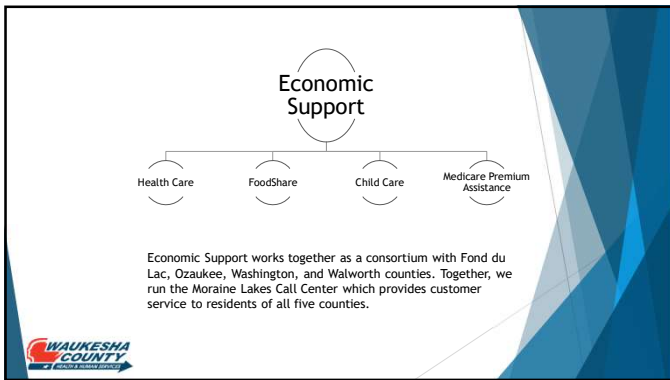
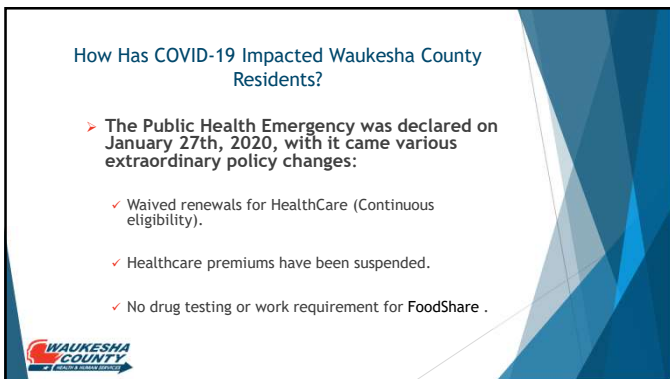




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3

How Has COVID-19 Impacted Waukesha County Residents?

- Benefit changes for consumers:
 - ✓ All FoodShare households have been receiving additional benefits to purchase food monthly since March 2020.
 - ✓ Public Health Emergency rules took all allotments to the maximum allotment for number of household (HH) members; if the HH already received the maximum allotment, they received \$95 extra.
 - ✓ Health Care coverage required to be maintained - the only exceptions are death, moving out of state, or de-requesting (called Continuous Coverage).



4

How Has COVID-19 Impacted Economic Support?

➤ Caseloads have increased annually

Area	2019	2020	2021	2022	% Change
Waukesha County	22,675	22,945	26,323	29,127	28.45%
Moraine Lakes	56,989	57,607	65,807	72,632	27.45%
Statewide	691,441	699,634	788,324	855,855	23.78%



5

Unwinding Plan


- The Consolidated Appropriations Act signed at the end of 2022 decoupled the extraordinary FoodShare and MA rules from the Public Health Emergency.
- The State has used the term "Unwinding" to describe the plans to bring cases back to where they were, from a policy standpoint, before the Public Health Emergency.
- The Act removed the requirement to maintain coverage as of April 1, 2023. Continuous Coverage is no longer tied to the end of the Public Health Emergency.
- The Act ended Emergency Allotments; additional FoodShare increasing all household allotments to the maximum allotment or \$95 additional if already there.



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Unwinding Plan


- ▶ The additional FoodShare benefits will end in February 2023. This will not be a phased-out approach as is the case with Health Care.
- ▶ In March 2023, all Health Care cases will be scheduled for a renewal by the local agencies on behalf State of Wisconsin DHS over a 13-month period beginning in May 2023. This will have a large impact on workload.
- ▶ The state is working on back up plans for managing workload and addressing long queues in call centers. Additional funding (ARPA) will be allocated to consortia for overtime and temporary staff.



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Unwinding Dates of Interest


- ▶ March 31st 2023 will be the last opportunity to apply for continuous Medical Assistance (MA) eligibility.
- ▶ In March, a letter from the State Department of Health Services will go out to all MA recipients detailing their specific renewal month.
- ▶ February 2023 will be last emergency additional FoodShare allotment month.
- ▶ May 2023 will be first round of renewals/applications that will be processed by Economic Support, continuing for the 13 months.



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Unwinding Dates of Interest


- ▶ Plans were developed to "smooth" the workload during the 13-month Unwinding period, but also attempting to align with already established FoodShare renewal dates whenever possible.
- ▶ January 2024 premiums for Healthcare will start again, these will be determined using the same policies as prior to the Public Health Emergency.
- ▶ January 2024 Continuous Eligibility (new policy) for children's Healthcare will start.



9

FoodShare Trends and Fiscal Impact


- ▶ Increased number of FoodShare (FS) Recipients over the past 3 years:
 - 2019 - On average 13,225 individuals received FS per month
 - 2022 - On average 16,179 individuals received FS per month
- ▶ Increase in total monthly FS issuance for Waukesha County:
 - 2019 - On average \$1,336,801 per month issued
 - 2022 - On average \$4,069,259 per month issued
 - Approximately \$2M of the monthly increase is due to Emergency Allotments which are ending in February 2023.
- ▶ The end of the emergency allotment will result in some households decreasing from \$516/mo to \$23/mo.



10

Medicaid/BadgerCare Changes

- Medicaid/BadgerCare Expenditures (claims and capitation) were \$316.9M in 2019 and increased to \$427.9M in 2022.
- Number of County residents who received Medicaid/BadgerCare in 2019 were 40,543 and increased to 50,843 in 2022.
- As residents come up for renewal, many will lose their health care coverage and need to explore other options such as the Federally Facilitated Marketplace or employer sponsored insurance.



11


Communications Plan

- ▶ DHS Press release January 16th, 2023: [Federal Government Ends Extra FoodShare Benefits for Wisconsin Households in February 2023 | Wisconsin Department of Health Services](#).
- ▶ Letter sent by DHS to all recipients of FoodShare January 16th, 2023 explaining end of emergency additional allotments.

Your Extra COVID-19 FoodShare Benefits Will End in February 2023

During the COVID-19 pandemic, a federal government program let us give you more FoodShare benefits than normal. These extra benefits were added separately from your regular FoodShare amount. The federal program is ending. The last month FoodShare members will get extra benefits is February 2023.


Starting March 1, 2023, you will only get your regular FoodShare benefits. This means your total monthly amount will be less than what you got during the pandemic.



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Communications Plan


- ▶ Jan 23rd, 2023 email campaign to recipients reinforcing the change to benefits.
- ▶ Banner messaging on ACCESS.wi.gov and MyACCESS smartphone app.
- ▶ Reposting and re-messaging unwinding communication and updates from DHS, including the Moraine Lakes Consortium call center number.
- ▶ Call center hold messaging explaining the end of additional allotments.
- ▶ Understanding Medical Expense Deductions Guide.
- ▶ Flyers and other resources will be sent to schools to disseminate.



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Moraine Lakes Call Center Response


- Increase in volume and long wait times expected.
- Implementation of the new call back feature in March.
- Utilizing ACCESS.wi.gov and/or MyAccess smartphone app to apply for benefits, make changes to a case, and check case status will be a recommended alternative to calling.
- Those that lose coverage for excess income will be moved to the Federally Facilitated Marketplace automatically.
- Agents will offer other resources including energy and rental assistance.



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Moraine Lakes Call Center Response

- Residents can call 211 for assistance with alternative health insurance needs or more food assistance resources.
- Call center agents will have access to updated lists of food pantries in the five counties that make up the Consortium.
- Residents can also access <https://feedingamericawi.org/find-help/#locate>, <https://www.dhs.wisconsin.gov/foodshare/resources.htm>, or <https://211wisconsin.communityos.org/online> for additional food assistance resources.
- WIC (Women Infants and Children) is also an option for those that qualify and are pregnant and/or have young children.



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DHS and Consortia Preparedness and Coordination

- Unwinding Pool of staff to assist ESS agencies hired and currently in training.
- Created a process for consortia to request assistance from the State.
- Extending CARES (state eligibility system) hours to accommodate staff working overtime.
- Separate funding to IM agencies and tribes to support the increased workload.
- DHS launched micro learning trainings for ESS agency staff.
- Operational Leads meet weekly with State.
- Unwinding Coordinators meeting at least monthly with each agency to review a set of measures and questions to review preparation for and implementation of the unwinding.



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Messages for Consumers

- ▶ Do: Keep contact information up to date.
- ▶ Do: Watch your notices closely.
- ▶ Do: Complete FoodShare renewals to keep benefits.
- ▶ Do: Sign up for ACCESS/MyAccess to apply for benefits, check case status/ action needed, complete renewals, report changes.
- ▶ Don't: Complete a HealthCare renewal before receiving the renewal notice.



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