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**State of Wisconsin  
Governor Scott Walker**

**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: 11-13</b>					
<b>DATE: 03/21/2011</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: FoodShare Priority Service Determinations and the HSUA**

**CROSS REFERENCE:** FoodShare Handbook, Sections 2.1.4.1 and 4.6.7.3  
7 CFR 273.2(i)(1)(iii)

**EFFECTIVE DATE:** Immediately

**PURPOSE:**

The purpose of this memo is to provide direction on the use of the Heating Standard Utility Allowance (HSUA) in FoodShare (FS) priority service screening and to announce related updates to ACCESS, CWW, the FoodShare Wisconsin Registration form (F-16019A) and the FoodShare Wisconsin Registration and Application form (F-16019B).

**BACKGROUND:**

The Federal Food and Nutrition Service (FNS) provides direction on expedited FS determinations, including use of the standard utility allowance when determining if a person or food unit meets the expedited criteria of having monthly gross income and available assets that are less than their monthly costs for rent or mortgage and utilities. CWW is programmed to automatically include the appropriate utility allowance when making a determination of expedited FS issuance. In order to ensure that the utility allowance is also used when screening applicant for priority service, changes will be made to ACCESS, CWW, [F-16019A](#) and [F-16019B](#).

**POLICY:**

When determining if a person or food unit is eligible for priority services and expedited issuance based on the criteria that their total monthly gross income and available assets are less than the monthly costs for utilities and rent or mortgage, the determination must include the HSUA in the monthly utility allowance.

Updates to the [FoodShare Wisconsin Registration form \(F-16019A\)](#) and the [FoodShare Wisconsin Registration and Application form \(F-16019B\)](#) include pre-filling the HSUA amount in the utility section and adding text to explain that this monthly utility amount will be used to screen for priority service. Agencies should only order a three month supply of these forms at a maximum as the forms will be updated when the HSUA changes. If an agency receives an old version of the form, they should ensure that the current HSUA is used in the utility section when screening for priority service.

**SYSTEMS:**ACCESS

The priority service screener in ACCESS will be updated March 21, 2011, with instructions added to the utility question of the Housing & Utilities Expenses section telling applicants to: "Please enter \$433 here. This is the monthly utility amount we use for everyone to see if you can get this faster service."

A future ACCESS enhancement will pre-populate the utility amount field with the current HSUA amount to ensure that the HSUA is used in the priority service determination for each applicant entitled to it. ACCESS help text will be updated at that time along with an explanatory text next to the utility question that: "We entered \$(amount of current HSUA) here. This is the monthly utility amount we use for everyone to see if you can get faster service".

CARES

Until CWW can be enhanced to automatically pre-fill the current HSUA in the Monthly Utilities field on the Priority Service Determination page, workers must manually enter the current HSUA amount in that field.

Workers are also reminded that when FS is requested in a program add situation onto a case that is already open for other program(s), they must screen the case to see if it meets priority service criteria in order to determine eligibility and issue benefits for expedited FS issuance within seven calendar days from the application filing date.

The process for priority screening may be achieved through several methods including manual screening by reviewing information provided on F-16019A or F-16019B or automated screening using the Priority Service Determination page in CWW. Agencies that choose to create an RFA when FS is requested on an ongoing case can meet the screening requirement by completing the Priority Service Determination page within the Client Registration portion of CWW. Agencies that do not create an RFA for a FS request on a currently open case can meet the requirement by navigating to and completing the Priority Service Determination page in CWW.

If the request has already been screened for priority service through ACCESS, the agency does not need to do an additional screening unless they become aware of a change in circumstance

that would make an applicant potentially eligible for priority service and expedited issuance that was not previously determined to be so.

**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/ME