

Economic Support Policy Advisory Committee
Thursday, June 20th, 2013, 9:30-Noon
Dane County Job Center - Ballroom
1819 Aberg Ave

- I. **Discuss Department of Children and Families (DCF) Topics**
 - A. Updates from Western Consortia Child Care Pilot
 - B. Discuss CARES programming changes/priorities for 2013-2015 Budget (see attachment)
 - C. Review Draft Admin Memo on Centralizing Repayments
 - D. Review Proposal to invest child care contract under-spending in either CCA enhancements or CDPU enhancements
 - E. Feedback and comments regarding new county incentives for identifying Child Care Provider Intentional Fraud
 - F. Updates and Continued Issue Identification for 2014 Income Maintenance Contract Negotiations (First Meeting was Monday, June 17th)
 - G. Updates from Secretaries Meeting (June 17th)
 - H. Discuss other DCF topics

- II. **Discuss Department of Health Services (DHS) Topics**
 - A. PPACA Updates
 - 1. Feedback and concerns on PPACA Plans and implementation of those plans (plans due to state on June 15th)
 - 2. Updates on 2013-2015 PPACA funding
 - 3. Sharing of innovative ideas/practices to help manage the increased workload
 - B. Updates on 2013 100% FSET Administration Funding
 - C. Updates and Issue Identification for 2014 Income Maintenance Contract Negotiations (First Meeting: Monday, June 24th)
 - D. 2013-2015 Budget Updates (Sarah Diedrick-Kasdorf) – FSET, MAPP, PPACA
 - E. Updates from Secretaries Meeting (June 17th)
 - F. Discuss other DHS topics

- II. **WCHSA Meetings**
 - A. Dates for upcoming Executive Committee Meetings - Thursday July 11th and Thursday, August 8th
 - B. Fall Conference Dates – December 5 and December 6th – Wisconsin Rapids

Next Meeting will be July, 18th, 2013 at 9:30 at the Dane County Job Center. (Minute Takers: East Central IM Partnership)

To participate by phone, please call (888) 273-3658, and enter in the access code of 6450020. If you call in before the host does, then you will hear music until the host joins the call.

IM Workarounds List

Priority	System	Program / Description	Description	Comments/Status
1	CARES/CWW	DCF Child Care	Issue with late Child Care SMRF processing –Need to code the REC/CMP date as the last day of the SMRF Process Month in order for CWW to process correctly.	SMRF
1	CARES/CWW	DCF Child Care	When Child Care requests change to NO after they have been denied for lack of review for something.....then if you get the stuff you have to re-request it.	Fix planned Fall 2012
1	CARES/CWW	DCF Child Care	System does not have a place to pend for the 2 years or less school program- Have to pend work study and then add text to the verification checklist.	
1	CARES/CWW	Employment Page/Verify Button	When FEIN numbers are listed on the employment page - you hit verify again and again- ultimately you remove them (noting in case comments why) so you can confirm the case...Having to hit the verify buttons on the end dated items.	
1	CARES/CWW	Miscellaneous	System should generate Notice of Missed Interview if appointment scheduled in CS otherwise, worker should be able to generate it in CARES.	Child Care Issue Currently manual
1	CARES/CWW	Case Transfer Issues	Transfers within consortiums : When needing to transfer a case from County A to County B, but the worker is in County C, the worker needs to pull the case into County C first, then transfer to County B. When transferring cases within the consortium, have it retain the county of residence or ask if you want the county of residence to change. Transfer coordinators and supervisors in the consortium should be able to view confidential cases. The ability to more easily transfer cases within the consortium. Example: Case is in office 55 in county A. Needs to go into a 50 office in county A. Transfer coordinator in the consortium who has worker ID in county B has to transfer the case to county B into office 50 and then transfer it to office 50 in county A.	Consortium Transfers DECE believes that this issue is resolved or there is a simple work-around. WREA discussions indicate a change is needed for the Consortia Model to redirect Attendance Reporting forms to a central point
2	CSAW	DCF Child Care	If on CSAW there was section to comment about how you came up with figures you did or other notes.	
2	CARES/CWW	DCF Child Care	The work around when pending a Kinship Care or Foster Care childcare case for any reason, the System will still count all the income on the case, you have to zero out the income to get the case to pend, it can be error prone when they are open for other benefits like FS/BC and if the Worker forgets to put the Income back in for one or both of the adults in the home, it may issue incorrect benefits with the correct codes for childcare (301/016)	Possibly a big problem for MILES and MECA.
2	CARES/CWW	Miscellaneous	Error message when running case....can not run 9 months live....having to go back and change all the dates on the request screens.	
3	CARES/CWW	SMRF	SMRF driver flow should go to all CWW screens that the forms asks questions about, such as rent page, dependent care expense page, etc.	SMRF
3	CARES/CWW	SMRF	Failing 554 (no SMRF) when running renewal. Confirm the 554 failure code and run “dummy” review TWICE.	SMRF
3	CARES/CWW	SMRF	SMRF received late –Need to code the REC/CMP date as the last day of the SMRF Process Month in order for CWW to process correctly. You will then need to update the	SMRF – FS/Child Care

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				FS program request page with the ACTUAL date of receipt as a break in service applies otherwise FS will restart with the date SMRF coded as received. If Child Care case, we have to go back and put the request to "Y" for Child Care in order for it to be looked at.	
3	CARES/CWW	SMRF		SMRF mode is needed.	SMRF
3	CARES/CWW	SMRF		Route paper SMRF to my mailbox.	SMRF
3	CARES/CWW	SMRF		Identify Child Care portion of SMRF form.	SMRF - Child Care
3	Access			An Edit should be set up in ACCESS so that clients are not able to make multiple applications for the same program within the 30 day time period of the initial application.	APP/SMRF
3	Access			Allow SMRF if in 6 th & 7 th month after adverse action.	SMRF
3	Access			Still seeing issues with online SMRF option - clients are not always given the option to complete the SMRF online	SMRF
3	Access			When you try to run a new RFA or ACCESS SMRF or Renewal and get the error that you must first process an Access application linked to this case, and this application is from years ago and already processed and you are stuck.	SMRF
3	Access			Online SMRF not being available at the time the notice is issued to the customer.	SMRF
3	ECF	CDPU		It would be great if the CDPU didn't re-enter the SMRF info after we've already processed what we would consider a complete SMRF, even if the opinion of the CDPU worker is that the SMRF is incomplete and they've mailed	SMRF
6	CARES/CWW	DCF Child Care		Until Child Care is regionalized, when several other CWW changes will need to be made, CWW should support the functions that Consortia are able to currently perform. CWW should support Client Registration being done in any County, all workers processing SMRF's in all Consortia should have the profile in CSAW to be able to set up authorizations for other Counties in their Consortium, and all Change Center workers should have the appropriate profile to be able to set up authorizations -after processing a reported change-in CSAW.	
6	CARES/CWW	Employment Page/Verify Button		Looping on Employment Screen - click on verify over and over: Call Help Desk-they have to push you past it.	
6	CARES/CWW	Employment Page/Verify Button		CWW keeps bringing up a blank employment page, cannot get past this screen. Click on the Employment Summary screen and check for an ended employment. Click on that employment, you should then see information that you need to click on and update from the Access application	Employment screen
6	CARES/CWW	Employment Page		Have to enter employment several times before it "takes" and shows in the budget.	CARES/CWW
6	CARES/CWW	Clearance		Person stuck in Mainframe but has been deleted in CWW: Case has someone who was deleted in CWW but remains on ANID. If case has been confirmed and they are still there, Can create a new RFA for that person for FPW only. Go through and get to current demo screen; 15 them out, hit enter then cancel off and make sure they are out of the other case. Run eligibility on the other case and confirm. Then go back to fake FPW case, finish the driver flow and deny all benefits. Case note dummy case and why.	
6	CARES/CWW	Clearance		STUCK IN CLEARANCE: Take out person's middle initial and enter again. Select SAME. If that doesn't work, try taking off one or two letters off their last name. Again, select	Stuck in clearance

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6	CARES/CWW	Clearance	same. SSN's show in CWW but not mainframe: go to the HH member's for each of the individuals and change the verification code for the DOB field, click next for each, after you are away from the HH member's page, go to the MF and check ANID, if you see the SSN you are good to go and you can go back to the HH member's page and put the verification code back to what it was before.	
6	CARES/CWW	Earned Income	When the system doesn't read the past income/employment income when you run with dates/or ask for a backdate.	
6	CARES/CWW	Unearned Income	Ability to update gatepost pages. Unearned income gatepost says has SSI income but does not really. While in driver flow, blank unearned income screen comes up. Can't enter through. Enter dummy screen with zero income.	
6	CARES/CWW	Unearned Income	UC Auto-Update- If the page has been auto-updated, you have to make edits, click to the next page and then go back and make the changes a second time before they take hold.	UC Screen
6	CARES/CWW	Unearned Income	Self-Employment expenses are disregarded when ? is entered to pend for verification which could cause a case to fail incorrectly by not allowing this deduction- Need to adjust the Gross Income on the SEI screen to reflect what the amount should be with the claimed expenses so the system will budget the net income.	
6	CARES/CWW	Absent Parent	Absent Parent Screen – blank screens at intake when both parents are listed in the case or the screen already exists	
6	CARES/CWW	Demographics	When you add a person to a household (like infants) and you have to updated Current Demographics, HH relationships and Benefits received pages for months PRIOR to the person coming into the HH or the child even being born in order to get CWW to run correctly.	
6	CARES/CWW	Demographics	CWW current demographics. If you got to current demographics and go to a HH member demographics that is not the PP and change some information and then use the back arrow at the bottom of the page to go to a different HH member current demographics page and also change some information, CWW will give you an error message and will throw you out of the system.	
6	CARES/CWW	Demographics	System error when updating address to out of state since the Final list blanks out the county of residence- Need to go back to the address verification page and override it to what you previously had in there, then you can run the case	
6	CARES/CWW		I think they should add a joint custody/shared placement page so we can better determine who has placement and what orders are in place.	
6	CARES/CWW	Verify Button	When working on the case and it makes you hit the Verify button for health insurance when you only changed one little item on the screen. Or when it puts you in a loop to hit the Verify Button on out dated Employment screens but it won't let go on without doing it.	
6	CARES/CWW	Verify Button	Click Verify Button-3 Options to try:- 1.Remove FEIN (place FEIN in case comments to be added back at later time as needed for CC program) 2.“Enter New Begin Month” with the previous month and then click “Verify”. May need to do this for a couple months back. 3. End this employment sequence (remove any ? marks and \$0 out income). Create new employment sequence for this employer.	

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6	CARES/CWW	Verify Button	Request by CWW to click verify button to very old employment pages where you cannot even click the verify button anymore.
6	CARES/CWW	Verify Button	Using ACDA to manipulate case mode when mail in review or verification items come in late.
6	CARES/CWW	Application	New requests failing for lack of renewal - resulting in you going back & running a dummy review of all the info you just went over to reopen the case.
6	CARES/CWW	Application	System not attaching new RFA to existing case. Try removing SSN.
6	CARES/CWW	Miscellaneous	A banner notifying a worker that another worker is processing the case, eliminating duplication of work
6	CARES/CWW	Miscellaneous	Change case comments to view for 1 year and to always have flags show first or a banner.
6	CARES/CWW	Miscellaneous	Have to act day verification is due. Many items come in on the last day, so the next day, staff spends a lot of time reopening cases.
6	CARES/CWW	Miscellaneous	CWW is very slow at times....
6	CARES/CWW	Miscellaneous	New Request mode is needed
6	CARES/CWW	Miscellaneous	On Case summary page - show all phone numbers listed on case; show what programs are open
6	CARES/CWW	Miscellaneous	Find a way to enhance the verification checklists - specifically the section for "A NOTE FROM YOUR WORKER." I use this section all time for people that need to submit SERIFs. They never read the notes and then I don't get back what I need. Perhaps it could be moved to display on the 1 st page rather than at the end of the verification items listing.
6	ECF	ECF/Viewer	Timing out in e-client ECF.
6	ECF		When you have to reactivate a case that is closed and go all the way to run eligibility just to be able to move a document that was received long time ago or that have no impact on the case like return mail documents.
6	ECF	ECF/Viewer	ECF & InterChange time-out sessions extended to 30 minutes
6	ECF	ECF/Viewer	Doc Codes need to be added to distinguish different types of documents that are currently all being put under the same Doc Code. For example, PPRF's and Signature Pages both come under the same Doc Code - APP. PPRF's should be coded as 'PPRF'.
6	ECF	ECF/Viewer	Routing rules need to work for each Consortium model. DHS should work with each of the 10 Consortium to determine what's needed from the routing rules, and test them for each Consortium to determine if they work for their model - program changes if possible to meet all Consortia needs.
6	ECF	ECF/Viewer	The document viewer set to default at viewing to 100%
6	ECF	ECF/Viewer	Routing Rules - documents are still not filtering correctly
6	ECF	ECF/Viewer	ECF, it takes a ton of time to log back in after a session times out...
6	ECF	ECF/Viewer	Too many system errors, particularly when processing verifications from document viewer.
6	ECF	ECF/Viewer	Document Viewer sometimes won't allow the viewing of documents or only partial. Example - SMRFs will only show the 1st 3 pages, you have to mess around to get all

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6	ECF	ECF/Viewer	pages up to view. Document is listed but unable to view in Document Viewer-Click on Document Information to get the Document ID, and then search ECF by the Doc ID. ECF code may have been incorrectly entered (misspelled or not capitalized) Then "Edit the Item Attributes" to make corrections
6	CARES/CWW	Case Transfer Issues	Unable to do a mass transfer of cases between the 50 and 55 caseloads. Need to move each case one by one which is very time consuming
6	CARES/CWW	Case Transfer Issues	RFA transfers – new process not working with mail-in apps?
6	CARES/CWW	Workload Tools/Dashboard	On the dashboard, by tasks, be able to put in a caseload or worker ID and be able to then get that caseload or worker ID dashboard. For pooled caseloads it would be easier to find items than using the different search functions.
6	CARES/CWW	Workload Tools/Dashboard	Add to the search functions, to be able to search by caseload in addition to worker ID.
6	CARES/CWW	Workload Tools/Dashboard	Move verification checklist & verification due date page up by Case Summary page for easy/quick access.
6	CARES/CWW	Workload Tools/Dashboard	Have all casework, including all alerts, changes, unprocessed documents, SMRFS, RFA,s applications, and renewals prioritized by date delivered to the Teams' Homepage and accessible to all team members. - Workload Management Tool a priority requesting full tool available ASAP and prior to March, 2013
6	CARES/CWW	Workload Tools/Dashboard	When I process the documents which are routed to my inbox, they disappear from my inbox. When I search for documents via caseload management, the cases that I have already updated are still there until the next day. Could the searches be updated so that once action is taken on a case, the case is removed from the search right away?
6	CARES/CWW	Telephonic Signature	Have the ability when doing telephonic signatures, to have it be done by a recording instead of having the worker read the information. Would be then a consistent reading of the script without workers varying in tone or missing words.
6	CARES/CWW	Telephonic Signature	Ability to accomplish the telephonic signature within 2-3 minute process. Telephonic signature summary should include client specific information only. No need to include all programs if not applicable.
6	Access		Fix work-around to link access apps to open cases
6	Access		Specific & User friendly instructions for clients.
6	Access		Allow customer appropriate entries only - eliminating duplication of effort for staff and frustration for customers – examples If SMRF is due – only allow SMRF and not Renewal If already receiving programs, do not allow new application.
6	Access		When processing online renewals, it tells you can't because the case is already in review mode. You have to go into the case, come back out and then go back into the online renewals received list and run the review again.
6	Access		Add statement advising client that information they enter for application, SMRF, changes are not immediately sent to the consortium and that they'll receive a notice

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6	Queries/Data Exchange	<p>within xxx days.</p> <p>Most of the SWICA matches have the wrong converted income. Example: Match was received for case where 3rd quarter income was \$1734. The converted income should be \$1734/3=\$578/mo. The SWICA match shows the converted income as \$620/mo. If Consortia are required to resolve SWICA matches, the converted income used to generate the match should be correct. The tolerance should be higher as well, since wrong converted income can make a big difference with the tolerance level being so low.</p>
6	Queries/Data Exchange	CWW does not allow wage history matches for 18 yr olds. This needs to change – 18 yr old income counts for FS and BCP. I have to back into mainframe to check on this.
6	Queries/Data Exchange	Hardcopy Tribal Food program lists should be automated to ensure that no one is receiving both tribal commodities and Foodshare at the same time.
6	Queries/Data Exchange	Put the unemployment info back on the Employment Queries. The auto update does not always work and it never works when the person is working and getting UI and the payments vary.
6	Inbox	Column for inbox when RFA is completed with document
6	Inbox	Simplify inbox – too complicated
6	Inbox	Alerts in HOD and Document Inbox do not match
6	Inbox	Upgrade inbox to real time so that workers are not duplicating work
6	Inbox	If additional info about the doc type (code) cannot be added to the search/inbox settings, could the case mode be added? This would allow a worker to see if the docs are related to an application, review, and change. It would help with prioritizing work.
6	Call Center Issue	Allow workers to change status without logging off
6	Call Center Issue	Add workgroup for confidential cases
6	Call Center Issue	CCA - should pop up case number (caller should have to enter case # or ss#, which would then pop up for the agent taking the call
6	Call Center Issue	CCA skilling is needed
6	Client Scheduling	CSDS-need to be able to delete appointment-across consortium
6	Additional Systems Issues	077 code issues still exist.
6	Additional Systems	Interview details page should default to the most current/recent activity.
6	Additional Systems Issues	The expedited/postponed interview and pending verification process doesn't always work.
6	Additional Systems Issues	CARES doesn't follow divestment policies.
6	Additional Systems Issues	Cannot always enter SSN.
6	Additional Systems Issues	Verification due date is not accurate and must be manually updated i.e. when MA is open and a new FS request is processed.

**STATE OF WISCONSIN
DEPARTMENT OF CHILDREN AND FAMILIES
DIVISION OF MANAGEMENT SERVICES
Administrator's Memo Series**

DRAFT Memo

RE: State centralization of payment posting for public assistance debts by the DCF Public Assistance Collection Unit (PACU).

PURPOSE

This memo describes the process for centralizing the posting of payments for public assistance debts including AFDC, W2, Child Care Client, Child Care Providers, Medical Assistance, Badger Care, Senior Care, Job Access Loans and Food Share.

BACKGROUND

The DCF PACU is responsible for the management and collection of \$64.5 Million in public assistance debts for the following programs: AFDC, W2, Child Care Client, Child Care Providers (Quick Collect), Medical Assistance, Badger Care, Senior Care, Job Access Loans and Food Share.

Historically, agencies and counties have had the ability to post payments they receive for the repayment of debts incurred in these programs. This approach was designed to offer the most flexibility for repayment.

Many modifications to the collection process have occurred since the repayment process was initially designed. These include the addition of lien (2008) and levy (2007) collection procedures as well as the addition of online payment functionality called Epayment (2005) for the repayment of debts. Also, DCF developed a web application for the enhanced and simplified posting of cash payments by DCF PACU called Benefit Recovery Posting Web in 2011.

In CY 2012, a total of \$7,374,750.85 was collected. Delinquency collection procedures performed solely by DCF PACU (lien, levy and tax intercept) or State managed automated processes (recoupment) represent 75.52 % of all collections performed.

Breakdown of collection procedures and percentages collected:

METHOD	AMOUNT	PERCENTAGE
State Tax Intercept	\$2,171,697.52	29.45
Federal Tax Intercept	\$910,394.86	12.34
Lien	\$63,646.14	0.86
Levy	\$714,639.69	9.7
Recoupment	\$1,708,892.00	23.17
In-Kind	\$5,711.29	0.08
Cash Repayment	\$1,799,769.35	24.4
TOTAL COLLECTED	\$7,374,750.85	
TOTAL STATE ONLY	\$5,569,270.21	75.52

In addition, DCF PACU processed 28,723 cash payments in CY2012 in comparison to the 7,790 processed by the balance of state. PACU currently processes 78.67% of all cash payments received statewide. This includes the processing of all Milwaukee County payments, as PACU began posting services for Milwaukee in 2011. It also includes all Child Care Provider payments for Quick Collect receivables.

AGENCY	COUNT	PERCENTAGE
DCF PACU	28,723	78.67
BOS	7,790	21.33
TOTAL	36,513	

The Division of Management Services has determined that the centralization effort will:

- Reduce hours spent by DCF PACU determining proper delinquency of overpayments due to agencies posting payments late
- Improve payment coding used to post payments which will provide a more accurate analysis of method of collection
- Improve consistency and accuracy in payment coding and splitting payments between liable parties based on repayment agreements
- Eliminate the need to update agency addresses on notices for payment
- Reduce agency workload involving payment posting
- Reduce DCF Finance workload for CORE activities
- Reduce duplicative programming requirements for agency posting

PROCESS

All collection related notices will be updated to reflect the centralized payment address. Agencies will no longer post any public assistance related cash payments in the CARES Benefit Recovery Subsystem. Any payments that are given to an agency should be forwarded to the centralized payment address of:

Public Assistance Collections
PO Box 8938
Madison, WI 53708

Agencies will continue to receive the appropriate incentive amount related to any collection made on claims established by their agency.

JOB ACCESS LOANS

Job Access Loans (JAL) can be repaid using “in-kind” hours, or community service hours, instead of cash. Because of this, local agencies will continue to process in-kind payments for JALs as they are not a cash transaction. If a JAL becomes delinquent, the ability to pay using “in-kind” hours is eliminated and the repayment must be in cash.

If a JAL becomes delinquent, then all payments must be made to PACU at the centralized payment address.