Spanish or Hmong Interpreter for Capital Partners’ ChildCare Cases

Dane staffs the Spanish/Hmong queues and is able to handle all Dane ChildCare (CC) calls for customers who speak Spanish or Hmong on these queues. Due to the current restrictions imposed by the state, CC applications, reviews, and/or authorizations must be completed in the customer’s county of residence.

If a call is received on the Spanish/Hmong queues for a CC customer in a partner county or whenever the partners need Spanish/Hmong interpreter, please follow this procedure:

# Call Center Workers

Spanish/Hmong customers on the phone needing to complete a CC application, review, and/or authorization, and the customer is not in the Capital Call Center (CCC) worker’s county. The CCC worker will:

1. Take as much information as possible from the customer,
2. Make case comments with the information provided by the customer, and
3. Send an email about the case to the Capital Leads email at: HSEACapitalLeads@countyofdane.com with this information:
	* Email subject line: CC program name and county name (CC/Columbia)
	* Email message: Customer’s case number, contact information and best time to call back.

# Capital Lead Workers in County of Residence

1. The Capital Lead worker from the county identified in the email subject line will select a CCC-CC Spanish/Hmong worker in that county and forward them the email for a call back during that worker’s CCC shift. For Dane, the PRT lead is the one to initiate assistance from the Dane Bilingual worker with the email request.
2. The Capital lead worker from the county of residence must reply all to the Capital lead email to ensure someone in that county will take action on the email and no further follow up is needed.
3. If the county for that customer does not have a Spanish/Hmong worker to call the Spanish/Hmong customer back, then the lead and/or worker from that county will email the Ingrilli unit at: HSEANickelUnit@countyofdane.com to arrange Spanish/Hmong interpreter from the Dane support team for a 3 way outbound call to the CC customer.

# The Worker Returning the Customer’s Call

1. The Spanish/Hmong worker on CCC duty or the CCC-CC worker selected by the Capital lead to do the call back must call the customer back as soon as possible during their CCC shift or within 24 hours during their CCC shift.
2. If Spanish/Hmong interpreter is needed, the lead and/or worker from that county will email the Ingrilli unit: HSEANickelUnit@countyofdane.com to arrange Spanish/Hmong interpreter from the Dane support team for a 3 way outbound call to the CC customer. The Ingrilli unit Spanish/Hmong speaker will work with the county of residence worker to set a time to call the customer back.

Note: For languages other than Hmong and Spanish, please use the language line.