

## Desk Aid for Email Distribution Lists

(For All Consortium ESS)

Team name	Why do you use this email address	Email address	Shortcut from Dane County email	What to include in the email
Forms	Request paper application or CS forms be mailed out	<a href="mailto:HSEACapitalIRS@countyofdane.com">HSEACapitalIRS@countyofdane.com</a>	#HSEA CapitalIRS	Subject line: Application request/County the person lives in. Body: List customer name, address, and forms to be mailed.
CCA Monitoring Team	Communicate to CCA Monitoring Team about being off "Available" status" for more than 10 minutes, CCA problems or other computer issue	<a href="mailto:HSEACCMonitoringTeam@countyofdane.com">HSEACCMonitoringTeam@countyofdane.com</a>	#HSEA CC Monitoring Team	For off CCA: Subject line: CCA status, Body: Brief description, For other issues: Subject line: CCA issues, Body: Brief description of the issue
Capital Leads Team	Communicate to Leads if you talked to someone from another county that needs a CC auth, needs a call back from Spanish or other language, whether Family or EBD	<a href="mailto:HSEACapitalLeads@countyofdane.com">HSEACapitalLeads@countyofdane.com</a>	#HSEA Capital Leads	For CC: Subject line: CC/County Name, Body: Brief explanation of the issue, For Language/Family or EBD, Body: Brief description of the caller's issue
FEV	Request a check out of state benefits	<a href="mailto:fevbenefit@countyofdane.com">fevbenefit@countyofdane.com</a>	HSEA FEV Benefit Inquiry	Subject Line: FEV Body: Include the state to check, name and case number.
Problem Resolution Team	Worker has a policy, case-related, process question for Leads that is more complex than can be handled on the Help Queue, or question is not urgent.	<a href="mailto:HSEAProbres@countyofdane.com">HSEAProbres@countyofdane.com</a>	EAWS Problem Resolution Team	Subject line: Case number, Body: Description of the problem and references as to where you looked for answer
FSOD Team	Email FSOD about apps you were assigned but not able to complete, or any other FSOD tool issues.	<a href="mailto:HSEAFSODTeam@countyofdane.com">HSEAFSODTeam@countyofdane.com</a>	#HSEA FSOD Team	Just reply to the email that was received with any apps not completed, or with a brief description any problems
Fun Committee	Send email if interested in joining or share ideas	<a href="mailto:HSEAFunCommittee@countyofdane.com">HSEAFunCommittee@countyofdane.com</a>	#HSEA Fun Committee	Brief description of any fun ideas or an interest in joining the Fun Committee

**(For Dane County Workers Only)**

Ingrilli Unit	Copier, toner, fax machine needs service	<a href="mailto:HSEAIngrilliUnit@countyofdane.com">HSEAIngrilliUnit@countyofdane.com</a>	#HSEA Ingrilli Unit	Brief description of the issue
Dane County IT Help Desk	Email with computer problems, and Mitchis not here	<a href="mailto:helpdesk@countyofdane.com">helpdesk@countyofdane.com</a>	Help Desk	Brief description of the issue
Hmong Team	Needing a staff person who speaks Hmong	<a href="mailto:HSEAHmongTeam@countyofdane.com">HSEAHmongTeam@countyofdane.com</a>	#HSEA Hmong Team	Brief description of the issue
Spanish Team	Needing a staff person who speaks Spanish	<a href="mailto:HSEASpanishTeam@countyofdane.com">HSEASpanishTeam@countyofdane.com</a>	#HSEA Spanish Team	Brief description of the issue
Italian Team	Needing a staff person who speaks Italian	<a href="mailto:HSEAITalianTeam@countyofdane.com">HSEAITalianTeam@countyofdane.com</a>	#HSEA Italian Team	Brief description of the issue
Dane Lobby closing help	At 4:15 and a lobby customer needs immediate assistance that can't wait, email to see about a lead/supervisor assisting at 4:30.	<a href="mailto:hsealobbyclosing@countyofdane.com">hsealobbyclosing@countyofdane.com</a>	#HSEA Lobby Closing	Brief description of the issue
Dane CC PLBC	A child Care case with a playback (PLBC) needs to be reviewed.	<a href="mailto:HSEAPLBC@countyofdane.com">HSEAPLBC@countyofdane.com</a>	HSEA PLBC	Brief description of the issue
Docs to be scanned	When working from home, if you have documents that are already processed and need to get scanned	<a href="mailto:HSEAProcessed@countyofdane.com">HSEAProcessed@countyofdane.com</a>	#HSEA Processed Docs	Use subject line: "documents to be scanned" If you have an item that needs to be scanned first, also use this distribution list, and use subject line: "scan first"

<p>Docs/Forms to be mailed</p>	<p>Use this email if you have documents or forms that need to be mailed</p>	<p><a href="mailto:HSEIngrilliUnit@countyofdane.com">HSEIngrilliUnit@countyofdane.com</a></p>	<p>#HSEA Ingrilli Unit</p>	<p>Use subject line: "documents to be mailed" If you are working at the Job Center, please only email to send packets. (Child Support, EBD, etc)</p> <p>If you need documents to be both mailed and scanned, then email <b>both</b> this distribution list and the #HS EA Processed Docs with the subject line "documents to be scanned and mailed".</p>
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