

# Who to contact?

<b>Call the Lead Line IF</b>	<b>Email <a href="mailto:HSEACapitalLeads@danecounty.gov">HSEACapitalLeads@danecounty.gov</a> IF</b>	<b>Email <a href="mailto:HSEAprobres@danecounty.gov">HSEAprobres@danecounty.gov</a> IF</b>	<b>Email/contact your local lead/supervisor IF</b>
<ul style="list-style-type: none"> <li>✓ You need assistance with a case for someone on the phone or the need is immediate</li> <li>✓ A client requests to speak with a lead/supervisor immediately</li> <li>✓ You need a case confirmed because you created the RFA</li> </ul>	<ul style="list-style-type: none"> <li>✓ A client requests to speak with a lead/supervisor later or lead line is unavailable</li> <li>✓ A client has a confidential case and needs a call back.</li> <li>✓ An EBD or CC client needs to be contacted by a Spanish or Hmong speaking EBD or CC worker</li> <li>✓ You've processed changes to a CC case for another county and the CC authorization needs to be reviewed or entered</li> <li>✓ A client requests a Face-to-Face appointment</li> <li>✓ Email capital leads if you receive a call for a LTC request; the app should be completed by the county in which PP is residing.</li> </ul> <p><b>*Note: Please make sure to include the client's county in the subject line of all emails to the leads. Thank you!</b></p>	<ul style="list-style-type: none"> <li>✓ You need policy clarification or assistance with a case that is not immediate</li> <li>✓ A case needs to be sent in for a system error or fix (any lead or supervisor can also send these in)</li> </ul>	<ul style="list-style-type: none"> <li>✓ You're having system issues</li> <li>✓ You have a question regarding local agency processes</li> </ul>