



Milwaukee Enrollment Services Re-Entry Plan

Background

Throughout the COVID-19 pandemic, Milwaukee Enrollment Services (MiES) has balanced providing services the best way it could while following the state's Safer-at-Home recommendations. For example, MiES has maintained essential services to its most vulnerable customers, individuals experiencing homelessness, by continuing to provide mail services to those that use MiES as their mailing address. Also, although the need for verification was limited, scanning services have also remained continuously available.

All other services have been maintained by providing customers with the following options:

- Calling the agency's call center at 1-888-947-6583.
- Using the online option at access.wi.gov.
- Using the Mobile App, MyACCESS.

Transition Back to More Regular Operations

MiES regularly evaluates the changing nature of the pandemic with the aim of resuming in-person operations at its locations as conditions allow. The priority remains to keep customers and staff safe and healthy.

For example, in July 2021, MiES moved to expand indoor homeless mail distribution to 20 hours per week (MTWF: 9 am – 1 p.m.; Thursday: Noon – 4 p.m.), as well as offering access to the self-help area including three iPads during those hours.

The table below is the current planned timeline for resumption of full services at the main MiES location at the Cogs Center. Below that table is information specific to what services will be available in the fall of 2021 at MiES satellite locations.

Note: MiES may need to modify this plan if the circumstances of the pandemic warrant, in keeping with public health recommendations and local regulations.

Service Area	Operations	Expected Date of Implementation
Self Help Area for Applications, Case Management Services	<p>Hours of operation: 8:00 a.m. to 4:00 p.m.</p> <p>Staff will work predominantly remotely with an on-site rotation. Room 101 is transitioned to a self-help area with one or two staff available for tech support. For those cases where additional support is needed, additional staff will be on site to provide that support in limited circumstances. Up to 29 self-help stations will be equipped with desktop computers, video conferencing phones (under acquisition), iPads, and phones that dial directly to the call center.</p> <p>Services regarding Long-Term Care/Elderly, Blind, and Disabled programs will be provided nearly 100% using our toll-free telephone network, as they were prior to the pandemic. A rotation of staff will be on site, however, if needed.</p>	September 13, 2021
Distribution of Mail for Individuals Experiencing Homelessness	<p>Hours of Operations: 8:00 am to 4:00 p.m.</p> <p>This service will remain in its new location in Room 102A. This area has been used in this way during the pandemic and is therefore staged with appropriate social distancing.</p>	September 13, 2021
Vault Cards	<p>Hours of Operations: 8:00 am to 4:00 p.m.</p> <p>This service will be moved to the glass windows in Room 102A.</p>	September 20, 2021

Satellite Location Services – Fall 2021

- United Migrant Opportunity Service (UMOS) – 2701 S. Chase Ave
 - Maintain vault card services.
 - Up to 5 self-help workstations.
 - Staff available for staff support and for limited cases when face-to-face services are needed.
- Ross Innovative Employment Solutions – 7800 W. Brown Deer Road (2nd floor)
 - Up to 2 self-help workstations.
 - Staff available for staff support and for limited cases when face-to-face services are needed.