

Genesys Reminders

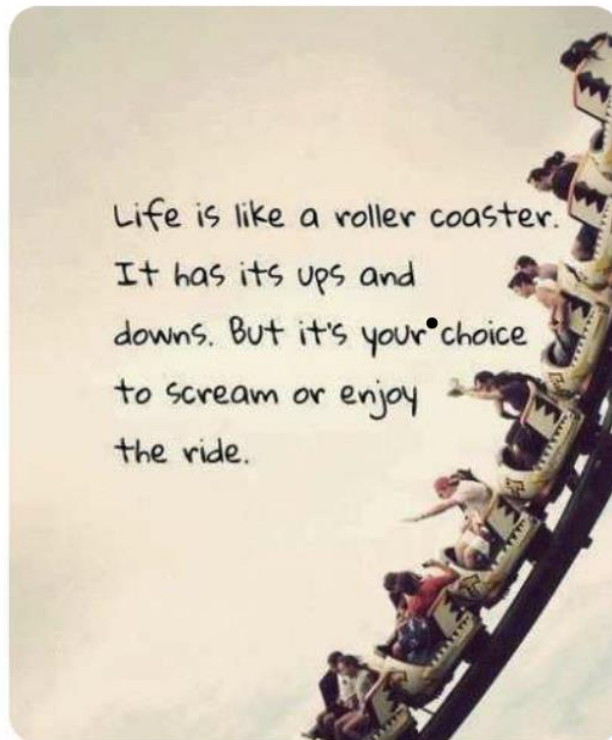
It's been a wild couple of months since the Genesys rollout. Everyone has been doing a great job of working through all the kinks and making the best of the changing processes. There are a few reminders below:

1. Only use the ATS - Other line and read all telephonic signatures. Do not use the system prompted/computer read process.
 - a. Using the other ATS lines when it doesn't play correctly or record correctly causes an issue that the recording isn't showing up in ECF.
2. When generating a duplicate summary, do this through the correspondence history unless there are changes.
 - a. Generating duplicates off the generate summary page is causing a mismatch with the original signature/ID.
3. When copying and pasting the Connection ID, please verify that the ID you pasted into CWW matches the ID on your screen in Genesys.
 - a. This is causing a mismatch in the IDs and pulls the wrong recording into the case/RFA in ECF

A Genesys user guide is now available! The Genesys user guide became available on the [Eligibility Management](#) page on February 28, 2022.

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Calendar



MARCH 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
13 Daylight Savings Begins	14	15	16	17 Adverse Action	18 Full Moon	19
20 Spring Begins	21	22	23	24	25	26
27	28	29	30	31		



APRIL 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15 Adverse Action	16 Full Moon
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Statistics



SCC Statistics (previous 12 months)

Month	Calls Offered	Calls Answered	Answer Rate	Average Speed of Answer/Mins	Average Talk Time/Mins	Average Handle Time	Longest Waiting Call /Mins
January	6,916	6,891	99.64%	0.24	9.99	10.29	14.93
February	5,968	5,958	99.83%	0.19	9.83	10.12	13.78
March	6,373	6,362	99.83%	0.19	9.82	10.11	9.57
April	6,770	6,751	99.72%	0.24	10.09	10.39	10.22
May	6,373	6,358	99.76%	0.24	10.79	11.09	11.68
June	7,545	7,513	99.58%	0.28	10.85	11.14	10.52
July	7,827	7,783	99.44%	0.37	10.76	11.05	11.90
August	8,745	8,601	98.35%	0.99	10.55	10.83	13.70
September	9,793	9,603	98.06%	1.33	10.82	11.10	19.75
October	10,210	10,028	98.21%	1.25	11.10	11.39	14.98
November	10,946	10,571	96.57%	1.95	11.05	11.33	18.42
December	9,956	9,235	92.76%	2.49	10.61	11.14	17.63
January	12,108	10,871	98.78%	3.09	10.67	11.15	
February	10,038	9,319	92.84%	1.43	10.63	11.09	

Application Processing Statistics

Southern Consortium Application Processing for January 2022 and February 2022

Target is at least 95% timeliness for the Southern Consortium

Agency of Administration	Applications Processed Count	Applications Processed Timely	
		Count	%
January 2022			
CRAWFORD COUNTY	119	119	100.0%
GRANT COUNTY	346	340	98.27%
GREEN COUNTY	251	249	99.20%
IOWA COUNTY	141	141	100.0%
JEFFERSON COUNTY	623	621	99.68%
LAFAYETTE COUNTY	98	98	100.0%
ROCK COUNTY	1,759	1,733	98.52%
Total Applications Processed	3,337	3,301	98.92%
February 2022			
CRAWFORD COUNTY	93	93	100.0%
GRANT COUNTY	271	270	99.63%
GREEN COUNTY	144	144	100.0%
IOWA COUNTY	100	100	100.0%
JEFFERSON COUNTY	445	442	99.33%
LAFAYETTE COUNTY	77	77	100.0%
ROCK COUNTY	1,438	1,411	98.12%
Total Applications Processed	2,568	2,537	98.79%

Policy Page



Workaround

There are some SSI recipients who receive an SSI-E payment (SISE in CWW). This income is disregarded for FoodShare. If the income is marked as unavailable, this results in the State SSI income and any CTS payments as also being coded as unavailable since these benefits are issued in one check.


The **workaround** for getting the system to disregard this income for FoodShare is to enter the total amount of the SSI-E payment as an expense on the SSIE expenses section of the Unearned Income page in CWW using “NA” as the verification code. Failure to do the workaround may result in an underpayment to the customer.

Reminder

Program filing dates must be and should only be updated at:

- Application
- Person add
- Person delete
- Program add
- Late renewal or renewal related verification is submitted for HealthCare
- Late verifications are submitted after the 30 day denial notice is sent for a FoodShare application (up to 60 days past the filing date-Ops Memo 14-48)
- When CARES shows the following message:

The following events have occurred:

 **AE253:** Please update the 'Begin Month' and 'Program Filing Date' in order to run eligibility successfully.

Remember to use the “Break in Service” page when reopening FoodShare based on a break in service, including late SMRFs.

Introducing



Diana and Sara filled out a questionnaire to help us get to know them better. Here are their answers.

Introducing Diana Jurado (XROA69) Rock

Where do you live? Beloit

Who is in your family: Adriel (son), Miriam & Maria (sisters), Edgar & Nelson (brothers), Vicky & Efrain (parents)

What type of pets do you have, if any? No pets, hoping to get a dog soon.

Where did you grow up? Beloit

How did you come to work in Economic Support? I worked part time for two years at Rock Haven and patiently waited for the best fitting FT position to become available for me.

Where else have you worked? Rock Haven, Dextera, Data Dimensions, State Collection Services.

What is your favorite indoor or outdoor activity? I love outdoor water parks.

What is your favorite food? Tamales

What are you watching on T.V right now? Legacies

What is your favorite movie? Pearl Harbor

What is your favorite song or type of music? Mexican, Bachata, Reggaeton, Rap & R&B.

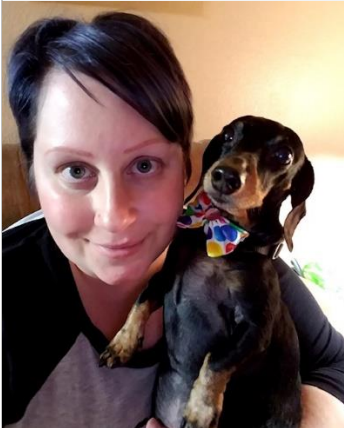
What is the last book you read? In death book series by JD Robb

Do you have any hidden talents? I like to craft a lot with my Cricut maker.

What is something you want to do this year? Buy a house & go back to school in the fall.

What could you never give up? Chocolate

What else do you want to tell us about yourself? My happy place consists of singing karaoke & shopping



Introducing Sara Soetaert (XROA--) Rock

Where do you live? Janesville, WI

Who is in your family? Patty (mom), Richard (dad), Scot (brother), Me

What type of pets do you have, if any? 3 dogs who are my babies. Bobbie Boucher, Dexter and Dr. Wigglesworth.

Where did you grow up? Janesville, WI

How did you come to work in Economic Support? I worked as a W2 Case Manager and interacted with Economic Support.

Where else have you worked? Forward Service Corporation, US Cellular, St. Mary's, Beloit Health System

What is your favorite indoor or outdoor activity? Swimming or napping

What is your favorite food? Pizza

What are you watching on T.V right now? Snapped and 1000lb Sisters

What is your favorite movie? Return of the Living Dead

What is your favorite song or type of music? Rap and Reggaeton

What is the last book you read? How to Survive the Zombie Apocalypse

Do you have any hidden talents? Good at making people laugh and painting my nails.

What is something you want to do this year? Take funny family photos with my dogs.

What could you never give up? Cheese

What else do you want to tell us about yourself? If you need a cheerleader, I am your go to. I am a ball of energy and like to motivate. If you're not having a good day, come my way and I will give you a good laugh and dance.



This section of the newsletter recognizes staff for going above and beyond, celebrating good news, achievements and county anniversary dates (5 year increments). Please nominate your co-workers for going above and beyond. Send in any good news you would like to share with your Consortium co-workers or a county anniversary you are celebrating. Email Jenny Booth at boothj@co.rock.wi.us

Congratulations



Congratulations to Crissy Black who will celebrate 15 years with Lafayette County on March 12th!



Congratulations to Christina Tracy, who will celebrate 1 year of service with Rock County on March 22nd!



Congratulations to Shelly Ray who celebrated 5 years of service with Iowa County on March 2nd!

Round of Applause



A customer wanted us to know what a great job Susan did today. She stated that Susan provided exceptional service today. Susan was very professional and helpful. Awesome job Susan!



A compliment was received on the awesome job that Ashely Scharpf did in assisting a customer. Way to go Ashley!

Community Resources and Events



Please email Jenny Booth at boothj@co.rock.wi.us any community resources and/or events in your area, that you think should be shared.

Wisconsin Water Assistance Program

Financial assistance is now available to help low-income households with their water bill. Customers who are in danger of falling behind on their water bill and losing water service can call 1-833-H2O-WISC (1-833-426-9472) or apply online at wisconsinwater.help, or email support@wisconsinwater.help

Applicants will need to provide the following:

- 1) Most recent water bill
- 2) SSNs
- 3) Written proof of household's gross income for the one month prior to application, such as:
 - a. Payroll stubs
 - b. Child support printout
 - c. Unemployment printout
 - d. Social Security Benefit Letter

LIHWAP grants are paid toward arrears and billing statement at the time of application.

Based on funding availability, low-income or fixed-income households may apply for additional LIHWAP benefits to offset the future threat of disconnection of water service.

Bill payments are made directly to utilities who have an established vendor agreement with the state of Wisconsin. LIHWAP benefit payments are made on your behalf directly to your water utility.

<div> <div>2021 2022</div> <div>homeenergy+</div> </div>	
NEW ENERGY ASSISTANCE PREVIOUS ONE MONTH GROSS INCOME GUIDELINES	
NUMBER IN HOUSEHOLD	GROSS INCOME LIMIT (1 MONTH)
1	\$2,591.92
2	\$3,389.42
3	\$4,186.92
4	\$ 4,984.42
5	\$5,781.92
6	\$6,579.42
7	\$6,729.00
8	\$6,878.50

Consortium Updates



- If customers have questions about the treatment needs question explain that if they answer “yes” to the question: “During the last 12 months, have you used drugs in ways that cause problems for you or those around you, and are you open to getting help?” they will be contacted by their HMO with treatment options that may be helpful to them.
- If you have an issue on a case, please do not email the local office team to take care of it. You should be working with your supervisor to resolve any issues on the case. This includes if something needs to go to the CARES Call Center.
- When you are assigned to Call Center, your break must be taken and over by 11:00 in the morning and 3:30 in the afternoon.
- If customers request to come into the office to pick up documents or a vault card they should be told to contact the local office prior to doing so.
- If OIG has worked on a case and requested verification, workers can move the verification to ECF when it comes in but then must enter a case comment that they have done so and email the OIG worker (contact information will be listed in case comments) letting them know the verification has arrived.
- Customers cannot be given their Quest card number over the phone.
- When responding to an RMS, make sure that you are always **entering case comments**, and that your response reflects the case comment you entered. You should be using the RMS Allocation Matrix as a reference when entering your responses.

For example, if you processed a FS only application you would choose the program description of “150- Food Share” and the activity type of “400- Screening and Intake.”

If you completed a Food Share only renewal you would choose the program description of “150- Food Share” and the activity type of “405- eligibility determination or re-determination.”

Regardless of what other programs are open on the case, because you only processed FS, that is the program code that would be entered. NO reference should be made to the other programs on the case.

Example of case comment that would be entered on the case is shown below: Note, this is in addition to the comment that you would have already made on the case when you were working on the casework.

“Responded to RMS Sample: Group: 3 Economic Support; Observation Number: 575052” Processing a food Share application (or whatever you were working on when you got the RMS)