

**From:** [DCF BWF Work Programs Help Desk](#)  
**To:** [DCE DL DFES BWF W-2 Agency CARES Coordinators](#)  
**Cc:** [DCF DL DFES BWF W-2 REGIONAL STAFF](#); [DCF DL DFES BWF Supervisors](#); [DCF DL DFES PTT W-2 Staff](#)  
**Subject:** COVID-19 CCA Action Needed and Information Request  
**Date:** Thursday, March 26, 2020 9:28:48 AM

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Good Morning.

We recognize this email went out yesterday, but we are re-issuing it to ensure thorough communication.

As we continue to explore ways to support agencies continuing to provide services, we are looking at expanding the use of Contact Center Anywhere (CCA) which is currently used to collect telephonic signatures for CMF/CMF+/CMU cases and expanding that to include all W-2 applications/reviews/employability plans/JAL/emergency assistance programs. In order to support this we will need the agencies to do the following:

- Make sure FEPS have CCA access, and if they don't, or it has been deactivated for lack of use contact the CCA service desk.

Please send the request for new or to reactivate CCA accounts to: [dhsimacdsupport@wisconsin.gov](mailto:dhsimacdsupport@wisconsin.gov)

Along with the following information:

Worker Name	Worker's Email	Workers Phone Number that will be used to make calls into CCA	WAMS ID	W-2 Role (ex: FEP, FEP Supervisor, etc)	DID or Direct

- CCA allows for a supervisor profile, but these are only available in a very limited supply. We have been given 8 supervisors profiles which we are going to allow each of the eight W-2 agencies to designate one person to the supervisor role in CCA. This will allow a person to monitor phone calls if they need to. (Ex: your FEP knows they are going to be having a phone conversation with a participant that is difficult and would like a supervisor present, a newer staff that you want to randomly monitor how they are doing, etc.)
- Determine who the supervisor roll will be assigned to in your agency and forward their WAMS ID along with all the WAMS ID's of the staff you want them to have the ability to monitor.
- A report will be made available that would identify how many calls are made through CCA, by which worker and the length of the call if an agency would like that information.
- There will be a training for the 8 designated CCA Supervisor's held on April 1<sup>st</sup> from 10-11, that will be held through Skype/conference call.
- A reminder that there is a CCA user guide <http://www.emhandbooks.wisconsin.gov/cca/cca.htm> available that includes a section for the supervisor role.

Please forward the name and WAMS Id for the CCA Supervisor role for your agency to Jane Kahl at [Jane.Kahl@wisconsin.gov](mailto:Jane.Kahl@wisconsin.gov) by COB 3/27. If you are able to also provide the WAMS ID's for those they will supervise in CCA at that time, that would be great but, if that is not possible you can get that to Jane as soon as it's feasible.

Thank you.

## Jes Moss

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