

ONGOING CASE MANAGEMENT | CHILD CARE CASE PROCESSING

Due to caseload leveling not all cases assigned to your caseload reside in your county. Note that CC applications, reviews, and/or authorizations must be completed in the customer's county of residence.

If you come across a case with a CC request or if the case needs a CC authorization (to be completed by the county of residence), please follow the steps below:

1. Process everything but CC, and
2. Case comment, including the action needed for CC, and
3. Email the Capital Leads email at: HSEACapitalLeads@countyofdane.com with this information:
 - Email subject line: CC and county name (CC/Sauk)
 - Email message: Case number, brief information on action needed related to CC.

Capital Lead Worker in County of Residence

1. The Capital Lead worker from the county identified in the email subject line will select a worker in the county (during case processing time) to act on the case and will forward the original email. (For Dane, the PRT lead is the one to initiate and seek assistance from the Dane CC workers during case processing time).
2. The Capital lead worker from the county of residence must "reply all" to the Capital lead email to confirm that someone in that county will be taking action on the email and that no further follow up is needed.

County of Residence Case Worker Who Receives the Email

The worker in the county of residence must process the CC related information within 24 hours during their case management time.