



## TEAM Day

The day after an SCC closure is designated as a Together Everyone Achieves More (TEAM) day. These days are known to be busier than normal on the Call Center, so more agents are added to the phones and all agents should take calls when an SOS email is sent out. The TEAM days for 2022 are as follows:

**Holidays that CCA is closed for Southern Consortium - TEAM Days in RED**

New Year's Day	12/31/21 - 1/3/22
Martin Luther King Day	1/17/2022 - 1/18/22
Good Friday	4/15/2022 - 4/18/22
Memorial Day	5/30/2022 - 5/31/22
4 <sup>th</sup> Of July	7/4/2022 - 7/5/22
Labor Day	9/5/2022 - 9/6/22
Thanksgiving Day	11/24/2022
Day after Thanksgiving	11/25/2022 - 11/28/22
Christmas Eve	12/23/2022
Christmas Day	12/26/2022 - 12/27/22
New Year's Day/ Eve	1/2/2023 - 1/3/23

### Highlights

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



# Calendar



## JANUARY 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1 Happy New Year
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17 MLK Jr. Day	18 Adverse Action	19	20	21	22
23 30	24 31	25	26	27	28	29



## FEBRUARY 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					

# 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
November	6,483	6,448	99.46%	0.40	10.23	10.53	26.12
December	6,669	6,655	99.79%	0.25	9.78	10.08	10.08
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
<b>November</b>	<b>10,946</b>	<b>10,571</b>	<b>96.57%</b>	<b>1.95</b>	<b>11.05</b>	<b>11.33</b>	<b>18.42</b>
<b>December</b>	<b>9,956</b>	<b>9,235</b>	<b>92.76%</b>	<b>2.49</b>	<b>10.61</b>	<b>11.14</b>	<b>17.63</b>

## Application Processing Statistics

Southern Consortium Application Processing for November 2021 and December 2021

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

Agency of Administration	Applications Processed Count	Applications Processed Timely	
		Count	%
<b>November 2021</b>			
CRAWFORD COUNTY	130	129	99.23%
GRANT COUNTY	347	345	99.42%
GREEN COUNTY	187	187	100.0%
IOWA COUNTY	155	155	100.0%
JEFFERSON COUNTY	524	520	99.24%
LAFAYETTE COUNTY	80	80	100.0%
ROCK COUNTY	1,566	1,547	98.79%
<b>Total Applications Processed</b>	<b>2,989</b>	<b>2,963</b>	<b>99.13%</b>
<b>December 2021</b>			
CRAWFORD COUNTY	121	119	98.35%
GRANT COUNTY	344	342	99.42%
GREEN COUNTY	229	228	99.56%
IOWA COUNTY	127	124	97.64%
JEFFERSON COUNTY	588	585	99.49%
LAFAYETTE COUNTY	104	101	97.12%
ROCK COUNTY	1,789	1,770	98.94%
<b>Total Applications Processed</b>	<b>3,302</b>	<b>3,269</b>	<b>99.0%</b>

# Policy Page



## Policy Reminder

Effective July 19<sup>th</sup>, workers were required to pend cases for mandatory verifications and questionable verification items when appropriate. If verification is not received by the due date the worker must enter NV/QV and close/deny the case for lack of verification.

For cases with open and ongoing health care, if verification is requested and not received by the due date, workers must enter NV/QV but cannot terminate the health care. Workers must leave health care eligibility unconfirmed so that health care benefits are maintained.

If an applicant or member contacts the agency within the timeframe allowed to re-open the case without needing a new application and states they are unable to obtain the requested verification, workers must discuss the reason the verification cannot be obtained. If the applicant or member is unable to obtain the verification due to a COVID-19 related reason, the worker must make an attempt in obtaining verification. If the worker is also unable to obtain verification the worker must then use the C9 verification code to indicate when the applicant or member-reported information has been used as best available information and re-determine eligibility. Workers must enter detailed case comments stating that both they and the member were unable to obtain verification requested and are opening the case under the temporary COVID-19 best information available policy.

If the reason that the verification cannot be obtained is not related to COVID, the worker should review the existing best information policies.

## Workaround

When the Alert: CASE IN REVIEW MODE > 30 DAYS is received workers should take the following action:

Review case to see if a workaround can be completed to get case out of review mode before deleting alert. The case may still be in review mode due to being unable to confirm a negative HC action and a workaround may be needed. Workaround example: New reported income puts member over HC income limit and we cannot confirm negative HC action. The worker should update the employment page and put a lower or zero income in the overrides for HC, run eligibility, confirm HC passing (same benefit as member previously had) and then go back and remove the overrides, run eligibility and DO NOT confirm the negative action. Many times this will remove the case from renewal mode.

# Introducing



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

## Introducing Mike Cropp (XROA61) Rock

**Where do you live?** Edgerton

**What type of pets do you have, if any?** A dog and 2 cats.

**Where did you grow up?** Grew up in Southern WI.

**How did you come to work in Economic Support?** Transferred from another dept.

**Where else have you worked?** I managed a Group Home for several years and I worked as a Crisis Intervention Worker prior to this.

**What is your favorite indoor or outdoor activity?** Watching the Packers play!

**What is your favorite food?** Pizza

**What are you watching on T.V right now?** We are all watching the Squid Game aren't we?

**What is your favorite movie?** My favorite movie so far this year is: The Green Knight.

**What is your favorite song or type of music?** I like all kinds of music

**What is the last book you read?** The Only Good Indians, by Stephen Graham Jones

**What is something you want to do this year?** Learn how to be an ES worker 😊

**What could you never give up?** Breathing



## Introducing Joel Jaramillo (XROA67) Rock County

**Where do you live?** Janesville, WI

**Who is in your family?** Mom, Sister, Me

**What type of pets do you have, if any?** dogs

**Where did you grow up?** Janesville

**How did you come to work in Economic Support?** Was job searching and mother recommended I apply

**Where else have you worked?** A catering company in New York, Dunkin Donuts, T-Mobile, US Cellular

**What is your favorite indoor or outdoor activity?** Video games and reading

**What is your favorite food?** Chicken

**What are you watching on T.V right now?** The Good Doctor

**What is your favorite movie?** Megamind

**What is your favorite song or type of music?** Rock

**What is the last book you read?** comic book

**Do you have any hidden talents?** Getting a nosebleed on command

**What is something you want to do this year?** Put up a new fence in my yard

**What could you never give up?** Candy

**What else do you want to tell us about yourself?** I am very awkward



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 Moises Sequeira who will celebrate five years of service with Jefferson County on January 27<sup>th</sup>!
- 😊 Congratulations to Mysi Genz who celebrated 15 years of service with Rock County on January 2<sup>nd</sup>!
- 😊 Congratulations to Jenny Booth who celebrated 15 years of service with Rock County on January 2<sup>nd</sup>!
- 😊 Congratulations to Mary Donahue who celebrated 35 years of service with Rock County on January 2<sup>nd</sup>!

## Round of Applause

- 👏 A client was in the office for a face-to-face appointment. After his interview the client complimented Juan De Salas on his customer service skills. He stated, "Juan did an excellent job, he answered all my questions and did so in a very professional matter." Great job!
- 👏 An authorized rep just wanted to compliment what a great interaction she had with Danielle Gaffney and how helpful she was. She wanted us to know that she feels we are all saints (her words) and that we are always polite and helpful. Way to shine Danielle and great job everyone!
- 👏 Jayne Sherer did a FoodShare renewal with a customer who was very impressed with her. She commented on how kind Jayne was and how much she appreciated her stellar customer service! Great job, Jayne!
- 👏 A client called to compliment Shawna Randecker on the assistance she provided. The words the client used to describe Shawna included: Patient, kind, helpful, excellent and wonderful. Awesome job Shawna!

## 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.

### An Introduction to WIOA

The Workforce Innovation and Opportunity Act (WIOA) was created by federal law in 2014. WIOA offers services to support individuals obtaining successful employment in a competitive labor market.

WIOA offers many services including: adult, dislocated worker and youth programs; adult education and family literacy; employment services (Job Service); vocational rehabilitation; trade adjustment assistance; and jobs for veterans.

WIOA established the American Job Centers network to provide job seekers and employers access to various government-administered education, training and employment services. In Wisconsin, there are 53 Job Centers. These Job Centers are where partners such as local technical colleges, Workforce Development Boards' DVR, Job Service, local school districts, TANF providers, W-2 providers and others, coordinate service delivery.

Individuals interested in receiving employment and training services through WIOA should [contact their local Job Center](#) about applying for the program.

## Consortium Updates

- When a case is open for FS and EBD MA and you are completing a FS renewal and EBD Healthcare is not being renewed, please do not request verification of assets.
- Reminder- The current process outlined in [PROCESS HELP 3.16.2](#) for returned mail without a forwarding address is temporarily suspended. Workers should not pend health care or FoodShare for Wisconsin Residency when mail is returned without a forwarding address during the COVID-19 emergency period.
- If you send a case to a supervisor for assistance, please enter a case comment that you have done this and include the supervisor's XID. If a case is sent to the Call Center for resolution or clarification a case comment will be entered stating this.
- Agents should not give out their last names to customers, even if the customer requests it. They should only give their first name and XID.
- When completing new applications on SCC, where there is not an open case, it is extremely important to follow the scheduling chart. There have been several instances lately where this has not been done.
- Please check the signatures on the SMRFs when received. Some are coming in marked that they are not signed when there *is* a signature. The names aren't matching identically so the system is showing them as unsigned.
- If we have a signature on a paper application, no telephonic signature is required. The only time a second signature is required is with a page one healthcare application if the interview is not completed the same day the registration page is signed.
- Under the COVID policies, if a case is open for HC any month during the request period, the customer should be approved and opened. Example: Client applied in October but reported income started in November. He is eligible for October but fails ongoing. Because he is eligible for October, we must confirm all months open based on the October eligibility. Add the income after approval and leave the failure unconfirmed. Eligibility runs in the background until the denial can be confirmed at the end of the public health emergency.
- When a discrepancy occurs for SSA amounts (gross vs net discrepancy), you must verify what the discrepancy is. You have to call SSA and ask what it is for and verify amounts. You cannot update the page off the statement of the client or calculate the discrepancy and just add the amount. Discrepancies can be for Part C/D, voluntary tax withholdings, or recoupments. Each is treated differently depending on the discrepancy.
- When an application is processed and eligibility is denied, please be sure to confirm cases and verify there is a closure date on the case summary page. There have been instances recently that it states in comments that things were confirmed but they were in limbo because benefits were not confirmed.

