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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: Rich Albertoni, Bureau Director
Bureau of Enrollment Policy & Systems
Division of Health Care Access and Accountability**

BEPS/DFS OPERATIONS MEMO					
No: 11-16					
DATE: APRIL/07/2011					
FS	<input checked="" type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input type="checkbox"/>
BC+ Basic	<input type="checkbox"/>	BC+ CORE	<input type="checkbox"/>		
CC	<input type="checkbox"/>	W-2	<input type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>
RAP	<input type="checkbox"/>	WIA	<input type="checkbox"/>	Other	<input type="checkbox"/> *
				EP	

SUBJECT: Clarification on 30 Day FoodShare Application Processing

CROSS REFERENCE: FoodShare Handbook 1.2.1.2 & 2.1.2

EFFECTIVE DATE: Immediately

PURPOSE:

The purpose of this Operations Memo is to announce a change in the policy regarding the timeline for denying FoodShare (FS) benefits at application and to provide clarification of the timeline for benefit approval.

BACKGROUND:

When verification of information is requested for FS at application, the verification is due on the 10th day after requesting verification or the 30th day of the application processing period, whichever is later.

Current policy instructs workers to wait until the day following the due date to process the denial or closure for failure to provide the required verification.

The department has received clarification from FNS that taking action to approve or deny benefits on the day following the due date is not considered timely. Households must be denied or approved for benefits no later than 30 days following the date the application was filed or 10 days from the day the verification was requested, whichever is later. FNS defines day one of the 30 day application period as the day following the date the application was filed.

To comply with SNAP program rules and regulations the current policy has been changed to instruct workers to process the denial for failure to provide the required verification on the verification due date. Furthermore, eligible households must be approved and issued FS benefits no later than 30 days following the date of application.

POLICY CHANGE:

Effective immediately, the NV/QV verification code should be entered on the verification due date for any requested verification that is not submitted by that date. There is no 'time of day' requirement. The denial can be processed at any time on the due date. If the verification is submitted on the due date but after the denial has been processed, the verification codes should be updated to the appropriate code and eligibility rerun to re-determine eligibility and the benefit amount based on the new information.

If the due date falls on a weekend or holiday the following policy should be applied:

- When the benefit will be denied due to failure to submit verification timely, the denial should be processed on the next business day after the weekend or holiday. Denying benefits for lack of verification prior to the due date is not allowable and may result in a QC error.
- When the benefit will be approved, the approval must be processed no later than the due date. Waiting until the next business day or later to process verification for an eligible household is untimely and therefore not allowable.

CARES:

There are no CARES changes associated with this policy change.

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/MR