# 2018 WORK PLAN - FMS

1. Plan for and manage transitions in funding and programs.

| # | Initiative Area | Current Status (Where are we now?) | Chosen Target (Where do we want to be?) | Tactics to Close the Gap (How do we get there?) | Measures of Success (How will we know we're there?) | Lead Staff Responsible (Who? By When?) |
|---|---|---|---|---|---|---|
| 1.a. | Family Care Implementation | Dane County begins transitioning to Family Care in February. POS contracts have been written to be unit based for 6 months. The 2018 budget includes 6 months of waiver revenue. | ▪ All 2,450 consumers are successfully transitioned to Family Care.<br>▪ All POS contracts are finalized, waiver funding is accounted for, and final Family Care payment is determined by July. | ▪ Work with managers and program staff to adjust contracts and funding during the transition.<br>▪ Accurately track number of individuals transitioning each month. | ▪ All consumers are transitioned.<br>▪ Signed agreement with DHS for Family Care payment.<br>▪ Waiver POS contracts finished. | Bill Hanna, Jean Kuehn & Lynn Green<br><br>August 2018 |
| 1.b. | Family Care & IRIS Billing | Dane County has signed contracts with Family Care MCOs and IRIS FEAs to provide service. | ▪ A system to receive authorizations from MCOs and ICAs.<br>▪ A process to bill MCOs and FEAs on a monthly basis. | ▪ Access MCO authorization and billing systems.<br>▪ Develop policies and procedures to track authorizations, collect service data, bill for service, and reconcile payments. | ▪ Dane County is providing service to authorized consumers.<br>▪ Dane County is earning revenue to cover costs of providing service. | Bill Hanna, Patty Hillebrand<br><br>December 2018 |

4. Assess and implement evidence-based service delivery models.

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| 4.a. | Update chart of accounts | The current chart of accounts (COA) is over 15 years old. It was designed at a different time. The world has changed since the original design – the Department and programs have changed, grant-reporting requirements have changed, and the staff working with and using the COA have changed. Furthermore, the Family Care transition will significantly reshape the Department. | ▪ A new chart of accounts that meets the needs of FMS, DOA and Division managers is developed in time for the 2019 budget.<br>▪ A COA that improves grant reporting and improves fiscal management. | ▪ Meet with Division Administrators to understand their needs.<br>▪ Meet with accounting staff to understand reporting needs.<br>▪ Meet with DOA to explore MUNIS capabilities. | ▪ Chart of accounts is prepared for the 2019 budget.<br>▪ DCDHS is prepared to issue purchase orders for contracts in 2019. | Bill Hanna, Edjuana Ogden, Patty Hillebrand<br>May 2018 |
| 4 b. | CCS rate setting policies, procedures and standards | Currently providers may select a rate equal or less than 10% of the Medicaid interim rate without documentation. When a provider's rate is too high it results in providers needing to return funds to the Department. | Provider rates are adequate to support business costs while not resulting in significant repayments required at year-end. | ▪ Develop rate setting and fiscal standards.<br>▪ Develop rate setting methodology and tools.<br>▪ Train providers on new rate setting process. | New tools and process will be used to establish 2019-2020 CCS contracts. | Bill Hanna, Laura Yundt<br>August 2018 |

5. Assess and enhance the Department's service outcomes.

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| 5.a. | Document payroll area job functions | Currently there is significant longevity of staff in the payroll area. There is little or no documentation as to how the payroll area works. There is a lack of job descriptions and written detail of the functions of each position. This makes it difficult for someone to step into a job when there is a vacancy or when essential functions need to be covered. | ▪ Written documentation of job descriptions and detailed functions of all positions in the payroll area. ▪ Documentation will include detailed instructions of how jobs are completed. | ▪ Establish a standard format for gathering the information. ▪ Have staff write up procedures for their various responsibilities. ▪ Review and approve documentation. ▪ Update as necessary. | Written documentation is completed for all payroll positions. | Patty Hillebrand December 2018 |
| 5.b. | Document accounting area job functions | The accounting area has experienced staff turnover in recent years. There is little or no documentation as to how the accounting area works. There is a lack of job descriptions and written detail of the functions of each position. This makes it difficult for someone to step into a job when there is a vacancy or when essential functions need to be covered. | ▪ Written documentation of job descriptions and detailed functions of all positions in the accounting area. ▪ Documentation will include detailed instructions of how jobs are completed. | ▪ Hire the Senior Accountant position. This person will assist with the process. ▪ Establish a standard format for gathering the information. ▪ Have staff write up procedures for their various responsibilities. ▪ Review and approve documentation. ▪ Update as necessary. | Written documentation is completed for all accounting positions. | Senior Accountant, Patty Hillebrand December 2018 |

8. Diversify and maximize revenue streams.

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| 8.a. | Collections of past due accounts | Currently past due accounts are transferred to State Collection, Inc. State Collections, Inc. keeps 25% of the amount collected. | The WI Department of Revenue's (DOR) State Debt Collection (SDC) program allows local governments to certify and refer debt. DOR does not charge local agencies for collections but rather adds a fee to the debtor. | • Review existing debt collection policies and procedures. • Determine which aspects of the process remain and which must be modified for a new system. • Certify debt and refer to DOR. | Increased revenue from collections and reduced collection fees | Perry Hayes December 2018 |

# 2018 WORK PLAN - FMS

11. Improve IT support for the Department to effectively manage its programs.

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| 11.a. | Strategic Plan | ▪ Project planning group meets regularly to review progress on projects.<br>▪ Additional needs continue to be added. | ▪ Cohesive department IT strategy / plan developed for the upcoming 5 years.<br>▪ Any resource deficiencies identified and proposal presented for addressing deficiencies.<br>▪ Project request and prioritization process in place. | ▪ Document existing systems and functions.<br>▪ Determine management priorities for items on project list.<br>▪ Identify desired future state.<br>▪ Evaluate potential options for achieving desired changes and develop a plan to accomplish changes.<br>▪ Identify resource deficiencies and request resources required to execute strategic plan. | ▪ Strategic plan is created.<br>▪ Resource proposal submitted to complete strategic plan.<br>▪ New project request process is created. | Kari Clemens, December 2018 |
| 11.b. | Electronic Information Security | ▪ Each division maintains rules and policies around documents they are responsible for safeguarding.<br>▪ Users receive training in orientation. | ▪ Completed evaluation of electronic security.<br>▪ Plan for addressing any areas where improvements should be made.<br>▪ Ongoing training plan established. | ▪ Evaluate security around handling and management of electronic documents.<br>▪ If necessary, establish or refine policies at Department level.<br>▪ Develop additional educational materials and provide additional staff training where needed. | ▪ Completed analysis of electronic information security.<br>▪ Taken steps based on results of analysis to improve electronic security. | Kari Clemens, Bill Hanna, December 2018 |