



LOBBY SERVICES

CUSTOMER SERVICE ADMIN MEMO

DCDHS – Economic Assistance & Work Services

BACKGROUND

The income maintenance contracts between DHS and consortium, or Tribes requires grantees to provide lobby services as defined in Wis. Stat. § 49.78(2) (b). The definition of "lobby services" requires additional clarification, which is described below. In addition, policies and procedures written in eligibility management handbooks and manuals are also applicable.

Lobby services include services provided to both walk-in customers and to customers who call the agency.

Federal SNAP regulations require state agencies provide individuals who complete an online FoodShare application or renewal in person at a local IM or Tribal agency office the opportunity to review the information that has been recorded electronically and must provide them with a hard copy of that information for their records, upon request.

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 and FoodShare programs, processes, and services. This includes information about the federal Health Insurance Marketplace. Individuals working in this area must be able to answer questions about:
 - Available programs.
 - Options of how to apply.
 - Information on where to apply.
 - The importance of setting a filing date and how to set a filing date.
- 2) Accepts program requests by allowing customers to set filing dates.
- 3) Print copies of correspondence sent through CARES. This includes but is not limited to notices, replacement six-month report forms, verification checklists, etc.
- 4) Schedule face-to-face appointments and interviews with income maintenance or Tribal staff.
- 5) Accept verification forms and other documentation.
- 6) Must offer and issue temporary QUEST cards for expedited FoodShare benefits and replacement cards.
 - Assist with activating and pinning temporary QUEST cards.
 - Maintain an adequate supply of temporary QUEST cards.
- 7) Facilitate access to interpreter services.
- 8) Provide dedicated, confidential space, which includes a telephone for the purpose of fair hearings, face-to-face appointments, or interviews.

- 9) Receive and hold State, income maintenance agency, FSET, and HMO issued mail for 30 days, for individuals that do not have a permanent mailing address.
- 10) 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.
- 11) Provide a computer for people to complete ACCESS and/or federal Marketplace applications.
- 12) Provide a telephone to enable a customer to call the consortium call center as needed.

LOBBY SERVICES FOR CALL-IN CUSTOMERS

If a customer calls the local agency number and indicates a need for FoodShare or Health Care, the agency must provide them with:

- All options on how to apply (ACCESS, call center, mail, or at the local agency).
- The importance of setting the filing date.

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) Must offer customers a paper or electronic 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 or an electronic copy of the information upon the customer's request.
- 2) Have staff available to assist customers in printing the application or renewal summary.
- 3) 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.

Four (4) Ways to Apply for FoodShare or Health Care		
1.		Online – access.wi.gov
2.		Phone – 1-888-794-5556
3.		In-Person – Dane County Job Center
4.		Mail – 1819 Aberg Ave, Madison, WI 53704 or Fax to CDPU at 1-855-293-1822