

**Chairperson:** Supervisor Peggy West, 278-4269

**Committee Clerk:** Jodi Mapp, 278-4073

**Research Analyst:** Jennifer Collins, 278-5290

**SPECIAL MEETING  
COMMITTEE ON HEALTH AND HUMAN NEEDS**

**Thursday, June 4, 2009 - 1:00 P.M.**  
**Milwaukee County Courthouse, Room 201-B**

**MINUTES**

**PRESENT:** Supervisors Dimitrijevic, Coggs, De Bruin, Lipscomb and West (Chair)

**EXCUSED:** Supervisors Mayo and Clark

**SCHEDULED ITEMS:**

**ECONOMIC SUPPORT DIVISION – 1**

1. 09HN08 From the Wisconsin Department of Health Services submitting an informational report on the transition of Income Maintenance to State control. **(INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

**APPEARANCES:**

Mark Thomas, Deputy Secretary, State of Wisconsin Department of Health Services (DHS)

Edward Kamin, Chief Operating Officer, Milwaukee Enrollment Services, State of Wisconsin (DHS)

Rea Holmes, Executive Assistant, State of Wisconsin DHS

- 01:35 Mr. Thomas indicated the State began its process of assuming the responsibility for day-to-day Income Maintenance (IM) services. There is a community access point, located at 7630 West Mill Road, that is already up and running. As of May 1, 2009, the State (utilizing State employees at this point) started accepting all applications for IM that came in online through the ACCESS system. As the transition moves forward, State staff will manage and supervise County staff to include eligibility workers, childcare workers, and clerical staff. The statute governing this policy was passed and signed by the Governor. The State will also be responsible for the infrastructure. This includes IT, telecommunications, and human resources. Computers and other infrastructure have already been installed at the Mill Road site.

## SCHEDULED ITEMS:

Mr. Thomas stated the State is currently building towards opening up their Call/Change Center on July 1, 2009. So far, the process seems to be running relatively smooth. Employees are working hard to process applications. The State is working with County management and staff at the Coggs Center to ensure a smooth transition. Right now, the Mill Road location is operating on dual checks. Even though there is work being done at the 76<sup>th</sup> and Mill Road location, which is managed by the State utilizing State employees, there is still a lot of work happening at the Reuss Center, Coggs Center, and Robles Center. Communication is key throughout this process to keep Milwaukee County management and employees abreast of the transition phases and to ensure the needs of all clients are being served.

On July 1, 2009, the Call/Change Center will open. It is located on North Teutonia and Florist Avenues in the Silver Mill Mall Plaza. On January 1, 2010, the State will be fully responsible for all IM functions and Wisconsin Shares in Milwaukee County. The State meets in both large and small groups with Milwaukee County Officials and the Administration on a weekly basis to discuss topics such as the transition of employees, how that transition will happen as it pertains to the selection of employees, what will happen if a call or letter comes to the Call/Change Center instead of the Mill Road location, etc. The meetings have been going on for a few months. These meetings provide clarity on who will be addressing what issue. Mr. Thomas indicated that he is very pleased with the collaboration between the two groups including the fact that jurisdiction is a non-issue. Everyone is truly focused on the end result, which is providing good service to all current and potential recipients. As the transition moves forward, there is the opportunity for things to fall through the cracks. However, both County and State staff are working closely to ensure that does not occur.

Mr. Thomas went on to state that a Memorandum of Understanding (MOU) has been signed with the Union, which will allow the State to work through the issues of how employees would be selected and how employees would have an opportunity to apply for State jobs that are available. The goal is to have a fair process but also to pay respect to the Collective Bargaining Agreement that is currently in place. A balance of work experiences along with employee training is imperative. A balanced mix of highly experienced individuals with less experienced individuals will result in the appropriate training for employees and ensure that the knowledge base is shared throughout all divisions.

## SCHEDULED ITEMS:

Mr. Thomas reviewed the goals for 2010, which include more community access points in Milwaukee where people can go to engage themselves in the process, get into the system, learn where to go to be served, and learn what services are offered at the various access points. One of the key measures moving forward is to encourage people to access services via the mail, the phone, and the internet. Of course, clients will be seen as they come into the Coggs Center or any community access point to receive assistance. Mr. Thomas indicated that research shows throughout the State and country that the more simple interactions can be done over the phone or through the internet. Additional goals for next year include the processing of all applications, renewals, changes, and six month report forms in a timely and accurate manner. Letters and notices are being reviewed to ensure they are readable, understandable and customer friendly.

11:51 Mr. Kamin provided an overview detailing the specifics of the transition in phases. Phase One began on May 1, 2009, when the State started processing all access applications and the cases that were a result thereof. Phase Two is the establishment of the Change/Call Center effective July 1, 2009. Phase Three starts January 1, 2010, entitled "the New Agency" when the State will be completely responsible for all Milwaukee County IM and Wisconsin Shares (child care) programs administration and responsibilities.

Questions and comments ensued at length.

46:31 Supervisor Coggs requested that staff draft a letter to the State outlining all questions posed by the Committee that were not directly answered for the purpose of receiving a written response from the State.

1:21:40 Mr. Rob Henken, Director, Public Policy Forum, appeared and spoke regarding this item.

1:30:50 Madame Chair supported Supervisor Coggs' request for staff to draft a letter to the State.

***The Committee took no action regarding this informational item.***

**SCHEDULED ITEMS:**

**STAFF PRESENT:**

Jennifer Collins, Research Analyst, County Board

This meeting was recorded. Committee files contain copies of the subject reports, communications, resolutions, and ordinances, which may be reviewed upon request to the Chief Committee Clerk. The official copy of these minutes, along with the audio recording of this meeting, is available in the County Board Committee Services Division.

Length of meeting: 1:08 p.m. to 2:42 p.m.

Adjourned,

*Jodi Kapp*

Committee Clerk

Committee on Health and Human Needs