**Southern Consortium Newsletter** January/February 2023

**Issue 52**

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| Highlights **Calendar 2**  **Statistics 3**  **Policy Page 4**  **Introducing 5**  **Praise & Recognition 6**  **Community Resources 7**  **Consortium Updates 8** | **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 2023 are as follows: |  |  | | --- | | Holidays that CCA is closed for Southern Consortium – TEAM Days in RED  New Year’s Day 01/2/23 – 1/3/23  Martin Luther King Day 1/16/23 – 1/17/23  Good Friday 4/7/23 – 4/10/23  Memorial Day 5/29/23 – 5/30/23  4th Of July 7/4/23 – 7/5/23  Labor Day 9/4/23 – 9/5/23  Thanksgiving Day 11/23/23  Day after Thanksgiving 11/24/23 – 11/27/23  Christmas Eve observed 12/25/23  Christmas Day observed 12/26/23 – 12/27/23  New Year’s Day/ Eve 1/1/23 – 1/2/23 | | | |
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| **Calendar** | | | |
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| MLK JR.  Day | Adverse Action  **Adverse Action** |  |
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| Full Moon  **Christmas Eve** | Adverse Action |  |

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| **Statistics** Southern Consortium Logo |
| **SCC Statistics (previous 12 months)** **Application Processing Statistics**  Southern Consortium Application Processing for November 2022 and December 2022  \*\*Target is at least 95% timeliness for the Southern Consortium\*\*   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Agency of Administration** | **Applications Processed Count** | **Applications Processed Timely** | | | |  |  | **Count** | **%** | | | **November 2022** | | | | | | **CRAWFORD COUNTY** | 152 | 152 | 100.0% | | | **GRANT COUNTY** | 354 | 353 | 99.72% | | | **GREEN COUNTY** | 201 | 200 | 99.50% | | | **IOWA COUNTY** | 124 | 124 | 100.0% | | | **JEFFERSON COUNTY** | 515 | 511 | 99.22% | | | **LAFAYETTE COUNTY** | 95 | 94 | 98.95% | | | **ROCK COUNTY** | 1,669 | 1,646 | 98.62% | | | **Total Applications Processed** | **3,110** | **3,080** | **99.04%** | | | **December 2022** | | | | | | **CRAWFORD COUNTY** | 164 | 164 | | 100.0% | | **GRANT COUNTY** | 359 | 351 | | 97.77% | | **GREEN COUNTY** | 265 | 264 | | 99.62% | | **IOWA COUNTY** | 142 | 138 | | 97.18% | | **JEFFERSON COUNTY** | 620 | 618 | | 99.68% | | **LAFAYETTE COUNTY** | 112 | 110 | | 98.21% | | **ROCK COUNTY** | 1,734 | 1,718 | | 99.08% | | **Total Applications Processed** | **3,396** | **3,363** | | **99.03%** |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | Month | Calls Offered | Calls Answered | Answer Rate | Average Speed of Answer/Mins | Average Talk Time/Mins | Average Handle Time | Longest Waiting Call /Mins | | 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 | | 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** | |  |
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| **Policy Page** | | | |
| **Policy Clarification**  The following information has been received on members using advocate agency representatives or friends/family as translators.  If a member is with an advocate and they (the advocate agency) have a translator that is NOT family but someone that they believe is an appropriate translator and the member is ok with using them (including sharing PHI/PII or HIPAA Information), then the IM agency can move forward with the conversation. IM Agencies should document in case comments that the member agreed to use the advocate agency’s interpreter.  It is not recommended to use a friend/family member as a translator. However, if the member wants an adult friend/family member to act as a translator, the IM agency must read the following statement to the member:  *“(Agency Name) \_\_\_\_\_\_\_\_\_\_\_\_\_ has offered you free interpretation services provided by a skilled and qualified interpreter who is trained to protect your privacy. That person understands your language and technical/legal words related to the program or service you are seeking or receiving.*  *You have the right to the free interpreter services described above. You also have the right to refuse that service and proceed with your own interpreter. YOU ARE NOT REQUIRED TO PROVIDE YOUR OWN INTERPRETER. If you choose to utilize your own interpreter, whether a family member or another person, that person may not have formal training and may commit, among others, the following errors:*  *• Give you or your service provider incorrect information;*  *• Add or leave out information;*  *• Learn information about you that you may not wish to be known;*  *• Tell other people information about you that would otherwise be private;*  *• Misunderstand your case manager, case worker, doctor, caregiver, or service provider.*  *Do you agree this has been explained to you, in your own language, the risks of refusing the offered trained interpreter? Do you understand these risks and choose to decline the interpretation services offered at no cost?*  The IM agency must document in case comments that the statement was read to the member along with the member’s responses. | | | **[Image result for inspirational sayings](https://www.google.com/imgres?imgurl=http://bestmotivationalquotesever.com/wp-content/uploads/2014/07/Funny-Short-Motivational-Quotes1.jpg&imgrefurl=http://www.inspirationallovequotesimages.com/2015/02/short-inspirational-quotes.html&h=375&w=500&tbnid=nIXwxWUwe2RzFM:&docid=cLEhAwE_UYEADM&ei=ytePVre7Ooq5earGqUg&tbm=isch&ved=0ahUKEwi3yPLzxZrKAhWKXB4KHSpjCgkQMwhFKBMwEw)** |
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| **Introducing** | | | | | | |
|  | | **Maria filled out a questionnaire to help us get to know her better. Here are her answers.** | | | | |
| **Introducing Maria Lopez (XROA82) Rock**  **Where do you live?** Janesville  **Who is in your family:** 2 adult children, Jennifer and David, my 16 year old Myra Jamie and one grandson.  **What type of pets do you have, if any?** A cat  **Where did you grow up?** Southern California  **How did you come to work in Economic Support?** A friend from Rock Haven encouraged me to apply.  **Where else have you worked?** Rock Haven as a screener, one day a week and Mercy Care Insurance full time  **What is your favorite indoor or outdoor activity?** Hiking/walking  **What is your favorite food?** Any kind of steak  **What are you watching on T.V right now?** The Chosen series  **What is your favorite movie?** August Rush  **What is your favorite song or type of music?** Christian music  **What is the last book you read?** Haikyuu Anime manga  **What is something you want to do this year?**  Get a cabin and spend time there with my children and my grandson.  **What could you never give up?** Eating meat  **What else do you want to tell us about yourself?**  I have 6 brothers and 4 sisters.  My parents have been married for 55 years.  I am the oldest and my youngest sibling is 34 | | | | |
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| [Image result for inspirational sayings shine](https://www.google.com/imgres?imgurl=https://img1.etsystatic.com/045/1/6579343/il_214x170.741472129_2lb3.jpg&imgrefurl=https://www.etsy.com/market/shine_wall_art&h=170&w=214&tbnid=Tiwc_baNksZ3mM:&docid=eI0lSKmAW_-uuM&ei=dOGPVsDuOYa-eNzXkKgC&tbm=isch&ved=0ahUKEwjA-MqPz5rKAhUGHx4KHdwrBCU4ZBAzCC4oKzAr) | 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](file:///\\ELM\DATA\SOCSERV\ESSLeadWorkers\BOOTHJ\Jenny%20Booth\Newsletter\boothj@co.rock.wi.us)  **Congratulations**  [Image result for smiley face](http://www.google.com/url?url=http://www.clipartpanda.com/categories/laughing-smiley-face-clip-art&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwjzgoKehJbKAhUKLSYKHSJUAfEQwW4IGjAC&sig2=eF9hdJhY99dkGyNK1M1LDQ&usg=AFQjCNGtSg9fU8zdiSjc6pWKDipJtHAgvA)Congratulations to Linda Orr who celebrated 30 years with Grant County on December 7th!  Congratulations to Julie Ihlenfeld who is retiring after 21 years of service with Jefferson County! Her last day is February 2nd!  [Image result for smiley face](http://www.google.com/url?url=http://www.clipartpanda.com/categories/laughing-smiley-face-clip-art&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwjzgoKehJbKAhUKLSYKHSJUAfEQwW4IGjAC&sig2=eF9hdJhY99dkGyNK1M1LDQ&usg=AFQjCNGtSg9fU8zdiSjc6pWKDipJtHAgvA) Congratulations to Meghan Harris who celebrated 10 years of service with Jefferson County on January 2nd! | | | | | |
| **Round of Applause**  [Image result for round of applause clip art](http://www.google.com/url?url=http://www.clker.com/clipart-49611.html&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwis18q3_pXKAhWDOSYKHVpzB5wQwW4IHDAD&sig2=QjkJuNwLtbiFwd4V2Vowxg&usg=AFQjCNFag8Fsfz5NB2Tk3Hmawmg_8TAGxw) A customer called and complimented Lindsay Gonzalez on her excellent customer service. Great job!  [Image result for round of applause clip art](http://www.google.com/url?url=http://www.clker.com/clipart-49611.html&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwis18q3_pXKAhWDOSYKHVpzB5wQwW4IHDAD&sig2=QjkJuNwLtbiFwd4V2Vowxg&usg=AFQjCNFag8Fsfz5NB2Tk3Hmawmg_8TAGxw) A customer stated that he had a pleasant interaction with Jen Behnke. He said Jen did a fantastic job at helping him and that she was very caring and answer all his questions. Great job!  [Image result for round of applause clip art](http://www.google.com/url?url=http://www.clker.com/clipart-49611.html&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwis18q3_pXKAhWDOSYKHVpzB5wQwW4IHDAD&sig2=QjkJuNwLtbiFwd4V2Vowxg&usg=AFQjCNFag8Fsfz5NB2Tk3Hmawmg_8TAGxw) A customer complimented Christina Tracy, saying Christina was fabulous, wonderful, and helpful! Great job!  [Image result for round of applause clip art](http://www.google.com/url?url=http://www.clker.com/clipart-49611.html&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwis18q3_pXKAhWDOSYKHVpzB5wQwW4IHDAD&sig2=QjkJuNwLtbiFwd4V2Vowxg&usg=AFQjCNFag8Fsfz5NB2Tk3Hmawmg_8TAGxw) A customer said she felt Moises Sequeira went above and beyond to get her case figured out.  She said he is an amazing worker and appreciates everything he did for her. Great job, Moises!  [Image result for round of applause clip art](http://www.google.com/url?url=http://www.clker.com/clipart-49611.html&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwis18q3_pXKAhWDOSYKHVpzB5wQwW4IHDAD&sig2=QjkJuNwLtbiFwd4V2Vowxg&usg=AFQjCNFag8Fsfz5NB2Tk3Hmawmg_8TAGxw) A client stated that Becca Snyder is kind and understanding.  She gave phenomenal customer service! She stated she moved here from Missouri, and it was a joy talking to her.  She was very knowledgeable, and she was grateful.  She said she has been struggling and talking to Becca just perked her up and made her feel so much better.  Great job Becca!!!  [Image result for round of applause clip art](http://www.google.com/url?url=http://www.clker.com/clipart-49611.html&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwis18q3_pXKAhWDOSYKHVpzB5wQwW4IHDAD&sig2=QjkJuNwLtbiFwd4V2Vowxg&usg=AFQjCNFag8Fsfz5NB2Tk3Hmawmg_8TAGxw) A client called and complimented Amanda DuFour. She said Amanda was patient, respectful, professional, and thorough.  Amanda took the time to help her and to help her understand.  Way to go Amanda!  [Image result for round of applause clip art](http://www.google.com/url?url=http://www.clker.com/clipart-49611.html&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwis18q3_pXKAhWDOSYKHVpzB5wQwW4IHDAD&sig2=QjkJuNwLtbiFwd4V2Vowxg&usg=AFQjCNFag8Fsfz5NB2Tk3Hmawmg_8TAGxw) A customer called and said that Becca Snyder took the time to explain things, was patient, very “human” and did an amazing job. She said even though it wasn’t the outcome she hoped, she did an extraordinary job helping her. Great job, Becca! | | | |  |  |
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| **Community Resources and Events** | | | |
| [https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcRa5HsCMXYhtZBW6UH_iBQapj0z3cDmE2X4Ax-WMwvkJnXh9yWLBjJ_Cj2K](http://www.google.com/url?url=http://www.ceres.k12.ca.us/cms/One.aspx?portalId%3D5439732%26pageId%3D11698993&rct=j&frm=1&q=&esrc=s&sa=U&ei=aQ8UVYafG4S7ogTo_YHoDw&ved=0CBYQ9QEwAA&sig2=0TFe2acCUqSh7tpUSXMFHQ&usg=AFQjCNFw7-5hANwidjGM2Rq_Ii8uPXL8qg)  **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.** | **Veterans Rental Assistance Program (VRAP)**  The Veterans Rental Assistance Program (VRAP) provides rental assistance for veterans with limited or fixed incomes. The VRAP places high priority on providing assistance to result in long-term housing/economic stability.  In order to qualify for a VRAP benefit, people must meet income requirements and provide necessary documentation for both the WHEAP and VRAP.  See contact information below:  Online- [www.heat.help](http://www.heat.help)  Telephone- 833-WIS-VRAP (833-947-8727)  By appointment by calling 833-WIS-VRAP or  [www.esiwi.com/book-an-appointment](http://www.esiwi.com/book-an-appointment)  Applications and additional program information is available at [vrapwi.com](https://r20.rs6.net/tn.jsp?f=001VYesElEb0bQFaILvkQWppYeUdrYzyRBesFWlOCHbrLnIMdRJOY4fVd213Yae0Xv6wBXcujq_zEAVrI9t_q1T8gqpGahG9ZTHO3dAuGluEfa7KU6iV2VamCfz4MXGawi5DbmVjC_QxFE=&c=GJ83YKu3Mc0u-tZywsDdxaG3xjiMpM7yR_XNA7zWtOPESGeY8CtCeg==&ch=Hs_ark4Bro7rXh0sTqwB3Ip09oQVD1tiJhXYkXo7a-3I2trlM_QuBA==) and 1-800-891-9276  VRAP applicants must have a gross income at or below 80% of their county’s medium income. Click the link below for income levels:  [county median income](https://r20.rs6.net/tn.jsp?f=001VYesElEb0bQFaILvkQWppYeUdrYzyRBesFWlOCHbrLnIMdRJOY4fVd213Yae0Xv620e6N4PLGD_jAcOVmXb-7GAiBuNFOoNV_cQYv_tT_tXRPuNYN04OdsZw39vi8ktlFXoE5PMi15HUG8yXSctzWxryNjO4STkLLpcyBL6YLWHPx3dxQdW-AKdBvkUHdOI0urGX_47shzdQd7PJuM65thLLo6Dp8-0SOq4gLstzkdo4vQ8tu9hOnT7pIWRentCwhk3MN4jmci6KuUoOu49bbEUpciwjJOOdpZSyEFVbXmc=&c=GJ83YKu3Mc0u-tZywsDdxaG3xjiMpM7yR_XNA7zWtOPESGeY8CtCeg==&ch=Hs_ark4Bro7rXh0sTqwB3Ip09oQVD1tiJhXYkXo7a-3I2trlM_QuBA==)**.**  VRAP payments are paid directly to the landlord when all requirements have been met and documentation has been provided. | | |
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| **Consortium Updates** | |
| * For the purposes of evaluating divestment, there has been a change in policy related to the child needing to have a disability determination.  The child being divested to is only required to meet the SSA definition of disability or blindness.  This can be documented by a medical professional. * When customers report a new address, remember to transfer them to the new, correct county of residence. If the case is pending and cannot be transferred, enter a flagged case comment that the case needs to be transferred when the verification is processed. * Remember to read case comments when processing verification as additional action may be required on cases (example: transferring to new county of residence, generating a case summary, etc.) * Please remember to review dependent care expenses at renewal to make sure that they are still accurate. * Remember to delete action items when working on cases. | Southern Consortium Logo |