

**DEPARTMENT OF HEALTH SERVICES
DIVISION OF HEALTH CARE ACCESS AND ACCOUNTABILITY
ADMINISTRATOR'S MEMO SERIES**

NOTICE: 14-03

DATE: 2/14/14

DISPOSAL DATE: Ongoing

RE: Income Maintenance Lobby
Services (Admin. Memo 12-02
Amended)

TO: County Departments of Human Services Directors
County Departments of Social Services Directors
Tribal Chairpersons/Human Services Facilitators
Tribal Economic Support Directors

FROM: Brett Davis, Administrator
Division of Health Care Access and Accountability

PURPOSE

The purpose of this memo is to provide clarification of expectations regarding the provision of services at local and tribal agencies where clients can receive services.

BACKGROUND

The Income Maintenance Contracts between DHS and Consortium or Tribes requires grantees to provide lobby services as defined in Wis. Stat. § 49.78(2)(b). The definition of "lobby services" requires additional clarification, which will be described below. In addition, policies and procedures written in Eligibility and Management Handbooks and Manuals are also applicable.

Wisconsin law states that lobby services must be available in each county and provide service a minimum of 35 hours per week. Lobby services include services provided to both walk-in customers and to customers who call the agency.

LOBBY SERVICES FOR WALK-IN CUSTOMERS

If an applicant and/or participant is physically in the agency, they must be given the option to speak to someone who can provide them with program information or to utilize a self-service option if they choose not to wait for in-person assistance. The following list outlines the services that must be provided to a walk- in customer:

- 1) Answer general questions about Income Maintenance (Health Care/FoodShare) programs, processes, and services. This includes information about options available through the federal Health Insurance Marketplace. Individuals working in this area must be able to answer questions about:
 - Available programs;
 - Options of how to apply;

- Information on where to apply; and
 - The importance of setting a filing date.
- 2) Accept Requests for Assistance (RFAs).
 - 3) Print copies of CARES notices.
 - 4) Print replacement Six Month Report forms.
 - 5) Schedule face-to-face appointments and interviews with Income Maintenance staff.
 - 6) Accept verification forms and other documentation.
 - 7) Accept initial BadgerCare Plus premiums.
 - 8) Issue vault QUEST cards for expedited FS benefits and replacement cards.
 - 9) Facilitate access to interpreter services.
 - 10) Provide dedicated, confidential space, which includes a telephone for the purpose of fair hearings, face-to-face appointments, or interviews.
 - 11) Receive and hold mail for individuals who have no permanent mailing address.
 - 12) Display and make available to all visitors the current state and USDA publications (pamphlets, informational flyers, posters, and other materials) that inform and advise of benefits and eligibility requirements. These publications must be available in all office locations and in both English and Spanish languages.
 - 13) Provide a computer for people to complete ACCESS, and/or federal Marketplace applications.
 - 14) Provide a telephone to enable a customer to call the Consortium Call/Change center as needed.

We highly encourage all staff providing program information to complete the “IM New Worker Training for Clerical Staff”, if they have not completed “New Worker Training”.

LOBBY SERVICES FOR CALL-IN CUSTOMERS

Local agencies are encouraged to publish the Call Center contact information for their consortium on their promotional materials and/or websites. However, if a customer calls the **local agency number** and indicates a need for FoodShare or Health Care it is expected that the agency will provide them with:

- All options on how to apply, (ACCESS, Call Center, mail, or at the local agency); and
- The importance of setting the filing date.

Customers must be informed of ALL of their options for applying – in person, over the telephone, online, by mail – and provided the necessary information (e.g., CCA telephone number, local office address, web site) for them to do so.

Local agencies are encouraged to use the attached script for receptionists to insure that the required information is being shared with call-in customers or transfer the caller to the Consortium’s Call Center.

AGENCY SIGNAGE

FoodShare agency offices are required to post the FNS “And Justice for All” poster and the Department of Health Services “Your FoodShare Rights” poster which includes the minimum application filing requirements. “Your FoodShare Rights” posters are available in English (P-00102), Hmong (P-00102H) and Spanish (P-00102S). The correct FNS “And Justice for All” poster can be found at <http://www.fns.usda.gov/cr/justice-translations/475B.pdf>. Posters must be displayed where they are clearly visible to agency visitors. In addition, the Office of Civil Rights requires that all agency offices post the “I Speak” poster in a location that is visible to both the customer and receptionist in order to determine which language translation is needed.

Additional posters can be ordered online at dhs.wisconsin.gov/forms/PrintFormsOnline.htm.

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