This year, the MER’s target areas are:

1. Certification Process and Program Access
2. ABAWD Time Limits and Work Requirements
3. Unwinding of Covid-19 Policy Waivers
4. Annual Mandatory Training

SCC

* Remember to use the standard SCC greeting: *Hello Southern Consortium Call Center, this is [agent name].  May I please have your case number or SSN 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