all calls to reduce multiple calls coming in • Filling vacancies and getting it cohorts • Discussing overtime but nothing concrete • Lead line on call queue to transfer in or email • Critical thinking training – UW -Steven’s Point (Northern) • Training on resources and where information is at • De-escalation training (Bay Lake had original training and has information) | | | |
| <p>Future Agenda Topics (Attachment)</p> | <p>The next meeting will be held on Thursday, Dec.8, 8:30 AM – 11:00 AM.</p> | | | |

**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
October 31, 2022**

| Agenda Item | Message/Action/Motion | Audience/Recipient | Assigned To | Deadline |
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| Genesys Prioritization | <p>Progress made on prioritization list. List to be shared at future subcommittee meeting.</p> <p>When creating widgets in Genesys you will need to create multiple widgets if you wish to view more than 100 agents.</p> | | | |
| Fixes and Malfunctions | <ul style="list-style-type: none"> • <i>Incorrect data on agent dashboard.</i> Working with vendors on solution to show valid statistics for all queues. Agents will see all queues, not just those they are assigned to. Consortia will not be able to sort by county. • <i>Genesys Interaction Recording showing inconsistent search results.</i> <p>RESOLVED</p> | | | |
| Focal Topic | <p>Calls routed to agent voicemail.</p> <ul style="list-style-type: none"> • Determination of what calls are sent to voicemail is made by the local network, not by Genesys or the long-distance carrier. • Calls could be sent to voicemail because the agent’s phone is turned off, the agent is on another call, the phone rang long enough to move the call to voicemail, or the phone/carrier system sees the phone as off-line. • This issue also occurred with CCA, but it did become more common as agents moved to remote work. • If the agent’s voicemail picks up the call, Genesys treats these calls as “answered” and they do not go back in the queue. | | | |
| Demo on new widget for Real Time Monitoring Agent Status | <p>Paul gave a demo on the new widget that was created in Real Time Reporting (Pulse) that allows supervisors to monitor how long an agent has been in their current Not Ready status. You can load the dashboard template or add the widget template to an existing dashboard.</p> <ul style="list-style-type: none"> • Dashboard Name: Current Reason Code • Widget Name: Current Times • There is a column associated with each “Not Ready” code as well as “Ready” codes. The columns will update when the agent moves from one state to the next. • Alarms are currently set to display a green checkmark next to current status. • Agents can be added individually or as a group. Columns can be moved and sorted to identify selected status based on time in status. • Statistics are not real time. Refresh rates are around 40 seconds. • More information on adding/editing widgets and dashboards can be found in the Real Time Reporting section of the Genesys User Guide. | | | |
| Miscellaneous | <ul style="list-style-type: none"> • Live Reporting User Guide was published on October 29, 2022 and includes video links. • Paul shared document on requests received and their current status. | | | |

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| Consortia Input Requested | Request made to consortia regarding specific training needs. | Genesys Team | Subcommittee Members | Next Call Center Subcommittee Meeting |
| Next Meeting | For questions contact: DHSGenesysCloudProject@dhs.wisconsin.gov Next Meeting: Monday, November 14, 2022 1:00 p.m. | | | |

**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
November 14, 2022**

| Agenda Item | Message/Action/Motion | Audience/Recipient | Assigned To | Deadline |
|----------------------------------|--|--------------------|-------------|----------|
| Fixes and Malfunctions | <ul style="list-style-type: none"> Working with vendor to find a solution that will show valid statistics for all queues under the agent desktop. Vendor noted that we will not be able to sort statistics by county and agents will see call status in all queues not just those they are assigned to. <p>Outage on October 20, 2022 was limited to approximately 75 minutes. The cause was a network issue that is being monitored to limit reoccurrences.</p> | | | |
| Change, Fix and Support Requests | <ul style="list-style-type: none"> Individual user issues should come directly from the user after troubleshooting was completed by local Admins and IT personnel. All other requests should come from Admins or Supervisors. <ul style="list-style-type: none"> * Request for new users * User configuration changes or deactivations * Call flow changes * Temporary change in hours of operation * Business event requests All requests should be submitted through the Wisconsin Help Desk at helpdesk@wi.gov (recommended method) or 608-261-4400. Subject line should clearly describe the issue and mention “Genesys”. In the body of the email include the following wording “Please assign to DHS Genesys Cloud Support Team” and include any details relevant to the issue including the following: <ul style="list-style-type: none"> * Agent name and Username * Genesys Place the agent is logged into * Connection ID * Screen shots | | | |

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| | <ul style="list-style-type: none"> * Thorough description of what the user is experiencing * Time/date of incident * Any error messages * Any steps that could be used to reproduce the problem * Any troubleshooting steps completed before Opening the ticket | | | |
| Focal Topic: Agent Performance Report Statistics | <ul style="list-style-type: none"> • Reviewed basic terminology used on platform including what is included in agent statistics. <p>Email report subscriptions will come as a PDF and will not contain all data. Recommended to create a history list subscription as you can send an email link to the report and the report can be exported as an Excel document.</p> | | | |
| Follow up on request to consortia for specific training needs | <p>Committee members supplied requests for the following training:</p> <ul style="list-style-type: none"> • Step by step for historical reporting including running reports, subscribing to reports, and definitions of what statistics mean in historical reporting. • Ability to change certain things about an agent such as name, username, phone etcetera. • How to save a report. • How to share a dashboard. | | | |

Income Maintenance Subcommittee Key Messages
Training Subcommittee
October 24, 2022

| Agenda Item | Message/Action/Motion | Audience/Recipient | Assigned To | Deadline |
|------------------------------------|--|--------------------|-------------|----------|
| Innovative Training Project | <p>The DHS Training team provided a project update document, which included the 2022 cohort schedule and information on 2023 planning. The IMAC Training sub-committee will take over responsibility of monitoring, assessing, and providing feedback to DHS Training team on the New Worker training model. The group had a lengthy discussion of lessons learned from the initial pilot and changes made to the statewide rollout that started in September. Changes have already been implemented on pre-requisites, co-hort days/times and new worker assignments during local agency mentoring. Positive feedback includes interactive and social/group learning opportunities for trainees. Concerns discussed:</p> <ul style="list-style-type: none"> ** Local mentors/trainers unsure of what is covered in each “class” ** Assessing what new staff are not grasping/demonstrating skills ** Pace for some staff (too fast vs too slow) ** Ability/time for new staff to execute/practice on real cases ** Local agency coach issues/juggling when they have staff in 2 different cohorts **Pace of each topic from week to week (aka not enough time between BC and FS) <p>Best practices were shared by members on adapting to the new model A monthly ad-hoc meeting is scheduled for 11/14 and 12/12 to continue to provide feedback/assess the implementation of the new model.</p> | | | |
| Covid Unwinding | <p>DHS training team prepared a document that shows the 8 new microlearning topics ready for release in mid-December if the PHE will end in January. Each session is no more than 15 minutes and covers topics such as; Reasonable Compatibility, HC Renewals, Reinstatement of HC Terminations, CHIP & MAPP Premiums, MAPP Work Requirements, MAGS Treatment Need and Premiums, Verification Post C9, FS Drug Testing and Student Eligibility, and ABAWD. The document also listed 9 prior published topics from 2017-2022 that would be appropriate for agencies to assess having staff take/re-take. Members shared local plans and ideas for unwinding that were both policy/process, soft skills for customer service and staff support.</p> | | | |
| IM Training Project Updates | <p>The standing agenda topic of what DHS Training team has completed and planned since our July meeting which include;</p> <ul style="list-style-type: none"> **July – Updates to Initial and Advanced LTC New Worker **Sept – Roll out of Innovative Training for New Workers, Overpayment Changes **Oct – Vital Records **Upcoming Trainings: Using Your Resources, Covid Unwinding Microlearning, BC+ Training, FS Training and ABAWD Refresher | | | |
| Refresher Training | <p>Based upon the statewide survey this summer, DHS Training team is working on the</p> | | | |

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| | requested FS Residency and FS Eligibility for Joint Custody Cases. The initial outline was presented and feedback from members requested that the content/topics be expanded to include more policy/process on other living arrangements (i.e., RSUD, Adult Family, Transitional Living, Temp Absence, etc). Target date for release will be Spring/Summer 2023. | | | |
| LTC Survey & Redesign | DHS Training team has taken the feedback from surveys from staff who completed the NW LTC curriculum. The team will be working on extensive redesign of the training for new LTC staff. The assessment and redesign during 2023 will be in content and delivery models with a projected delivery in 2024. | | | |
| New Training Feedback Form | Reviewed Training feedback form and reminded training subcommittee members to submit training feedback forms to the DHS IM Training inbox as they identify any training needs or gaps. | | | |
| 2023 IMAC Training Subcommittee Goals | The members reviewed the goals from 2022 that were all met and established goals for 2024. The goals for next year will be to increase member participation in the subcommittee and to assess each consortia providing “formal/prepared” presentations on best practices and training initiatives. | | | |

Income Maintenance Subcommittee Key Messages
Ad Hoc Training Subcommittee Meeting
November 14, 2022

| Agenda Item | Message/Action/Motion | Audience/Recipient | Assigned To | Deadline |
|--------------------------------------|--|-------------------------|-------------|----------|
| Innovative Training Resources | <p>Innovative Training Resources: The DHS Training team reviewed the use of Cornerstone, the Coach’s Corner and Additional Resources.</p> <p>Key Messages:</p> <ol style="list-style-type: none"> 1. Agencies need to register their New Worker in the appropriate COHORT once the New Worker is hired. The registration form is in Cornerstone 2. First day on the job, Agencies should have the New Worker register in Cornerstone. This allows the curriculum to be assigned. 3. An email that includes: Welcome letter, prerequisites needed to be completed prior to the first VILT, New Worker training guide, etc. will be sent to the New Worker on their first date. Local coaches also receive this email. 4. Each Local Coach will have access to Coach’s Corner and IM New Worker Training Curriculum. To find, scroll down in your transcript or search “Coach’s.” 5. Coach’s Corner was built out to what a Local Coach will need to do. If you are new to the COHORT model and have not onboarded a New Worker there is a recording in Cornerstone. (Local Coach Onboarding Recording) <p>**DHS training team is asking for Local Coaches to complete the surveys to provide feedback. Survey feedback response rate has been poor. If Local Coaches have questions or need finding something send to the team for assistance.</p> | Agencies, local coaches | | |
| Concerns | <ul style="list-style-type: none"> • Key words on finding topics in Cornerstone. Is it possible to add additional key works to help ding searchable items. If you have any key word suggestions, please share with DHS Training team. • Homework assignments and activities assigned to New Workers – can the Local Coaches get a copy of these? <ul style="list-style-type: none"> ○ Or the answer key? • Pace for some staff (too fast vs too slow). • Ability to do the cases prior to the next VILT and go over the case then instead of doing the case together during the VILT. • A couple of agencies reporting that their NW reporting that a lot of time reading CBT’s during the VILT. <ul style="list-style-type: none"> ○ Can these be done outside the VILT? • NW are reporting that after they are pulled back from their groups after reading the CBT that they are asked what questions they have? <ul style="list-style-type: none"> ○ Can the trainers maybe dive examples or review the topic? ○ Help assist with starting the conversation. | | | |
| Next Steps | <p>For next time:</p> <ul style="list-style-type: none"> • What adjustments have agencies had to make with the new training model? • What is working and what is not? | | | |

Income Maintenance Subcommittee Minutes
FPIP
November 8, 2022

| Agenda Item | Message/Action/Motion | Assigned to/Referred to IMAC | Deadline | Closure |
|---------------|--|------------------------------|----------|---------|
| OIG Updates | <ul style="list-style-type: none"> • ITAU- • PHE OP zeroing out claims for months that extended into the PHE. Approximately 700 claims will be adjusted by Trent. He will be zeroing out claims for any months that fall within the PHE starting 3/2020 and forward. • Other state contacts – Just a reminder that if agencies are reaching out to other states to verify potential open cases/IPV’s and are not getting a response they should reach out to OIG and we may be able to make contact for you. • Skimming Investigation Update – No further skimming has been occurring. We are in the processing of compiling all information received throughout the investigation and will be sharing with USDA-OIG. • PARIS/Trafficking – • Reclassified vacant Trafficking position from an Auditor Senior to an Auditor Advanced; this new position will be a lead position with additional responsibilities. Position will be posted soon. • Grant – three components include enhanced data analytics, blocking common PINs and adding 1-step IVR (8 digit DOB) <ul style="list-style-type: none"> • 2 data analysts have been hired; they started in October; working on FS New Worker training • Team is working on member education as well as IM worker education on grant components • PARIS and Trafficking trainings and presentations – OIG is working diligently to get PowerPoints updated and approved so we can provide timely training when requested • DHS Interns – OIG will hire an intern for the summer of 2023. DHS will post available intern positions around February/March 2023. Interns usually begin employment in May and work through the summer | | | |
| PACU updates | <ul style="list-style-type: none"> • Claim Establishment (statewide across all programs) thru 10/31/22 just over 2,400 claims totaling \$4.6M • Collections for the year thus far total \$14.4M - down about 17% from the same time last year • We hired 2 new Collection Specialists last month, so our collections staff is now full, but we still have a vacancy for a Financial specialist position, which we are actively recruiting. The position will repost at the beginning of December to WiscJobs. • Bankruptcy Information/Documents received for individuals with an OP can be scanned and emailed to dwspace@wisconsin.gov or faxed to 608-422-7152 | | | |
| BRITS Updates | <ul style="list-style-type: none"> • Two new developers have been hired with one remaining vacancy to fill • Still on target for user acceptance testing in April/May 2023 • Phase II still on target to go- live June 5, 2023 • Current focus is the claims management piece, some changes have been made to CWW and simulation, but the programming is not active yet – needs more testing- and will roll out with Phase II • BRITS SharePoint landing page shows the project flow, let Ally know if you need access to it | | | |

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| <p>SWICA's – How are they impacting the agencies/ workload</p> | <ul style="list-style-type: none"> • Counties reported being current with SWICA processing. SWICAs are worked by the ongoing worker in Counties with individual caseloads and are assigned out equally amongst staff in Counties with pooled caseloads. • When a SWICA is completed, there is a check box that says Overpayment/Fraud Investigation Needed. If checked, the PIN goes on a report. You have to go back and uncheck the box to get the case off the list once the OP is completed. • The report is so big it is not manageable. The majority of the counties stated they do not use the checkbox but have the worker create a BRITS claim for those that are a potential IPV (per COVID OP rules). • One county said they enter their SWICAs on a spreadsheet and work OPs off that. • One county sends an email to their OP team (no checkbox or BRITS claim) • During the COVID no-OP policy most counties worked through their BRITS backlogs and closed out referrals that don't meet the new OP criteria. Those referrals left in BRITS are potential fraud claims. This will allow for quicker resolution of new claims that are entered when the PHE ends. | | | |
| <p>Other items</p> | <ul style="list-style-type: none"> • None | | | |
| <p>Action Items</p> | <ul style="list-style-type: none"> • Submit any February 2023 agenda items to Tami Berg or Mary Donahue | | | |
| <p>Next Meeting</p> | <p>2/14/23 2023 Dates: 2/14, 5/9, 8/8 and 11/14</p> | | | |