



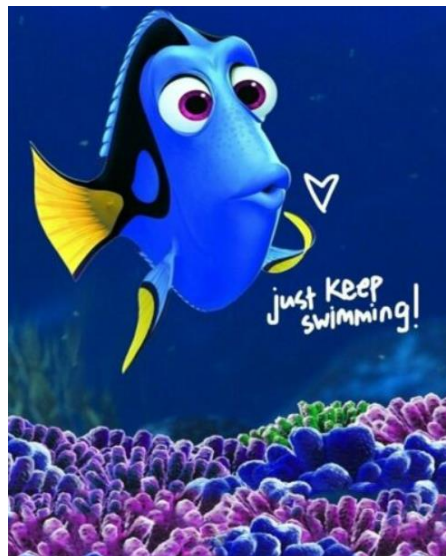
## Highlights

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## What is BOUNDARY

Be aware  
Of what is  
Unacceptable and  
Normalize saying no.  
Do what is best for you  
And know that it's not your  
Responsibility to sacrifice  
Yourself for others

[OurMindfulLife.com](http://OurMindfulLife.com)



# Calendar



## JULY 2022

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



## AUGUST 2022

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

# 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 |
|-------------|---------------|----------------|---------------|------------------------------|------------------------|---------------------|----------------------------|
| 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                      |
| <b>May</b>  | <b>9,241</b>  | <b>8,884</b>   | <b>96.14%</b> | <b>1.10</b>                  | <b>10.10</b>           | <b>10.99</b>        | <b>23.15</b>               |
| <b>June</b> | <b>10,288</b> | <b>9,920</b>   | <b>96.42%</b> | <b>1.33</b>                  | <b>10.40</b>           | <b>11.37</b>        | <b>43.23</b>               |

## Application Processing Statistics

### Southern Consortium Application Processing for May 2022 and June 2022

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

| Agency of Administration            | Applications Processed Count | Applications Processed Timely |               |
|-------------------------------------|------------------------------|-------------------------------|---------------|
|                                     |                              | Count                         | %             |
| <b>May 2022</b>                     |                              |                               |               |
| CRAWFORD COUNTY                     | 127                          | 127                           | 100.0%        |
| GRANT COUNTY                        | 276                          | 276                           | 100.0%        |
| GREEN COUNTY                        | 132                          | 132                           | 100.0%        |
| IOWA COUNTY                         | 117                          | 117                           | 100.0%        |
| JEFFERSON COUNTY                    | 396                          | 394                           | 99.49%        |
| LAFAYETTE COUNTY                    | 65                           | 65                            | 100.0%        |
| ROCK COUNTY                         | 1,316                        | 1,310                         | 99.54%        |
| <b>Total Applications Processed</b> | <b>2,429</b>                 | <b>2,421</b>                  | <b>99.67%</b> |
| <b>June 2022</b>                    |                              |                               |               |
| CRAWFORD COUNTY                     | 85                           | 85                            | 100.0%        |
| GRANT COUNTY                        | 241                          | 236                           | 97.93%        |
| GREEN COUNTY                        | 138                          | 137                           | 99.28%        |
| IOWA COUNTY                         | 95                           | 95                            | 100.0%        |
| JEFFERSON COUNTY                    | 345                          | 345                           | 100.0%        |
| LAFAYETTE COUNTY                    | 58                           | 58                            | 100.0%        |
| ROCK COUNTY                         | 1,287                        | 1,278                         | 99.30%        |
| <b>Total Applications Processed</b> | <b>2,249</b>                 | <b>2,234</b>                  | <b>99.33%</b> |

## *Policy Page*

### **Consolidated Notice and Oral Explanation of FoodShare Work Requirements**

There is now a consolidated script that will be read by IM workers during FoodShare interviews as well as a consolidated notice sent to FoodShare households about the FoodShare basic work rules and FoodShare work requirements. In addition, “Work registrant requirements” are being renamed “FoodShare basic work rules,” and “ABAWD work requirements” are being renamed “FoodShare work requirements.” However, CWW has not yet been updated and will continue to use the old terminology.

During FoodShare interviews, the oral explanation (script) will be dynamically created by CWW for each FoodShare unit that includes an applicant or member subject to the FoodShare Basic Work Rules or both the FoodShare Basic Work Rules and FoodShare Work Requirements. The oral explanation (script) will appear on the new FS Work Registrant/ABAWD Work Requirement Script Details page. This page will display during the FS interview driver flow after the FS Work Registrant/ABAWD Determination Details page within the run eligibility driver flow.

A single, consolidated notice will be automatically sent by CWW to all households with an applicant or member subject to the FoodShare basic work rules and/or FoodShare work requirements. The consolidated notice aligns with the oral explanation and will include:

- Which FoodShare basic work rules and FoodShare work requirements apply to each FoodShare member.
- Explanation of the FoodShare basic work rules and FoodShare work requirements and how to meet them.
- Current exemptions from FoodShare basic work rules and FoodShare work requirements.



# Introducing



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

## **Introducing Brittney Hansen**

**Where do you live?** Beloit

**Who is in your family?** No kids, 3 stepsisters (Jeni, Michelle, Stephanie), 1 brother (Nick), lots of nieces and nephews

**What type of pets do you have, if any?** 2 cats, Frankie and Grace

**Where did you grow up?** Beloit

**How did you come to work in Economic Support?** Was told about the job by a friend that works here.

**Where else have you worked?** Option Care, Grainger, Staples warehouse

**What is your favorite indoor or outdoor activity?** Pool and billiards, watching football

**What is your favorite food?** Mexican

**What are you watching on T.V right now?** Stanger Things

**What is your favorite movie?** Pretty Women

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

**What is the last book you read?** Do the manuals for training count?! If not, probably some sort of self-love book.

**What is something you want to do this year?** Travel

**What could you never give up?** My family

**What else do you want to tell us about yourself?** I am a very social person who loves getting to know people and helping my community.



## **Introducing Cris Priewe**

**Where do you live?** Mount Horeb

**Who is in your family?** My wife Amber and my son Miles

**Where did you grow up?** Monroe

**How did you come to work in Economic Support?** Several human Service-related jobs

**Where else have you worked?** Crisis Intervention, Juvenile Diversion, Monroe School District

**What is your favorite indoor or outdoor activity?** Playing bass, watching shows, playing games

**What is your favorite food?** I don't have a favorite

**What are you watching on T.V right now?** Usually, the morning news

**What is your favorite movie?** I don't have a favorite

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

**What is the last book you read?** Demon-Haunted World

**Do you have any hidden talents?** Playing bass

**What is something you want to do this year?** Become a good ES worker, lol

**What could you never give up?** Family, music



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 Amy Samuels who will celebrate 15 years of service with Rock County on September 27<sup>th</sup>!

😊 Congratulations to Kathy Green who will celebrate 5 years of service with Jefferson County on July 31<sup>st</sup>!

## **Round of Applause**

👏 Maria Delgado said “I want to give Kudos to all staff for being above 99% timeliness over the last three months. Also, for the outstanding job they are doing in the call center, regardless of all the issues with Genesys.”

# 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.

## Universal Transportation Expenses Program

Customers may be eligible for the Reimbursement of Universal Transportation Expenses Program. This program assists those whose transportation expenses have been impacted by COVID-19. The program offers reimbursement for transportation costs associated with public transportation such as taxi or Uber, or will send you a Kwik Trip gas card. Funding is limited and reimbursements will only be sent while funds last. The deadline to apply is August 31, 2022.

Applications can be found at the below website:

<https://www.wisconsinruralhousing.org/>

Applications can be mailed to:

Foundation for Rural Housing

P.O. Box 314

Oregon, WI 53575

Faxed to:

608-238-2084

Emailed to:

[Wrh@wisconsinruralhousing.org](mailto:Wrh@wisconsinruralhousing.org)

Once received, applications take approximately one week to be processed.

Application for Reimbursement of Universal Transportation Expenses due to COVID 19.  
Must be at or below 125% of FPL monthly.

| Household Size       | 1       | 2       | 3       | 4       | 5       | 6+      |
|----------------------|---------|---------|---------|---------|---------|---------|
| Monthly Income       | \$1,416 | \$1,907 | \$2,399 | \$2,891 | \$3,382 | \$3,874 |
| Reimbursement Amount | \$100   | \$150   | \$200   | \$250   | \$300   | \$350   |

## Consortium Updates



- The Southern Consortium has received a report from the state listing cases that have employment pages with incorrect FEINs. This report will need to be worked and CWW EI pages with incorrect FEINs should be updated with the correct FEIN or deleted if the page is no longer applicable.

The below are a few reminders:

- 1) Always search for a FEIN, this is a mandatory part of the employment page. FEINs are used by CWW to pull up health insurance access information for the member.
  - 2) Use data exchange to help you locate the correct FEINs. You can use new hire matches, SWICA matches and FDSH.
  - 3) If you are unable to locate a FEIN this MUST be documented on the screen level comments on the employment page.
  - 4) Old screens that have been end-dated and no longer apply to the case, should be NL deleted after they have been end-dated for one-year. If you are working on a case and come across old pages, please delete them.
- If a member calls requesting an assessment for SSI-E, they should be referred to the ADRC in most circumstances. If they are open for Family Care, they should be referred to their care manager as they complete the assessment.
  - Please remember to request contracts for customers who have contractual income. This is common with customers who work for school districts. Depending on how the contract is written and if they have other income, their income may still be budgeted over the summer months even while they are not working.
  - When there is a minor parent, the absent parent page should reflect that they are the parent/caretaker, and the case should be referred to child support. When child support requests the referral be ended, we would update the page to reflect No referral and Minor Caretaker. Set an expected change to refer when the parent turns 18. The only time a different adult would be listed is if the adult HH member has custody of the minor child's child/children and we have the order to verify that.
  - Supervisors are completing the Genesys mismatch reports weekly. We've noticed that some agents are still using the ATS recorded line. As a reminder, **we are not using anything but ATS Other and reading the script until issues with Genesys have been resolved.** The ATS lines have been having frequent issues with recording errors and dropped calls, which can contribute to a higher number of mismatches. If the recording stops prematurely, please continue to read the script and the full call will be uploaded.