

Consortium Procedures: Applications

Mailing Applications:

If a customer requests that a paper application be mailed to them, e-mail HSEACapitalRS@countyofdane.com

This email distribution list includes representatives from all 8 counties who will mail out the application for the customers in their county. The email should include the following information:

- Subject line: Specific county name/Application request
- Body of email: Customer name, address, and the programs they want to apply for.

Processing applications:

FoodShare

Any application that is for FS only, or any combination of another program with FS will be assigned out by the workload manager using the FSOD tool. **Workers will only process these applications if they receive and email to do so from the workload manager.** The email will specify the time period the worker should go off CCA to process these applications. Any applications the worker is unable to complete during this time should be emailed back to the FSOD team, so they can be reassigned (HSEAFSODTeam@countyofdane.com).

Family FSOD applications

- Family workers will be pulled round robin by the workload manager to process these applications from the consortium project rotation.
- The workload manager will pull workers from CCA by email to process them when call volume allows.
- Any assigned applications that are not completed by the designated time, will be reassigned to the next group.

EBD FSOD applications

- EBD Workers will be pulled round robin by the workload manager to process these applications from the consortium project rotation.
- The workload manager will pull workers from CCA by email to process them when call volume allows.
- Any assigned applications that are not completed by the designated time will be reassigned.

Program adds

- CWW automatically assigns these to the ongoing worker of the open case.
- These applications will still be assigned out round robin by the workload manager.
- The primary worker does not need to worry about these, but the application will continue to show on their dashboard until it is processed by the worker assigned by the workload manager.

FS/CC combined Applications

- These will be assigned out with the other FSOD applications round robin to the Family workers.
- These apps will be assigned to a worker in the county of residence for CC.
- If the worker makes 2 attempts to call and does not reach the applicant, they should process the application to pend for the interview.
- Dane Specific
 - ✓ the appointment will already be scheduled (workers should cancel this appointment if they reach the customer).
- Partner counties
 - ✓ No appointment will have been scheduled, so the worker should schedule the CC appointment within 7 business days of the filing date, and allow mailing time.

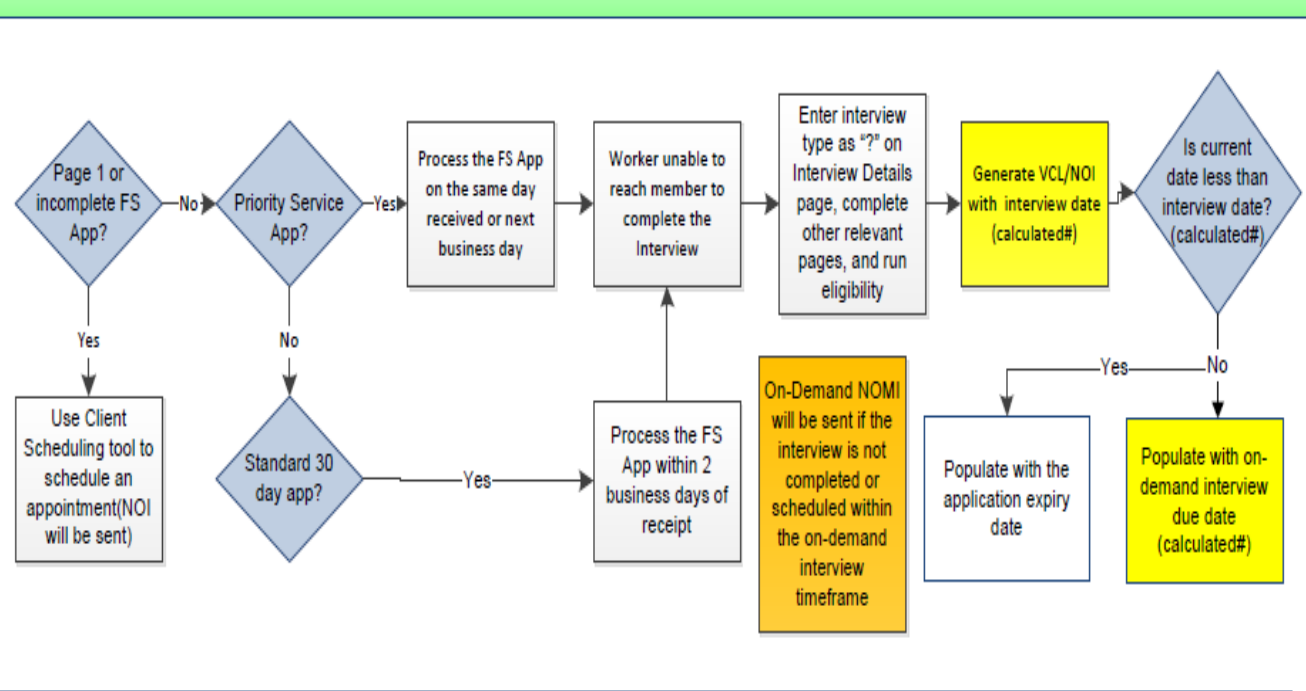
See link below for more info on processing FSOD applications with Application types: Access apps, program adds, RTEs, paper applications.

<https://capital-im.com/New%20Worker/FSOD%20Training%20for%20new%20workers.pptx>

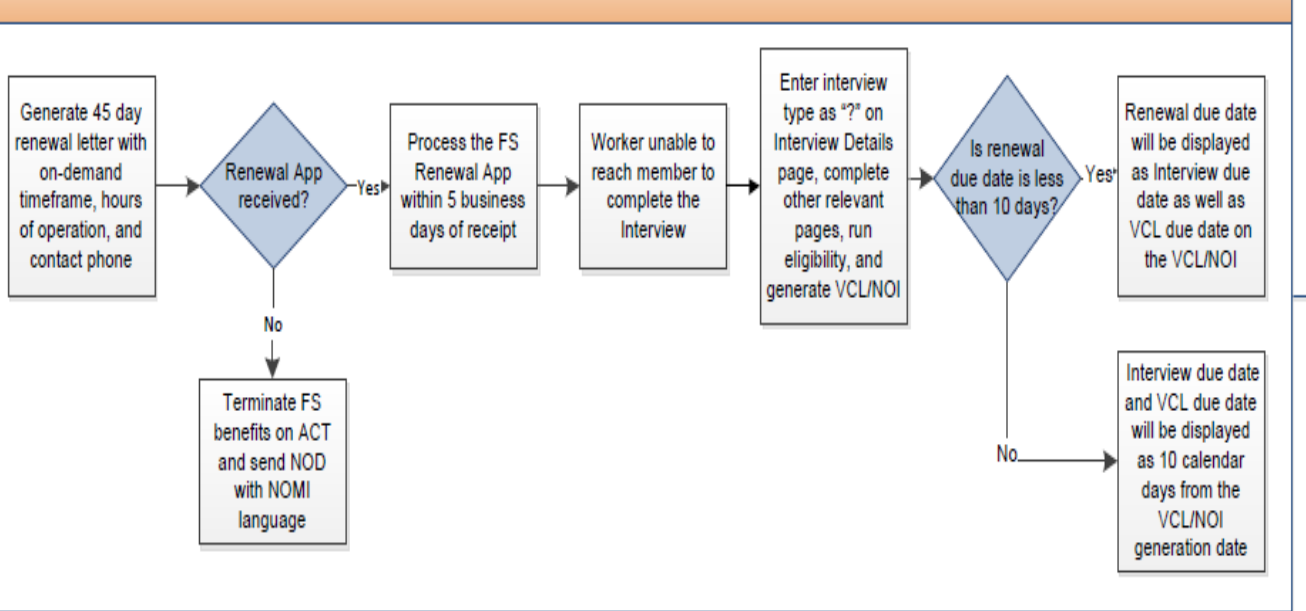
See link for FSOD application tips:

https://capital-im.com/DeskAids/FoodShare/FSOD_tips_scripts.pdf

FS On-Demand Application Process Flow



FS On-Demand Renewal Process Flow



For Standard 30-Day and Expedited Applications with Postponed Interview: add 10 calendar days to the mailing date. If the resulting date is a holiday, use the next business day
 For Expedited Applications Ineligible for Postponed Interview: Agency will schedule an appointment, send Client Scheduling appointment letter, and generate a manual VCL

Note : The VCL due date and Interview Due date will be calculated when the VCL is generated for the first time

Child Care

- Applications that are CC only, or CC/HC will be assigned out round robin to workers in the county of residence by their counties clerical staff.
- Child Care applications will have an appointment scheduled within 5-7 business days of the filing date by the clerical department of the county of residence.

CC Program adds

- CWW automatically assigns program adds to the ongoing worker of the open case.
- The workload manager will assign these applications round robin to staff for completion, and clerical will schedule an appointment within 5 business days of the filing date.
- The primary worker of the case should not worry about these. The application will continue to show on their dashboard until it is processed by the assigned worker.
- If a Program add for CC or CC/HC is assigned to a worker that is in a different county than the applicant resides in, then that case needs to be emailed to HSEACapitalLeads@countyofdane.com so that it can be scheduled with a worker in the correct county.

Health Care

- HC only applications:

These are assigned out round robin within each county to workers either in the Family or EBD units. They need to be processed by the assigned worker within 10 days.

HC only program adds

These are pulled by a lead/supervisor in each county, and assigned out to be completed by a lobby worker in each county.

FFM applications

These are assigned out round robin to Dane and Sheboygan workers after Open Enrollment ends. During Open Enrollment they are left unassigned, and are processed through special projects assignments from the workload manager. See the link below for tips on processing FFM applications.

https://capital-im.com/DeskAids/EBD_MA_and_BadgerCare_Plus/FFM%20PROCESSING%20TIPS.pdf