



## Escalated Calls

A new process has been developed for escalated callers on the Call Center. Agents will e-mail escalated call back requests to the county of residence of the case. The emails for each county can be found in the SCC Process Guide. The email will have the subject line "Escalated Caller- program area." The email should also include the case number, interaction ID and a summary of what the issue is. The supervisor of the local office will return the call to the customer within 2 business days.

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 copied in on the email.

If there is an issue from personnel stand point, the call will be emailed to and discussed with the direct supervisor so they can follow up with their worker.

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# Calendar



## MAY 2023

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



## JUNE 2023

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4 Full Moon	5	6	7	8	9	10
11	12	13	14 Flag Day	15	16 Adverse Action	17
18 Father's Day	19	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	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
May	9,241	8,884	96.14%	1.10	10.10	10.99	23.15
June	10,288	9,920	96.42%	1.33	10.40	11.37	43.23
July	9,921	9,529	96.05%	1.50	12.50	11.03	21.58
August	12,259	11,446	93.37%	2.25	10.15	10.54	44.62
September	11,208	10,559	94.21%	2.18	10.44	10.88	24.55
October	11,093	10,384	93.61%	2.29	10.68	11.10	24.18
November	10,528	10,037	95.34%	1.59	10.95	11.36	21.82
December	10,143	9,757	96.19%	1.28	10.56	10.93	21.90
January	11,539	11,118	96.35%	1.34	10.55	10.91	24.87
February	9,487	9,223	97.22%	0.90	10.58	10.93	20.32
<b>March</b>	<b>9,984</b>	<b>9,828</b>	<b>98.44%</b>	<b>0.52</b>	<b>10.40</b>	<b>10.74</b>	<b>37.72</b>
<b>April</b>	<b>8,911</b>	<b>8,740</b>	<b>98.08%</b>	<b>1.00</b>	<b>10.29</b>	<b>10.67</b>	<b>47.73</b>

## Application Processing Statistics

Southern Consortium Application Processing for March and April 2023

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

Agency of Administration	Applications Processed Count	Applications Processed Timely	
		Count	%
March 2023			
CRAWFORD COUNTY	103	101	98.06%
GRANT COUNTY	256	254	99.22%
GREEN COUNTY	211	211	100.0%
IOWA COUNTY	110	110	100.0%
JEFFERSON COUNTY	494	493	99.80%
LAFAYETTE COUNTY	73	73	100.0%
ROCK COUNTY	1,423	1,417	99.58%
Total Applications Processed	2,670	2,659	99.59%
April 2023			
CRAWFORD COUNTY	102	102	100.0%
GRANT COUNTY	251	248	98.80%
GREEN COUNTY	137	137	100.0%
IOWA COUNTY	87	87	100.0%
JEFFERSON COUNTY	383	379	98.96%
LAFAYETTE COUNTY	92	90	97.83%
ROCK COUNTY	1,237	1,227	99.19%
Total Applications Processed	2,289	2,270	99.17%

# Policy Page

## **Alert “349” Eligibility not Determined at MC/AA Run Eligibility”**

When workers receive the 349 "Eligibility not determined at MC/AA Run Eligibility" alert, the following action must be taken:

- Run eligibility and confirm after reviewing the eligibility determination.
- If the case is not run and confirmed before adverse action, the worker must run eligibility with the recurring month(s) date to redetermine correct benefits for any months impacted.
- For FoodShare cases, issue a supplement, or create an overpayment claim based on the correct eligibility.

**Note:** Cases with the 349 alert also appear on the Control D exception report, C306.

Workers should also review the AG Renewal Dates when updates are made to the case to make sure the change didn't extend the FoodShare certification period beyond 12 months.

## **Change in Verification Due Date for BC+, FS, MA and CTS**

As of February 25, 2023, applicants and members now have at least 20 days to provide verification when it is required to determine eligibility for FoodShare, health care, and CTS. If the 20th day falls on a weekend or holiday, the due date will be the next business day. These changes only apply to FoodShare, health care, and CTS.

There is no change to interview timelines or the 30-day application processing timeframe.

Workers can continue to manually extend verification due dates at the applicant's or member's request following the current process. When a due date extension is requested, the due date should only be extended 10 days.



# Introducing



**Emily and Abby filled out a questionnaire to help us get to know them better. Here are their answers.**

## Introducing Emily Wallman (XROA92) Rock

**Where do you live?** Janesville

**Who is in your family?** Nathan-husband, Conner-16, Mason-12, Madelynn 12 (yes, they are twins lol)

**What type of pets do you have, if any?** 3 dogs. Molly and Yelich (who are actually mom and son) are Golden Retrievers, and Kota is a German Shepard/Catahoula mix.

**Where did you grow up?** Born and raised in Janesville.

**How did you come to work in Economic Support?** I worked at the CDPU for close to 5 years and always was interested in the other side of what we did. Left there to come to the County and I worked at the YSC for almost 4 years. Saw the opening, and applied 😊

**Where else have you worked?** I have worked at home for Data Dimensions, stay at home mom, CDPU and the County.

**What is your favorite indoor or outdoor activity?** Indoor activity is baking and reading. Outdoor is watching my kids play their sports, fishing and just being outside.

**What is your favorite food?** My gluten free chocolate chip cookies.

**What are you watching on T.V right now?** I am rewatching Criminal Minds

**What is your favorite movie?** (Don't think less of me lol) Talladega Nights and The Heat

**What is your favorite song or type of music?** My favorite music is country.

**What is the last book you read?** A Flicker in the Dark

**Do you have any hidden talents?** I love singing, but don't like singing in front of other people.

**What is something you want to do this year?** Read a book a month, learn to decorate cakes/cookies.

**What could you never give up?** Diet Sun Drop, Coffee and my dogs

**What else do you want to tell us about yourself?** I am super easy going and friendlier than my face looks 😊 You can usually find me running to and from kids' sports activities.



## Introducing Abby Valadez (XROA94) Rock

**Where do you live?** In Beloit

**Who is in your family?** In my home there is my mother, Margarita, and my son Giovanni.

**What type of pets do you have, if any?** No pets.

**Where did you grow up?** Born and raised in Beloit.

**How did you come to work in Economic Support?** It was brought to my attention by an employee of ES.

**Where else have you worked?** I was working for the WIC program prior to coming here, been working for that agency for 7 years.

**What is your favorite indoor or outdoor activity?** Going to the gym & playing sports with my son, going on hikes/walks. I enjoy cooking & cleaning as an indoor activity.

**What is your favorite food?** I LOVE seafood.

**What are you watching on T.V right now?** Binge watching That 70's show, but in general I don't really watch a lot of TV.

**What is your favorite movie?** Rush hour (All 3), Notebook, Pearl Harbor, Dumb & Dumber.

**What is your favorite song or type of music?** Hip hop, Spanish music, some country, techno, and some rock.

**What is the last book you read?** A child called IT

**Do you have any hidden talents?** No talents. Lol

**What is something you want to do this year?** To grow within myself, mentally & physically, my job & career, spend more quality time with my family & be more adventurous with them.

**What could you never give up?** My family! I'm very big on family values & selflove. Last year wasn't a good year for me mentally & my goal is to achieve all obstacles & improve in every way I can.

**What else do you want to tell us about yourself?** I have a big heart & I am always wanting to learn new things even if it's challenging. I'm a firm believer that anything is possible if you put your mind to it. I am excited to start this new journey as an ES & I can't wait till I am trained fully & on my own so I can increase my way up & grow any way I can. 😊



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](mailto:boothj@co.rock.wi.us)

## Congratulations

😊 Congratulations to Aaron Adams who will celebrate 5 years of service with Rock County on June 4<sup>th</sup>.

😊 Congratulations to Julie Friederick who celebrated 15 years of service with Grant County on March 2<sup>nd</sup>.

## Round of Applause



Shout out to Tami Shaw for having awesome case comments! Another worker pointed out what great comments Tami had put in the case! Way to be great!!!



Tim at ABC for Health complimented Tami Shaw and Joleen McGill. Tim said they both were very helpful in identifying a case issue on two different cases and fixed things immediately. He was pleased with both of their customer service.



A gentleman came in with case questions. He complimented Sabrina Jacobs on her professionalism, and the way she speaks with people on the phone as he could hear her as he was waiting and told her she's very good at her job. Great job!



A customer complimented Joleen McGill on her customer service during their face to face interview. They said she was excellent, wonderful, and definitely deserves a raise! Awesome job!



A customer wanted to make sure we knew how impressed he was with Michelle Walworth today. He said she treated him warmly and was very patient with him. Also added she represented our Consortium very well. Great customer service, Michelle!!



A customer complimented Danielle Gaffney of Rock and Becca Snyder in Jefferson. She stated she had such a great experience with both. She said she has had nothing but great service from all of us and is grateful for the support and kindness during this difficult time. Great job Danielle & Becca!



## Community Resources and Events



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

### Veteran Suicide Prevention

Staff Sergeant Fox Suicide Prevention Grant Program (SSG Fox SPGP) is a suicide prevention program that is working towards reducing the risk of Veteran suicide. The program is centered on improving the well-being, baseline mental health status and providing social support and connection. This program serves all 72 counties in Wisconsin.

Services include needs assessment, individualized service plan, connection to services, referrals, education and emergency needs assistance.

To apply for services, Veterans can contact:  
SSG Fox SPGP Program Coordinator  
(414) 748-6998

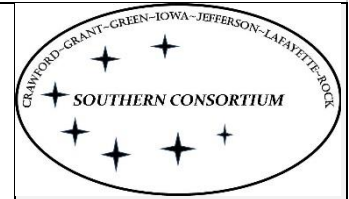
Hours of operation are Monday-Friday 8 AM- 5 PM

For 24/7 support call:  
Veterans Crisis Line  
Dial 988, then press 1



**VETERAN  
Suicide  
Prevention**

# Consortium Updates



- Reminder on when supplements can be issued:  
*FSH 6.1.3.3- Changes That Cause an Increase in Benefits, Including Person Adds and Loss of Income*  
 All reported changes that cause an increase in the FoodShare benefit including person additions, increases in expenses, etc., **will be effective the first of the month following the report month** if required verifications are received within 10 days of the request for verification.  
 If verifications are not received within 10 days, and the FoodShare case is not closed for at least one day, make the change effective the first of the month following the month verifications are received.
- Please be sure to review ECF when someone has a guardian to check for paperwork. There are many cases we're coming across where the paperwork isn't correct. Examples include:
  1. Guardian of Person Only (No legal language for finances) - Cannot be added to the case if there is any medical programs open or applied for.
  2. Temporary Guardianship Orders - Not valid past the expiration date. Permanent orders and letters of guardianship are needed.
  3. No orders on file - The order for the guardianship fees were used to add the guardian.

Please reference the training done on Representatives with questions.
- If someone sends in an individual authorized representative form and that individual is from an organization, the individual can still be added to the case but the organization cannot be. No other individual from that organization can have access to or receive information related to the case because the organization was not appointed as an authorized representative.
- When doing an application or renewal please remember to follow the driver flow in CWW and ask ALL questions that come up with a red \*. These are required to be asked as part of the interview process.
- When you receive a PPRF, for a healthcare renewal, and FS is also due for a renewal, it counts for both programs. Make the two attempts to contact the customer and process the renewal to pend for interview if you are unable to reach them.
- If a customer requests a due date extension, the due date should be extended for 10 days only.