

# GENESYS/CHILDCARE CASE PROCESSING

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While taking Genesys calls, note that CC applications, reviews, and/or authorizations must be completed in the customer's county of residence. All consortium staff can look up eligibility policy to answer general eligibility questions that do not require workers to initiate the intake/renewal driver flow or make changes to the authorization.

**Once you find out your caller does not reside in your county and meets any of the situations below, follow these steps:**

1. **Application intake** - customer requested all programs including CC:
  - a. When you figure this out prior to beginning the RFA for program request, transfer the caller to the CC queue where the customer resides and inform them the CC interview is required to be done in county of residence.
  - b. Intake already started and the customer requests CC in the middle of intake. Finish your intake for all other programs except CC, and transfer the caller to the appropriate CC queue in the county where the customer resides.
  
2. **Renewal** –
  - a. Prior to renewal driver flow beginning, you realize the caller does not reside in your county but has all programs open including having a CC renewal due. Transfer this caller to the appropriate CC queue where the customer resides.
  - b. When the renewal driver flow has already begun, and the caller is requesting CC. Finish your renewal for all the programs except CC, and then transfer the caller to the appropriate CC queue where the customer resides.
  
3. **Change Reporting** –

CC change reporting can be processed by any Genesys worker. Once the changes are processed that affect the CC authorization and the customer resides in a partner county, transfer the caller to the appropriate CC queue where the customer resides to finish their CC business.
  
4. **Intake/Renewal/Change Already Started** -

If you already began intake/renewal/changes, and due to the customer's phone limitations or other circumstances, they are no longer able to hold for the appropriate county of residence to finish their CC business, finish processing the case for all IM programs. Gather the following information to email the appropriate county of residence:

  - Email the Capital Leads email at: [HSEACapitalLeads@countyofdane.com](mailto:HSEACapitalLeads@countyofdane.com)
  - Email subject line: CC and county name (CC/Sauk)
  - Email message: Case number, brief information on action needed related to CC.
  
5. **Spanish/Hmong** –

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](mailto: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.

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

## **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 their county (during Genesys time) to act on the case and will forward the original email. For Dane, the lobby lead is the one to take action seeking assistance from the Dane staff (during Genesys time) to process the CC case.
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 of residence will take action on the email.

## **Case Worker in County of Residence Who Receives the Email**

The worker in the county of residence must process the CC related information received from Capital Lead within 24 hours during their Genesys time for all changes reported, intake or renewal call backs.

