Capital Call Center | Statuses I Standard Days Schedule / Expectations

Statuses

Consortium staff must log into CCC at the beginning of your work day and stay logged in through your entire work day. Choose the appropriate status:

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| **Status** | **Definition** |
| **Ready** | Ready to take calls. If a call is offered in one of the queues you are in and you are the next available agent, your phone will ring. |
| **After Call Work**  | You will default to this status when a call terminates. This status will automatically revert to ready status in 20 seconds after the call was terminated. |
| **Not Ready- Extended After Call Work** | Use only during CCC shift for when continuing to process a case after the call is complete. (maximum 10 min) \*\*\*\**You will get an email if you’ve been in this status too long.* |
| **Not Ready-Case Processing** | Use when working in lobby, or when processing all case work during Protected Time or Project Assignment. Replaces Document Processing and Application Processing |
| **Not Ready-Last Call** | Use when you need to use the restroom during CCC Time or at end of your CCC transition period (no more than 10 min) \*\*\*\**You will get an email if you’ve been in this status too long.* |
| **Not Ready-Lunch** | Use when on lunch break |
| **Not Ready-Meeting** | Use when attending an approved meeting |
| **Not Ready-No Answer** | Will default to this status if you fail to answer an offered call |
| **Not Ready-On Break** | Use when on break (other than lunch) |
| **Not Ready-Other** | Not used currently |
| **Not Ready-Training** | Use when attending an approved training |

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| **Standard Daily Schedule** | **Definition** |
| **Standard Days** | Family Workers:* Scheduled to be on the call center daily with 90 minutes of protected time.
* Go off CCC during the designated 90 minutes of “**Protected**” time to complete daily priorities.
* Family Standard days apply to most Tuesdays, Wednesdays, and Fridays.
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| EBD Workers:* Scheduled to be on the call center daily with 2.5 hours of protected time.
* Go off CCC during the designated 2.5 hours of “**Protected** time” to complete daily priorities.
* EBD Standard days apply to most Tuesdays, Wednesdays, and Fridays.
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| **AM Meeting Days** | * AM Meeting days scheduled weekly on Thursday for County/Unit meetings from 8:15 - 8:55 AM
* CCC hours 9:00 AM - 4:00 PM on Thursdays
* Family workers scheduled 90 minutes of “**Protected**” time to go off CCC and complete daily priorities during the designated time.
* EBD workers scheduled 2.5 hours of “**Protected**” time to go off CCC and complete daily priorities during the designated time.
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| **PM Meeting Days** | * PM Meeting days scheduled once a month on the second Thursday PM for local county or consortium meetings held 1:00 – 3:30 PM.
* Weekly AM Meeting time is reserved county/unit meetings or consortium project.
* CCC hours 9:00 AM-12:00 PM on Thursdays
* Family workers scheduled 90 minutes of “**Protected**” time to go off CCC and complete daily priorities during the designated time.
* EBD workers scheduled 90 minutes of “**Protected**” time to go off CCC and complete daily priorities during the designated time.
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| **Swamp Days** | * **Family workers:**
	+ No protected time.
	+ Log into CCC and be in “**Available**” status to take calls during designated CCC shift.
	+ The 7/10/30 verifications due lists for early and late shifts will be completed by the early shift staff prior to CCC opening at 8:00 AM. The 7:45 shift workers are responsible for completing their own list prior to 8:00 AM.
* **EBD workers**:
	+ Log into CCC and be in “**Available**” status to take calls during designated time.
	+ Get 75 minutes of “**Protected**” time to complete the daily priorities on EBD swamp days.
* If CCC call volume is manageable, staff will be rotate out for special projects during CCC time for both the family and EBD workers.
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| **Mini-Swamp Days** | Mini-Swamp days only apply to family workers on certain lower call volume Mondays:* All Family workers get 45 minutes of “**Protected”** time to complete their own daily priorities on mini-swamp days.
* All Family workers are expected to take calls during your non-protected time.
* If CCC call volume is manageable, staff will be rotate out for special projects during CCC time.
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| **Capital Call Center Expectations** |
| Log into Capital Call Center at the beginning of your work day and stay logged in the entire work day. |
| Be in “Ready” status to take calls at the beginning of your Capital Call Center shift |
| Times to avoid taking breaks:* 8:00 AM
* 11:00 AM – 1:15 PM

*Do not connect break time to lunch break unless authorized by your county and approved by your supervisor* * 3:45 PM – 4:30 PM

*Do not connect break time to leaving work early unless authorized by your county and approved by your supervisor (Dane does not allow this per Civil Service Rules)** At the start of your Capital Call Center shift
* During busy time when email notification sent by the monitor team to take calls

Email your supervisor and the monitor team, if you can’t avoid a break at the times listed above |
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| Avoid transferring calls between queues at 3:45 PM: |
| * Do your best to answer the caller’s question. Inform the caller to call back the next business day using the proper queue.
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| * If it is necessary for us to do a call back:
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| * + Collect all the necessary information,
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| * + Be specific on the subject line for specific county related issues (CC/EBD/General/Hmong/Spanish),
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| * + Document the call in case comments if appropriate,
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| * + Email the Capital lead team to assign out for a call back on the next business day.
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| * + Dane lead will handle call back assignment for EBD/General/Hmong/Spanish/Dane CC.
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| * + Partner leads will handle the call back assignment for partner CC queue.
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