

Call Center Anywhere | Swamp Days I Mini-Swamp Days

Swamp and Mini-Swamp Days

Swamp and Mini-Swamp Days are intended to ensure that we have the maximum staffing level in place to handle the high call volume we predict will happen on certain days, as well as to ensure that we have enough staff to cover the important daily work tasks, including document processing, completing 7/10/30 days lists, FSOD, etc.

Goals:

1. CCA calls answered at a rate no less than 85%,
2. Complete 7/10/30 day lists consortia-wide,
3. Process FSOD applications due on swamp day, including FS priority service applications,
4. Online document processing within 2 days of receipt,
5. Process received SMRFs, and
6. Online changes processed within 2 days of receipt.

CCA Coverage:

1. Family Workers Swamp Days:

Mini-swamp

- a. All Capital family workers will get 45 minutes of protected time to complete your daily priorities on mini-swamp days.
- b. All Capital family workers are expected to take calls during your non-protected time.
- c. If CCA call volume is manageable, staff will be rotate out for special projects during CCA time.
- d. All Capital family workers will take your regularly scheduled lunch shift (early or late lunch between 11:00 – 1:00).

Swamp

- a. No protected time during swamp days.
- b. All Capital ESS family workers are expected to take calls all day.
- c. The 7/10/30 verifications due lists for early and late shifts will be completed by the early shift staff prior to CCA opening at 8:00 AM. The 7:45 shift workers are responsible for completing their own list prior to 8:00 AM.
- d. If CCA call volume is manageable, staff will be rotated out for special projects on swamp days.
- e. All Capital ESS family workers will take your regularly scheduled lunch shift (early or late lunch between 11:00 – 1:00).

2. EBD Worker Swamp Days:

- a. All Capital EBD workers will get 45 minutes of protected time to complete your daily priorities on EBD swamp days.
- b. All Capital EBD workers are expected to take calls during your non-protected time.

- c. If CCA call volume is manageable, staff will be rotated out for special projects during CCA time.
- d. All Capital EBD workers will take your regularly scheduled lunch shift (early or late lunch between 11:00 – 1:00).

Special Project during CCA Time:

Based on the CCA call volume trends calendar, we will maintain the minimum staffing level on CCA, in order to handle the expected high call volume during swamp and mini-swamp days. The Workload Manager and CCA Manager will monitor CCA to rotate staff off CCA for special project work. For more detail on Special Project rotations, see the [Workload rotation instructions](#).