

PCR - Q and A – 7/30/2026

Confirm Eligibility

Cancel ☐ Reset

The following events have occurred:

 **XE171:** FoodShare AG cannot be confirmed – case meets Pre-certification review criteria.

Question 1 - I've got the banner for Pre-Cert on the confirmation page in CWW – what actions do I need to take at this point?

- **On the phone with the client and FS is set to open with an overnight deposit** - We want to let the client know that it can take up to 2 business days for their case to go through QC processes. You can use the following script when speaking to the client if benefits would normally be released overnight:
 - “Periodically, we review FoodShare cases for accuracy through quality control. Your case has been pulled by random selection for this type of review. Please be aware it can take up to two business days for the review to be completed.”
- **Submitting your EI Calculator** – if you completed the earned income entries, send a copy of the calculator to hseaqc@danecounty.gov
 - Subject Line – “PCR Review – EI Calculator”
 - Body – Case Number and any comments if context needed

Question 2 – I informed the client that there could be a 2-business day processing window and they're insisting they need benefits now – is there a way to prioritize PCR processing for such situations?

- PCR is designed to ignore priority service FoodShare, but there will be PCR cases with break-in-service, late renewals, and/or intakes that traditionally issue benefits the next day upon confirmation. If you encounter such a case, please emphasize the 2-business day processing window.
- If the client insists that they need benefits to be issued immediately and the client would otherwise have benefits issue overnight, you can:
 - Email hseaqc@danecounty.gov
 - Subject Line – “Priority PCR – Next Day Benefits”
 - Body – Case Number and any comments if context needed

Question 3 – I've noticed my Dashboard in CWW has a “Pre-cert Reviews” work item. Am I responsible for processing and clearing these work items?

- No – we do not want staff working the Pre-cert Reviews work items. The QC Team will monitor and clear these items as necessary.

Question 4 - The EI Calculator works for the majority of verifications received, but I've run into occasional situations where it doesn't make sense to use – what should I do?

- While we want all staff using the EI Calculator to assist with self-checking EI entries, we understand that it is not going to work in all situations. It should be rare, but if you come across verifications where the calculator does not make sense to use, you will need to be prepared to share your reason with your supervisor and/or QC Team (if pulled for PCR). You should still add comments to the case file describing your calculations to ensure your actions are understood.

Question 5 – I should use the EI Calculator for FoodShare only, right?

- You should be using the EI Calculator for all prospective budgeting EI entries, regardless of program.

Question 6 – How do I use the calculator to actual earnings? For example, backdate months or final paycheck months.

- The EI Calculator is a prospective budgeting tool, not for actual income. Please be sure to add case comments regarding your use of actual earnings.

Question 7 – I think there's an error in the calculator or an improvement that could be made. Who do I share this with?

- Please go through your supervisor to report EI Calculator errors or improvements. Please understand that this is a tool to help your self-check your entries. It should work in many situations, but it is not perfect.