



Thank You!

Thank you to each of you for all your hard work in Economic Support! You play a major role in helping customers meet their basic needs. ES is not an easy job, and it can be very stressful. Your hard work is appreciated and does not go un-noticed.

Nutritional & Undeniable Factors	
Amount Per Serving (un)	1
% Daily Value*	
Hard Working	200%
Problem Solving	100%
Critical Thinking	1100%
Positive Attitude	200%
Adequate Sleep (h)	0%
Accept Failure	0%
Total Freaking Badass	1000%

*Percent Daily Value based on a diet of adrenaline and coffee.
**Your Daily Value may be higher or lower depending on personal history, experience and stress relieving medication.

Highlights

Calendar	2
Statistics	3
Policy Page	4
Introducing	5
Praise & Recognition	6
Community Resources	7
Consortium Updates	8

“Whatever you do,
always give 100%.
Unless you're
donating blood.”

—
BILL MURRAY

Calendar



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



JUNE						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14 Flag Day Full Moon	15	16 Adverse Action	17	18
19 Father's Day	20	21 Summer Begins	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
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	
March	10,381	9,904	95.41%	0.86	10.01	10.47	28.47
April	9,423	8,887	94.31%	1.24	10.04	10.47	30.90

Application Processing Statistics

Southern Consortium Application Processing for March 2022 and April 2022

****Target is at least 95% timeliness for the Southern Consortium****

Agency of Administration	Applications Processed Count	Applications Processed Timely	
		Count	%
March 2022			
CRAWFORD COUNTY	109	109	100.0%
GRANT COUNTY	299	299	100.0%
GREEN COUNTY	172	172	100.0%
IOWA COUNTY	118	118	100.0%
JEFFERSON COUNTY	480	477	99.38%
LAFAYETTE COUNTY	102	98	96.08%
ROCK COUNTY	1,538	1,524	99.09%
Total Applications Processed			
April 2022			
CRAWFORD COUNTY	99	99	100.0%
GRANT COUNTY	254	254	100.0%
GREEN COUNTY	142	141	99.30%
IOWA COUNTY	98	97	98.98%
JEFFERSON COUNTY	387	384	99.22%
LAFAYETTE COUNTY	82	82	100.0%
ROCK COUNTY	1,342	1,338	99.70%
Total Applications Processed	2,404	2,395	99.63%

Policy Page



Child Care Scheduling

Recently, there have been several instances where the scheduling process for Child Care has not been followed correctly. Please review the below information. This information can also be found in the SCC Process Guide.

Open cases requesting childcare or a childcare only request:

- Create an RFA.
- Collect a telephonic signature.
- Complete the RFA and schedule an appointment with the Child Care Team from the County of Residence. Please schedule the appointment for 5 business days out to allow time for mailing. If the customer is on the phone with you and you are giving verbal notice of the appointment time, it is not required to schedule the appointment out 5 business days.
- If this is a Rock Child Care case, you can ask the client if they would like to be transferred to the Child Care line for an on-demand interview and advise that there may be a wait time.
- If a telephonic signature is declined, offer to mail the "[Wisconsin Shares Child Care Registration](#)" form or refer to ACCESS to apply.
- Document in case comments if the telephonic signature was refused and if form was mailed.

New request for childcare, no open case, and requesting multiple programs:

- Create an RFA for all programs requested. Collect a telephonic signature.
- Complete the RFA and schedule an appointment with the Child Care Team from the County of Residence. Please schedule the appointment for 5 business days out to allow time for mailing. Document actions in case comments. If the customer is on the phone with you and you are giving verbal notice of the appointment time, it is not required to schedule the appointment out 5 business days.
- Process the request for any other programs except for Child Care. Pend for the Child Care interview.
- If this is a Rock Child Care case, you can ask the client if they would like to be transferred to the Child Care line for an on-demand interview and advise that there may be a wait time.

Childcare Renewal

- Schedule an appointment with the Child Care Team from the County of Residence. Please schedule the appointment for 5 business days out to allow time for mailing. Document actions in case comments. If the customer is on the phone with you and you are giving verbal notice of the appointment time, it is not required to schedule the appointment out 5 business days.
- Complete any renewal for other programs that are due for a renewal (HC/FS, etc.)
- If this is a Rock Child Care case, you can ask the client if they would like to be transferred to the Child Care line for an on-demand interview and advise that there may be a wait time

Introducing



Janice filled out a questionnaire to help us get to know her better. Here are her answers.

Introducing Janice Pfeiffer (XROA72) Rock

Where do you live? Cherry Valley, IL

Who is in your family? Frederick, my husband, Derek & Ian (my sons), and myself.

What type of pets do you have, if any? 2 dogs: Chewbacca (Shih Tzu) & Suzie (Malshi)

Where did you grow up? Janesville

How did you come to work in Economic Support? I worked in W-2 for six years and was looking for a change.

Where else have you worked? W-2/Forward Service Corp., DDB-WI, Concordia University-WI, Johnson Bank

What is your favorite indoor or outdoor activity? Reading

What is your favorite food? Chocolate

What are you watching on T.V right now? The Endgame

What is your favorite movie? Harry Potter Series

What is your favorite song or type of music? R&B

What is the last book you read? The Duke & I by Julia Quinn

Do you have any hidden talents? Knitting

What is something you want to do this year? Celebrate 25- year wedding anniversary & son's high school graduation.

What could you never give up? My dog, Chewbacca.



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 Polo Torres who celebrated 1 year of service with Rock County on May 3rd!

😊 Congratulations to Kathy Knutson who celebrated 25 years of service with Rock County on May 12th!

😊 Congratulations to Susan Elgin who celebrated 10 years of service with Lafayette County on May 20th!

😊 Congratulations to Joleen McGill who will celebrate 5 years of service with Rock County on June 5th!

😊 Congratulations to Chantelle Mars-Magana who will celebrate 5 years of service with Rock County on June 19th!

Round of Applause



Thank you to all agents for providing excellent customer service to customers in the Southern Consortium!

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 Help for Homeowners

Wisconsin Help for Homeowners (WHH) is a new, statewide program that can help customers with overdue bills such as: mortgage payments, property taxes, utilities, and more. The program is open to individuals and families who live in Wisconsin with overdue housing-related bills, both with and without a mortgage, who meet income and other eligibility requirements, and have experienced a qualified economic hardship since January 21, 2020.

Customers may qualify if they meet all the following criteria:

- Wisconsin homeowner living in a:
 - Single-family home
 - Duplex
 - Condo
 - Factory-built home
- Have been financially impacted since January 21, 2020.
- Household income is at or below 100% of the county median.

Ways to apply are listed below:

- Fill out and submit an online application via the Neighborly [application portal](#). (Language options available for English, Spanish, Hmong, and Somali)
- Call 1-855-2-HOME-WI to get additional information or find out how to apply in person.



Consortium Updates

- If a customer calls to report a change, and the case is open for multiple programs, including Childcare, do not confirm the Childcare. An email should be sent to the Childcare team letting them know a change was made. They will review the case and confirm appropriately.
- MAID numbers are never to be given out to customers, whether by phone or in person. Providers are able to look up coverage using their SSN.
- When you process an Unemployment ending discrepancy, check for new employment as that is often the reason the UC is ending. This may prevent an EI overpayment from occurring.
- When processing a 289 MAJOR MED INS COVRGE REPORTED alert please check for new employment. New employment is often the reason that the customer has major medical insurance.
- If a caller is requesting the status of documents that we are not processing through call center (SEI, ME, Undue Hardships, etc.), please do not refer them to the local office to check the status of processing those documents. Please advise they are processed in the order received and they will get a notice in the mail with their benefit determination.
- There have been several QA errors relating to FEINs. Remember that it is required to search for the FEIN and update the employment page with this information. Check the quarterly wage matches to assist you in finding the correct FEIN. If you are unable to locate a FEIN, this should be documented in case comments. Do not “make-up” a FEIN number.
- There are still issues related to the SMRF signature coming up for the telephonic piece. Please remember the state guidance has been to do the following: “Workers must read “I will now read a summary of the information you have provided and record your verbal signature. This is done to confirm what you said, and make sure you understand everything we have discussed. Please listen carefully and let me know if any of the information needs to be changed.” Read the summary. Document the ID in case comments and that this was the workaround for the Telephonic SMRF. This is slated for a fix with the June Cares Release.

