

**AGENT Reminder July 14, 2022**

**General**

* When processing EI documents that were requested due to a SWICA discrepancy, please remember to also resolve the discrepancy on the case.
* When a customer calls because there is secondary coverage showing for them in the system that they need to get removed, they must have the exact end date of their policy. It may be necessary for them to call the insurance company to obtain this date. This date then gets entered on the Medical Coverage page by the worker. After this has been done, it could be necessary to contact TPL at 1-608-243-0676 to have the coverage removed.
* Dropbox has been updated with resources for each county. These can be found in the Resource Listings folder.

**FoodShare**

* People who are temporarily absent from the household due to attending school (students) are no longer considered as being in the food unit.
* When you make an attempt on a FS application and the person is reached but declines the interview, you are to schedule it under the **RFA**.  Do not process the application to the case or take any further action.  The person doing the appointment processes it at after making the attempts.

This is due to a known issue with the FSOD contact attempts panel.  If it is a priority service application and two attempts are not logged, the case won’t switch over to a regular work item and remains past due on FSOD until it is confirmed or denied later.  It will show 3 weeks past due on our untimely report and our timeliness percentage drops.

* Certain individuals at the Rock Valley Community Program in Rock County can be eligible for FoodShare benefits.  This is the 203 W Sunny Lane address in Janesville.  When these individuals apply, we need to ask what program they are in.  There are 3 programs:
  + Harper’s Place, which does short term crisis stabilization for mental health and substance abuse.  [https://www.rvcp.org/harper-s-place](https://secure-web.cisco.com/1MRZNwujgP8ayeRceC12-o1SATE3hOBm__j8jPra8aCu1D8xriAuF_FAifG2d6REHcIFmRVX2xkd-qsiUG2U6LQ2FfugfuzDxG_3scseT0-7f1t9h6pO9Nu62VFjW1KsD0AtL3UHGG0odNS4NM5YImBJv65BCHnZq3TJs8mnXlqCAPDbYO4356ViY57dNT5VkxHoTYfPnYd4xHoY9kz4CeOP_lMZTt50WuSdGUPSA_FjMBef6Tz9Nb8hJLFoRzsZi4d2X_mZqvpsOY4FWTJNlX2BDQuR7yCggl7jtSWDm3YEqbnfvsTTh8VHo466RkCRZsMqyLIayNInT-k2KYyKpPQ/https%3A%2F%2Fwww.rvcp.org%2Fharper-s-place) INELIGIBLE
  + **Veteran’s Transitional Living Center – Transitional Living for up to 24 months.  They offer a wide array of services to assist in the transition to permanent housing in the community.** [**https://www.rvcp.org/veterans-services**](https://secure-web.cisco.com/1edUBLosX_Ab71swJJBiITPYlFIQlmfKrINP3jX-KYp_S2eKTuOiGGg5nX0ipNLFw7qziRXaCs1ZXmeK-Xam7JCkfxdg01mC5VNDOINFVmDZc-b_eC-LpNshNie-atgqQGNIxvItw1akb6algHah7__cKZpSkddjAiMdxSKDNkElUg5Dl--t90kAx7vJh9ZXa8o1XI-GQ9YnvQGTJfoqrKYXLedLAH5qn00YnWdVVnXlZ38mQZUTGT-3Q1BlUJSicOnK3X4g0oZNuR77g_7RBqxcpgV4BV_mR-rKsTI7uiG4bnEay9SHlsr6RUlXJNWen-z_FfPXzHWhi1Mz21lD3jQ/https%3A%2F%2Fwww.rvcp.org%2Fveterans-services) **ELIGIBLE**
  + Corrections – Residential re-entry program for adult offenders transitioning to the community.  This is state licenses CBRF with 115 beds.  They also provide services to assist with re-entry.  [https://www.rvcp.org/residential-services](https://secure-web.cisco.com/1555zJx8TiKNYDUHsfHdH6DA3XaEKj8KU_bVG9ZubkkwkZ2RDfIc5wrRpir5yJaEYduz9VSXJxL-lv6Z2u1jmlt_QweJuj188joSbysA-9WH1mqvv882Si7FMIxDrVefP6RcI0WiGDhSkVOq8rC9YzdnAS-ZaX7Y5VBX8sLf-YzFsvhynFVCnDPT0K6_xtG2mEJT3CH8gqK0n8FaHb_OzY_D-AlIPL6Qruv3DhomIt_1wwPzRL92ISzkpv4mBfGS0aqvIC_7OiS1o5h1rnD6DjSpzGgvL989exMKK3dr3IvSQkriwto1TJG_GXBKIrYE7irnyLUYKCWBjaIcWxJe7tw/https%3A%2F%2Fwww.rvcp.org%2Fresidential-services) INELIGIBLE
  + Only the individuals residing at the Veteran’s Transitional Living Center are eligible for FoodShare under the transitional living policy FSH 3.2.1.3.2.  They would be considered homeless and can receive benefits for FoodShare
* Please see the below MER reminders:

SCC

* Remember to use the standard SCC greeting: *“Thank you for calling the Southern Consortium Call Center, this is (your name).   May I have your case* number *or social security number, please?”*
* Verify the customer’s information including their name, address and phone number
* Summarize the call
* Read required scripts
* Provide case status
* Use appropriate closing “Is there anything else that I can help you with today?”
* Mail appropriate notices

SCRIPTS

* For Healthcare only cases, no scripts need to be read
* For FoodShare, the following scripts need to be read:
  + FS-Reporting requirements
  + FS Work Registration/ABAWD Work Requirement Script \*this will appear in the CWW driver flow when it is required to be read

VERY IMPORTANT

* Workers **must** encourage applicants to file an application or set a filing date on the same day that the applicant contacts the agency
* For FoodShare, this is the date that benefits will begin, if approved.  For Healthcare, benefits will go back to the first of the month
* An applicant must provide **only** their name, address and signature to set a filing date
* Below is an example of how to offer to set the filing date:

*“In order to apply for benefits a filing date needs to be set which will determine the date that your benefits would begin. I can assist you with that over the phone right now. If you do not have time right now you can call back when you do have time, I can mail you an application, you can pick one up at your local agency or you can start the process online at access.wi.gov. You can also do the application in-person if you prefer.*

* Applicants **must** be offered all of the ways to apply which include:
  + ACCESS <https://access.wisconsin.gov/access/>
  + Phone (Telephonic signature)
  + In-Person
  + By Mail

**Child Care**

* Workers must create RFAs, complete telephonic signatures and schedule appointments on all requests for Child Care. This applies even if the case is being transferred to the Rock Child Care line.