

## LOBBY STANDARDS [ALL COUNTIES]

There are mandatory lobby services that need to be provided by each county in the consortium. If a person comes into the office they must be given the option to speak to someone who can provide them with program information or use our self-service option.

Lobby services that must be provided to a walk-in customer:

1. Answer general questions about Income Maintenance (Health Care/FoodShare) programs, processes, and services. This includes information about options available through the federal Health Insurance Marketplace. Individuals working in this area must be able to answer questions about:
  - Available programs;
  - Options of how to apply;
  - Information on where to apply; and
  - The importance of setting a filing date.
2. Accept Requests for Assistance (RFAs).
3. Print copies of CARES notices.
4. Print replacement six (6) month report forms.
5. Schedule face-to-face appointments and interviews with Income Maintenance staff.
6. Accept verification forms and other documentation.
7. Accept initial BadgerCare Plus premiums.
8. Issue vault QUEST cards for expedited FS benefits and replacement cards.
9. Facilitate access to interpreter services
10. Provide dedicated, confidential space which includes a telephone for the purpose of fair hearings, face-to-face appointments and interviews.
11. Receive and hold mail for individuals who have no permanent mailing address
12. Display and make available to all visitors the current state and USDA publications (pamphlets, informational flyers, posters, and other materials) that inform and advise of benefits and eligibility requirements. These publications must be available in all office locations and in both English and Spanish languages. The required brochure for FoodShare that must be available in all lobby areas is **P-16063 - FoodShare Makes Wisconsin Healthier**. This brochure can be found in the DHS publications library and can be ordered in color copy via the DHS online order form. Other forms and publications are available in the library and are recommended to be available to lobby customers as well.
13. Provide a computer for people to complete ACCESS, and/or federal Marketplace applications.
14. Provide a telephone to enable a customer to call the Consortium Call/Change center as needed.

We must stress (in person or over phone) the four (4) ways to apply for FoodShare or Health Care.

1. Online at **[www.access.wi.gov](http://www.access.wi.gov)**;
2. Telephone at 1-888-794-5556;
3. Agency you can come into your local agency; and
4. Mail we can send a paper application.