



MER

The Southern Consortium recently had its' Management Evaluation Review. This review is conducted annually by the State of Wisconsin to review the administration of the FoodShare program. Our MER was awesome and Southern was commended on having both an Active Case Error Rate and a CAPER Error Rate below the State Error Rate. Southern's Active Case Error Rate was zero!

The error prone areas will be reviewed at an agent meeting. Agency staff were found to have very good policy knowledge, sufficient training, and good customer service! Excellent work!

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*Let this be
the September
you always remember.
The September
you chose to accept:
the best thing
you could do
was to let August
fall behind you,
and with an open heart
embrace
this new day
that lies before you.*

MHN

Calendar



SEPTEMBER 2022

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



OCTOBER 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9 Full Moon	10	11	12	13	14	15
16	17	18 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
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
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

Application Processing Statistics

Southern Consortium Application Processing for July 2022 and August 2022

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

Agency of Administration	Applications Processed Count	Applications Processed Timely	
		Count	%
July 2022			
CRAWFORD COUNTY	107	107	100.0%
GRANT COUNTY	290	290	100.0%
GREEN COUNTY	166	166	100.0%
IOWA COUNTY	111	110	99.10%
JEFFERSON COUNTY	401	400	99.75%
LAFAYETTE COUNTY	65	64	98.46%
ROCK COUNTY	1,488	1,479	99.40%
Total Applications Processed	2,628	2,616	99.54%
August 2022			
CRAWFORD COUNTY	93	92	98.92%
GRANT COUNTY	302	301	99.67%
GREEN COUNTY	185	182	98.38%
IOWA COUNTY	111	111	100.0%
JEFFERSON COUNTY	460	460	100.0%
LAFAYETTE COUNTY	88	88	100.0%
ROCK COUNTY	1,416	1,407	99.36%
Total Applications Processed	2,655	2,641	99.47%

Policy Page

Policy Reminder

A case summary should only be generated at the completion of application and renewal or if a member calls and asks for a copy of the case summary. A case summary should always be mailed after processing a FFM application, so the member receives the Rights and Responsibilities which is not sent during the FFM application process. A case summary should always be mailed for CLTS applications unless a telephonic signature has been taken.

A case summary should **not** be generated while a case is pending for verification and is in intake or renewal status. Workers should make a case comment indicating that a case summary will need to be generated once verification items are received in their entirety and the case is no longer in intake or renewal status.

Exceptions: A case summary can be generated during intake or renewal if the case is only pending for a valid signature or if a telephonic signature is taken. When a telephonic signature is taken, an additional case summary does not need to be generated once verifications are received and processed, unless a significant change is reported.

Reference: **PH 1.6.1.8**

Policy Reminder

As a general rule, filing dates must (and should only) be updated at:

- Application
- Person add
- Person delete
- Program add
- Late renewal or renewal related verification is submitted for Health Care
- Late verifications are submitted after the 30-day denial notice is sent for a FoodShare application (up to 60 days past the filing date-ops memo 14-48)
- When CARES shows this message:



The following events have occurred:

⚠ AE253: Please update the 'Begin Month' and 'Program Filing Date' in order to run eligibility successfully.

Introducing



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

Introducing Tammy Manley (XROA75) Rock

Where do you live? Brodhead, WI

Who is in your family: Husband- Mike (30 years), Son-Austin 27 (deceased), Son-Devin 25 (Deceased), Twin Daughters-Jocelyn 22 and Jillian 22 and daughter- Bentlei 4. Grandchildren (Devin's children)-Delilah 3 and Jaxton 2

What type of pets do you have, if any? Cat named Maxine

Where did you grow up? Monroe, WI

How did you come to work in Economic Support? My mother worked for Green County Human Services for 25 years and was an Economic Support Specialist for many years and thought I would be a good fit for the job.

Where else have you worked? Grainger as a Customer Care Specialist (11.5 years), Payne & Dolan as a Hot Mix Asphalt Technician (1 year) and Co-Owner at South Central Sealcoating (8 years)

What is your favorite indoor or outdoor activity? Family get togethers for game night or a bonfire. Sunday dinners with my grown children.

What is your favorite food? Prime Rib

What are you watching on T.V right now? Nothing, I don't watch television much.

What is your favorite movie? The Notebook

What is your favorite song or type of music? Jealous of the Angels. I love all genres of music!

What is the last book you read? I Wasn't Ready to Say Goodbye: surviving, coping & healing after the sudden death of a loved one by Brook Noel & Pamela Blair, PHD.

Do you have any hidden talents? I have been told I am an amazing cook and writer.

What is something you want to do this year? Skydive

What could you never give up? My family

What else do you want to tell us about yourself? I have endured a lot of heartache in my 46 years here on Earth after losing both of my sons. I tell myself every day, I can choose to be bitter or better. I choose better 363 days a year.



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 Adam Voss who will celebrate 5 years of service with Rock County on October 23rd!

Round of Applause



A client wanted to offer words of thanks after speaking with Berenice Delgado. The caller said that she knows customer service isn't easy, and that even though Berenice let her know that she is still kind of new, she had a positive experience today. She praised our call center, letting me know that she usually has good experiences when calling us.

Thank you, Berenice, for making her phone call so positive she felt the need to offer you praise.



A client wants us all to know what an awesome person Kris Knecht is. She was wonderful during her conversation with him and provided great customer service. Way to go Kris!



A customer called to commend Lena from Iowa for putting her at ease. She was dreading making the phone call today and stated she was so anxious and had a lot of questions. She said Lena made her feel so much better and was amazing. It was an easy conversation and renewal, and it was a wonderful conversation. GREAT JOB LENA!

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.

Forward Service Corporation

Forward Service Corporation offers several resources that may be of value to our customers. Some of their services are listed below:

Emergency Assistance

1-800-771-8420

If customers are homeless, about to lose their home, or have a disconnection notice, they may qualify for Emergency Assistance. This one-time payment can help parents in need secure first-month's rent, a security deposit, or pay their utilities.

Wisconsin Works

1-855-733-1311

Having a great career is an important part of being a strong parent, but there's a lot more. Forward Service Corporations' caring team provides one-on-one case management for job-seeking parents. This includes everything from securing childcare to getting the training and support network needed to thrive.

<https://access.wisconsin.gov/access>

WETAP

1-608-509-7517

This program provides no-interest vehicle repair and purchase loans.

<https://fsc-corp.org/wetap-screening-form/>

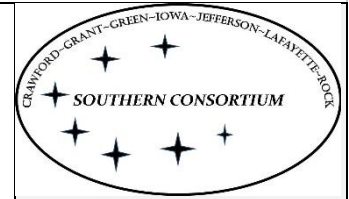
Job Access Loan

1-855-733-1311

This short-term, interest free loan can help parents afford expenses related to getting or keeping a job. The terms of the loan may vary but it can include expenses such as work uniforms, driver's license fees, or purchasing a car for work.

<https://access.wisconsin.gov/access>

Consortium Updates



- When homeless customers are using Rock County's agency address for mail, the correct mailing address is: 1717 Center Avenue, Suite 650. If you click the Populate with Office address button in CWW, the correct address will display.
- Due to many individuals being able to enroll in Family Care, you may see employment from a Fiscal Agent. A fiscal agent acts as a middleman for individuals who are caring for a family member to get paid for their time. The individual reports the hours to the fiscal agent and they send them payment. Some are Lori Knapp, GT Independence, ILife, etc. but there are many throughout the state. We can accept wages or EVFEs from these fiscal agents. While they do not employ the person, they do all payroll and are aware of hours and rates of pay. If you see someone that meets these criteria, this should also be a trigger to ask if they are a live-in care provider. You will want to send them the form for BadgerCare Plus live in care providers to exempt the income if they meet that criterion.
- If there is a need to issue benefits for a timeframe that CWW is currently not determining eligibility for, do not reset the filing date further back than the current month. Back months will have to be issued manually through a supplement and manual notices issued. When the filing date is reset greater than 30 days, it shows up in the untimely report.
- Remember to run cases all the way through eligibility to either send out verification requests and/or confirm benefits.
- If a customer reports that they have expenses but the income they are reporting is less than the amount needed to cover their expenses, please ask the customer how they are meeting their expenses. This conversation should be documented in case comments.
- When a customer reports income ending, verification MAY be needed. Remember that if you are determining eligibility for the month the final pay was received in, verification of that is required.
- Child Support Income is budgeted for the child(ren) for whom it is ordered. The Unearned Income page in CWW should be entered under the child's name.
- When completing the Absent Parent page in CWW, please update the page with all of the information available to you including the absent parent's DOB, SSN, address, etc.
- Please include specific details in case comments. For example, when referencing employment, please state who is employed and the name of the employer.
- When documenting third-party contacts (collateral contacts) remember to include the following: name of collateral contact, title of individual, organization the individual is affiliated with, address, phone number, significance to household, date of contact, the information obtained and used for information