

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

NOTICE: 12-02

DATE: June 11, 20123
DISPOSAL DATE: Ongoing

RE: Income Maintenance
Lobby Services

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 the expectations for onsite services at the designated locations in each county where clients can receive in person services.

BACKGROUND:

The Income Maintenance Contract between DHS and Consortium for Calendar Year 2012 requires consortium to provide lobby services as defined in Wis. Stat. § 49.78(2)(b). The definition of "lobby services" requires additional definition. In addition to the lobby services as defined in this memorandum, procedure and policy written in Eligibility and Management Handbooks and Manuals is also applicable

Lobby services are to be available in each county and provide service 35 hours per week.

Lobby services should provide the following services:

- Provide answers to general questions about income maintenance programs, processes, and services.
- Printed copies of CARES generated generic and case specific notices.
- Copies of Six Month Report forms printed from CARES.
- Establish application filing date.
- Schedule face to face appointments and interviews with Income Maintenance staff.
- Photocopy and accept verification, forms, and other documentation.
- Accept initial BadgerCare Plus fees and premium payments.
- Issue vault QUEST cards for expedited FS benefits.

- Receive and hold mail for individuals who have no permanent mailing address
- Provide dedicated, confidential space which includes a telephone for the purpose of conducting a fair hearing.
- Provide dedicated, confidential space which includes a telephone for the purpose of face to face appointments and interviews.

The functions provided through lobby services may be supplemented by providing customers with other self-service options. If an applicant/member chooses to use a self-service option, service must be provided in a manner that meets minimum requirements.

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. Posters are available in English (P-00102), Hmong (P-00102H) and Spanish (P-00102S). Posters must be displayed where they are clearly visible to agency visitors.

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

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