

Customer Call Instructions:

Urgent Calls:

1. CPS Calls. Gather as much information as possible on the form included in this packet , then scan in to the cpsintake@dhr.state.ga.us mailbox with a cc to Oslyn Ingram. Be sure to get the reporter's call back information and he/she will be called back if more information is needed. The report will be assigned by the CPS Intake Communication Center.
2. Crisis Calls related to Food Stamps, Medicaid, TANF or Childcare: The client indicates they are in crisis; i.e. they have a dire Medical need and their Medicaid case is closed or they are without food and their Food Stamp case is closed. Refer those calls to Janice Alexander with a cc to Yvonne Davenport. The DFCS DCG will make contact with the region indicating the urgent need to resolve the case.
The expectation is that these urgent calls will be resolved within 24 hours.

High Priority Calls:

1. A call from an elected official, the Governor's Office, Georgia Legal Services or another Government agency. Please refer this call to Janice Alexander's group. She will enter into CSIS, contact the DFCS regional contact person, mark the request 'high priority', track the response and prepare a response to the inquiry.
2. Calls from customers who indicate their benefits have been terminated or will be terminated within 5 days and they have been unsuccessful in contacting the 1-877 number to complete their interview or getting resolution at the local county office. Refer these calls to Yvonne Davenport, she will refer these calls to the regional DFCS contact person, mark the request 'high priority', track the response and enter it into CSIS/CRM.
The expectation is that the high priority calls will be resolved within 48 hours.

Important Calls:

1. Customers who have their yearly, in person review due during the current month and are not in crisis and have more than 5 work days left to complete the review. The customer may be very frustrated in calling the 1-877 # due to wait times.

We want to explain to the customer that we are working very hard to reduce the wait times and we ask for their patience. We feel certain we will have made significant progress toward this by the time they have their review in a year, but in order to complete their review for this year, we are asking them to call the 1-877 number again as the agents who are able to complete the interview are working on the phone. Some suggestions are:

- Call at 8 a.m.
- Call at the end of the week when call volume tends to be lower
- Set aside about an hour and half for the interview, similar to the time it took to go to the county office. If the call gets disconnected due to the number of callers waiting on the line, please call back. Reassure the customer that the county office is not hanging up on them, but that the

phone software disconnects the callers who are holding after the lines reach a certain limit.

- Encourage the caller to call from a land phone rather than a cell phone so that they won't use their minutes. If one is not available, phones are available at the county office for use.

Repeated calls from this category will be moved up to the High Priority category.

Non-urgent Calls:

1. Non-OFI or CPS case–related calls. Refer the caller to our website www.dhs.dfcs.ga.gov to the fact sheets and services sections. A contact number for each section is listed with information about the services offered.
2. For inquiries about becoming a foster or adoptive parent – refer callers to Call 1-877-210-KIDS (5437)
3. Inquiries about EBT benefits, to request a Medicaid card and to request a renewal form: call 1-877-423-4746 and request the prompt to speak to someone. The prompt gives instructions for three items above.
4. To check the status of their case, go to www.compass.ga.gov and access their account. They will need to set up a client account in order to do this. (Instructions are attached and can be forwarded to the customer. The instructions include how to complete a renewal on COMPASS.)

Other tips:

- Food Stamp Customers who are over the age of 60 will be managed by Senior SNAP. They will likely get a voice mail, but someone will call them back. This is for applications, renewals and questions about their case. The information about Senior SNAP is in the attached brochure.
- We are adding more staff to both phone lines in an effort to reduce wait times.
- Please copy me on calls that return for a 2nd and 3rd time.