**DESK AID FOR EMAIL DISTRIBUTION LISTS**

***(For All Consortium ESS)***

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| **Team Name** | **Why do you use this email address** | **Email Address** | **Shortcut from Dane County Email** | **What to include in the Email** |
| Forms  | * Request paper application
 | HSEACapitalRS@countyofdane.com | #HS EA CapitalRS | * Subject line: Application request/County the person lives in
* Body: List customer name, address, and forms to be mailed
 |
| CCA Monitoring Team  | * communicate to CCA Monitoring
* team about being off
* “Available” status” for more than 10 minutes
* CCA problems or other computer issue
 | HSEACCMonitoringTeam@countyofdane.com | #HS EA CC Monitoring Team | **For off CCA:** * Subject line: CCA status
* Body: Brief description

**For other issues**:* Subject line: CCA issues
* Body: Brief description of the issue
 |
| Capital Leads Team  | Communicate to Leads if you talked to someone from another county that * needs a CC auth
* needs a call back from Spanish or other language, whether Family or EBD
 | HSEACapitalLeads@countyofdane.com  | #HS EA Capital Leads | **For CC:*** Subject line: CC/County Name
* Body: Brief explanation of the issue

**For Language/Family or EBD*** Body: Brief description of the caller's issue
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| FEV  | * request a check out of state benefits
 | FEVBenefit@countyofdane.com  | HS EA FEV Benefit Inquiry | * Subject Line: FEV
* Body: Include the state to check, name and case number
 |
| Problem Resolution Team  | * worker has a policy, case- related
* process question for Leads that is more complex than can be handled on the Help Queue
* question is not urgent
 | HSEAProbres@countyofdane.com | EAWS Problem Resolution Team | * Subject line: Case number
* Body: Description of the problem and references as to where you looked for answer
 |
| FSOD Team  | * apps you were assigned but not able to complete
* any other FSOD tool issues
 | HSEAFSODTeam@countyofdane.com | #HS EA FSOD Team | * Just reply to the email that was received with any apps not completed, or with a brief description of any problems
 |
| Fun Committee  | * interested in joining
* share ideas
 | HSEAFunCommittee@countyofdane.com | #HS EA Fun Committee | * brief description of any fun ideas

an interest in joining the Fun Committee |
|  |  |  |  |  |
| ***(For Dane County Workers Only)*** |  |  |  |  |
| **Team Name** | **Why do you use this email address** | **Email Address** | **Shortcut from Dane County Email** | **What to include in the Email** |
| Clerical  | Copier, toner, fax machine needs service  | HSEANickelUnit@countyofdane.com | #HS EA Nickel Unit | Brief description of the issue |
| Dane County IT Help Desk  | Email with computer problems, and Mitch is not here  | HELPDesk@countyofdane.com | Help Desk | Brief description of the issue |
| Hmong Team | Needing a staff person who speaks Hmong | HSEAHmongTeam@countyofdane.com  | #HS EA Hmong Team | Brief description of the issue |
| Spanish Team | * Needing a staff person who speaks Spanish
 | HSEASpanishTeam@countyofdane.com  | #HS EA Spanish Team | * Brief description of the issue
 |
| Dane Lobby Closing Help | At 4:15 and a lobby customer needs immediate assistance that can’t wait, email to see about a lead/supervisor assisting at 4:30 | HSEAlobbyclosing@countyofdane.com  | #HS EA Lobby Closing | Brief description of the issue |
| Docs to be Scanned  | When working from home, documents that are already processed and need to get scanned | HSEAprocessed@countyofdane.com  | #HS EA Processed Docs  | * Subject Line: “ScanFirst, ProcFirst, or Rush”

If you have an item that needs to be scanned first, also use this distribution list, and use subject line: “scan first” |
| Docs/Forms to be mailed  | When working from home, documents or forms that need to be mailed | HSEAPrintCopyFaxMail@countyofdane.com  | HS EA Print/Copy/Fax/Mail | * Subject Line: “documents to be mailed”

If you are working at the Job Center, please only email to send packets. (Child Support, EBD, etc)If you need documents to be both mailed and scanned, then email both this distribution list and the #HS EA Processed Docs with the subject line “documents to be scanned and mailed”. |
| Housing Verifications | If you receive any housing verifications that you would like the clerical team to process, please use the housing email | hseahousing@countyofdane.com | HSEAHousing | * Subject Line: “Housing Verification”

Include Case Name/NumberInclude attachments or links for all docs (copying and pasting docs to the body of the email do not print well). If specific CWW screens are needed, take a screenshot and paste into a Word document and send as an attachment. If docs are needed from ECF, also send as an attachment |
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