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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: Sabrina Fox, Policy Section Chief
Bureau of Enrollment Policy & Systems
Division of Health Care Access and Accountability**

BEPS/DHS OPERATIONS MEMO					
No: 12-12					
DATE: 03/07/2012					
FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	BC+	<input checked="" type="checkbox"/>
SC	<input checked="" type="checkbox"/>	CTS	<input checked="" type="checkbox"/>	FSET	<input type="checkbox"/>
BC+ Basic	<input type="checkbox"/>	BC+ CORE	<input checked="" 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: Notice of Decision Changes

CROSS REFERENCE:

EFFECTIVE DATE: March 2, 2012

PURPOSE:

The purpose of this memo is to communicate changes to the logic used in CWW to generate the Notices of Decision at FoodShare application and renewal and the inclusion of the appropriate language box on all Notices of Decision.

BACKGROUND:

When the Client Notice Redesign updates were implemented, changes were made in CARES Worker Web (CWW) to suppress Notices of Decision if there is no change in FoodShare eligibility or benefit allotment. Federal rules require that a Notice of Decision be provided to FoodShare applicants and recipients whenever an application or renewal is processed and benefits are confirmed. The Notice of Decision must include the new certification date and benefit amount, even if the benefit remains the same.

Notices of Decision for FoodShare, health care and Caretaker Supplement (CTS) are only printed in English and Spanish. To accommodate members who speak a language other than English or Spanish, a language translation box is included on Notices of Decision and CARES letters. CARES was not printing the household language in the translation box on the Notices of Decision.

CARES CHANGES:

Effective March 2, 2012, a Notice of Decision will be issued when a FoodShare application or renewal is confirmed, even when there is no change in benefits.

The language translation box will be printed on all Notices of Decision and CARES letters with the household language indicated on the General Case Information page in CWW. The text in the language box is translated into 26 languages and directs the individual to contact Member Services if he/she needs to have the letter translated. A copy of the language translation box in English is below.

➤**NOTE:** To ensure agencies are in compliance with Civil Rights regulations and that members receive their notices in the correct language, or with the correct language box, it is critical that the correct language is entered on the General Case Information page.

Because of the way the questions are worded in ACCESS Apply for Benefits, ACCESS applications will only update the General Case Information language selection with English or Spanish. Until ACCESS can be updated, workers will have to check the Primary Person's language indicated on the ACCESS application and update the General Case Information page with that language.

	<p>The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-800-362-3002, press option #7 and state your language. Or, e-mail us at: memberservices@wisconsin.gov. These services are free.</p>
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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/SE