

# INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

January 19, 2023

1:00 – 3:30 p.m.

Zoom Link: <https://dhswi.zoomgov.com/j/1605652920?pwd=emhLcklIMi83RmlpdW0vcjR1WHBtZz09>

For audio dial: 1-669-254-5252 Meeting ID: 160 565 2920

Time	Topic	Presenter(s)
1:00 – 1:05PM	Administrative Updates	Katie Sepnieski/John Rathman
1:05 – 1:10PM	Approval of November 17, 2022, Meeting Minutes (Attachment)	Katie Sepnieski
1:05 – 1:35PM	DHS Policy Updates	Stevey Poppe/Autumn Arnold
1:35 – 2:20PM	CARES Releases (Attachments) <ul style="list-style-type: none"><li>• CARES Projects</li><li>• Adjustment of the Verification Due Date</li><li>• FoodShare Pre-Certification Review Changes</li><li>• Gap Fill</li><li>• Add Functionality to Notify Workers of Members who previously had SSI</li></ul>	Danielle Karnopp/Shawn Thomas/Suzanne Cone/Rachel Witthoft
2:20PM - 2:30PM	Quality Control Annual Data (Attachment) <ul style="list-style-type: none"><li>• PERM (Payment Error Rate Measurement)</li><li>• FSQC (FoodShare Quality Control)</li></ul>	Mic Brownlow/Lisa Hanson
2:30PM – 2:55PM	Subcommittee Updates (Attachment) <ol style="list-style-type: none"><li>IMOA</li><li>Performance Monitoring</li><li>Call Center Technical/Operational</li><li>EBD/LTC (Attachment only)</li></ol>	John Rathman Ann Kriegel/Nicole Rolain Kris Weden
2:55PM – 3:00PM	Consortia Feedback: IM consortia will share feedback with DHS	John Rathman
3:00PM – 3:05PM	Administrative Memos	Alicia Grulke/John Rathman
3:05PM – 3:10PM	Regional Enrollment Network	Lorie Graff
3:10PM – 3:11PM	Gap Case Monthly Update (Attachment)	Katie Sepnieski
3:11PM – 3:26PM	Public Comment	All
3:26PM – 3:30PM	Announcements/Future Agenda Items (Attachment)	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://dhs.wi.zoomgov.com/j/1619409056> 5 minutes ahead of time.

**Income Maintenance Subcommittee Key Messages**

**IMOA**

**Friday, December 8, 2022**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
<p>DHS Policy/COVID Updates</p>	<p><b>New Non-work SSN letter:</b>                      Under current policy, applicants must provide an SSN or be willing to apply for one. Agencies are directed to assist the applicant in applying for an SSN for any group member that doesn't have one. Immigrants are not eligible for an SSN unless they meet certain criteria. DHS is working on a plan to provide a specific letter so applicants can receive an SSN through SSA, a non-work SSN. Workers will need to determine that the applicant meets all other non-financial and financial eligibility requirements, except having an SSN, before requesting a letter from DHS. The letter will be sent directly from DHS to the applicant. More information on the new letter and request process will be shared in January, followed by an Op Memo and CCN closer to February. For now, agencies are directed to follow current policy and process. Reminder to continue to assist applicants to apply for an SSN as applicable. The new letter and process will not require IM workers to contact the SSA. The point of contact will be DHS.</p> <p><b>DHS Plans for Waivers to Assist During Unwinding:</b>                      There aren't any flexibilities around FSOD as current waiver is contingent on specific processing timeframe requirements.                      DHS is planning to apply for 2 Waivers:</p> <ol style="list-style-type: none"> <li>1. Telephonic Signature Waiver – This would only be used when the telephonic signature is unavailable, it will allow IM workers to read the script and document in case comments.</li> <li>2. Food Share Interview Waiver – Will allow consortia to waive the interview as long as a signature is received, all mandatory verification items have been received and there's no missing or conflicting information. Plan would be to have a new code to support waiver so the workaround previously used would no longer be needed. This waiver will need to be implemented statewide. It can't be done consortia by consortia. DHS plans for this to be a consideration from the start of the unwinding, no set criteria will need to be met to trigger implementation.</li> </ol> <p><b>Expedited Food Share Vault Card Policy:</b>                      DHS is working on updating the policy based on feedback they received following the last meeting. While DHS is not under corrective action, they have received federal guidance to put policy in place to improve the state's timeliness.                      Considerations –                      CWW entry errors (failing to check a box for expedited) can delay agency's ability to issue a vault card. Suggestion was made that a JIRA item be submitted for a system enhancement to prevent worker error.                      Failing to provide verifications for ongoing benefits at last expedited application will result in denial of expedited benefits for new application (agencies believe CWW is working properly to apply this policy).                      DHS states the clarified timeliness policy does apply to applicant that are found to be eligible for expedited benefits, had previously been issued a vault card, but no longer have their card.</p>			

Consortia indicate that we need confirmation that CWW is working correctly to support vault card issuance when someone is found to be eligible for expedited benefits, but they have moved since they last applied.  
Concern was raised about the new policy and the Department's general guidance around making sure we don't issue excessive vault cards. DHS will address this in their written guidance. There are no changes to processing timeliness requirements in general.  
DHS will check on whether agencies are required to assist the customer to PIN their vault card before the customer leaves the agency.

**Food Share Drug Testing:**

DHS is working on refining policy based on feedback they received from consortia. They are also working on county-level projections on the number of tests that will need to be administered during the unwinding. Average statewide is 600 tests/month.

**ESAP-Elderly Simplified Application Project:**

PPT was included with presentation. DHS is in the process of submitting plan for ESAP(needs internal and FNS approval), which would allow a 36- month FS certification period for cases where all HH members are EBD with no earned income. It might also include if they have a child in the home under 15.

There are 3 options available for converting current FS HH's:

1. Convert members at implementation and redistribute certification periods to the longest possible. Evenly distribute so equal number of renewals over a 3-year period.
2. Convert members at implementation. Don't evenly distribute certification periods; every three years agencies would have more renewals.
3. Convert members at their next renewal. Full 36 months given at their next renewal. This would allow workers an opportunity to discuss ESAP with members during their renewal.

DHS projects that ESAP will apply to about 1/3 of all cases, not just EBD – 140,000 cases. This is the current group that doesn't have SMRF's. At 12 months, would still need to be in contact with the household. This might be through a letter that lets the HH know what information we have and directs them to contact the agency with changes. If the case is open for FS and HC, they would still have the same HC certification period. Clarification – ESAP would not be implemented until after the unwinding.

**Report Out on Option Preferred Following Breakout**

Session –

Group 1: #3 (seems best, although we catch many unreported changes at the annual review)

Group 2: #3 (so have opportunity to explain changes to customers)

Group 3: #3 (so inform customers of the change)

Group 4: #1 (so there wouldn't be the jump in work every 3 years- least work for agencies). DHS Clarification- some would have 12, 13...36 months, then they would be pushed out 36 months.

Group 5: #3 (allow worker to explain to member, but #1 is second best due to reduced workload. It would also be helpful to apply for the ME waiver to reduce changes that need to be reported).

	<p>P-EBT: DHS is waiting for approval of latest P-EBT plan from FNS. Given the PHE extension, expectation is that the P-EBT will continue through April, and there will also be a summer program for school-aged children.</p> <p>C9 Code Cleanup: Cleanup includes two steps: 1) CWW programming to prevent workers from choosing the C9 code. 2) Implement CWW system logic so pages with the C9 code are scheduled as part of the driver flow and a red banner appears to alert (require) the worker to request verifications. The total number of cases impacted is 150,000 statewide. Question about timing of cleanup – Should we pair steps #1 and #2 together, prior to the PHE ending, or wait to implement #2 when the PHE ends?</p> <ul style="list-style-type: none"> <li>• If cases are cleaned up before the PHE ends, it may increase the number of cases that are able to go through administrative renewal.</li> <li>• If cases are cleaned up before PHE ends, it may result in having to touch cases twice. Note: For Health Care only cases, worker would only hit the banners in response to a member initiating action (so the worker would be touching the case anyway).</li> </ul> <p><i>DECISION: Move forward with pairing #1 and #2 before the PHE ends (clean up the cases now).</i></p> <p>Outreach to Immigrants: DHS has sent two letters to the immigrant population that needs to verify their citizenship or immigration status to retain their healthcare coverage after the PHE ends. Rather than having HMO's and other partner organizations place telephone outreach calls to these members, DHS would like consortia to make these calls. DHS previously shared reports on impacted numbers by county. DHS confirmed that a letter from a community partner that this population trusts would not be a bad idea, but they still need phone calls to be placed to the members as well. <i>DHS will move forward with sending lists to consortia asap, and consortia will make the outreach calls.</i></p> <p>Policy Updates:</p> <ul style="list-style-type: none"> <li>• CARES project to align Food Share and HealthCare verification due dates.</li> <li>• CARES project to extend verification requirements from 10 days to 20 days.</li> <li>• Public Charge – final rule has been published, but it really just mirrors what was in place before the previous federal administration proposed changes. DHS is working on developing better communications around public charge. Consortia provided feedback that they are not hearing concerns recently.</li> <li>• Veterans Benefits – Document was shared with this presentation. Form F-10162 was updated to clarify unreimbursed medical expenses information. Adding an email address for Milwaukee office to assist with getting these processed. VA allowance amounts will be added to process help to reduce need to reach out to the VA for verification. Also working on bug fix related to disregard. Will provide update in January.</li> </ul>			
<p>COVID Unwinding Task Force Updates</p>	<p>Doreen sent notes from the 11/15 task force meeting to consortia leads yesterday.</p> <ul style="list-style-type: none"> <li>• Since no notice was received that PHE will end, the next date we are watching is February 10<sup>th</sup> for a PHE end date of April 11<sup>th</sup>.</li> </ul>			

	<ul style="list-style-type: none"> <li>DHS shared communication plan. Working to promote Access and MyAccess, and stats on customer usage were shared. DHS has talking points ready that will be available for IM and partners when the PHE ends. Information on the toolkit and Genesys messaging was shared. Food Share update was provided by Julie. Autumn provided updates on MA, including Katie Becket and Children’s Waivers. Discussed pharmacy benefit updates in Forward Health. Jonelle shared information on work they are doing for consortia preparedness for the unwinding. Partners will be sending information their preparations to DHS.</li> </ul>			
Genesys Update	<p>DHS will be sending out a document after the meeting today that reflects Genesys messaging planned for the PHE. It shows current messaging and planned messaging that will be put into place once the PHE ending is announced.</p> <p>Call Back Rollout:</p> <ol style="list-style-type: none"> <li>Bay Lake, East Central</li> <li>Northern, Great Rivers, IM Central, Moraine Lakes</li> <li>Southern, Capital, Western, WKRP</li> </ol> <p>Consortia going first stressed the need to have their questions answered before rollout begins. Jonelle said the call back function can be turned off quickly if there are issues, and they will not move forward beyond MILES until it’s functioning well. Based on conversation today, will plan to put this on the agenda for the next Genesys/Call Center subcommittee meeting.</p> <p><i>Consortia leads should work with their representatives on the Genesys/Call Center subcommittee to ensure their questions are included in the meeting discussion.</i></p>			
Gap Fill (Attachment)	<p>Further discussion on automation of Gap Fill will be held at the January IMAC meeting, and changes will be implemented in February. Document was included in this presentation. The goals of the project are to comply with federal regulations, automate and streamline eligibility determination for gap filling. System change involves eligibility determination considering annual income if case is failing solely due to being over the monthly income limit. Workers will need to ask members to provide information about their expected annual income prior to denial or termination. If eligible, members will have a 12-month certification period and a renewal will be scheduled, instead of having to reapply at the end of the certification period.</p>			
Security Update	<p>Carla will attend January meeting to provide an update.</p>			
Overpayment Consortia Workgroup Time Study (Attachment)	<p>Tara Paskiewicz (WKRP) presented an overview of the time study project the workgroup completed to collect information on time staff are spending on different benefit recovery tasks. Document was included with presentation. Data shows most of time is spent on investigations. Goal of the time study is to show work that’s involved in benefit recovery, following the many changes that have been made to benefit recovery policies. The workgroup plans to complete a time study again after the PHE ends.</p>			
<p>Roundtable Discussion: Unwinding Planning</p> <ul style="list-style-type: none"> <li>Unwinding Updates</li> <li>Communications Unwinding Update</li> <li>LTE Updates</li> </ul>	<p>MA unwinding funds can’t be released to consortia until the PHE ending notice is received.</p> <p>ARPA funds will be released as soon as FNS approves the state’s plan. These funds will be available for expenses going back to 10/1/22.</p> <p>COVID-19 Unwinding Training Plan was emailed out to consortia training leads yesterday. Videos will be available 12/14, Cornerstone notice will go out.</p>			

<ul style="list-style-type: none"> <li>Unwinding Coordinators Update</li> </ul>	<p>State LTE's are currently in training. In February they will begin helping MILES to gain experience before the unwinding. If consortia would like LTE assistance, they should submit this request through their monthly meetings with Alicia or Elizabeth.</p> <p>Alicia and Elizabeth completed their unwinding touch-base meetings with each consortium. With the PHE not ending, the meetings in December were cancelled. Meetings will begin again in January. The weekly consortia Leads meetings have also been postponed and will resume 2/9/23.</p> <p>DHS Communications Team – Unwinding Update:  Claudine McCarthy, Director of Communications, provided an update on communications plans around unwinding. PPT accompanied her presentation (several documents sent out).  Goal is to get messages in front of members, explain difficult/new concepts in plain language, spur member to act by the deadlines given them, but not act too early.  The communications plan is divided into 3 phases: now, before the 60-day notice, 60-day notice that PHE is ending, PHE end date and forward.  Efforts are being taken to set expectations early that there will be a high call volume to Consortia Call Centers and long wait times. They are pushing the use of the Access website and the MyAccess app. Language on different options outside of calling will be spread across many platforms as a reminder to members and partners.  The communications team is also working with partners to understand and advise members not to renew their benefits early. It's a balance right now, because they don't want to overload messaging to members either or members will start ignoring the messaging before it's most important.</p> <p>Jonelle reminded group that a timeline was shared last month. DHS has also submitted an unwinding operational plan to CMS. This is posted for public viewing and can be found at: <a href="https://www.dhs.wisconsin.gov/publications/p03336.pdf">https://www.dhs.wisconsin.gov/publications/p03336.pdf</a>  To receive an update when there's new information posted on DHS's website related to the unwinding, you can sign up for notices at: <a href="https://public.govdelivery.com/accounts/WIDHS/subscriber/new?topic_id=WIDHS_668">https://public.govdelivery.com/accounts/WIDHS/subscriber/new?topic_id=WIDHS_668</a></p> <p>DHS will be sharing information on all member correspondences that will be sent. It's included in one document that consortia will be able to review.</p> <p>Notices – Removing Worker Names &amp; Contact Info:  The work to remove agency's individual worker names and contact information has been completed with these exceptions, which DHS is working on JIRA items to complete:</p> <ul style="list-style-type: none"> <li>email notifications</li> <li>Access</li> <li>IM Central's change related to team names</li> <li>FSET letters.</li> </ul> <p>Alicia will be sending out a document that lists all notices that were changed.</p>			
Future Agenda Topics (Attachment)	January - IMOA Charter Review, Security Update (Carla)			

**Income Maintenance Subcommittee Key Messages**  
**IMOA**  
**Friday, January 6, 2023**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
2023 IMOA Charter Review	<p>IMOA members reviewed the IMOA Charter for 2023 with Jonelle Brom. Jonelle highlighted that there were no major changes to the purpose/scope statement, but that the goals section will be updated to reflect 2023 goals including a focus on the Public Health Emergency Unwinding project. Jonelle reminded IMOA members to share handouts, key messages, and information shared at IMOA with other consortia members. Lastly, Jonelle highlighted that it was requested to start IMOA meetings at 9:00 a.m. in 2023 to provide more meeting time.</p>	IMOA Members	On-Going	
DHS Policy/COVID-19 Updates	<p>Autumn Arnold provided some health care updates from the Consolidated Appropriations Act that has been shared with DHS staff from CMS thus far. There will be more information forthcoming. Key provisions of the Act are that it decouples unwinding from the public health emergency and that continuous coverage will end on March 31, 2023 for all new applicants of Medicaid. Autumn highlighted that at this point DHS intends to assign renewal dates for existing Medicaid members in Mid-February. For IC only Medicaid participants, they will have to reapply by 5/31/2023 or they will lose coverage. Autumn also discussed that it appears that MAPP and Childless Adult premiums will not be able to be reinstated until 1/1/2024 as the Act prohibits more restrictive policies from being implemented until the enhanced Medicaid funding has ended. CHIP premiums are not more restrictive, so these can begin to be collected earlier. More details will be shared on when CHIP premiums will begin. The Act also requires at least one year of continuous coverage for children beginning 1/1/24, DHS is working on getting more details from CMS.</p> <p>Autumn also clarified that CARES will be updated to have extensions begin after the date of renewal where additional or increased income has been reported. This will prevent anyone from losing their extension when they would have qualified for continuous coverage. Clean up for the C-9 code is on target to be implemented on 1-16. Instructions will come out next week.</p> <p>Stevy highlighted that the spending bill also ends all funding for Foodshare Emergency Allotments after February 2023 monthly benefits. DHS will need to apply for February Emergency Allotments around January 15<sup>th</sup>. A robust communication plan, including a letter to all participants in mid-January, will be sent to highlight these changes. Letters will be sent to everyone. Emails will also be sent around January 23<sup>rd</sup> to all participants with email addresses on file. A press release will be issued by DHS on Monday about Emergency Allotments ending. Access and MyAccess will start displaying a banner message with this information on Tuesday. Genesys will also have a message on this change and DHS will also publish on all of their social media pages.</p>	IMOA Members	On-Going	



January issuance will occur on January 23<sup>rd</sup> and a catch-up run will occur on March 11<sup>th</sup>. February issuance will occur on February 18<sup>th</sup> and catch-up run will occur on April 8<sup>th</sup> if FNS approves. These dates should not be shared with members yet. DHS anticipates that members will contact their local agencies with questions and a CARES coordinator notice has been prepared so that IM workers can use this information to answer their questions. Fair hearing and supplemental issuance information are also included in these materials. IMOA members are reminded that Emergency Allotment benefits do not continue after February even if a fair hearing is requested. Emergency Allotments needing to be issued after April, will only be able to be issued by workers with a security level of 75 or higher. DHS staff did highlight those members can request a fair hearing about their EA ending after February of 2023 and we will need to respond to fair hearing requests on this topic with the issuance details page, the last emergency allotment supplement notice and a copy of the statement that the Act ended the authority to approve emergency allotments. IMOA members asked for emergency allotments broken down by county. DHS will resend this information later today. Media inquiries regarding emergency allotments ending can be directed to the DHS media email at [dhsmedia@dhs.wisconsin.gov](mailto:dhsmedia@dhs.wisconsin.gov).

Social Security had a January 1, 2023 Cost of Living increase of 8.7% and this larger increase is having some impact on member's Foodshare benefit amounts. DHS staff reminded IMOA members that Foodshare members can also report increased expenses that might offset some of this increased monthly income.

Lastly, Stevey highlighted a few other provisions of the Consolidated Appropriations Act that will impact Foodshare. The bill provides provisions to reduce EBT fraud by implementing similar tools used for credit and debit cards. The second provision also details how benefits that are lost and stolen are replaced and reported. The bill allows only for a maximum of 2 months of benefits, or the amount stolen (whichever is less) to be replaced and that only 2 replacements can occur per federal fiscal year. As more information is obtained, it will be shared.

Jonelle Brom reported that Wisconsin has an approved plan for PEBT plan for the 2022-2023 school year. Wisconsin is the first state in the nation to have an approved plan. First round of benefits is planned to be distributed on January 21<sup>st</sup>. First round of benefits is for the months of September, October and November.

Kids who started the school year at physical locations but later transitioned to home schooling or on-line schooling have a special on-line application to fill out this year to become eligible for the program. These students will get monthly benefits of \$147.20 per month.

The Summer PEBT program benefit has been changed to \$40 per month, \$120 total for the summer. Home school and on-line school children do not qualify for summer PEBT. The public health emergency will have to be extended for pre-6 kids to qualify for this program. A permanent EBT program will still continue if a public health emergency does not continue. Questions about these programs can still be referred to the state PBET staff.

Genesys Update	<p>Jonelle highlighted that we are slowly rolling out the call-back feature for Genesys throughout the State. So far, MILES has started using this feature. Tim McGuire from MILES shared that they started using this feature on December 15<sup>th</sup>. Except for a minor issue on the first day, the call-back feature has been on and working. They shut the call-back feature down 90 minutes before they close, however, the system can shut down earlier if the call volume would ever exceed 90 minutes. Tim did highlight that the reporting features of call back are still in the works, so they do not have data yet on the systems utilization. From a staff perspective, this feature is very transparent. Staff either get a live call or an outbound call from the call-back feature. Staff answer the calls the same no matter which type of call they are getting. The Genesys workgroup will discuss this feature more at their meeting on Monday.</p> <p>Jonelle also informed IMOA members that they will be asked for the maximum number of agents each consortium will have at once so they can ensure that Genesys can accommodate a peak client surge.</p>	IMOA Members	On-Going	
Security Update	<p>Carla Treuthardt informed IMOA members that the final 2022 security audits are being completed and reminders are being sent to those still outstanding. Overall, the audits went very smoothly. Carla reminded counties to please update their security officers when they do have changes in these positions. Non-IM user audits are also being finalized which includes the Children’s First and Energy program staff members.</p> <p>Carla reported that the security request forms are being utilized and overall, the process is working smoothly. Agencies are just reminded that they need a valid WHAMS ID to get their CARES security set up. Carla reported they are finishing up training with their new staff members.</p>	IMOA Members	On-Going	
Roundtable Discussion: Unwinding Planning	<p>Jonelle reported that later this month the ARPA Funding Contracts will be released as well as the Unwinding Funding contracts. All agencies should have their base IM funding contracts in-hand.</p> <p>IMOA members then discussed the topic of some counties looking at reducing or modifying their weekly hours of operation. Jonelle reported that DHS staff have started checking with CMS and FNS about the feasibility of a shorter or altered work week but no formal response yet. It was highlighted that historically the federal partners have not approved any type of service hour changes.</p> <p>It was reported that one county in the State has switched to a 4 ½ day work week, they work longer hours Monday through Thursday and then they close on Fridays at 11:30 a.m. Some other counties are considering changes similar to this and/or have asked questions about what flexibilities there might be for future consideration.</p> <p>Jonelle clarified that she will get clarification from FNS and CMS on if there are any flexibilities in changing hours and get back to us. Once we have this determined, IMOA members also requested that further written clarification be included in our customer service administration memo on these service requirements.</p>	FNS and CMS Feedback	February 3, 2023	

	<p>Jonelle reported that the State LTE's are being trained and then they will work with MILES. Alicia reported that we will start with our monthly consortia unwinding meetings in January where we will be reviewing the data spreadsheets and discuss maximum Genesys agents. Weekly operational lead meetings for unwinding will start on February 9<sup>th</sup>.</p> <p><u>Updates from Consortia on Preparation for Unwinding</u></p> <p>Northern – weekly written updates with monthly trainings.  Southern – planning for staff training.  East Central – planning for staff training, meeting 1/10  IM Central – planning for staff training.  Western – planning for staff training.  WKRP – outreach to partner agencies, irate customers  Moraine Lakes – consortia planning next week  Great Rivers –Call center staffing – use Sharepoint  Capitol-training and kickoff planning meeting on 1/25  Bay Lake- onboarding volume difficulties Thurs/Friday, training planning occurring  It was highlighted that Child Care forms still need to be addressed in terms of removing worker names.  Jonelle also reported that they will be talking to CMS later today and hope to update the timeline for unwinding very soon.</p>			
Cross Departmental Updates	Alicia Grulke reported that the cross-departmental update document is being updated and it will be shared quarterly with IMOA. The original update will be through April of 2023.	IMOA Members	On-Going	
Future Agenda Items/Next Meeting Date	Agenda items for the next IMOA Meeting include: Policy and COVID-19 updates, Genesys Update, EBD/LTC Training update, and Unwinding Task Force update. Next meeting will be on Friday, February 3 <sup>rd</sup> .	IMOA Members/DHS Staff	February 3, 2023	

**Income Maintenance Subcommittee Key Messages  
Call Center Operational Technical Subcommittee  
November 28, 2022**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Genesys Callback Rollout Schedule	<ul style="list-style-type: none"> <li>• MiES will be piloting callback option in December 2022. Information from that rollout will be utilized to streamline rollout for consortia. Consortia will begin rollout in mid-January 2023.</li> <li>• Callback feature is mandatory for all consortia.</li> <li>• Callback option will be available to Spanish, Hmong, and Translation queues.</li> <li>• Callers will receive data on the number of calls in queue and an estimated wait time.</li> <li>• Parameters will need to be determined (example: how many calls in queue or how long a wait time before callback offered; what time of day to end callback option). These parameters will be set by the state.</li> <li>• Minimal training needed for staff.</li> <li>• Agent does not dial the customer, the system will. Customer will be on the call when it is offered to the agent.</li> <li>• Callback will only be offered once to the customer.</li> <li>• System will make multiple attempts if caller does not respond to prompt upon callback.</li> <li>• If the customer calls back before they receive a callback the system would recognize the callback option if the caller used a number they originally called on or the number they left for a callback number. The system will ask the caller if they want to wait in queue or wait for the callback.</li> </ul>			
Fixes and Malfunctions	<p>The following change requests were completed:</p> <ul style="list-style-type: none"> <li>• remove voicemail from queues</li> <li>• change timer for routing to voicemail or overflow</li> <li>• prioritized queues</li> <li>• undated menu prompts</li> </ul>			
Support, Change and Fix Requests	Effective immediately any non-critical or high priority support requests sent to the Genesys email address will be directed to open a ticket with the state help desk.			
Genesys User Guides	DHS expects to begin publishing user guides in stages beginning with Historical Report. Estimated release February 2023.			
Outages and Known Issues	<ul style="list-style-type: none"> <li>• November 15, 2022 Interaction Recording issue – all users with access to Interaction Recording impacted. Recordings were not indexed, no search results – pending RCA</li> <li>• November 18, 2022 Agent Login issue – unknown number of users affected. Users were logged out of voice channel and unable to log back in. Resolved after restart – pending RCA</li> </ul>			
Agent Performance Reporting	Vendors are working to resolve the issues with measuring talk time on outbound calls.			

Next meeting	Monday, December 12, 2022 @ 1:00 p.m. December 26, 2022 meeting cancelled  Questions and concerns regarding project can be directed to <a href="mailto:DHSGenesysCloudProject@dhs.wisconsin.gov">DHSGenesysCloudProject@dhs.wisconsin.gov</a>  Project Lead: Paul Michael Project Manager: Adam Afsary			
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**Income Maintenance Subcommittee Key Messages**  
**Call Center Operational Technical Subcommittee**  
**December 12, 2022**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Callback Rollout	<ul style="list-style-type: none"> <li>• MiIES rollout delayed 1 week. Rollout rescheduled for the week of December 12, 2022.</li> <li>• Any calls that are in the callback queue at end of day call center closure will exit the queue and not be held over (callbacks will clear at midnight).</li> <li>• State will determine callback hours of operation.</li> <li>• Callback will not replace voicemail options, but calls may go to voicemail before callback is offered.</li> <li>• There will be 2 weeks between rollout groups once consortia begin the process.</li> <li>• Callbacks will be counted as outbound calls for agent statistics.</li> </ul>			
Outages & Known Issues	<ul style="list-style-type: none"> <li>• November 15, 2022 Interaction Recording Issue. Cause was determined to be a recent upgrade of the host Symantec security tool. Mitigation - increased the number of CPU's and RAM on the host.</li> <li>• November 18, 2022 Agent Login Issue. Cause was the Genesys application Agent SIP server which was not allowing many agents to log into WWE which resulted in agents not being able to answer calls in queue. Pending mitigation.</li> </ul>			
Agent Performance Report Update	<ul style="list-style-type: none"> <li>• Vendors have resolved issues with measuring talk time on outbound calls.</li> <li>• Project team is drafting desk aids related to this report. Aids expected to be released week of December 19, 2022.</li> </ul>			
Next Meeting	<p>Monday, January 9, 2023 @ 1:00 p.m.</p> <p>Questions and concerns regarding project can be directed to <a href="mailto:DHSGenesysCloudProject@dhs.wisconsin.gov">DHSGenesysCloudProject@dhs.wisconsin.gov</a>  Project Lead: Paul Michael  Project Manager: Adam Afsary</p>			

**Income Maintenance Subcommittee Key Messages  
Call Center Operational Technical Subcommittee  
January 9, 2023**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Update on MiES Callback Pilot	<ul style="list-style-type: none"> <li>• Tim McGuire from MiES gave a report on how the callback rollout is going. MiES went live on 12/15/2022 and have utilized callback every day since. MiES is still gathering input from customers and staff.</li> <li>• Agents haven't noticed much change. They do receive a "toast pop" that tells them if their call is an incoming call or callback call.</li> <li>• Callback incorporates the amount of time it will take to return all calls in the callback queue and will "blackout" automatically when it reaches that point.</li> <li>• Real time data is available that shows how many calls are in the callback queue.</li> <li>• Backend queues are not currently included in the callback option.</li> </ul>			
Callback	<ul style="list-style-type: none"> <li>• Multiple settings will determine when callback starts, and stops being offered to customers: <ul style="list-style-type: none"> <li>- Estimated Wait Time threshold (EWT)</li> <li>- General Business Hours</li> <li>- Callback Hours</li> <li>- Blackout Period</li> </ul> </li> <li>• End of day calculation prevents calls with an EWT from extending beyond callback hours and they would not be offered callback option.</li> <li>• Callback hours can be set to correspond with normal hours of call center operation or only offered during specific hours within the normal hours of call center operation.</li> <li>• "Blackout" period adds an extra buffer to the end of the callback hours.</li> <li>• Calls that have an estimated wait time extending beyond the callback hours or into the blackout period are not offered callback.</li> <li>• When a call is placed in the callback queue, and it is still in that queue at the end of the day the system will clear the queue at midnight. If the system has called the customer back and the customer accepted the call, the call will be placed in the queue for the next available agent and will remain in the queue until it is answered.</li> <li>• If agents are logged in and in a ready state at the end of the day the system will call back any callbacks left in the queue and those calls will remain in the queue until taken by the next available agent.</li> <li>• Callback will not replace voicemail.</li> <li>• Callback will be offered in English, Spanish and Hmong.</li> <li>• Consortia will not have the capability to turn Callback on or off. This must be done by the state.</li> </ul>			
Callback Implementation Timeline	<ul style="list-style-type: none"> <li>• These dates are tentative: <ul style="list-style-type: none"> <li>- Phase 2 2/23/2023: Bay Lake, East Central</li> <li>- Phase 3 3/9/2023: Northern, Great Rivers, IM Central, Moraine Lake</li> </ul> </li> </ul>			
Fixes and	<ul style="list-style-type: none"> <li>• Cloud project currently working on prioritizing queues and updating front end</li> </ul>			

Malfunctions	<p>menus for consortia.</p> <ul style="list-style-type: none"> <li>• Effective 1/18/2023 historical reporting will be displayed using the central time zone. Historical reporting had been using Eastern time zone.</li> <li>• Holiday carryover Issue experienced on 12/27/2022 is a known issue and there is a workaround in place. Solution will begin implementation by vendor on 1/9/2023 and will take several weeks.</li> </ul>			
Reporting	<ul style="list-style-type: none"> <li>• Vendors have resolved issues with measuring talk time on outbound calls.</li> <li>• Genesys Project team is drafting desk aids related to Agent Performance Reporting. Tentative release date – week of 1/16/2023.</li> </ul>			
Next Meeting	<p>Next meeting Monday, January 30, 2023 @ 1:00 p.m.  Contact information:  <a href="mailto:DHSGenesysCloudProject@dhs.wisconsin.gov">DHSGenesysCloudProject@dhs.wisconsin.gov</a></p> <p>Project Lead: Paul Michael  Project Manager: Adam Afsary</p>			



**Income Maintenance Subcommittee Key Messages**  
**Performance Monitoring**  
**11/16/2022**

Agenda Item	Message/Action/Motion	Assigned To/ Referred to IMAC	Deadline	Closure
Recap of Sept 2022 meeting	Reviewed FSQC error data, got input on goals, Western PCR tool sharing. Email follow up with the tools and guides. Also shared updated 2023 updated prospective budgeting form-share with staff as appropriate.	Ashley Schabel		
2022-2023 Charter and goals review	Attachment-went over at least meeting. much was accomplished in 2022	Molly Thomas		
Tracker	Shared tracker that will be kept to keep track of what we are working on, where we are at and when to revisit. Will view at each meeting so the group can determine if any new items need to be on there and see the progress.	Nicole Rolain		
PHE Unwinding considerations/small group discussions	<p>Each small group discussed:</p> <ol style="list-style-type: none"> <li>1. What are your consortia doing for training?</li> <li>2. What does your internal QC look like?</li> <li>3. Anything you can bring or share that you are doing locally?</li> </ol> <p>Each group took notes to report back.</p> <p>Consortia finding difficulty knowing when to begin as PHE continues to be extended. Timing for training will be crucial.            One Consortia does podcasts.            QC varies by consortia/county-share results with people who make the error. Use state QC to develop trainings.</p>	All		
Monthly consortia report & SMRF performance	September monthly cons report was wrong. The data for renewals was incorrect. Batch run was canceled. New Sept report-attached to agenda-is incorrect. Correct reports were published to Sharepoint. If you don't have access to Sharepoint, let Donna know and she will share the correct report. Caseloads continue to grow. Timeliness still very good. Nothing looks alarming. Benefit recover is skewed due to Emergency Allotment of FS. If there is a report that needs to be adjusted-how is it communicated when there is a correction. Important for the communication to be pushed out to Operational Leads as the information is shared in various formats.	Donna King		
FSQC Error Findings	(attachment) FY2022 Oct 21-June22 overall very good 4.38% active. Top is wages and salaries, Shelter is next. 8 were agency caused. 16 clients caused.	Dione Sanders		
Breakout session Strategize on Client errors, ways to educate clients	Small group breakouts reported out. Some ideas shared: emphasize reporting requirements, and ask open ended questions. make sure customer understands all ways to report and that they read NOD. Focus on interviewing techniques. EPP Errors seem to ebb and flow. Clear language on notices would be helpful. Encourage members to read. Text messages and emails for reminders at end of month-regarding income, etc. Call center waiting messaging. Share accurate information with advocate agencies-including intent of reduced reporting.	All		

	Are scripts the most effective way to communicate. Build a rapport while interviewing. Slow down. use address match and ask better questions about shelter and roommates. Rollback messages on access/my access. promote self-care for workers.			
Future Agenda items	Transfer cases-QC when coming in?			

**Income Maintenance Subcommittee Minutes  
Ad Hoc EBD/LTC Subcommittee Meeting  
December 6, 2022**

Agenda Item	Message/Action/Motion	Assigned to/Referred to IMAC	Deadline	Closure
	<ol style="list-style-type: none"> <li>1. New impairment categories for worker-determined presumptive disability</li> <li>2. Medicaid Eligibility Handbook Updates               <ul style="list-style-type: none"> <li>o Annuities</li> <li>o Trusts for people with disabilities</li> <li>o Transfers made for a purpose other than to qualify for Medicaid</li> </ul> </li> <li>3. Veteran's Pensions</li> <li>4. PHE unwinding topics               <ul style="list-style-type: none"> <li>o MAPP disability redeterminations</li> <li>o Independence accounts &amp; premium penalties</li> </ul> </li> </ol> <p>DHS also requested and received input on agency priorities for Medicaid Eligibility Handbook rewrites.</p>			
Next Meeting				