

ESS Workload/CCC Expectations

Below is a guide to the expectations for workers during their different types of scheduled work time shifts. Please check the CCC calendar on the consortium website homepage to see what each day's assignment is.

Family Workers on a standard day: 90 minute protected time (most Tuesdays, Wednesdays, and Fridays)

- **CCC/Teamwork time**- Workers should take calls on CCC during this time. If call volume allows, the workload manager may pull workers off their regularly scheduled CCC/Teamwork time for another project. The workload manager will alert workers if they are pulled for another project by sending them an email with details about what to work on and for how long. Some workers may be assigned to work at the front desk, or as the on call lobby worker as well as or in place of their CCC/Teamwork time. Workers are assigned to work on FSOD and Child Care applications on a rotation during this time, but should not start on these or any other assignments until they are instructed to do so by the workload manager.
- **Protected time**- Workers should do their daily priorities and any other priority work on their own caseloads during their protected time. (See ESS Workload Priorities for Protected Time)

Family workers on a SWAMP day: No protected time (high call volume Mondays, days after holidays)

- **CCC/Teamwork time**- Workers should take calls on CCC during this time. If call volume allows, the workload manager may pull workers off their regularly scheduled CCC/Teamwork time for another project. The workload manager will alert workers if they are pulled for another project by sending them an email with details about what to work on and for how long. Some workers may be assigned to work at the front desk, or as the on call lobby worker as well as or in place of their CCC/Teamwork time. Workers are assigned to work on FSOD and Child Care applications on a rotation during this time, but should not start on these or any other assignments until they are instructed to do so by the workload manager.
- **Teamwork/Daily Priorities**- Daily priorities will be completed before CCC opens at 8. Early shift workers are responsible to complete their own 10/30 lists, as well as the lists of the other workers they are assigned from 7:15-8. All early shift workers will get a list of workers 10/30 lists to cover. Workers that start at 7:45 will be responsible for their own 10/30 lists. If you are unable to complete your daily priorities or others who you were assigned, you should email the CCC monitoring team. They will either find time for you to go off CCC to complete them, or find other resources to help complete them. Leads will cover the daily priorities for any absent workers, as well as any workers they are assigned to cover (if the absent worker is an early shift worker).

Family workers on a Mini SWAMP day: 45 minutes protected time (lower call volume Mondays)

- **CCC/Teamwork time**- Workers should take calls on CCC during this time. If call volume allows, the workload manager may pull workers off their regularly scheduled CCC/Teamwork time for another project. The workload manager will alert workers if they are pulled for another project by sending them an email with details about what to work on and for how long. Some workers may be assigned to work at the front desk, or as the on call lobby worker as well as or in place of their CCC/Teamwork time. Workers are assigned to work on FSOD and Child Care applications on a rotation during this time, but

should not start on these or any other assignments until they are instructed to do so by the workload manager.

- **Protected time**- Workers should do their daily priorities and any other priority work on their own caseloads during their protected time. (See ESS Workload Priorities for Protected Time)

Family workers on an AM Meeting day: 90 minutes protected time (first, third, fourth and fifth Thursdays of a month)

- **8:15-9am Meeting**- Meet with your county/unit
- **CCC/Teamwork time**- Workers should take calls on CCC during this time. If call volume allows, the workload manager may pull workers off their regularly scheduled CCC/Teamwork time for another project. The workload manager will alert workers if they are pulled for another project by sending them an email with details about what to work on and for how long. Some workers may be assigned to work at the front desk, or as the on call lobby worker as well as or in place of their CCC/Teamwork time. Workers are assigned to work on FSOD and Child Care applications on a rotation during this time, but should not start on these or any other assignments until they are instructed to do so by the workload manager.
- **Protected time**- Workers should do their daily priorities and any other priority work on their own caseloads during their protected time. (See ESS Workload Priorities for Protected Time)

Family workers on a PM Meeting day: 90 minutes protected time (second Thursday of the Month)

- **8:15-9am and 1-3:30pm Meetings**- Meet with your County/unit
- **CCC/Teamwork time**- CCC will only be open from 9am-Noon, and all workers will take calls from 9-Noon. If call volume allows, the workload manager may pull workers off their regularly scheduled CCC/Teamwork time for another project. The workload manager will alert workers if they are pulled for another project by sending them an email with details about what to work on and for how long. Some workers may be assigned to work at the front desk, or as the on call lobby worker as well as or in place of their CCC/Teamwork time. Workers are assigned to work on FSOD and Child Care applications on a rotation during this time, but should not start on these or any other assignments until they are instructed to do so by the workload manager.
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EBD workers on a standard day: 2.5 hours protected time (most Mondays, Tuesdays, Wednesdays, and Fridays)

- **CCC/Teamwork time**- Workers should take calls on CCC during this time. If call volume allows, the workload manager may pull workers off their regularly scheduled CCC/Teamwork time for another project. The workload manager will alert workers if they are pulled for another project by sending them an email with details about what to work on and for how long. Some workers may be assigned to work at the front desk, or as the on call lobby worker as well as or in place of their CCC/Teamwork time. Workers are assigned to work on FSOD applications on a rotation during this time, but should not start on these or any other assignments until they are instructed to do so by

the workload manager.

- **Protected time**- Workers should do their daily priorities and any other priority work on their own caseloads during their protected time. (See ESS Workload Priorities for Protected Time)

EBD workers on a SWAMP day: 45 minutes protected time (only designated high call volume days)

- **CCC/Teamwork time**- Workers should take calls on CCC during this time. If call volume allows, the workload manager may pull workers off their regularly scheduled CCC/Teamwork time for another project. The workload manager will alert workers if they are pulled for another project by sending them an email with details about what to work on and for how long. Some workers may be assigned to work at the front desk, or as the on call lobby worker as well as or in place of their CCC/Teamwork time. Workers are assigned to work on FSOD applications on a rotation during this time, but should not start on these or any other assignments until they are instructed to do so by the workload manager.
- **Protected time**- Workers should do their daily priorities and any other priority work on their own caseloads during their protected time. (See ESS Workload Priorities for Protected Time)

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WILD CARD DAYS

Some days are crazy and none of these rules will apply.

An email will be sent in the morning from the Workload Manager or CCC Monitors to instruct you what to do on these days.

We try to keep things simple, but sometimes the CCC volume or workload volume requires us to get creative, and we also occasionally pilot new ideas to see if we can find efficiencies.

Some of these days may be:

- All Consortium meetings or Consortium picnic- CCC may close, or be open more limited hours
- Crazy busy CC days around holidays like Christmas, Thanksgiving, etc.
- Days when some counties are closed and some are open

OTHER RULES MAY APPLY

Some counties may have special circumstances that require specialized assignments. Some examples of these are lobby help, short staffed CC queues, workers moving between EBD/General to help out, etc.

Some workers may have slightly different alterations to the above schedules, but they should have guidance from their supervisor about this.

ADDITIONAL CAPITAL CALL CENTER EXPECTATIONS

See the CCC Expectations details at this link:

<https://capital-im.com/documents/consortium-procedures/CCC-Status-Standard-day-definitions-Expectations.docx>