**Front Desk Services**

There are mandatory lobby services that need to be provided by each county in the consortium. If a person comes into the office they must be given the option to speak to someone who can provides them with program information or use our self-service option.

Services that must be provided to a walk-in customer:

**LOBBY SERVICES FOR WALK-IN CUSTOMERS**

 If an applicant and/or participant is physically in the agency, they must be given the option to speak to someone who can provide them with program information or to utilize a self-service option if they choose not to wait for in-person assistance. The following list outlines the services that must be provided to a walk-in customer:

1. Answer general questions about Income Maintenance (Health Care/FoodShare) programs, processes, and services. This includes information about the Federal Health Insurance Marketplace.
2. Accept Requests for Assistance (RFAs).
3. Print copies of CARES notices.
4. Print replacement six (6) month report forms.
5. Schedule face-to-face appointments and interviews with Income Maintenance staff.
6. Accept verification forms and other documentation.
7. Accept initial BadgerCare Plus premiums.
8. Issue vault QUEST cards for expedited FS benefits and replacement cards.
9. Facilitate access to interpreter services.
10. Provide dedicated, confidential space, which includes a telephone for the purpose of fair hearings, face-to-face appointments, or interviews.
11. Receive and hold mail for individuals who have no permanent mailing address.
12. Display and make available to all visitors the current state and USDA publications (pamphlets, informational flyers, posters, and other materials) that inform and advise of benefits and eligibility requirements. These publications must be available in all office locations and in both English and Spanish languages. An attachment to this memo outlines the FoodShare lobby posting requirements.
13. Provide a computer for people to complete ACCESS, and/or Federal Marketplace applications.
14. Provide a telephone to enable a customer to call the Consortium Call/Change center as needed.

Individuals working in this area must be able to answer questions about:

* Available programs
* Options of how to apply (see below)
* Information on where to apply
* The importance of setting a filing date

We must stress (in person or phone) the 4 ways to apply for FS or HC.

1. Online at [www.access.wi.gov](http://www.access.wi.gov)
2. Telephone at 1-888-794-5556
3. Agency you can come into your local agency
4. Mail we can send a paper application

**SERVICES TO CUSTOMERS COMPLETING AN ONLINE FOODSHARE APPLICATION OR RENEWAL AT THE LOCAL AGENCY**

Local agencies must ensure the following for customers completing online FoodShare applications or renewals in person at the local or IM tribal agency office:

1. Afford customers the opportunity to receive a paper copy of the submitted FoodShare application or renewal information or ACCESS application summary:

• Customers should have the option to print their information at the time of application or renewal, or the IM agency must provide a paper copy of the information upon the customer's request.

1. Have staff available to assist customers in printing the application or renewal summary.
2. Post signs near the area where customers complete their online applications or renewals that inform them of their right to receive a paper copy of their application or renewal and the process for doing so.