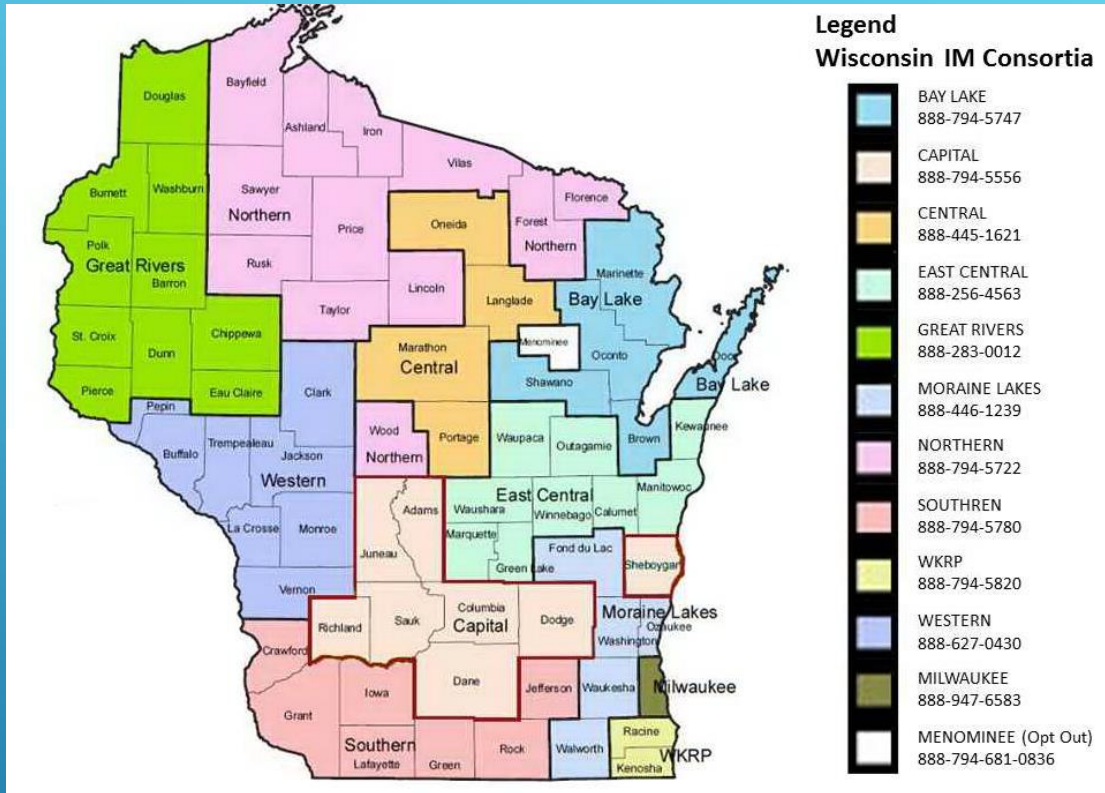


ORIENTATION TO THE CAPITAL CONSORTIUM

Updated 10/2026





WHAT IS THE CAPITAL CONSORTIUM?

- ▶ A consortium is a group of counties that cooperate to administer Income Maintenance (IM) programs for all the counties in the consortium
- ▶ They operate a shared call center
- ▶ They share some workload across the counties
- ▶ They are managed by a group of supervisors from all of the counties in the consortium

CAPITAL CONSORTIUM'S MISSION STATEMENT:



To work as a consortium of county operated Income Maintenance and related programs to provide assistance, training and support to applicants and recipients to enable them to become economically self sufficient.

WHAT DOES A CONSORTIUM DO?

- ▶ IM consortiums were formed as part of the State of WI 2011-2013 budget bill.
- ▶ The consortiums were formed to adapt to changing technology and customer needs, provide better customer service, and provide cost savings to the state and county governments.
- ▶ Consortiums were formed so that counties were in close proximity to each other, and caseloads would be approximately the same size.

HOW THE CONSORTIUM CAME TO BE

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- ▶ Capital is the 2nd biggest consortium in WI
(MILES [Milwaukee County] is the biggest)

Year	Total cases	Family	EBD
2026	103,108	77,540	25,568
2025	104,812	79,354	25,458
2024	105,334	79,482	25,852

Calls Received per month	Calls Answered per month	Answer Rate per month
23,256	21,874	94.12%
22,223	21,067	94.99%
25,723	22,749	88.44%

SEE WHAT CAN BE ACCOMPLISHED
WHEN WE WORK TOGETHER?

- ▶ While the Consortium strives to share the workload as much as possible, some work needs to be done at the county level.
- ▶ What needs to be done at the county level?

COUNTY VS. CONSORTIUM

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- ▶ Child Care - applications, renewals, and authorizations need to be done by a worker in the county of residence
- ▶ Federally Funded Marketplace (FFM) apps(Processed by Dane/Sheboygan only)
- ▶ Long Term Care Health Care application & complicated situations
- ▶ Local duties such as lobby services (vault cards, homeless mail, drug testing, good cause determinations, and other local services)
- ▶ Direct management and supervisor

COUNTY TASKS

- ▶ Genesys Cloud - some queues are county specific, but most calls come through the General or EBD and are shared
- ▶ Workload processing: FoodShare On Demand apps (FSODs), documents, Six Month Report Forms (SMRFs), renewals, changes, discrepancies, daily priorities
- ▶ Training - Training at Consortium Meetings, new worker training over Zoom
- ▶ Fraud - Columbia, Dodge, and Sheboygan handle their own fraud work. Other counties (Adams, Dane, Juneau, Richland and Sauk) share the Dane Fraud Department.
- ▶ Worker assistance - Help Queue, Problem Resolution Team inbox, Lead coverage for absent workers
- ▶ Precertification Reviews/Quality Control

CONSORTIUM TASKS - WHAT WE CAN COOPERATE ON

- ▶ Individual level - Worker caseloads
- ▶ Team level - supervisor unit- Team Day
- ▶ County level- FFM's, Child Care apps, Health Care only apps
- ▶ Consortium level- FSOD, Consortium projects

HOW IS WORK ASSIGNED?

- ▶ Your supervisors and lead workers

- ▶ Workload managers

- ▶ Call Center Monitoring Team

WHO KEEPS TRACK OF ALL OF THIS?

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- ▶ Local supervisors/leads track their county/unit through the CWW dashboards, Action Item tools, workload reports, etc.
- ▶ Local supervisors also pull information from reports that can be generated related to timeliness, workload volume, accuracy, and more.

TRACKING AT THE COUNTY LEVEL

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- ▶ The workload manager works with the Call Center Monitoring team to provide adequate staffing levels to the call center, get the workload that is due today completed, and to work ahead on consortium priorities.
- ▶ Based on call volume, the workload manager will pull workers off call center duties to complete other priority work. Workers are rotated through workload assignments during Team/Call Center time.

TRACKING AT THE CONSORTIUM LEVEL

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- ▶ Daily schedules - consistent time blocks for 'Protected Time' to work your own caseload and Call Center/Team time to help on phones and priority workload
- ▶ Front Desk/On Call Lobby schedule
- ▶ FSOD assignment emails
- ▶ Consortium project emails

HOW ARE WORK ASSIGNMENTS COMMUNICATED?

- ▶ Supervisor meetings
- ▶ Lead meetings
- ▶ Weekly meetings, Monthly staff meetings, and all Consortium meetings
- ▶ Daily Workload report
- ▶ SharePoint/Daily Call Center Schedule
- ▶ Fair Hearing Tracker
- ▶ Capital Website

HOW DO WE COMMUNICATE
WITH EACH OTHER?

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- ▶ Home Page
- ▶ County pages - including local processes, procedures, and community resources
- ▶ Links
- ▶ Forms
- ▶ Past Trainings resources
- ▶ Desk Aids
- ▶ Consortium Procedures

WEBSITE

▶ Go to scavenger hunt:

▶ <https://capital-im.com/New%20Worker/Website%20Scavenger%20Hunt.pdf>

WEBSITE SCAVENGER HUNT