Capital Call Center | Statuses I Standard Days Schedule / Expectations

Statuses

Consortium staff must log into CCC at the beginning of your work day and stay logged in through your entire work day. Choose the appropriate status:

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| **Status** | **Definition** |
| **Ready** | Ready to take calls. If a call is offered in one of the queues you are in and you are the next available agent, your phone will ring. |
| **After Call Work** | You will default to this status when a call terminates. This status will automatically revert to ready status in 20 seconds after the call was terminated. |
| **Not Ready- Extended After Call Work** | Use only during CCC shift for when continuing to process a case after the call is complete. (maximum 10 min) \*\*\*\**You will get an email if you’ve been in this status too long.* |
| **Not Ready-Case Processing** | Use when working in lobby, or when processing all case work during Protected Time or Project Assignment. Replaces Document Processing and Application Processing |
| **Not Ready-Last Call** | Use when you need to use the restroom during CCC Time or at end of your CCC transition period (no more than 10 min) \*\*\*\**You will get an email if you’ve been in this status too long.* |
| **Not Ready-Lunch** | Use when on lunch break |
| **Not Ready-Meeting** | Use when attending an approved meeting |
| **Not Ready-No Answer** | Will default to this status if you fail to answer an offered call |
| **Not Ready-On Break** | Use when on break (other than lunch) |
| **Not Ready-Other** | Not used currently |
| **Not Ready-Training** | Use when attending an approved training |

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| **Standard Daily Schedule** | **Definition** |
| **Standard Days** | Family Workers:   * Scheduled to be on the call center daily with 90 minutes of protected time. * Go off CCC during the designated 90 minutes of “**Protected**” time to complete daily priorities. * Family Standard days apply to most Tuesdays, Wednesdays, and Fridays. |
| EBD Workers:   * Scheduled to be on the call center daily with 2.5 hours of protected time. * Go off CCC during the designated 2.5 hours of “**Protected** time” to complete daily priorities. * EBD Standard days apply to most Tuesdays, Wednesdays, and Fridays. |
| **AM Meeting Days** | * AM Meeting days scheduled weekly on Thursday for County/Unit meetings from 8:15 - 8:55 AM * CCC hours 9:00 AM - 4:00 PM on Thursdays * Family workers scheduled 90 minutes of “**Protected**” time to go off CCC and complete daily priorities during the designated time. * EBD workers scheduled 2.5 hours of “**Protected**” time to go off CCC and complete daily priorities during the designated time. |
| **PM Meeting Days** | * PM Meeting days scheduled once a month on the second Thursday PM for local county or consortium meetings held 1:00 – 3:30 PM. * Weekly AM Meeting time is reserved county/unit meetings or consortium project. * CCC hours 9:00 AM-12:00 PM on Thursdays * Family workers scheduled 90 minutes of “**Protected**” time to go off CCC and complete daily priorities during the designated time. * EBD workers scheduled 90 minutes of “**Protected**” time to go off CCC and complete daily priorities during the designated time. |

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| **Swamp Days** | * **Family workers:**   + No protected time.   + Log into CCC and be in “**Available**” status to take calls during designated CCC shift.   + The 7/10/30 verifications due lists for early and late shifts will be completed by the early shift staff prior to CCC opening at 8:00 AM. The 7:45 shift workers are responsible for completing their own list prior to 8:00 AM. * **EBD workers**:   + Log into CCC and be in “**Available**” status to take calls during designated time.   + Get 75 minutes of “**Protected**” time to complete the daily priorities on EBD swamp days. * If CCC call volume is manageable, staff will be rotate out for special projects during CCC time for both the family and EBD workers. |
| **Mini-Swamp Days** | Mini-Swamp days only apply to family workers on certain lower call volume Mondays:   * All Family workers get 45 minutes of “**Protected”** time to complete their own daily priorities on mini-swamp days. * All Family workers are expected to take calls during your non-protected time. * If CCC call volume is manageable, staff will be rotate out for special projects during CCC time. |

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| **Capital Call Center Expectations** |
| Log into Capital Call Center at the beginning of your work day and stay logged in the entire work day. |
| Be in “Ready” status to take calls at the beginning of your Capital Call Center shift |
| Times to avoid taking breaks:   * 8:00 AM * 11:00 AM – 1:15 PM   *Do not connect break time to lunch break unless authorized by your county and approved by your supervisor*   * 3:45 PM – 4:30 PM   *Do not connect break time to leaving work early unless authorized by your county and approved by your supervisor (Dane does not allow this per Civil Service Rules)*   * At the start of your Capital Call Center shift * During busy time when email notification sent by the monitor team to take calls   Email your supervisor and the monitor team, if you can’t avoid a break at the times listed above |
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| Avoid transferring calls between queues at 3:45 PM: |
| * Do your best to answer the caller’s question. Inform the caller to call back the next business day using the proper queue. |
| * If it is necessary for us to do a call back: |
| * + Collect all the necessary information, |
| * + Be specific on the subject line for specific county related issues (CC/EBD/General/Hmong/Spanish), |
| * + Document the call in case comments if appropriate, |
| * + Email the Capital lead team to assign out for a call back on the next business day. |
| * + Dane lead will handle call back assignment for EBD/General/Hmong/Spanish/Dane CC. |
| * + Partner leads will handle the call back assignment for partner CC queue. |
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