



Date: October 12, 2018

DMS Operations Memo 18-38
Amendment 1 February 15, 2019
Amendment 2 February 26, 2019

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff

Affected Programs:

- | | |
|---|--|
| <input type="checkbox"/> BadgerCare Plus | <input type="checkbox"/> Caretaker Supplement |
| <input checked="" type="checkbox"/> FoodShare | <input type="checkbox"/> FoodShare Employment and Training |
| <input type="checkbox"/> Medicaid | |
| <input type="checkbox"/> SeniorCare | |

From: Rebecca McAtee, Bureau Director
Bureau of Enrollment Policy and Systems
Division of Medicaid Services

**Call Script to Communicate FoodShare Reporting Requirements
During FoodShare Interview**

CROSS REFERENCE

- FoodShare Wisconsin Handbook, [Section 2.1.3 Interviews](#) and [Section 6.1.1 Change Reporting](#)
- Operations Memo ~~18-36~~ [19-06](#)
- [7 C.F.R. 273.2\(e\)\(1\)](#)

EFFECTIVE DATE

~~October 29, 2018~~ [March 2, 2019](#) [March 1, 2019](#)

PURPOSE

This operations memo announces revisions to the a new call script released in October 2018 that income maintenance (IM) workers must read to FoodShare applicants and members during the FoodShare interview. The script addresses able-bodied adults without dependents (ABAWD) reporting requirements and FoodShare reporting requirements. The revised script incorporates changes to FoodShare reporting requirements, as announced in [Operations Memo 19-06, "Policy Change for Income Reporting Rules and Threshold for FoodShare Members."](#)

BACKGROUND

Per policy in [FoodShare Wisconsin Handbook, Section 2.1.3.2 Completing the Interview](#), all FoodShare interviews must include a discussion of the following items in addition to standard financial and non-financial criteria:

- Use of Social Security numbers
- FoodShare rights and responsibilities
- Appropriate application processing standard time frames for non-expedited and expedited benefits

- Applicable change and simplified reporting requirements at the time of the interview
- Six-month reporting and/or renewal
- QUEST card information
- Work registration rights and responsibilities, work requirements, and exemptions
- ABAWD work requirements, exemptions, and FoodShare Employment and Training (FSET) program

The U.S. Department of Agriculture Food and Nutrition Service (FNS) issued corrective actions to DHS regarding failure to address all of the previous topics outlined during the FoodShare interview.

In particular, workers must verbally communicate reporting requirements if an ABAWD's work hours change. FNS has also indicated that workers must verbally communicate a household's FoodShare reporting requirements, including reporting timeframe for changes to income, household composition, and expenses, as well as the requirement to complete a Six-Month Report form.

POLICY

Effective October 29, 2018, during a FoodShare interview, workers must read the appropriate sections of the FoodShare reporting script found in the [attachment to this memo](#). Workers must select sections of the script to read to applicants and members based on **household type**. ~~whether the person is a part of an elderly, blind, or disabled (EBD) food unit without earned income or a regular food unit with reduced reporting requirements, which includes food units with EBD members with earned income.~~ In addition, workers must read the ABAWD reporting requirements to **all** regular food units ~~that include one or more ABAWDs.~~ The FoodShare reporting script is not required to be recorded as part of the telephonic signature.

Workers are required to read specific reporting requirements related to FoodShare identified on the script in the attachment. The household may be receiving other benefits that could have different reporting requirements. Workers are not required to verbally communicate the reporting requirements for other programs. Workers should tell applicants and members to refer to their notices for specific reporting requirements based on all benefits they are receiving. Language is provided in the script to broadly address reporting requirements for other programs.

CARES

To identify which parts of the script must be read to the applicant or member, workers will need to determine the **type of food unit, which can include regular, elderly, blind, or disabled (EBD), migrant, homeless, or categorically eligible with income over 130% of the federal poverty level (FPL).** ~~following.~~

- ~~———— If there are any ABAWDs included in the food unit.~~
- ~~———— The type of food unit, which can include EBD, regular, migrant, homeless, or categorically eligible with income over 130% of the federal poverty level (FPL).~~

~~Workers can obtain this information on the FS Work Registrant/ABAWD Determination Details and FoodShare Budget pages in CARES Worker Web (CWW).~~

~~The FS Work Registrant/ABAWD Determination Details page will show the ABAWD status of members of the food unit.~~

~~Figure 1 FS Work Registrant /ABAWD Determination Details page showing ABAWD status of food unit members~~

The FoodShare Budget page identifies the FoodShare Type. The FoodShare Type in the “Result” section of the page will display:

- HREG – Regular FoodShare for reduced reporters.
- **FEBD – EBD with no earnings for an EBD food unit.**
- SHOM – FoodShare with all individuals homeless for homeless households.
- SMIG – FoodShare with at least one migrant worker FoodShare categorically eligible for migrant households.
- HCAT - FoodShare categorically eligible cases above 130% FPL for categorically eligible households with income over 130% of the FPL.

The screenshot shows a web interface titled "FoodShare Budget" with "Cancel" and "Reset" buttons. It is divided into two main sections: "Assistance Group Overview" and "Result".

Assistance Group Overview			
Assistance Group:	FS - FOOD SHARE	Sequence:	1
Benefit Begin Date:	05/01/2018	Benefit End Date:	
Determination Date:	04/12/2018		

Result			
Assistance Group Status:	O - OPEN	Eligibility Status:	PASS
FoodShare Type:	HREG - Regular FS	FoodShare Categorically Eligible:	YES
FoodShare Gross Income Test:	PASS	FoodShare Net Income Test:	PASS
FoodShare Allotment:	PASS		
Determination:			

Figure 1 ~~Figure 2~~ FoodShare Budget Page Showing the FoodShare Type HREG – Regular FS

~~Figure 3 FoodShare Budget page showing the FoodShare type FEBD – Elderly Blind Disabled with no earnings~~

Once the type of food unit **is** and ~~ABAWD status~~ are determined, workers should read the appropriate script to applicants or members while the FoodShare Budget page displays.

CONTACTS

BEPS CARES Information and Problem Resolution Center

DHS/DMS/BEPS/SLM