**Capital Consortium Website Index**

 ***Search by typing Ctrl + F***

 ***Main Sections are in Bold***

**Home**

**What's New**

**EBD and Family Schedule**

**HELPLINE for Capital Consortium ESS**

**Website Corrections, Questions, and Updates**

**Counties**

County-specific items

County-specific resources

Policies and Procedures

**Tools**

**Income Maintenance Tools**

Frequently Used Email Addresses

Dane County Jail Current Inmate List

Savings Bond Calculator

VINELink: resource for Out of State Prison Check

Wisconsin Circuit Court Access (CCAP): to verify drug felony convictions

**Program Handbooks & Manuals**

BadgerCare Plus (BCP)

Caretaker Supplement (CTS)

Child Care (CC)

FoodShare (FS)

Food Stamp Employment & Training (FSET)

Medicaid Eligibility Handbook (MA)

Process Help

Process Help Covid 19 page

Operations Memo (OM)

Wisconsin Works (W-2)

Wisconsin Consortia Problem Resolution Contacts

Wisconsin Department of Corrections Offender Locator

Wisconsin DOT Driver License Status Check

**Forms**

**Income Maintenance Forms**

**BadgerCare Forms**

3070

BadgerCare Plus Health Survey Form [F-02548]

BadgerCare Plus Premium Information/Payment [English]

BadgerCare Plus Premium Information/Payment [Spanish]

BadgerCare Premium Payments Addresses [English]

BadgerCare Premium Payments Addresses [Spanish]

BadgerCare Plus Premium Member/Employer Electronic Funds Transfer

BadgerCare Premium Wage Withholding

Marketplace Initial Referral (Gap-Filling Notice) [F-01915]

Marketplace Second Referral (Gap-Filling Notice) [F-01915A]

Treatment Needs Question [F-02547]

Verifying Tax-exempt Income for Live-in Care Providers

**CTS**

Retro CTS payment form

**Childcare Forms**

Medical Exemption form

Wisconsin Share Special Needs Higher Rate Request

**EBD Forms**

QMB/SLMB/SLMB+NOD [F-10106]

QMB/SLMB/SLMB+NEGATIVE NOD [F-10107]

VA Aid and Attendance Form

**FoodShare Forms**

Quest Claim repayment Affidavit [F-19002]

Request for Replacement FS Benefits [F-00330]

Vault Card Issuance Checklist

FoodShare Buy and make food separately form [F-02491]

Add or Remove Authorized Buyer/Alternate Payee for FS [F-16004]

**FSET Forms**

Medical Exemption from Work Requirements for Able-Bodied Adults Without Dependents [English]

Medical Exemption from Work Requirements for Able-Bodied Adults Without Dependents [Hmong]

Medical Exemption from Work Requirements for Able-Bodied Adults Without Dependents [Spanish]

**Long Term Care Forms**

For Income Allocation and Asset Allocation forms, see Process Help 11.5.4. You will create these notices using CWW's manual letter selection feature.

**MAPP Forms**

MAPP Income Verification Form

MAPP Income Verification Form [Spanish]

MAPP (Medicaid Purchase Plan) Work Requirements Exemption Form

Medicaid Purchase Plan Premium - Employer Wage Withholding Information and Instructions

MAPP Health and Counseling Application (HEC)

MAPP Independence Account Registration Form

Medicaid Purchase Plan Premium - Information/Payment

Medicaid Purchase Plan Premium - Member/Employer Electronic Funds

Proof of In-kind Hours form

Transfer Information and Instructions

**Multiple Programs/Miscellaneous Forms**

Authorization of Representative Form - Organization

Authorization of Representative Form - Person

Authorization of Representative Form - Person [Spanish]

Authorization of Representative Form - Person [Hmong]

Capital Consortium Letterhead

Confidential Release of Information

Fair Hearing Request

Fax Cover Sheet

Household Composition Verification Form

Positive Manual NOD

Positive Manual NOD [Spanish]

Negative Manual NOD

Negative Manual NOD [Spanish]

Request for Verification Form

Request for Verification Form [Hmong]

Request for Verification Form [Spanish]

Shelter Verification Form | MP-121

**Self-Employment Forms**

F-16035 (S Corps)

F-16036 (Partnerships)

**Desk Aids**

**Capital Consortium Desk Aids**

**Multiple Programs**

Prospective Budgeting Worksheet

Prospective Budgeting Worksheet Directions

BRITS Desk Aid

CARES Alert Guide

Case Comments and Abbreviations

Change Reporting Requirements

Child Support Expense Budgeting

Document Codes

FDSH - when to use [by program]

Generating Summary

Income Tables February 2023

KIDS Paths

Child Support Income Budgeting by Program Table

PF Keys KIDS Refresher

KIDS Acronyms

KIDS Support Codes Chart

Late Verifications

Missing Paystub Worksheet

Refugee FS and HC Desk Aid

Representative Types Quick Reference | P-02176

SAVE Handout

SSN Wage Discrepancy (Wage Record Correction)

State SSI Income - Where to look for it

Type of Income

What to Verify

**Self-Employment**

SEI Type of Employment

F-16035 (S Corps)

F-16036 (Partnerships)

See Process Help 16.2

**Cares CWW**

CARES Mainframe Screens

**Childcare**

Activity Page - When to Update

Case Comments Template used by Dane County

Case Comments Template used by Dodge County

CSAW Parent Portal Dashboard

Education Tracking Desk Aid

Extending CC Authorizations for the Current Month-Benefit Calculation

Foster Care and Kinship Care Desk Aid

FSET Childcare Approval

PLBC Adding OTHER Hours

PLBC Desk Aid

PLBC School Hours Internal Process

SWICA chart for CC

What to do when we have Incorrect PLBC Provider

**Genesys**

Genesys- Automated Telephonic Signature (ATS)

Genesys- Changing the agent phone number

Genesys- How to use the Help Queue

Genesys- Conference Calls for Language Line

Genesys- How to Transfer a Call Between Queues

Genesys- Hmong Queue Voicemail

Genesys- Telephonic Client Registration (RFA)

When to email the CC Monitoring Team

**Contacts for Out-of-State Inquiries**

National Directory

California Contact by County

New Jersey Contact by County

Ohio Contact by County

Status of ABAWD Time Limit Waivers in other states

Note: States have/do not have a waiver (and those with a partial). Those with a waiver do not currently apply ABAWD policies and those that do not have a waiver do apply ABAWD policies.

**EBD MA and BadgerCare Plus**

1095-B Form Assistance

EBD Income & Asset Limits 2021

FFM Processing Tips

HC Renewal Processing Tips and Reminders

interChange (iC) - Forward Health Portal Quick Guide

MAPP Desk Aid

EBD Med Stat Codes

Override Desk Aid

Tax Deductions and Tax Forms

BC+ Premiums Summary

BC+ Policy Summary

**FoodShare**

Alert 533 New FSET Employment

Benefit Deposit Date based on 8th digit of SSN

FSET Orientation and Enrollment Schedule for Region 10

Vault Card Issuance Checklist

**Worker Tools**

Frequently Used Email Addresses- This is now available on the Tools Tab

Social Security Payment Status Codes

**Trainings/QC**

**Upcoming Events**

**Past Trainings Archive**

**FoodShare Trainings**

ABAWD Training [PowerPoint]

FoodShare Overview for New Workers [PowerPoint]

FoodShare Clock Refresher Training [PowerPoint]

FoodShare Wisconsin Residency Verification [PowerPoint]

FSOD Training for New Workers [PowerPoint]

Work Registration [PowerPoint]

SNAP FS [PowerPoint]

**Badger Care Plus Trainings**

BadgerCare Plus Overview for New Workers [PowerPoint]

BadgerCare Premiums [PowerPoint]

Educational Aid [PowerPoint]

FFM applications [PowerPoint]

Gap Filling Rules [PowerPoint]

Suspension vs Termination [PowerPoint]

**EBD Medicaid Trainings**

AVS Supplemental quiz to state training [Word]

AVS Supplemental quiz to state training- Answers [Word]

Divestment Training [PowerPoint]

EBD Basic Training [PDF]

EBD for Family Workers [PowerPoint]

Social Security Benefits and Deductibles [PowerPoint]

Special Status Medicaid [PowerPoint]

**Child Care Trainings**

Authorization begin dates for Childcare; Ops memo 19-30. {09/12/19} [PowerPoint]

Child Care Activity Search and Temporary Break [PowerPoint]

Child Care Corner [Word]

Child Care for Foster Care and Kinship Care [PowerPoint]

Head Start and 4-K Child Care aka Wrap Around Care {09/12/19} [PowerPoint]

Mandatory Verification Requirements For Child Care [PowerPoint]

CC update- Good cause, W2 Eps in CSAW, and 2021-22 school year auths with Jessie Miller [Video] July 2021

Child Care Eligibility Refresher [PowerPoint] Jan 2021

Child Care Authorization Refresher with Jessie Miller [Video] May 2021

**General/Multiple Programs**

Access 101 Training [PowerPoint]

Adding and Deleting Individuals [PowerPoint]

Adverse Action [PowerPoint]

Break In Service [PowerPoint]

BRITS Referrals [PowerPoint]

CAPER Training [PowerPoint]

CARES Mainframe [PowerPoint]

Caretaker Supplement Training [PowerPoint]

Customer Service [PowerPoint]

Ending Employment Presentation [PowerPoint]

Error Prone Profiles [PowerPoint]

Fair Hearing Training [PowerPoint]

Forward Health Guide [PDF]

Fraud OP Overview [PowerPoint]

Immigration, Refugees, SAVE and EMA

Medical Expenses [PowerPoint]

Non-SWICA Discrepancies [PowerPoint]

Overpayments 101-Simulation [PowerPoint]

Overrides in CARES [PowerPoint]

PIN Linking [PowerPoint]

Processing Alerts [PowerPoint]

Running With Dates [PowerPoint]

SWICA [PowerPoint]

The Kids System [PowerPoint]

Time Management [PowerPoint]

Website Scavenger Hunt [PDF]

When NQ becomes Questionable [PowerPoint]

Workload Training- Your day at the Job Center when not on CCA [PowerPoint]

**Dane Only**

Quarterly Time Study Guide [PowerPoint]

Scanning Training [PowerPoint]

**Quality Control**

**Trainings**

Errors on the income pages Aug 2019 [PowerPoint]

Non-Financial [Video] 11/19/20

QC Training FS Non-financial Summary and FS Budget page [PowerPoint] 10/2020

QC KIDS Training with Patty Porto-Sanchez and Tracy Kok [Video]

QC presentation at 8/12/21 Consortium Meeting [PowerPoint]

QC presentation 12/16/21 [video]

QC Reminders FEINs 12/16/21 [PowerPoint]

QC training- Calculator 1/13/22 [video]

QC training- Types of QCs 2/17/22 [PowerPoint]

QC training- Types of QCs 2/17/22 [video]

**Trauma Informed Care Trainings**

**Video Trainings**

Scott Webb TIC 101

DHS Resilient Wisconsin home page

Trauma informed Care Foundation Session at Consortium Meeting 10/14/21 [PowerPoint]

Consortium Meeting 10/14/21, Customer Service and RTIC Foundation Session [Video]

Sample written self care plan

**Procedures**

**Consortium Procedures**

**Breach Notification**

Adams Co Breach process

Dane Co Breach process

Richland Co Breach process

**Calendars**

2023 Adverse Action Dates

2023 Consortium Holidays

**Genesys**

Administration

Genesys and Child Care Case processing

CCC Status-Standard Day definitions-Expectations

Hmong or Spanish Interpreters for Child Care

Queue Descriptions/Queue Assignment

Standard Practices

Swamp Days

Worker Shift Chart

**Continuity of Operations Plan**

**Fraud/Overpayments**

**Leads/PRT**

Capital Consortium BLANK Cohort NWT Calendar

Capital Leads Task Definitions

Daily Task Coverage

Daily task coverage desk aid

Dane and Partner Counties Buddy List

Individual Responsibilities

Lead Meeting Schedule

Lead Training Topics

Team Meeting

Help Queue Expectations

**Scripts**

BCP Childless Adult Premium Program - IM Call Script

Co-Pays and Premium Call Script for July 2020

Document Processing

Early Renewal

FoodShare Basic Work Rules and FoodShare Work Requirements Script- Includes Spanish and Hmong

FoodShare Reporting Requirements Call Script-English

FoodShare Reporting Requirements Call Script-Spanish

FoodShare Reporting Requirements Call Script-Hmong

Script to add to VCL when sending a Good Cause Notice

Script for FSOD call attempts

Standard Voicemail

State FoodShare Quality Control Loss of Contact Case Comments

SMRF Telephonic Signature [Spanish]

Telephonic Signature [Hmong]

Telephonic Signature [Spanish]

**Worker Expectations**

ESS Scorecards

Expectations for Protected Time

Workload/CCC Expectations

**Workload Standard Processes**

Appointment Scheduling

Case Processing

Applications

Ensuring Timeliness

PPRF

Renewals

SMRF

Child Care Case Processing

Error Correction

Lobby Standards for All Counties

Workload Manager

**Statewide Resources**

Affordable Connectivity Program

BadgerCare Plus Childless Adult Premium Program

Health Insurance Marketplace

Commodity Supplemental Food Program (CSFP)

FIS – EBT Edge

Funeral or Cremation Services

Help For Homeowners

Katie Beckett Program

Medicare/Disability Rights Helplines and Contacts

MyACCESS Mobile

P-EBT or Pandemic EBT

Patient Protection and Affordable Care Act (PPACA)

Prescription Assistance Program

Public Assistance Collection Unit (PACU)

Safe at Home Program

SafeLink Wireless®

Tax Credits for Low and Moderate Income Families

Transportation Services

Unemployment

Vital Records

Wisconsin Well Woman Medicaid

YoungStar Brochures

**Contacts**

**Relevant Contacts**

Capital Consortium

Forward Health Ombudsman

Member Services

Division of Hearings and Appeals

EBT Edge Card Customer Assistance

QUEST Service

CDPU