



## Unwinding

Now that the unwinding is upon us, there are some key dates to make note of:

April 1<sup>st</sup>- Normal BC+ rules will take effect for new applicants

May- the first round of 45-day renewal notices will be sent

June 30th- First cohort of CARES renewals are due

January 2024- premiums are reinstated, the treatment needs question is reinstated (pending the approval of Wisconsin's BC+ Reform Waiver extension)

*\*Note: this is not the entire list of policy changes planned. Dates are subject to change*

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# Calendar



## MARCH 2023

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



## APRIL 2023

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

# 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
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
<b>January</b>	<b>11,539</b>	<b>11,118</b>	<b>96.35%</b>	<b>1.34</b>	<b>10.55</b>	<b>10.91</b>	<b>24.87</b>
<b>February</b>	<b>9,487</b>	<b>9,223</b>	<b>97.22%</b>	<b>0.90</b>	<b>10.58</b>	<b>10.93</b>	<b>20.32</b>

## Application Processing Statistics

### Southern Consortium Application Processing for January and February 2023

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

Agency of Administration	Applications Processed Count	Applications Processed Timely	
		Count	%
<b>January 2023</b>			
CRAWFORD COUNTY	115	112	97.39%
GRANT COUNTY	355	344	96.90%
GREEN COUNTY	223	218	97.76%
IOWA COUNTY	133	133	100.0%
JEFFERSON COUNTY	524	525	100.19%
LAFAYETTE COUNTY	97	97	100.0%
ROCK COUNTY	1,612	1,585	98.33%
<b>Total Applications Processed</b>	<b>3,059</b>	<b>3,014</b>	<b>98.53%</b>
<b>February 2023</b>			
CRAWFORD COUNTY	80	79	98.75%
GRANT COUNTY	254	253	99.61%
GREEN COUNTY	160	159	99.38%
IOWA COUNTY	93	93	100.0%
JEFFERSON COUNTY	391	387	98.98%
LAFAYETTE COUNTY	60	60	100.0%
ROCK COUNTY	1,298	1,287	99.15%
<b>Total Applications Processed</b>	<b>2,336</b>	<b>2,318</b>	<b>99.23%</b>

# Policy Page

## Tips and Tricks

When the Employment Query page comes up in driver flow, make sure to wait the 7 seconds for the match information to display. New hires and wage matches are being missed because workers have not been waiting the full 7 seconds and are bypassing this page which can result in benefits being issued in error.

## Policy Update

There are updates to the C9 verification code in CARES:

- Effective 01/16/2023 the C9 code will no longer be enterable in CWW. If an applicant or member contacts the agency to report they are unable to obtain the verification requested due to a COVID-19- related reason the worker must assist in getting the verification(s). If verifications cannot be obtained, the worker should review and apply the existing best information available policy applicable per program.
- For cases that have pages with the C9 code currently entered, workers will be required to request verification of that item when the page is scheduled during a driver flow (new application, program add, person, add, change report, SMRF, renewal etc.). Workers must take action to update the verification code and request verification as needed. If the member does not provide requested verification for FoodShare or contact the agency to request assistance with verification, normal program rules will apply. If the member does not provide requested verification for health care, benefits will continue under the continuous coverage policy.
- For cases that have a C9 code entered on one or more of its pages, workers must update all C9 codes on the page to ?/Q? and request verification when the page is scheduled during a driver flow. Once verification is received workers should update the page and the verification code as appropriate or update to NV/QV if verification is not received.
- **Note** - Workers should not manually navigate to pages that are not a part of a driver flow and update the C9 code and/or request verification. If the C9 code is updated to another verification code in error, workers will not be able to revert it back to the C9 code. It is important that the C9 code is not updated unless the page is scheduled during a driver flow and an update to the C9 code is required.



# Introducing



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

## **Introducing Sandy Seffrood (XLF274) Lafayette**

**Who is in your family?** Stuart-hubby, Karl & Spence-sons

**What type of pets do you have if any?** 2 dogs, Duke & Xena, indoor/outdoor cat-Cuddles, and many farm cats and poultry

**Where did you grow up?** On a farm near Prairie du Chien WI

**How did you come to work in Economic Support?** Missy asked me to apply

**Where else have you worked?** Accelerated Genetics, Wiegel Riverside Dairy, Duluth Trading, Equity Livestock Cooperative and of course our farm.

**What's your favorite indoor or outdoor activity?** Indoors- reading or sewing, outdoors-walking

**What's your favorite food?** Tacos

**What are you watching on TV right now?** Accused, Seaside Hotel, Stranger Things—waiting on new season!

**What is your favorite movie?** Quigley Down Under, or any Adam Sandler movie

**What is your favorite song or type of music?** Country or 80's music

**What is the last book you read?** 90 minutes in heaven

**Do you have any hidden talents?** I can breed a cow AI.

**What is something you want to do this year?** Run some 5k races, spend more time w/family

**What could you never give up?** Coffee and dark chocolate

**What else do you want to tell us about yourself?** I like to travel to places that require a passport.



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 Miranda Ludvik who will celebrate 10 years with Crawford County on April 29<sup>th</sup>!

## Round of Applause



An attorney called and wanted to recognize the good work Kris Knecht and Denece Udelhoven have done for his client as well as everyone else he has spoken to lately. He really appreciates everything we do. Awesome job Kris and Denece!



A customer said she was working with Cris Priewe and that he was wonderful and so nice and she just wanted to give him a shout out. Great job, Cris!!



Jannan Roesch received a compliment for being polite and respectful. Awesome job Jannan!



Amanda DuFour received a compliment for being polite, professional and a “delight” to speak to. Awesome Job Amanda!



A gentleman wanted us to know what a great job Anne Dillavou did. He expressed gratitude for how she handled the call. Great job, Anne!



A client wanted to share how awesome Denece Udelhoven was today. He used words like helpful, phenomenal, awesome, went above and beyond, and several more great words to describe his interaction with Denece. He most importantly pointed out she listened to why he was calling and questions he had. Way to go Denece!



A client wanted to share what a wonderful experience she had with Debra Bristol. She had a lot of questions and Debra listened to her and answered all her questions. It was a breath of fresh air per the client. She stated it’s hard asking for help and Debra didn’t make her feel embarrassed about asking for help or asking questions. Awesome job Debra!



A couple of customers wanted to compliment Denece Udelhoven and Nikki Huber for all the help. They were feeling very overwhelmed and are especially thankful for all the help and support received by Denece and Nikki. Way to go Denece and Nikk!

## 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.

### Ruby's Pantry

Ruby's Pantry distributes food at Pop-Up Pantry locations across MN & WI. There is no income or residency requirement and for a \$25 bundle donation you will receive an abundance of groceries.

1. Pick a Convenient [Location](#)
2. Sign up For a Ruby's Guest [Account](#)
3. [Schedule](#) Your Express Track Registration and Handle Your Donation Online to Save Time
4. OR Just Come to the Pop-Up Pantry Location on the Upcoming Monthly Date

[Express Track Reservation](#) reserve your bundle(s) with your donation & select a distribution timeslot that works best for your schedule. On the day of the Pop-Up Pantry, check in at the Express Track registration desk.

[Click here to Find A Location](#) to see the nearest Pop-Up Pantry locations near you.



## Consortium Updates

- Please pay attention to the due dates on the verification due date page. There have been instances lately when an old date populates on the page and the FS and MA dates do not match. Example: new request for FS where the FS due date is out 30 days, but for some reason MA will not match up. One case we had showed a due date of 01/04/23 for FS and MA was showing a due date of 10/21/22. Make sure to align the due dates to the correct date.
- An application must not be denied prior to the 30th day, unless the interview has been completed, even if other information has been reported on the application that would make the FoodShare assistance group ineligible. A workaround may be needed if the system is failing the case prior to an interview being completed.
- When you get a call, always check the programs under query. If they are not open for any Long-Term Care programs, any trained agent should be able to assist. Do not transfer the case solely based on the name on the caseload or the LTC outside of CARES status.
- When someone has an S-Corp and they are paying themselves a wage, we must budget the SEI using the worksheets and the income they pay themselves as earned income, not self-employment, as they are performing two separate roles within the company.
- When updating/building absent parent pages, please be sure to create a new AP page for each absent parent. There have been a couple of instances lately where a pregnancy has ended prior to birth, a new pregnancy has been reported, and this has not been entered in correctly. It looks like the pages have been updated with the new due date for the baby, instead of the first page being deleted and a new one entered. This is causing errors in the referral to child support for the new pregnancies.
- When transferring a case to a different county, please don't delete the transfer in alert for the new county.
- Do not add an authorized rep to a case until we have the proper paperwork on file. Entering a "?" on the page does not pend for the paperwork.

