



**Economic Support Policy Advisory Committee Meeting Agenda**  
**Thursday, October 21, 2021- (9:30 a.m. – 12:00 p.m.)**

<https://us02web.zoom.us/j/85855274873?pwd=eG9jK1FmWWQ5M3Fua1JCK0xRWGFuQT09>

Dial by your location

+1 312 626 6799

Meeting ID: 858 5527 4873

**PAC Member Attendance**

John Rathman <i>Tri-Chair</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>	Kathy Welke <i>Tri-Chair</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>	Doreen Lang <i>Tri-Chair</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>
Chelsey Groessl <i>Bay Lake</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>	Bonnie DeBauche <i>Bay Lake</i>	IP <input type="checkbox"/> PH <input type="checkbox"/>	Tony Sis <i>Capital</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>
Nikia Morton <i>Capital</i>	IP <input type="checkbox"/> PH <input type="checkbox"/>	Ann Kriegel <i>East Central</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>	Annett Mooney <i>East Central</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>
		Ronda Brown <i>Great Rivers</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>	Nicole Rolain <i>IM Central</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>
Katie Gonzalez Martin <i>IM Central</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>	Bob Klingforth <i>Moraine Lakes</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>	Mia Anderson-Inman <i>Moraine Lakes</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>
Denise Jeffers <i>Northern</i>	IP <input type="checkbox"/> PH <input type="checkbox"/>	Maria Delgado <i>Southern</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>	Jessica Schultze <i>Southern</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>
Lorie Graff <i>Western</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>	Tricia Wavra <i>Western</i>	IP <input type="checkbox"/> PH <input type="checkbox"/>	Nina Taylor <i>WKRP</i>	IP <input type="checkbox"/> PH <input type="checkbox"/>
<b>Others in Attendance</b>					
Katie Davis <i>WCHSA</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>	Sarah Diedrick-Kasdorf <i>WCA</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>		
Carol Sjoblom <i>Capital</i>	IP <input type="checkbox"/> PH <input type="checkbox"/>	Jeff Werstein <i>Moraine Lakes</i>	IP <input type="checkbox"/> PH <input type="checkbox"/>	Carol Wautlet <i>Bay Lake</i>	IP <input type="checkbox"/> PH <input type="checkbox"/>
Darsell Johns <i>Moraine Lakes</i>	IP <input type="checkbox"/> PH <input type="checkbox"/>	Mitch Birkey <i>East Central</i>	IP <input type="checkbox"/> PH <input type="checkbox"/>	Kimm Peters <i>WKRP</i>	IP <input type="checkbox"/> PH <input type="checkbox"/>
Stephanie Ronnfeldt <i>Capital</i>	IP <input type="checkbox"/> PH <input type="checkbox"/>	Amberlyn Yohn <i>WKRP</i>	IP <input type="checkbox"/> PH <input checked="" type="checkbox"/>	Heidi DeNure <i>Capital</i>	IP <input type="checkbox"/> PH <input type="checkbox"/>
Stacey Stewart <i>Moraine Lakes</i>	IP <input type="checkbox"/> PH <input type="checkbox"/>				

**Minute Takers: Capital**

- I. Call to Order
- II. Roll Call/Attendance
- III. Review and Approval of Minutes – minutes approved, no changes
- IV. Administrative Items -

**Income Maintenance and Child Care 2022 Contract Negotiations – Katie Davis**

CC pretty much wrapped up

IM-still in discussions regarding a few items-Overpayments. Hopefully resolved shortly. New language regarding diversity and inclusion-it was updated and the consensus was the update was acceptable. DHS and the consortia will have a workgroup and develop a tool and an updated proposal will be in the 2023 contract.

### **Department of Health Services (DHS) Agenda Topic**

- I. Review/Discuss any outstanding 2021 Contract/Funding Issues –  
ARPA funds will be a separate contract. Whatever is not spent by 9/30/21 will roll over to the next fiscal year 10/1/21-9/30/22. There will be no additional ARPA funding for the next fiscal year.
- II. Updates IMOA Subcommittee - **September 10** –  
**-Policy updates**-SMRF bot, summer PEBT, DHS has received initial guidance on the 21/22 school year PEBT. FS updates-letters going out. The extension of the Public Health emergency by the Feds. COLA increases. Genesys updates. COLA increase. ABAWD policy. HC unwinding scenarios. Covering Wisconsin presentation-open enrollment 11/1/21-01/15/22. CARES call center updates including the ticketing system. Innovative training updates. . Next IMOA 11/5/21-requested Performance standard memo discussion to be on the agenda.
- III. Regional Enrollment Network (REN) Committee Updates – **Lorie**  
Fall Enrollment Conference – was successful. 300 people attended. All sessions were recorded. Covering Wisconsin got a new grant to expand especially in areas where there was no help.
- IV. Discuss DHS Feedback on Various Topics
  - A. Discuss Post-COVID Workload Considerations – FNS and CMS  
Abundance of SWICAS caused overtime for some agencies. The recommended outbound calls to resolve SWICAS are labor intensive. Will we get alternate guidance for the November SWICA dump? We have no clear direction for FS OP.
  - B. Updates on ARPA funding 2021/2022  
Current funding expires 9/30/21 expenditures must be submitted by 11/14/21. Remaining balance will roll over into next fiscal year. Shared ways to use the funds-telecommute equipment was one way. Cameras to use in waiting rooms so customers can meet with agents who may be working remotely. Some agencies are stocking up on things for innovative training. Some are using it for overtime.
  - C. CARES Suggestion Workgroup Updates – (**attachments**) **Kathy**  
Suggestions due by November 15<sup>th</sup> for June 2022. 2 have been submitted-automate SWICAS and automate mailing the auth rep form. Send to Kathy, Ann or Lorie
  - D. Discuss Proposed Changes to Establishing Overpayments **Doreen**  
Consortia are not anticipating a workload reduction-just a reduction in overpayments. Most of the work will still need to be done to determine if the OP meets the threshold. Automating SWICAs would take away some of the work. Unclear about how to proceed if no response received from employer or member for wages. IPV's narrows the scope. Will this increase hearings? Confusion over date of discovery. There will be a decrease in incentives and that does not appear to be acknowledged.
  - E. Review Planning for Equity Diversion and Inclusion-Rock county is working on this and has hired someone. Rock County will share information. WCA is working on this statewide at a regional level. Jeff Roman in Milwaukee county has volunteered to help other counties with this issue
  - F. Discuss worker safety-staff concerns due to names on documents and in ACCESS. Smaller counties tend to have more issues with this due to people being more easily known in the area. Dane has had some issues. A letter is sent by ES Manager explaining that behavior is

not acceptable if they wish to continue to use the job center. Will request to discuss at next IMO

- G. Discuss Security Requests-delays and access to WEBI issues. Some agencies have experienced delays. Carla usually will resolve. Will ask if the manual can be updated sooner rather than later to increase chances of forms being filled out correctly to expedite.
- H. Discuss replacement representative for IM/ADRC/TMG workgroup. Send suggestions to the tri-chairs.
- I. Discuss SMRF automation feedback-not working the way we thought. Does not confirm case. Does not add case comments. IM Staff need to review
- J. Refugee apps-Afghans-Western. No guidance. Apps are not able to be processed timely. Will ask at IMAC if any updates.
- K. Concerns with child support advising customers to close benefits. Some CSA may be telling people if they don't want to answer all the questions to just close their case. Concerns that they may not be given all of the vital information.

V. WCA Updates- **Sarah** nothing further

VI. **Action Items and/or Decision Items** from Standing Subcommittees

- a. Income Maintenance Operational Analysis (IMO) – Doreen already went through earlier
- b. Training – Innovative training-pilot delayed into early 2022
- c. EBD Quarterly – met 10/19/21 IRIS presented and new policies coming for November
  
- d. CCA/Genesys – Tony  
Tony reported on the most recent meetings. ECIMP and Bay Lakes go live 10/22/21. Special considerations for hotel spaces/shared phone numbers. Training is incorrect-do not dial the 1 for outbound calls
- e. Program Coordination – Lorie  
Met 10/20/21 new transportation provider-transitions Nov 1. Phone number the same
- f. Performance Monitoring – Ann-did not meet
- g. Fraud and Program Integrity – n/a

VII. **DHS Related Decision and Action Items Summary – Katie D.**

### Department of Children and Families (DCF) Agenda Topics

- I. Highlights from Child Care Program Coordination Committee – **10/20/21 – Doreen**  
New amendment with FOS in regards to replacement card through mobile app/FIS available 12/2021 FAQ for providers and parents in regards to EBT edge. Refresher training-90 minutes long. Virtual/live and then will be recorded. W2 EP moving to CSAW-some still in mainframe. Agency visits in September and October 2022 will be to interview staff regarding CC requests.
  
- II. **DCF Related Decision and Action Items Summary – Katie D.**

### WCHSA Reports/Action

- I. Next Executive Committee Meeting – Nov 4 – **Zoom**
- II. Next Secretaries Meeting - Wednesday, Nov 17– **Zoom**
- III. Fall Conference – December 2 & 3 – **Virtual (cancelled in person this year)- Katie**



Wisconsin County Human Service Association  
Diane Cable, *President*

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### **Follow Ups**

- A. Review Follow-Up Items and Assignments for Follow-Up Template – ***Katie D.***
- B. Completion and Distribution of Follow-Up Report – ***Katie D.***

### **NEXT MEETING**

Thursday, Nov 18, 2021 – 9:30 a.m. – Zoom

***Minute Takers for October – Great Rivers***