



EMPLOY MILWAUKEE DESK AID

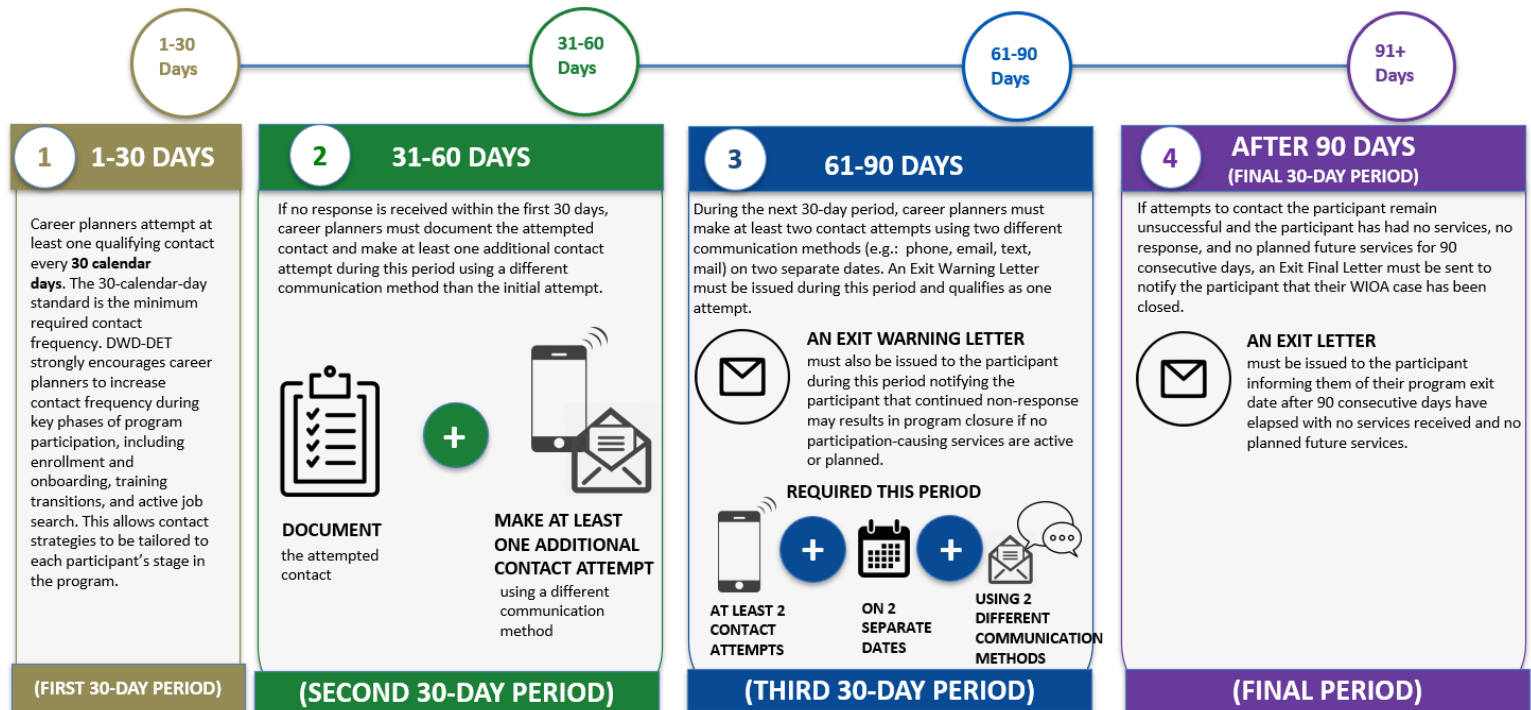
Employ Milwaukee • 1322 North 8th Street, Milwaukee, WI 53205 • (414) - 270 -1700



Customer Service Standards – WIOA Policy 1.7

1.7 Customer Service Standards - Routine Contact Requirements

DWD-DET REQUIRES CAREER PLANNERS TO ATTEMPT AT LEAST ONE QUALIFYING CONTACT EVERY 30 CALENDAR DAYS



IMPORTANT: All contact attempts and letters must be documented in the case record, including dates, methods used, and participant response (or lack of response).

Contact Escalation Steps

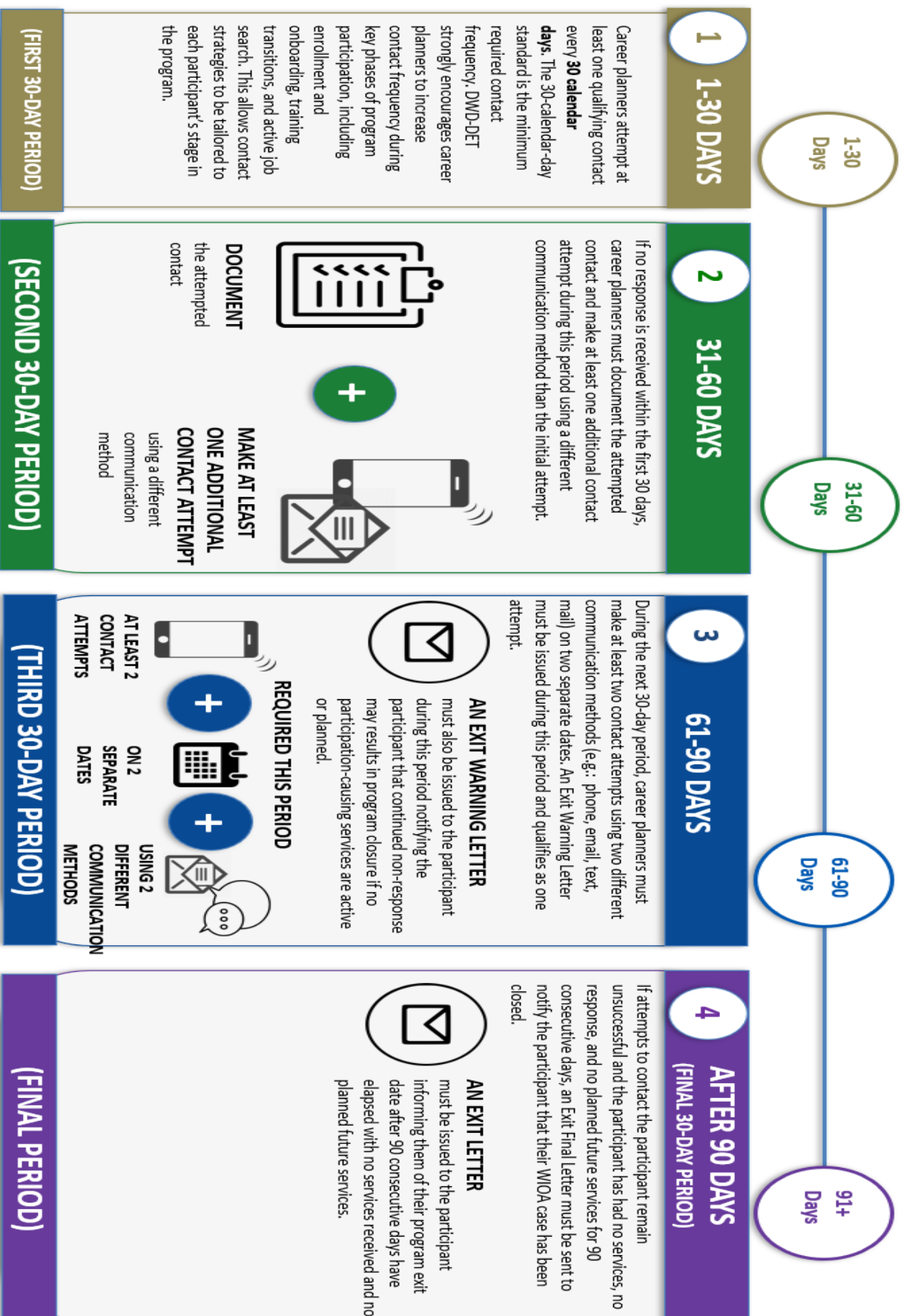
Step	Calendar Days	Min. # of Attempts	Methods	Min. Unique Attempt Days	Next Step
1	1-30	1	Any	1	Successful = Repeat this Step. Not Successful = Proceed to Step 2.
2	31-60	2	Any	1	Successful = Return to Step 1. Not Successful = proceed to Step 3.
3	61-90	2	At least 2 different methods which includes the required exit warning letter	2	Successful = Return to Step 1. Not Successful = proceed to Step 4.
4	91+	1	Exit letter	1	Exit participant from program.

Revised: 08/12/26

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