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**State of Wisconsin  
Governor Jim Doyle**

**TO: Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff  
W-2 Agencies  
Workforce Development Boards  
Job Center Leads and Managers  
Training Staff  
Child Care Coordinators**

**FROM: Vicki Jessup, Policy Section Chief  
Bureau of Enrollment Policy & Systems  
Division of Health Care Access and Accountability**

<b>BEPS/DFS OPERATIONS MEMO</b>					
<b>No: 10-79</b>					
<b>DATE: NOVEMBER 8, 2010</b>					
<b>FS</b>	<input checked="" type="checkbox"/>	<b>MA</b>	<input type="checkbox"/>	<b>BC+</b>	<input type="checkbox"/>
<b>SC</b>	<input type="checkbox"/>	<b>CTS</b>	<input type="checkbox"/>	<b>FSET</b>	<input type="checkbox"/>
<b>BC+ Basic</b>	<input type="checkbox"/>	<b>BC+ CORE</b>	<input type="checkbox"/>		
<b>CC</b>	<input type="checkbox"/>	<b>W-2</b>	<input type="checkbox"/>	<b>EA</b>	<input type="checkbox"/>
<b>CF</b>	<input type="checkbox"/>	<b>JAL</b>	<input type="checkbox"/>	<b>JC</b>	<input type="checkbox"/>
<b>RAP</b>	<input type="checkbox"/>	<b>WIA</b>	<input type="checkbox"/>	<b>Other</b>	<input type="checkbox"/> *
<b>EP</b>					

**SUBJECT: Disaster FoodShare Program (DFSP) for Residents of Grant and Milwaukee County who were economically impacted by the Severe Storms in July 2010.**

**CROSS REFERENCE:** FSHB 5.3.1, 7.1.1.5

**EFFECTIVE DATE:** NOVEMBER 9, 2010

**PURPOSE:**

The U.S. Department of Agriculture and the Department of Health Services (DHS) have approved the issuance of one-time FoodShare benefits through a Disaster FoodShare Program (DFSP) to residents of Grant County and certain areas in Milwaukee County. Only residents in the following eleven Milwaukee County zip codes can qualify for the DFSP: 53205, 53206, 53209, 53210, 53211, 53212, 53216, 53218, 53222, 53224 and 53225

Applications for Disaster FoodShare benefits for residents of the approved areas will be taken from Tuesday November 9<sup>th</sup> through Wednesday, November 17<sup>th</sup> for victims of the disaster who were economically impacted by the storms in July 2010 and are in need of emergency food assistance. There are specific instructions for individuals in the affected Milwaukee County zip codes.

**POLICY:**

Residents in the affected areas (Grant County and Milwaukee County within the 11 zip codes) who are new FoodShare applicants and meet the Disaster FoodShare eligibility criteria will receive a one time Disaster FoodShare payment equal to the maximum allotment for their household size. The applications must be submitted in person and an in-person interview is required.

July 2010 FS members affected by the disaster may receive a Disaster FoodShare supplemental payment to increase their July monthly allotment to the maximum amount for their household size.

**HOUSEHOLDS THAT HAVE RECEIVED A REPLACEMENT BENEFIT FOR JULY**

Households that have already received a July 2010 benefit equal to the maximum allotment for their household size are not eligible for any additional benefits. A letter has been sent to these households to let them know they are not eligible for additional benefits (see attachment 1). In addition, the following language will be added to Case Comments for each household that received this letter:

“Not eligible for DFSP supplement. FoodShare benefits issued for July 2010 were equal to the maximum allotment.”

If a household that has already received a July 2010 benefit equal to the maximum allotment for their household size applies for DFSP, the worker should send a manual negative notice ([F-16104 Disaster FoodShare Notice](#)) to (inform the applicant that they have already received the maximum benefit.

Households that received a July 2010 FoodShare benefit for less than the maximum allotment for their household size and received a replacement benefit have already signed the Supplemental Disaster FoodShare Program ([DFSP F-00325](#)) Affidavit so they do not have to apply for the DSFP benefit. These households will automatically receive an additional benefit for the difference between the amount they received and the maximum allotment for their household size. A letter has been sent to these households to let them know they will get the additional benefits automatically on November 25, so they do not have to contact either MILES or the ESC to complete an application (see Attachment 2). In addition, the following language will be added to Case Comments for each household that received this letter:

“DFSP Supplement will be automatically issued. Benefits issued for July 2010 were less than the maximum allotment and a replacement benefit was issued.”

Households that received a July 2010 FoodShare benefit for less than the maximum allotment but did not receive a replacement benefit will need to apply for a DFSP supplement by signing the Supplemental Disaster FoodShare Program ([DFSP F-00325](#)) affidavit by phone or in writing.

NOTE: Before starting a DFSP application for a current member, workers should check Case Comments and IQFS to see if:

- a replacement benefit has been issued and an automatic supplement will be issued or
- a replacement benefit for the maximum amount has already been issued

Benefits must be provided as soon as possible. All new disaster applicants (did not receive July 2010 FS benefits) should be scheduled for an interview for the same or next day. Client registration staff should be informed about anticipated Disaster FoodShare applications, and instructed to not enter income when screening applicants for priority services.

#### **NEW APPLICANTS**

New applicants must complete and sign the Disaster FoodShare Wisconsin Assistance Application ([F-16060](#)). A face to face interview must be conducted prior to issuing benefits. The Agency will use this paper form to manually determine eligibility. See the Procedures section of this memo for detailed instructions.

Households applying for Disaster FoodShare benefits that wish to apply for ongoing FoodShare benefits may do so, but will be required to follow the regular application process in order for the agency to determine eligibility for ongoing benefits. See the Procedures section of this memo for more detailed instructions.

#### **JULY 2010 MEMBERS**

Households that have already received replacement benefits as a result of the flooding can still receive the Disaster FoodShare supplemental benefit if their July 2010 benefit was less than the maximum allotment for their household size. The amount of the supplemental benefit is the difference between the July allotment already issued and the allotment maximum for their household size. These households have already signed the "Affidavit of Lost Income or Disaster-Related Costs" form ([F-00325](#)). These benefits will be issued automatically so no application should be taken or processed for these households.

Households that received a July benefit for less than the maximum amount but did not request a replacement benefit need to request a supplemental benefit using the "Affidavit of Lost Income or Disaster Related Costs" form ([F-00325](#)). These households are only eligible for a supplemental benefit which is the difference between the allotment issued for July and the maximum allotment for their household size. The time period to request a replacement benefit has expired.

The forms can be filled out and signed at the agency or submitted through the mail or by fax.

The form can also be completed and signed over the phone with a telephonic signature if the case is assigned to the Enrollment Services Center or Milwaukee Enrollment Services. These households should call the Milwaukee Enrollment Services Center (ESC) at 1-800-291-2002, if they do not have any children under age 19 living with them or call Milwaukee Enrollment Services (MiLES) at 1-888-947-6583, if they:

- Have children under age 19 living with them, or
- Are elderly, blind or disabled.

Milwaukee County households who are unable to request supplemental benefits over the phone can also go in person to one of the locations below from Tuesday November 9 through Wednesday November 17, 2010 from 8:00 a.m. through 4:30 p.m.

Coggs Building  
1220 W Vliet Street,  
Milwaukee, WI 53205

UMOS South  
2701 S Chase Avenue,  
Milwaukee, WI 53207

Grant County households should request a supplemental benefit or apply for DFSP at:

8820 Highway 36 and 61 South  
Lancaster, WI 53813

**Reminder:** Use the 938 code to issue Disaster FoodShare supplemental benefits to qualifying households. It is too late to issue replacement benefits for this disaster, so do not use the 905 code.

### ELIGIBILITY REQUIREMENTS

#### NON-FINANCIAL

- Applicants/members must have lived or worked in the disaster area at the time of the disaster on July 22, 2010.
- Applicants/members may be eligible if temporarily living outside of the disaster area if they lived in one of the affected counties at the time of the disaster. In these cases, applications should be submitted to and processed by the county/tribal agency where the applicant is temporarily residing.
- Applicants/members must have experienced at least *one* of the following adverse affects:
  1. Food damaged by the disaster or spoiled due to lack of refrigeration from a power outage of at least 4 hours,
  2. Damage to or destruction of home, work place, or self-employment business,
  3. Disaster-related expenses not expected to be reimbursed, or
  4. Lost or reduction of income.

#### FINANCIAL

Households applying for DFSP benefits must meet the following income test:

**Disaster FoodShare**  
October 2009 – September 2010

Household Size	Disaster Gross Income Limit	Maximum Allotment
1	\$1,503	\$200
2	\$1,815	\$367
3	\$2,126	\$526
4	\$2,450	\$668
5	\$2,788	\$793
6	\$3,125	\$952
7	\$3,437	\$1,052
8	\$3,749	\$1,202
Each Additional Member	+\$312	\$150

Use the Eligibility Computation (Section VI) of the Disaster FoodShare Wisconsin Assistance Application form ([F-16060](#)) to manually compute Disaster FoodShare eligibility.

**Line #1** - "Total anticipated income" includes the wages a household actually received after taxes and all other payroll withholding, unearned income payments and net self employment income received during the benefit period July 20, 2010 through August 18, 2010.

**Line #2** - "Total accessible cash" includes all accessible liquid resources such as cash on hand and funds in accessible checking and saving accounts.

**Line #4** - "Total disaster expenses" includes disaster related expenses actually paid out of pocket during the disaster benefit period.

The household is eligible for the maximum allotment for their household size if the "total available funds" (household income + accessible cash - allowable disaster related deductions) is less than the disaster maximum income limit.

#### VERIFICATION REQUIREMENTS

Applicant's Information	Status	Suggested ways to verify
Identity	Mandatory	<ul style="list-style-type: none"> <li>• Photo ID.</li> <li>• Two documents that verify identity and residency.</li> <li>• A signed affidavit from a collateral contact attesting to the identity of the applicant.</li> <li>• For additional sources of verification see FSH 1.2.6.1.</li> </ul>
Residency	When Possible	<ul style="list-style-type: none"> <li>• Utility bills, tax bills, insurance policies, driver's licenses, other ID with address, bills, or other documents that establish the applicant's home or work address.</li> </ul>
Household Composition	If questionable	<ul style="list-style-type: none"> <li>• After taking the application, ask applicant to orally list the names, ages, and birthdates of all household members.</li> </ul>
Loss or inaccessibility of liquid resources or of income due to the disaster.	When possible	<p>Obtain a list of banks that were closed due to the disaster and compare with damage maps. Remember that in this day of ATM cards and electronic transmission, few liquid resources are truly inaccessible.</p> <p>Loss if income could be due to a business closing due to the disaster, roads to the place of employment inaccessible due to the disaster, etc.</p>
Proof of repairs, loss of property estimates, and disaster related expenses.	If questionable	<ul style="list-style-type: none"> <li>• Home or business repairs receipts.</li> <li>• Estimates of repairs or loss.</li> <li>• Clean-up items expense receipts or estimates.</li> <li>• Expenses related to replacing necessary personal and household items receipts.</li> </ul>
Food Loss	If questionable	<ul style="list-style-type: none"> <li>• Use the map from the power company.</li> <li>• <b>NOTE:</b> A power outage lasting over 4 hours can cause food spoilage.</li> </ul>

**PROCESSING DSNAP REQUESTS:****CURRENT MEMBERS WHO HAVE ALREADY RECEIVED A REPLACEMENT BENEFIT FOR JULY FOR LESS THAN THE MAXIMUM ALLOTMENT FOR THEIR HOUSEHOLD SIZE:**

These members will be issued a supplemental benefit automatically on November 25.

**CURRENT MEMBERS WHO HAVE NOT RECEIVED A REPLACEMENT BENEFIT FOR JULY**

July 2010 members have already met financial eligibility for FoodShare Benefits. In order to qualify for the supplemental benefit, they need to complete and sign the "Affidavit of Lost Income or Disaster-Related Costs" form.

1. Determine non-financial eligibility based on the criteria listed on page 3 of this memo.
  - a. On the Permanent Demographics page enter code **<WO> - WI DISASTER BENEFITS – ONGOING** in the Alert Flag 1 field. This is a new code that will allow the state to track cases for FS QC and reporting to FNS.
  - b. If eligible, issue a supplement for the difference of the amount they have already received up to the allotment maximum for July 2010 using auxiliary reason code **938-MANUAL ISSUANCE OF BENEFIT**. Issue a positive notice using the manual Disaster FoodShare Notice ([F-16105](#)).
  - c. If not eligible, issue a negative notice using the manual Disaster FoodShare Notice ([F-16105](#)).
2. If the Affidavit was not signed telephonically, scan it into the ECF.
3. Scan a copy of the manual Disaster FoodShare notice into the ECF using the "NOD" code.
4. Enter Case Comments.

**EXAMPLE:** Joe is a food group of 1. He received \$100 in FS for the month of July. He is determined Disaster FoodShare eligible and can receive the difference up to the maximum allotment of \$200 ( $\$200 - \$100 = \$100$  auxiliary). Joe receives an additional \$100 in Disaster FoodShare benefits. Receipt of replacement benefits does not affect this calculation. So, if Joe had received \$100 in replacement benefits, he would still be eligible for \$100 in disaster benefits.

Note: See the instructions on page 2 for current members who have received a replacement benefit for July.

**NEW APPLICANTS**

Manually determine eligibility using the Disaster FoodShare Wisconsin Assistance form ([E-16060](#)).

**If eligible for disaster FoodShare benefits**

Eligible cases must be entered into CARES. CARES will issue the "disaster" monthly allotment as the July 2010 benefit. Eligibility for August 2010 will be denied. Complete the following steps:

1. Enter the Disaster FoodShare application in CARES with a program filing date of July 1, 2010 and request only FS. Do not enter earned or unearned income.
2. On the Permanent Demographics page enter code **<WD> - WI DISASTER BENEFITS - NEW** in the Alert Flag 1 field. This code will allow the state to track cases for FS QC and reporting to FNS.
3. Enter all verifications as 'NQ – Not Questionable' with a Begin Month of July, 2010.
4. On the Benefits Received page, enter Begin Month July, 2010 and "No" for receiving FS in another state for everyone in the household. Go to the date navigator and enter August, 2010 as the new Begin Month and hit "Go." Change the "no" for receiving FS in another state to "Yes". Navigate to the next person. This will deny FS for the month of August, 2010.
5. Suppress all CARES generated notices on the 'Suppression Search' page in CWW and provide a manual positive notice using the Disaster FoodShare Notice ([F-16105](#)).
6. Scan the manual application form and the notice into the ECF using the "APP" code.
7. Enter Case Comments.
8. Since month one is passing and month two is failing, it is not possible to issue an emergency vault card. Tell the member he or she will receive their card in the mail within 3-5 days. If the household has previously been issued a card the benefits will be deposited to the old card.

**NOTE:** If the member no longer has their EBT card, a replacement card can be issued. (See the Process Help handbook, [Chapter 80.19](#) - Issue an Expedited EBT Card, for instructions on issuing a replacement vault card.)

### **If not eligible for DSNAP benefits**

Ineligible cases must be entered into CARES and denied. This will allow tracking of denied disaster FS applications and scanning of the manual disaster FS application into ECF.

1. Enter the Disaster FoodShare application in CARES with a program filing date of July 20, 2010, and process a FS only request. Do not enter earned or unearned income.
2. On the Permanent Demographics page enter code 'WD - WI DISASTER BENEFITS - NEW' in the Alert Flag 1 field. This code will allow the state to track cases for FS QC and reporting to FNS.
3. Enter all verifications other than those required for the emergency benefit with the verification code NQ with a Begin Month of July, 2010.
4. On the benefits received page enter "Yes" for receiving FS in another state with an July, 2010 Begin Month for everyone in the household. This will deny FS.
5. Suppress all CARES generated notices on the 'Suppression Search' page in CWW and provide a negative manual notice using the Disaster FoodShare Notice.
6. Scan the manual application form and the notice into the ECF under "APP" code.

**DFSP APPLICANTS REQUESTING ONGOING FS BENEFITS**

If the applicant is also requesting ongoing regular FS benefits, the application filing date is the date the individual signs the application or request. The regular FoodShare benefits can begin as of the application filing date.

**QUALITY CONTROL**

FNS will hold the State and County agency harmless from QC errors for DFSP certifications. To ensure that they are not included in the QC sample use the Wisconsin Disaster (WD) code for new FS participants and (WO) code for ongoing participants listed in the CARES instructions of this memo. However, the state is required to conduct QC reviews on a sample of these cases for a required report to FNS, to make sure the modified eligibility criteria were correctly applied.

**CONTACTS:**

BEPS CARES Information & Problem Resolution Center

\*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, BC+ Core – BadgerCare Plus Core, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHS/DHCAA/BEPS/LA/JB