

MAKE MILWAUKEE'S WELFARE OFFICE A DIGNIFIED PLACE TO RECEIVE HELP.

Hi, my name is _____. I'm a constituent [and I live at _____]

I'm calling about making Milwaukee's welfare office a dignified place that delivers entitled public assistance in a safe atmosphere.

[pick one or two points that resonate most with you]

- I don't know why there are still excessive waits. After Scott Walker's welfare reforms, there are significantly fewer people receiving FoodShare, yet wait times remain excessive. There are "excessive wait" signs posted, but only in English. Please require adequate staffing of the reception area at the Coggs Center.
- The Marcia Coggs Center at 1220 W. Vliet is governed by the State of Wisconsin Department of Health Services. The disability access door on 13th street was boarded up. After protests, the door was unboarded, but remains locked. People living with a disability must ring a buzzer that notifies internal security to unlock the door. This system fails people who are left outside waiting. Please unlock the disability door.
- The Marcia Coggs Center at 1220 W. Vliet houses the Dept of Children and Families where low-income families can obtain Child Care assistance. But it closes every Thursday. Uninformed parents arrive, trying to get help and get confused by the lack of staffing. Please restore full time service hours for the Department of Children and Families at the Coggs Center.
- According to federal regulations, people applying for or receiving FoodShare have rights, including the right to complain. The Fair Hearing Office at the Marcia Coggs Center at 1220 W. Vliet now has a closed, locked door with a sign in English only directing people to knock. Please re-open the fair hearing door and provide dignified customer service in support of a Fair Hearing.
- The Marcia Coggs Center at 1220 W. Vliet has one telephone for customer use. The telephone is restricted to the 414 area code and only ONE minute of use. FoodShare was modernized to allow for a telephonic interview. Once an online application is made, people can call an 800 number and conduct their eligibility interview. Still the Coggs Center doesn't offer access to telephones for customers to conduct an interview or call an employer or landlord to verify their application. Please install a bank of telephones at the Coggs Center for customers.
- Federal regulation requires that "vital documents" including applications for assistance, requests for Fair Hearings and Rights Information be made available in multiple languages within the welfare office. Still, document racks are routinely empty. Imagine going to the Internal Revenue Service because you need a 1040 form and they're all out. Please require that Vital Documents are available on every floor of the Marica Coggs Office at 1220 W. Vliet, at all times.

Representative Crowley has a letter of demand addressed to DHS Secretary Palm. I'd like the representative to sign on. Have they already signed on?