

INCOME MAINTENANCE ADVISORY COMMITTEE (IMAC)

February 16, 2023

1:00 – 3:30 p.m.

Zoom Link: <https://dhs.wi.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	Jonelle Brom/Lorie Graff
1:05 – 1:10PM	Approval of January 19, 2023, Meeting Minutes (Attachment)	Jonelle Brom
1:10 – 1:20PM	Department of Health Medicaid Director Introduction	Jamie Kuhn
1:20 – 2:05PM	Department of Health Services Policy Updates	DHS Policy
2:05 – 2:30PM	Subcommittee Updates (Attachment) a. IMOA b. Performance Maintenance c. FPIP d. IM Training e. Call Center Technical/Operational	Lorie Graff Nicole Rolain Mary Donahue Shelby Jenson/Mitch Birkey Kris Weden
2:30 – 2:35PM	Income Maintenance (IM) Funding and Contract Updates	Alicia Grulke/Lorie Graff
2:35 – 2:40PM	Consortia Feedback: IM consortia will share feedback with DHS	Lorie Graff
2:40 – 2:45PM	Administrative Memos	Alicia Grulke/Lorie Graff
2:45 – 2:50PM	Regional Enrollment Network	Lorie Graff
2:50 – 2:51PM	Gap Case Monthly Update (Attachment)	Jonelle Brom
2:51 – 2:55PM	Public Comment	All
2:55 – 3:00PM	Announcements/Future Agenda Items	All

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Income Maintenance Subcommittee Key Messages
IMOA
Friday, February 3, 2023

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
DHS Policy/COVID-9 Updates	<p>Claudine McCarthy, DHS Communications Team: DHS will issue a press release in mid-February with more detailed information about policy plans(unwinding). You can share this update with media if you are contacted. If you choose to participate in local media stories, you can refer them to the DHS Communications Team for policy information as well. If you see a news piece with incorrect information, please forward to DHS for follow-up.</p> <p>In response to consortia feedback, DHS is reviewing areas where individuals are referred to the local agency versus the consortium. DHS will be adding information to direct customers to consortia contact information even where local agency is listed. (ex– widget to click on agency will take them to consortia level information and contact details).</p> <p>Autumn Arnold – Medicaid: CMS issued another round of guidance on January 27th.</p> <ul style="list-style-type: none"> • Good faith effort to get updated contact information: CMS has not defined this, but let states know that they will need to include this information in their unwinding operational plans. • States must attempt to contact clients through more than one modality: This refers primarily to renewal communications (45 Day Notice for example). If mail is returned with a forwarding address, it would count if we do forward the mail. DHS will need to develop a plan for mail that is returned without a forward address. This could include phone calls or texts, but DHS realizes that local agencies may have limitations on things like tests to members. <p>Biden announced that the Administration plans to end the PHE on May 11th. While some of the Food Share policies are still tied to the PHE, Medicaid policies are not.</p> <p>Key Dates for Policies Change and Communications to IM Agencies – Draft document was reviewed during the meeting and will be emailed to members after today’s meeting. Reminder that this document is for IM planning purposes only and is not intended to be shared beyond to consortia.</p> <ul style="list-style-type: none"> • The Department is struggling to publish an Ops Memo because things are changing so quickly. DHS plans to, instead, send out a FAQ document. This will be sent out in February. The Op Memo will be published in March. <p>2 Adjustments to the MA Renewal Redistribution Plan-</p> <ol style="list-style-type: none"> 1. PERM finding cited state for not ending MA when a CHIP member turns 19 (ages out of CHIP) during the unwinding. WI’s system did not allow us to end MA when this 			

	<p>population turned 19. In response to the finding, DHS plans to include these cases in reviews for June and July 2023. There are 3500 cases that will be impacted. It will increase reviews for these two months.</p> <p>2. To support DHS’s intent to grant Income and spousal support extensions to members at their post-PHE renewal, reviews for this group will be delayed until August 2023. CARES changes are being made to support those who already moved into an extension during the PHE.</p> <p>Cares changes are being made to prompt a referral to the Marketplace when appropriate. There will be a new CWW page that will list relevant individuals and provide a script for workers. <i>Question:</i> Aren’t individuals going into an extension if they are over income? A- This will apply primarily to Childless Adults.</p> <p><i>Question:</i> If a member completes a renewal, but doesn’t verify their income, will they still be referred and get a SEP in Marketplace? A-No, if they aren’t eligible due to a procedural reason, a referral would not be triggered.</p> <p>2 New SEP’s –</p> <ol style="list-style-type: none">1. Loss of full coverage Medicaid will trigger an SEP for Medicare enrollment.2. Those losing MA will be eligible for a SEP from 3/31/23-7/31/24. They will also be able to just attest to losing MA, and not have to verify this. ** To avoid a gap in health care coverage, individuals will still need to contact the Marketplace quickly after losing MA. <p>P-EBT Update 1st school issuance was completed 1/21/23 for months of August, September, and October. \$600,0000, 10,000 children.</p> <p>The application for the new population (those that left school after the start of the pandemic for home schooling or virtual attendance) was launched.</p> <p>Pre-6 –First issuance will be March 4th for September through January. Eligible families don’t need to take any action.</p> <p>Summer–EBT: DHS submitted their plan to FNS. We know there will be a program for school children. \$120 per child. Waiting on PHE notice to determine if pre-6 will be eligible.</p> <p>Refer those with questions on P-EBT to DHS’s website.</p> <p>Stevey Poppe – Food Share: Changes were made to the FSET letters to make them easier to understand, emphasize that FSET is</p>			
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	<p>a voluntary program, highlight benefits of participation, and update the Food Share clock. DHS will send out a copy of the updated letter.</p> <p>FSET appointment letters were also updated to emphasize that FSET is voluntary, and just one way to meet work requirements. Reminder – Any time there is a referral that’s not automatic, workers must enter case comments.</p> <p>There are 4 remaining Food Share EA issuance. Staff with a security level of 75 or above will be able to issue EA supplements.</p> <p>Letters to all Food Share members regarding the Food Share EA payments ending have been mailed out. Emails went out last week to all members with an email address on file as well.</p> <p>If you receive media inquiries, you can send them to DHS Communications. If you see a media piece with incorrect information, please send to DHS for follow-up.</p> <p>The Biden Administration announced their intent to end the PHE May 11th.</p> <p>Food Share Program Impacts-</p> <ol style="list-style-type: none">1. Drug Testing will be reimplemented 30 days after the end of the PHE. Based on May end date, this would be June 12th for new applicants. Current members who meet requirements would be subject to drug testing at their next renewal, starting with July renewals. **DHS is still working on drug testing projections by county. They are also working on reviewing drug testing administration requirements based on consortia feedback. Consortia feedback –Any changes that counties will need to make will take some time.2. Student Eligibility Exemptions- Beginning 6/12, these exemptions wouldn’t be available to new applicants. Exemptions would apply to current members until their next renewal. States have asked for student eligibility exemptions to continue, but they are included in PHE legislation.3. Reinstatement of ABAWD Time Limit Benefits- Plan is not fully flushed out yet. Will continue until at least June 2023. Original plan was to wait 4 months after PHE ends to reinstate. Now that there’s a new timeline, DHS is re-evaluating their plan. <p>Question: Is there a paper copy of FS changes, similar to the one that you will be sending out for MA? A- No, but DHS can work on this. With weekly consortia unwinding meetings starting next week, DHS will have an opportunity to get information to consortia between IMOA and IMAC meetings.</p> <p>Consortia Feedback – Consortia will need time to train staff, many of whom have never applied the policies (ABAWD time limited benefits, drug testing etc.) before.</p> <p>FS Interview Waiver – DHS intends to apply for the waiver. FNS has recommended a list of waivers that states may apply for and will be expediting their approval. Since the FS Interview Waiver is only available for 12 months, DHS is carefully determining when to apply for the waiver.</p>			
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	<p>Reminder that the waiver will seem different from when the waiver was used during the pandemic. To be eligible, we will need a signature, verification of identify for primary person and all other mandatory verification requirements, and there must not be any conflicting or questionable information. The waiver will still be a workload benefit for workers, but not like it was last time. DHS estimates that about 45% will be eligible, which includes EBD with no earned income and non-EBD with no income.</p> <p>DHS plans to continue the Telephonic Signature waiver throughout the unwinding. Systems updates are being made to systematically mark cases that will meet the interview waiver.</p> <p>There are 2 waivers that DHS will not be applying for because they are not compatible with the CARES system (SMRF procedures for renewals) or there would not be a workload savings (returned mail).</p> <p>The Food Share paper application has been updated. Updates are done annually. In addition to updating language to be more understandable, they added clarity on where completed applications should be returned (customers were misunderstanding and mailing them to the USDA Civil Rights address). They also updated the non-discrimination statement.</p>			
<p>COVID Unwinding Task Force Updates</p>	<p>Task Force met on January 17th. Much of the information covered related to the unwinding, and information that's also shared at IMO. They went over how the ABAWD time limited benefits, drug testing and student eligibility is tied to PHE. DHS's communications team reviewed the social media materials related to the unwinding. Partners were directed to use materials from the partner toolkit. They also reviewed how to help members to prepare for their renewals.</p>			
<p>Genesys Update (Attachment)</p>	<p>Genesys: Q & A document has been created for Call Back (Jonelle Shared a draft). Rollout of Call back – 2/23 Bay Lake, East Central, 3/9 Northern, Great Rivers, IM Central, Central & Moraine Lakes, 3/23 Capital, Western, WKRP</p> <p>MILES continues to have a positive experience with Call Back.</p> <p>Paul shared a power point on Genesys Enhancements- Completed –</p> <ul style="list-style-type: none"> • MILES Call back • Informing customer of place in queue and est. wait time • Agent Performance Report • Queue Stats Adjusted Report <p>In Progress</p> <ul style="list-style-type: none"> • Call Back items above for BOS • Ability to count calls routed to queue voicemail. • Historical reporting time zone changes to Central. <p>Future</p> <ul style="list-style-type: none"> • Umbrella agent groups for each LOB 			

	<ul style="list-style-type: none"> • Flexible skilling-skilling agents between 0 and 10 rather than 0 or 10 • Gather case number from customer and display for agent(possible future integration with CARES) • Add slots for additional in queue prompts when necessary. <p>Process for Next Enhancement Collection & Prioritization-</p> <ol style="list-style-type: none"> 1. Collecting all enhancements – 3 consortia reps will gather from each consortium and enter into a spreadsheet that Alicia provides. 2. Take all enhancements to call center subcommittee meeting to get any clarifications. 3. Governance Committee will review 4. DHS will send final list to consortia for prioritization (consortia reps will work to collect and prioritize). <p>Mid to end of March is plan for prioritization. 2/17 will be deadline for lists.</p>			
<p>W-2 Good Cause Claim Notice</p>	<p>Morgan Olmsted: Substantial updates were made to the Good Cause Claim forms.</p> <ul style="list-style-type: none"> • Removed stipulation that the form needs to be signed by a witness. • Updated to use trauma informed language. <p>There is also a new “Child Support Cooperation & Good Cause” flier to replace the Good Cause Notice. This no longer needs to be signed. It’s much more ‘friendly’ than the former notice.</p>			
<p>Training Update</p>	<p>The training team is starting to develop new LTC training. They are looking for one rep per consortium to assist with the redesign. Will meet 1-2 hours per month. Please submit names to Lorie Graff by 2/9. Lorie will submit to DHS.</p>			
<p>Roundtable Discussion: Unwinding Planning</p>	<p>Contracts:</p> <ul style="list-style-type: none"> • IM contracts are all signed • MA Unwinding Contracts were sent out • ARPA contracts -There are two errors in the contract that was sent out. 1) Missing language that funds can be used for incentive and retention staff costs 2) Amounts were lower than what DHS communicated in early January. <p>DHS Direction:</p> <ul style="list-style-type: none"> - <i>Sign and return the ARPA contracts you received.</i> - <i>DHS will be sending 2 amendments- one to correct the language and one to correct the dollar amounts.</i> <p>** Consortia will receive at least the amounts that were communicated in January. DHS has also identified additional funds, so consortia may receive a bit more than what DHS communicated in January.</p> <p>State LTEs are finishing training.</p> <p>Roundtable Discussion Unwinding Planning – Each consortia share precautions and/or established guidelines for pandemic-related changes –</p>			

	<ul style="list-style-type: none"> • Capital: Dane County may add a second security guard. • Bay Lake: Already made changes. They have security, but they are also keeping in mind trauma informed practices. Brown County does have bullet proof glass. Sheriff's Department is also on-site. They have duress buttons, de-escalation training. • East Central- In Winnebago they call on Behavioral Health staff to de-escalate if necessary. Reviewed with reception staff what the safety plans are if they feel unsafe. Security training. • Great Rivers – No changes. Eau Claire – no bullet proof glass. Sheriffs dept does walk through. May do this more during unwinding. • Southern- Duress button for other program areas to assist. Some counties do have security. • Kenosha – 2 security guards. Safety responders in the building. Moving supervisors into lobby. • Racine – 2 deputies in building, hired a security guard for unwinding period. • Northern – De-briefing team, de-escalation training. • Moraine Lakes – Haven't added anything new. Some counties have security measures that were mentioned. De-escalation training. Duress button in some counties. • IM Central – Nothing different has been implemented. Secure doors. Debriefing plan after events. • MILES: Moved into a new building so designed with unwinding security in mind. Screen customers as they come into the building. Working on securing parking lot. 			
<p>Future Agenda Topics (Attachment)</p>	<p>Policy updates (standing agenda items) COVID policy updates COVID policy training COVID Unwinding Task Force Cross departmental timeline.</p>			

Income Maintenance Subcommittee Key Messages
Performance Monitoring Subcommittee
January 18, 2023

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Introductions	We introduced all members of the group due to new representatives for some consortia.			
Recap of Nov Meeting	See Nov key messages			
Consortia Report	<p>Caseload still climbing</p> <ul style="list-style-type: none"> • 2nd party reviews-6 consortia had less than 10 elements in errors <p>Do we have the number reviewed? Can see how many pulled for each consortia-is case error rate and not a payment error rate.</p>			
PERM Results	<p>Payment error rate measurement</p> <ul style="list-style-type: none"> • -022 Our Review Year (RY), next RY 2025 • Review period dates 2025 (7/1/23-6/30/24) on anything paid out during this timeframe • Federally mandated under CMS guidance • Improper payments for Medicaid and CHIP • 17 state rotation-3-year rotation for WI • Review includes Fee for service, managed care, eligibility • National standard is 3%-we met low threshold! <ul style="list-style-type: none"> ○ Medicaid-national 11.89%, WI .51% ○ CHIP-national 24.01%, WI .90% • Only 5 errors for corrective action, compared to last time <u>280</u> • Email questions to DHSEligibilityQuality Control@dhs.wisconsin.gov 			
FSQC Error Findings	<p>Top 10 errors</p> <ol style="list-style-type: none"> 1. Wages and Salaries (8 cases) 2. Client Caused- (24 cases) 3. Shelter utility expense (SUE) <p>Active errors 4.54%, Negative errors-29.67% is cumulative negative error rate; steadily declining</p> <ul style="list-style-type: none"> • Verification (verify before denial) • Notices • Wages and salaries • Application 			

<p>Round Table: Strategize ways to improve or maintain efficiency during unwinding (ex. call 211 instead providing info on call)</p>	<p>Round Table: Strategize ways to improve or maintain efficiency during unwinding (ex. call 211 instead providing info on call)</p> <ul style="list-style-type: none"> - 20 min breakout session - 20 min larger group discussion <ul style="list-style-type: none"> • Group 1: <i>Conversations beginning, not all details known. Getting word out to community agencies for accuracy, call center messaging, ACCESS, myACCESS. Importance of training agents in call center. Resources available for staff. DHS support business model we have so certain advocate agencies aren't getting special treatment. One touch to reduce call backs, FS interview waiver may help call traffic.</i> • Group 2: <i>Updates and talking points into PH, maybe COVID unwinding section to find easily. Closing call center more than 2 days to get in training. Review calculations for EI and LTC. Get information to employers that some people may need to go on employers insurance-Medicaid ending. Rollback trainings. Website and foodbank updates, county resources. Increasing FS applications. Letting the stores know, customers may be upset.</i> • Group 3: <i>Staying in our lane-keep on eligibility work, maybe can not call out for others during workload. Partners in other agencies-education on referring to us appropriately. Post card to members for information on changes. DHS may want to steer conversation with media. Inaccurate info spurs calls. Refresher trainings-call volume is high. Self-care and soft skills for de-escalation. Minimize agency trainings during this time, or annual DHS training. School age children for FS during summer.</i> • Group 4: <i>Keeping spirits up for staff to prevent burnout. Recognizing who was there for pre- and post-COVID recorded trainings. Survey staff for what their training needs are. Complete microtraining in Cornerstone. QC leads to review cases and give staff feedback. Review operations procedures and potential pause some.</i> 			
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**Income Maintenance Subcommittee Key Messages
FPIP Subcommittee
February 14, 2023**

Agenda Item	Message/Action/Motion	Assigned to/ Referred to IMAC	Deadline	Closure
OIG Updates	<ul style="list-style-type: none"> • Candice Canales is the new FIRE Section Chief as of 2/13/23. Candice replaces retired Wendy Metcalf. OIG is hiring one summer intern. They have implemented Lead Workers in each area (ITAU, PARIS and trafficking). • The Fraud Investigation, Recovery and Enforcement (FIRE) Section will be hiring a Supervisor to replace Candice in the PARIS and Trafficking Enforcement Unit. This position provides direct leadership to 10 investigative staff. There is the potential ability to work fully remote. The position will be posted on wisc.jobs for 12 business days. • PARIS/Trafficking – The PARIS and Trafficking Enforcement Unit is hiring a full-time Trafficking Agent. There is the potential ability to work fully remote. The position will be posted on wisc.jobs for 10 business days. • ITAU- January 2023 stats: \$368,561 in statewide overpayments and 123 IPVs. ITAU established \$31,517 in new overpayments and 63 IPVs. PARIS unit established \$19,223 in overpayments and 4 IPVs and trafficking unit established \$5,713 in overpayments. • FS phishing scam-info going out to agencies soon. On 1/23/23 fake text message asking customers to call a number to verify their PIN and account number were going out to gain access to EBT accounts. Remind customers WI will never ask for personal identifying information. Customers can freeze their card in the My Access app when not using it. Can also block out of state transactions. • 2023 Fraud Admin memo is out. The fillable version is online. Please email to Tami Berg as soon as possible. • CSIRT request procedure: For employee related investigations OIG needs the employee’s name, worker ID, timeframe in question and outline of questions or concerns (why you need the report pulled). Send request to Tami Berg. A standard report request takes approximately 3 days to received; however, special reports can take longer. • The MA Overpayment Adjustment Project that was started 11/1/22 is now completed. 702 MA claims were adjusted. 			

	<ul style="list-style-type: none"> • SNAP framework grant: just over \$741,00 received. Working on ebtINSIGHT platform; starting March 19th easy to guess PINS will be blocked (e.g., 1111 or 1234). Customer must choose a different one. Will only impact new card holders and PIN changes going forward. Interactive voice recording -when someone calls to check FS account balance, they will need to enter their date of birth too. • If an agency reassigns a BRITS referral to OIG please note in the BRITS comments the reason why it was sent to OIG to complete. • On 1/31/23, FNS has issued guidance to agencies regarding the submission of state plans for the Replacement of Stolen FoodShare Benefits using federal dollars. DHS is actively drafting the plan and which needs to be submitted to FNS by 2/27/23. • OIG began a new skimming investigation in January which involved 51 compromised cards. Placement benefits totalling over \$44,000 in FoodShare benefits have been replaced at this time. Wave 2 of this current skimming started on 2/9/23 involving 13 cards. This investigation is ongoing. Spending is occurring across seven states. 			
BRITS Updates	<ul style="list-style-type: none"> • Internal IT updates have been made behind the scenes; the team is fully staffed, drafting manuals, and working on reports for Phase II. 			
PACS 2023 stats	<ul style="list-style-type: none"> • 2022 wrap-up: 5,300 claims created across all programs totaling \$5.7 million which is a decrease of 80% from prior years. They collected \$15.7 million which is a decrease of 18% from Calendar Year 2021. • January 2023 claim establishment (statewide across all programs) 582 claims totaling \$500,000. Collections \$972,000. 			
MAC, FTI and MTI hearings Discussion	<ul style="list-style-type: none"> • When PACS staff receive a fair hearing notice for MAC, FTI or MTI hearings they will review it and gather all documents the agency will need (Dunning Notices, Repayment Agreements, all contacts they've had with the petitioner, tax intercept forms etc) and send that to the worker assigned to the hearing. Agencies will need to enter the worker ID into CWW case comments of the worker the appeal is assigned to or email PACS directly to request the info be sent to them (I've been assigned appeal #####, please send me the information you have). You can ask to have PACS attend the hearing with you if it's a difficult case or a new worker doing the hearing. 			
Certified vs Regular mail	<ul style="list-style-type: none"> • Discussion of sending ADH exhibit packets as certified or regular mail, most counties use regular US mail. 			
WAPAF - April 2023	<ul style="list-style-type: none"> • ITAU will be presenting, "Fraud Investigation from A to Z" on 4/26/23. This program is designed for experienced Wisconsin IM workers looking to enhance their investigative skills and program integrity efforts. This is not the certified investigator training that was offered years ago. 			
Other	<ul style="list-style-type: none"> • N/A 			
Action Items	<ul style="list-style-type: none"> • Submit any May 2023 agenda items to Tami Berg or Mary Donahue 			
Next Meeting	5/9/23 2023 Dates: 5/9, 8/8 and 11/14			

Income Maintenance Subcommittee Key Messages
Training Subcommittee
January 23, 2023

Agenda Item	Message/Action/Motion	Assigned To	Deadline
IM Training Project Updates (Handout)	<ul style="list-style-type: none"> • Upcoming trainings in February <ul style="list-style-type: none"> ○ GAP filing 2/10 • Genesys Call Back 2/13 		
LTC NWT Redesign	<ul style="list-style-type: none"> • DHS is still working on timeline and materials. • Seeking a small work group to work with state – 1 person from each consortium. <ul style="list-style-type: none"> a. Open to a variety of experience. Recommending LTC experience • 1–2-hour meetings via zoom once/twice per month. Period would be March to completion of project. Feb 10th will be deadline for consortia to respond via tri- chairs 		
Refresher Training	<ul style="list-style-type: none"> • FS Residency & FS Eligibility for Joint Custody Cases (draft training shared) – feedback was provided to DHS –to be published in March. • Training will focus on: <ul style="list-style-type: none"> -FS Wisconsin Residency, FS Residency and other residences, FS homelessness and residency, FS temporary absence, FS joint custody, FS residency and eligibility 		
COVID Unwinding Trainings	<ul style="list-style-type: none"> • Micro-learnings have been published in December to Cornerstone – DHS IM Training will be looking at making updates based on recent guidance with PHE. 		
Innovative Training Project	<ul style="list-style-type: none"> • Project Update & Feedback Received – Julie R <ul style="list-style-type: none"> • Training Model: 10% VILTs and CBTs - 20% VILTS & Job Shadowing - 70% Case Processing (in the agency) • Feedback Summary: 88% Learner Response Rate: Survey learners at week 3 and week 6 and end of EBD workshop Learners feel that VILTs are effective (4.3 out of 5). Local support is rated at 4.4 out of 5. <ul style="list-style-type: none"> • Themes: Most Effective elements are hands-on and job shadowing (learn by doing) Trainers are making things engaging. Appreciate break-out rooms. 		
	<ul style="list-style-type: none"> • Suggested enhancements were more instructions before going into break out rooms, too many CBTs in the VILT and availability of more complex cases for practice. • What do learners think of local coaches? There does not seem to be consistency in supporting learners within agencies or use of the Coaches Guide. • Feedback from local coaches is only 22%. This may be due to the survey being in Cornerstone. This is being changed and will be sent as a survey link in the email from DHS IM Training • The Local Coaches rated the value provided but the Coach’s Guide and documents in the Coach’s Corner 3.9 out of 5. • Themes on VILTs – Local coaches reporting gaps in earned income and there needs to be more on 		

	<p>non-financial. Coaches desire for detailed summaries on what was covered. Coaches also have concerns on about to do activities on Thursday and Friday.</p> <ul style="list-style-type: none"> • Feedback from VILT trainers – blended seems to be working, size of cohort can impact learner experience (bigger the cohort is more difficult/challenge) • Feedback from IMAC Training Committee: <ul style="list-style-type: none"> -Special sessions in November & December to gather additional feedback: -Duration between BC+ & FS is short -Break out sessions directions -Local Coach Assignments -Answering Questions in VILTs -Navigation Skills-CWW -Challenges in county local support Thursdays & Fridays -Change in focus from prior program-policy to navigation -Amount of time spent in CBTs in VILTs <ul style="list-style-type: none"> • Additional Themes from IMAC Training: Program goes too fast, local supplementary materials being used/created; new worker cohort program is not being followed as designed. • Feedback Analysis: Local agencies need to improve on formal feedback to DHS via survey. DHS reviews feedback on regular basis. • Areas of Focus: <ul style="list-style-type: none"> • VILTs: Initial Adjustments to BC+ and FS, review VILT content balance out the VILTs with CBTs, and Pace/Timing adjustments. • Trainers: Observations of Trainers, coaching and providing best practices and providing consistency across cohorts • Local coaches understand program and how they should support learners locally, using resources in Cornerstone. • Local Coach Examples <ul style="list-style-type: none"> • Local Coach Sharing: Tool & Experience (WREA) – Jesse Wolf shared his Excel Spreadsheet of how he has incorporated the training into his local coach role and how his workers follow the training. 		
CWW Training Environment Project	<ul style="list-style-type: none"> • ECF and Doc Processing in learning environment coming in 2023!! 		
Walk On Items	<ul style="list-style-type: none"> • Annual Training Attestations were due 1/15/23, DHS IM Training will follow up with agencies that have not yet submitted them. • Cornerstone Audit Reports coming out in January to update Cornerstone records for those that left. 		

**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
January 30, 2023**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Fixes and Malfunctions	Historical reporting updated to Central Time Zone as of January 18, 2023. January data was aggregated. Genesys is awaiting DHS validation before completing work on the remaining data.			
Enhancements	<p>Completed enhancements:</p> <ul style="list-style-type: none"> • Callback feature for MiES only, including informing customer of place in queue (PinQ) and Estimated Wait Time (EWT). • Agent Performance Report. • Queue Statistics Adjusted Report. <p>Enhancements in progress:</p> <ul style="list-style-type: none"> • Callback for balance of the state. • Provide queue statistics to agents. • Ability to count calls routed to queued voicemail. <p>Tentative Future Enhancements:</p> <ul style="list-style-type: none"> • Umbrella Agent Group for each line of business (LOB). • Flexible skilling – ability to skill agents between 1 and 10 rather than 1 or 10. • Future CARES integration with ability to gather case number from customer and display for agent. • Add slots for additional in queue prompts. 	Genesys Cloud Team will begin collecting additional system enhancement requests that would be beneficial to multiple consortiums	Call Center Operational Subcommittee to discuss with consortium partners	
Callback Timeline (tentative)	<ul style="list-style-type: none"> • 2/23/2023 Phase 2: Bay Lake, East Central • 3/9/2023 Phase 3: Northern, Great Rivers, IM Central, Moraine Lakes • 3/23/2023 Phase 4: Southern, Capital, Western, WKRP • Agent and Supervisor training for Callback offered on 2/13/2023 • Reviewed FAQ's 			
Outages and Known Issues	<p>January 25, 2023</p> <ul style="list-style-type: none"> • Applications/Processes affected; all Genesys applications were unavailable. • Cause – ISP outage at MGEP data center. Nightly file transfer failed (next day re-run successful). • Nightly Historical Reporting Email Subscriptions were not sent and need to be re-run manually. • Outage from approximately 11:00 PM on 1/24/2023 to 8:50 AM 1/25/2023. • Root Cause Analysis (RCA) expected from vendor. 			
Agent Reporting	Agent Performance Report Statistics available in Customer Reporting Folder. Subscribe via History List. This report must be sent as a PDF. Click on the report and run it. Can be exported as Excel document.			
Next Meeting	<p>Monday, February 13, 2023 @ 1:00 pm</p> <p>Contact information: DHSGenesysCloudProject@dhs.wisconsin.gov Project Lead: Paul Michael Project Manager: Adam Afsary</p>			

**Income Maintenance Subcommittee Key Messages
Call Center Operational Technical Subcommittee
February 13, 2023**

Agenda Item	Message/Action/Motion	Audience/Recipient	Assigned To	Deadline
Fixes and Malfunctions	Genesys continues to work to aggregate data for historical reporting. December 2022 and January 2023 forward has been aggregated with Central Time Zone.			
Outages and Known Issues	Issue regarding retrieval of voicemail or the system indicated the voicemail had already been deleted was resolved on 2/9/2023. Any remaining voicemail which cannot be deleted should be reported to the Wisconsin Help Desk.			
Callback FAQ's	<ul style="list-style-type: none"> • Callback hours per consortia: <ul style="list-style-type: none"> - Callback option will be offered to callers 30 minutes after call center opens. - Callback option will stop being offered to customers 90 minutes before call center closes. - Additional “blackout” times will occur if callback queue becomes too large to handle by close of business. • Estimated Wait Time Threshold: 5 minutes. • Genesys will make 2 attempts to reach customer. • Genesys will be offered for any front-end queue excluding “translation” and those queues that immediately or eventually force a customer to voicemail. • Callback option for front end childcare queues is at the discretion of the business area. • Invitations for consortia to ask additional questions prior to rollout will be sent this week. 			
Agent Performance Report	Clarification: Agents who only handle a small number of calls, especially if those calls are outbound, will have a skewed number of “Calls per busy hour” on the Agent Performance Report. These agents use to be excluded from the CCA Agent Performance Report if they had fewer than 20 calls per month. Busy Hours also include extended after call work.			
Miscellaneous	<ul style="list-style-type: none"> • Genesys User Guide Historical Reporting will be released in February 2023. DHS is expected to begin publishing user guides in stages. • Currently working with consortia to gather new Genesys enhancement requests. 			
Next Meeting	<ul style="list-style-type: none"> • Monday, February 27, 2023 @ 1:00 p.m. • Contact Information: helpdesk@wi.gov DHSGenesysCloudProject@dhs.wisconsin.gov 			