**Escalated Calls Contacts and Process**

All Agents will e-mail escalated call back requests to the county of residence of the case. Use the below e-mails accordingly and follow the below process.

Email the case information, programs open, and team assigned with the subject stating Escalated Caller – Program Area. Include a brief summary of the issue and the interaction ID in the body of the email.

Example: Escalated Caller – LTC, CC, Bilingual, FS, BCP, etc.

The supervisor of the local office will return the call to the client within 2 business days.

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| --- | --- | --- |
| County | Contact Name | Email |
| Crawford | Primary - Mendy Chesebro | mchesebro@co.crawford.wi.gov |
|  | Back up – Teresa Beers | tbeers@co.crawford.wi.gov |
| Grant | Primary - Cece Fishnick | cfishnick@co.grant.wi.gov |
|  | Back up – Nikki Huber | nhuber@co.grant.wi.gov |
| Green | Primary - Mark Nelson | mnelson@gchsd.org |
|  | Back up – Amie Ballard | aballard@gchsd.org  |
| Iowa | Primary - Kate Chambers | kate.chambers@iowacounty.org |
|  | Back up – Teresa Bahr | Teresa.bahr@iowacounty.org |
| Jefferson | Primary - Kathy Busler | KathleenB@jeffersoncountywi.gov |
|  | Back up - Jessica Schultze | JessicaSc@jeffersoncountywi.gov |
| Lafayette | Primary - Missy Zasada | mzasada@lchsd.org |
|  | Back up – Crissy Black | cblack@lchsd.org |
| Rock | All Supervisors | RockESS@co.rock.wi.us |

If there is an issue with the case and it requires corrective action from the agent, direction will be given, and the direct supervisor will be cc’d in on the email.

If there is an issue from a personnel stand point (ex: rude to customer, inappropriate behavior, etc.), the call should be emailed to and discussed with the direct supervisor so they can follow up with their worker.