



DEPARTMENT OF HEALTH SERVICES
Secretary Kitty Rhoades
1 West Wilson Street
P.O. Box 7850
Madison, WI 53707-7850
Telephone: (608) 266-9622
FAX: (608) 266-7882
www.dhs.wisconsin.gov

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

DHS OPERATIONS MEMO

No: DHS 14-55

DATE: 12/17/2014

Amended 3/31/2015

FS	<input checked="" type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input checked="" type="checkbox"/>

**SUBJECT: Updates to Able-Bodied Adults without Dependents (ABAWDs)
Policy**

CROSS REFERENCE: Operations Memos [14-25](#) and [14-27](#)

EFFECTIVE DATE: December 22, 2014, for pilot region (Kenosha, Racine, and Walworth counties)
April 1, 2015, for all other counties

PURPOSE:

The purpose of this memo is to communicate updates and changes in policy and process for applying time-limited FoodShare (FS) benefits to Able-Bodied Adults without Dependents (ABAWDs).

BACKGROUND:

As described in Operations Memos 14-25 and 14-27, beginning July 1, 2014, Wisconsin implemented new eligibility rules to determine ABAWD status for FS applicants and members residing in the pilot region of Kenosha, Racine, and Walworth counties. Updates to the ABAWD policies described in this operations memo will be effective December 22, 2014, for the pilot region (unless otherwise noted), and April 1, 2015, for all other counties.

Process and policy changes noted in this operations memo are supplementary to the policies and processes described in Operations Memos 14-25 and 14-27.

POLICY:

Policy related to time-limited FS benefits for ABAWDs and the ABAWD work requirement were detailed in Operations Memo 14-25. The policy section below describes additional changes and new effective dates for statewide implementation.

APPLICATION OF ABAWD RULES:

Effective December 22, 2014, for the pilot region and April 1, 2015, for all other counties, ABAWD rules will be applied only at application or renewal as described in Operations Memo 14-25; ABAWD rules will no longer be applied at break-in-service.

EXPEDITED ISSUANCE AND ABAWD TIME-LIMITED BENEFITS:

Priority service FS applications that include at least one individual who has exhausted his or her three time-limited FS benefit months and has no known or no apparent non-ABAWD status or exemption must complete his or her FS interview prior to receiving FS benefits; the interview cannot be postponed because there is not for lack of sufficient information to determine eligibility. If the time-limited FS benefits are from another state, the months must be verified; if the worker is unable to verify the months of the time-limited FS benefits from the other state, and the individual is otherwise eligible for expedited benefits, then benefits must be issued and the interview postponed.

PROVIDING INFORMATION FOR NON-EXEMPT ABAWDs:

When the IM worker identifies that one or more individuals in the household may be a non-exempt ABAWD, the worker should inform the household of the ABAWD work requirement and encourage FSET participation as a way to meet the work requirement. The worker should also explain the importance of enrolling and participating as soon as possible in order to remain eligible for FS. The following explanatory script, or something very similar, should be used when communicating with applicants and members:

"It appears you or someone in your household may need to meet a work requirement in order to continue to receive FS benefits. To meet the work requirement, a person must work or participate in a work program at least 20 hours a week. Anyone who is not already meeting the work requirement will be referred to the FoodShare Employment and Training Program, also known as FSET. Taking part in this program can help you meet the work requirement. If referred, you will receive a phone call and a letter that will tell you how to enroll. Please make sure to check your mail and follow up with any phone messages so that you get started as soon as possible. If the work requirement is not being met, your FoodShare benefits will end after three months. If you or someone in your household meet one of the exemption reasons that we just discussed or start working more than 20 hours a week, you should report this change as soon as possible so I can remove the work requirement from your case."

COUNTABLE MONTHS RECEIVED FROM ANOTHER STATE:

For ABAWDs who are subject to time-limited benefits (TLBs), have a current 36-month clock, and have moved back to Wisconsin from another state, the IM agency must verify the number of countable months the individual has received. Countable months include TLBs and Additional Months that were received during the individual's current Wisconsin FS clock. Any TLB and Additional Months received from another state for months prior to the start of the individual's Wisconsin FS clock are not countable months. .

Workers may use the link below to view the list of states that have an ABAWD waiver for 2015. States that have an ABAWD waiver do not currently apply ABAWD policies; those that have a partial waiver may implement ABAWD policies in portions of their state, and those that do not have an ABAWD waiver apply ABAWD policies statewide. This list of state ABAWD waivers is valid through September 30, 2015.

http://www.fns.usda.gov/sites/default/files/snap/FY_2015_ABAWD_Waiver_Status.pdf

TRANSITIONING EXISTING FSET VOLUNTEERS:

The process for transitioning existing FSET volunteers from the CARES mainframe to the new FSET tool within CARES Worker Web (CWW) is a manual process. With the exception of the pilot region, the current FSET vendors will disenroll existing volunteers from the CARES mainframe prior to April 1, 2015. The income maintenance (IM) worker will need to send over a new voluntary referral from the Refer to FSET page in CWW on or after April 1, 2015, so the participant can continue with his or her FSET ongoing activities. A list of current volunteers to be referred to the new FSET tool will be provided to IM consortia prior to April 1, 2015.

CARES:

CWW will be updated on December 22, 2014, with six new IM pages, enhancements to several existing CWW pages, and correspondence updates. The new and revised pages will only be scheduled for and should only be used by the pilot region until statewide implementation on April 1, 2015. These pages will be viewable on all cases but should not be used prior to April 1, 2015, for cases that are not in the pilot region. CWW will also be updated in March 2015 for the statewide implementation on April 1, 2015.

NEW PAGES:

FoodShare Summary Page

The link to the FoodShare Summary page will be located in the Navigation Menu after the link to the W-2/Child Care page and prior to the link to the Generate Summary page. The new FoodShare Summary page will display information from the following pages: the FS ABAWD Exemption page, the ABAWD Relevant Individuals page, and the FS Clock page.

- **NOTE:** Information from the FS Out of State Clock page is not displayed on the FS Summary page because information entered on the FS Out of State Clock page is stored on the FS Clock page.

FoodShare Summary

Cancel

FS ABAWD Exemption									
Row	Individual	Begin Month	End Month	Last Updated	Delete Reason	Allowable Work Participation	Caretaker of Child under age 6 outside of the home	Caretaker of Incapacitated Individual	
	BERTHA EXAMPLE 45F PP	11/2014		11/21/2014		N	N	Y	
	AVA TEST 18F DAU	11/2014		11/21/2014		N	N	N	
	BELLA EXAMPLE 17F DAU	11/2014		11/21/2014		N	N	N	

ABAWD Relevant Individuals							
Row	Child's Name	Begin Month	End Month	Last Updated	Delete Reason	Date of Birth	Child Living Arrangement

FS Clock							
Row	Individual	Start Month	End Month	Delete Reason	TLB Month 1	TLB Month 2	TLB Month 3
	BERTHA EXAMPLE 45F PP	04/2015	03/2018		04/2015		

Individual: ALL | Begin Month: MM / YYYY | Updated on or before: MM / DD / YYYY |

FoodShare Gatepost Page

The FoodShare Gatepost page will be scheduled for cases with a FS request that have at least one individual over the age of 17 on the case. This page contains questions that will be used to document children residing in the home who are not included in the FS unit, as well as information on time-limited Supplemental Nutrition Assistance Program (SNAP) benefits received outside of Wisconsin.

Effective April 1, 2015, both questions must always be answered with a response of “No”. Due to recent clarification from FNS, the child in the home not included in the FS group is no longer an allowable exemption or non-ABAWD status. The child must be included in the same food unit in order to apply non-ABAWD status. Any countable months received from another state must be entered by manually navigating to the FS Out of State Clock page.

FoodShare Gatepost

Cancel

Effective Period

Last Updated: 02/05/2015

Additional Information

- Is there a child under the age of 18 who lives in your home and is not part of your FoodShare group?
- Has any individual ages 17 to 49 received SNAP benefits from another state in the last 36 months, on or after April 1, 2015?

Based on client's response, populate blank fields as N

ABAWD Relevant Individuals Page

Effective April 1, 2015, this page should no longer be used since this policy is no longer applicable. In order for non-ABAWD status to be applied to a household, one or more minors residing in the home must be included in the food unit. Operations memo 14-25 has been amended with this change in policy.

If the question “Is there a child under the age of 18 who lives in your home and is not part of your FoodShare group?” on the FoodShare Gatepost page is answered with a “Yes” or “?”, the

new ABAWD Relevant Individuals page will be scheduled. For the purpose of determining ABAWD status, this page will be used to document children who reside in the same home as the FS applicant. Children included on this page are not requesting FS on this case and are not required to be added to the case based on relationship rules and food unit rules as described in FoodShare Handbook [3.3.1](#). Workers will no longer need to add a child who is not requesting FS to the case as a household member; however, the child's name, date of birth, and living arrangement are required to be verified. The child will affect the individual's ABAWD status through the month in which the child turns age 18.

The screenshot shows a web application interface for 'ABAWD Relevant Individuals'. On the left is a 'Navigation Menu' with various options, including 'ABAWD Relevant Individuals' which is highlighted with a red arrow. The main form area contains the following sections:

- Effective Period:** Fields for 'Begin Month: MM / YYYY', 'End Month: MM / YYYY', 'Last Updated:', and 'Sequence: 0'. There is also a 'Delete Reason:' dropdown menu.
- Details:** Fields for 'First Name', 'MI', 'Last Name', and 'Child Living Arrangement Verification:'. There is also a 'Date Of Birth: MM / DD / YYYY' field with a calendar icon.
- Footer:** Includes a 'Cancel' button, 'Previous' and 'Next' navigation buttons, and a 'Go' button for the 'Enter New Begin Month: MM / YYYY' field.

- **NOTE:** Although individuals are not relevant to ABAWD status effective the month following the month in which they turn 18, workers will not be restricted from entering a date of birth for an individual over age 18. If workers enter the name of an individual who is age 18 or older, an informational message will be displayed to notify the worker that the individual entered is age 18 or older.

FS Out of State Clock Page

Time-limited FS benefits and additional months' benefits received from other states will be collected at a FS member's application or renewal interview if that member has a current Wisconsin FS clock and if those months were received during the individual's current 36-month Wisconsin FS clock. If any individual between the ages of 17 and 49 on the application or case has moved to Wisconsin from another state and has a current Wisconsin FS clock, agencies are required to attempt to contact the other state(s) to verify whether or not the individual has received any time-limited FS benefits or additional months' benefits during his or her current Wisconsin 36-month clock period. This page will be viewable to all workers beginning December 22, 2014, but workers should not use the page prior to April 1, 2015.

Example 1: Bob is moving back to Wisconsin and applying for FS in October 2016. He previously received FS in Wisconsin and has a current Wisconsin FS clock with a start month of February 2016. He is moving from a state that applies ABAWD policy. The worker verifies with the other state that Bob received TLBs in that state in October 2015 and July 2016. Because the October 2015 TLB was received prior to the start month of his Wisconsin FS clock, it would not be counted. The July 2016 TLB received from the other state would be a countable month since it was received during Bob's current WI FS 36-month clock period.

Upon clicking "Next" or hitting Enter to save the page, the information on the FS Out of State Clock will be displayed on the FS Clock Page. If the worker clicks "Next" to send the benefit information to the FS Clock page and then returns to the FS Out of State Clock page, the information previously entered will not be displayed. This page is only used to collect the time-

limited FS benefits received from other states and will not retain information entered on the page. However, if the individual has an existing FS Clock, upon selecting that individual on the Out of State Clock page, any information from the FS Clock page will be displayed.

In the example below, a worker has verified that “Lindsay Example” had an existing Wisconsin FS clock with 4/2015 as the start month. She received a TLB in Wisconsin in April 2015 and received a TLB from another state in May 2015. Upon clicking “Next,” this information will be updated to the FS Clock page.

ACCEPTANCE Primary Person: LINDSAY EXAMPLE 32F PP Case: 8150813284 Status: Pending Mode: Ongoing 3.5 06/10/2015

Navigation Menu: Medical, Tax Filing Information, Yearly Income, W-2/Child-Care, FoodShare, Summary, Gatepost, ABAWD Relevant, Individuals, **FS Out of State Clock**, FS ABAWD Exemption, Generate Summary, Initiate Eligibility Determination, Eligibility (1), Post Eligibility, Potential Error Listing

FS Out of State Clock Cancel [] Reset

Individual Information
 Individual: LINDSAY EXAMPLE 32F PP Delete []
 Clock Start Month: 04 / 2015 Establish Out of State Clock

Clock Information and Benefit Months

Month	System Status
07/2015	[]
06/2015	[]
05/2015	TL - Time-Limited Benefit
04/2015	TL - Time-Limited Benefit

Add Case Comment Cancel [] Previous Next []

Below is what the FS Clock page will look like when updated with the FS Out of State Clock page information. The “Ineligible” system statuses indicate that there is no information available for those months from the FS Out of State Clock page or FS Clock page; these statuses are not an indicator of FS eligibility.

ACCEPTANCE Primary Person: LINDSAY EXAMPLE 32F PP Case: 8150813284 Status: Open Mode: Ongoing 3.5 06/10/2015

Navigation Menu: Generate Summary, Initiate Eligibility Determination, Eligibility (1), Post Eligibility, Potential Error Listing, Confirm Eligibility, Refer to FSET, **FS Clock**, Override AG Review Dates, Post Confirmation, Query, Benefit Issuance, Worker Tools, FSET Tool, IMQA 2nd Party, SSI-MA Administration, Client Scheduling, Worker Tasks, Fair Hearings Tracking, Case Management, Client Correspondence, Data Exchange, Reference Tools, System Tools, Agency Administration, Fiscal Services, Check My Benefits Worker View, W-2 Geographical Area Lookup, CIWW Suggestions

FS Clock Cancel [] Reset

Individual Information
 Individual: LINDSAY EXAMPLE 32F Last Updated: 06/10/2015
 Delete Reason: [] Sequence: 1

36 Month Clock
 Start Month: 04 / 2015 Override: []
 End Month: 03/2018
 Clock Months Expired: 2

Benefit Months
 Time-limited Benefit Months: Month 1: 04/2015, Month 2: 05/2015, Month 3: 07/2015
 Additional Months Start: End:

Clock Information and Benefit Months

Month	Last Updated	Overridden By	System Status	Additional Month(s)	Out of State	Worker Override Status	Worker Override Reason
07/2015	06/10/2015		TL - Time-Limited Benefit			[]	[]
06/2015	06/10/2015		PM - Partial Month FS Issued			[]	[]
05/2015	06/10/2015		TL - Time-Limited Benefit		Yes	[]	[]
04/2015	04/01/2015		TL - Time-Limited Benefit			[]	[]

Individual: LINDSAY EXAMPLE 32F Sequence: Updated on or before: MM / DD / YYYY Go [] []

Add Case Comment Cancel [] Update

FS ABAWD Determination Details Page

The new FS ABAWD Determination Details page will display after running eligibility but prior to confirmation. This page shows the ABAWD status for each individual on the case, per month, so that workers can review ABAWD statuses and verified exemptions, if applicable, prior to confirming the eligibility determination and creating the FS Clock.

- **NOTE:** Individuals who have pending exemptions or non-ABAWD statuses will display on the ABAWD Determination Details page as non-exempt ABAWDs. Pending exemptions and statuses will be displayed on the following page, the ABAWD Exemption VCL page.

Example 3: Bob has verified an exemption for the month of February only and is a non-exempt ABAWD for March. If the worker clicks on the reference table next to the exemption reason code, a pop-up describing the noted exemption will display. In Bob's case, he is an exempt student. Angie is a non-exempt ABAWD because she has an exemption that is pending for verification, which will be shown on the following page. Sally is a non-ABAWD because she is pregnant and has provided verification of her pregnancy.

Navigation Menu

- FoodShare
- Generate Summary
- Initiate Eligibility Determination
- Eligibility (7)
- Run Results
- Eligibility Results
 - Eligibility Summary
 - Non-Financial Summary
 - Assets Determination Summary
 - Verification Checklist
 - FS ABAWD Determination Details**
 - FSET ABAWD Exemption VCL
- Budgets
- Post Eligibility
 - Potential Error Listing
 - Confirm Eligibility
 - Refer to FSET
 - FS Clock

FS ABAWD Determination Details Cancel Reset

BOB EXAMPLE 44M						
Benefit Begin Month	Benefit End Month	Date Created	Participation Status	FS Eligible	Exemption Reason(s)	
03/01/2015		02/01/2015	Non-Exempt ABAWD	Eligible		
02/01/2015	02/28/2015	02/01/2015	Exempt ABAWD	Eligible	SC	

ANGIE EXAMPLE 25F						
Benefit Begin Month	Benefit End Month	Date Created	Participation Status	FS Eligible	Exemption Reason(s)	
03/01/2015		02/01/2015	Non-Exempt ABAWD	Eligible		
02/01/2015	02/28/2015	02/01/2015	Non-Exempt ABAWD	Eligible		

SALLY EXAMPLE 24F						
Benefit Begin Month	Benefit End Month	Date Created	Participation Status	FS Eligible	Exemption Reason(s)	
03/01/2015		02/01/2015	Non-ABAWD	Eligible	PR	
02/01/2015	02/28/2015	02/01/2015	Non-ABAWD	Eligible	PR	

Updated on or before

FS ABAWD Exemption VCL Page

Effective December 22, 2014, workers will no longer have to use the mainframe CNSL standard letter to send manual verification checklists (VCLs) for ABAWD exemptions **for individuals that are eligible for FS**. The FS ABAWD Exemption VCL page will display all ABAWD-related exemptions that have been entered, but not yet verified, along with the due date as determined by CWW. The due date logic used for the ABAWD VCL is the same as the due date logic used for the eligibility VCL. CWW will allow 10 days for an ongoing case and 30 days for a new application. Workers will be able to extend the verification due date if needed, add a worker note, and preview the VCL. A document tracking sheet will also be included with the VCL.

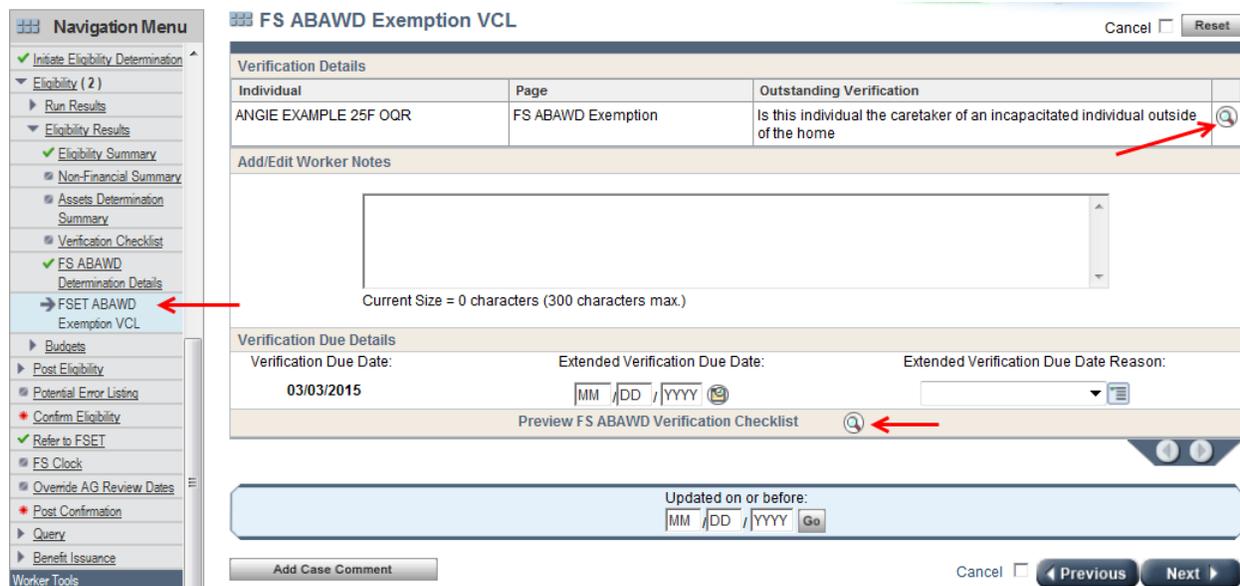
NOTE: If there is a change in an exemption or a change to a worker-added note, CWW will act on this change and automatically extend the due date 10 days from the current date.

It is important that workers explain to members that they may receive two VCLs if eligibility is also pending: one for the eligibility verification requirements and the other for their ABAWD-related verification. If verification received has the necessary information for both the eligibility

requirements and the ABAWD exemption requirements, the worker should use the same verification and not require additional verification.

NOTE: If an individual has exhausted his or her three TLBs, is reapplying or re-requesting FS and has a pending exemption or non-ABAWD status, a manual ABAWD Exemption VCL must be sent to request verification. The mainframe letter NFST (English) or NFSS (Spanish) can be used. The VCL should state which exemption(s) is reported and for which individual.

Example 4: Angie reported that she is the primary caregiver of an incapacitated person who resides outside of her home, but she has not provided verification. At the top of the page, the worker can see the pending verification item, the corresponding page, and the verification due date. The worker can also preview the VCL by selecting the magnifying glass in the Preview FS ABAWD Verification Checklist section as seen below.



The ABAWD Exemption VCL is similar to the eligibility VCL. It includes the agency's contact information, the proof needed, the due date, examples of verification proofs, and a document tracking sheet. The following screenshots show the VCL from Bob's case for Angie's exemption that is not yet verified.

CDPU
CENTRALIZED DOCUMENT PROCESSING UNIT
PO BOX 5234
JANESVILLE WI 53547 5234

Mailing Date: 03/17/2015

000001

BOB EXAMPLE
123 MAIN ST
KENOSHA WI 53140



State of Wisconsin
Case #: 2150779528

Wisconsin's Kenosha Racine Partners
Toll Free Number: 1-888-794-5820
Worker: E MERTENS
CDPU Fax Number: 1-855-293-1822
Use Fax to send verifications



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.

PROOF NEEDED FOR FOODSHARE

Someone in your household reported that he or she does not need to meet the work requirement because of an exemption. To get credit for the exemption, you need to provide proof of items requested on the next page by **Mar. 3, 2015**. If you do not provide proof, you may only get up to three months of FoodShare benefits in a 36-month period.

To make sure your proof gets processed as quickly as possible, use the **Document Tracking Sheet** at the end of this notice.



PROOF NEEDED FOR FOODSHARE EXEMPTION FROM WORK REQUIREMENT

This section lists items that we need proof of by the due date. Contact us right away if you have questions or problems getting the proof and we will help you.

What?	Who?	Examples
Caring for a person who cannot care for him/herself	ANGIE	Statement from a doctor or certified health care provider, the person's parent or legal guardian, or other credible source.

ENHANCEMENTS TO EXISTING PAGES:

Permanent Demographics Page

Effective April 1, 2015, the Permanent Demographics page will be updated so that tribal members may choose to be referred to their tribal office for FSET services. Under the Federally Recognized Tribe section, a new question "Do you want to receive FSET services through your tribe?" will be asked. If a member has reported that he or she is a member of a tribe, the worker should ask the following:

- If the member would like his or her FSET referral to be sent to the tribal office rather than the FSET regional service provider.
- If the member lives on or near the tribal agency.

Asking these questions will help ensure that the member is able to receive FSET services from the tribal agency. If the worker selects “Yes,” the “Tribe Processing FSET Referral” drop-down list will become enabled, allowing the worker to select the appropriate tribe of the FS applicant. Selecting a tribe will send the individual’s FSET referral to the tribal agency instead of the regional FSET agency.

- **NOTE:** These questions should only be used for tribal members whose tribal agency provides FSET services.

Tribal Member Information	
Are you a member or a child of a member of an American Indian Tribe or an Alaskan Native?	Yes ▾
Are you eligible to receive health care from Indian Health Services or at a tribal clinic?	▾
Have you received services from Indian Health Service or a tribal health program?	▾
Verification:	TC - TRIBAL MEMBER CARD ▾
Verification:	▾
Federally Recognized Tribe	
Are you a member of a federally recognized tribe:	Yes ▾
Tribe Name:	<input type="text"/>
Do you want to receive FSET services through your tribe?	Yes ▾
Tribal Processing FSET Referral:	84 - MENOMINEE TRIBE ▾

FS ABAWD Exemption Page

CWW will be updated so that the FS ABAWD Exemption page will be scheduled at an individual’s next FS application or renewal on or after **March 23, 2015**, as long as there is an FS request and at least one individual between the ages of 17 and 49 on the case. If there is more than one potential ABAWD on the case, the worker should click the “Add New” button to create an FS ABAWD Exemption page for each potential ABAWD. If a case has more than one adult, and not all adults on the case have an ABAWD Exemption page entered, then when the worker clicks “Next” or hits Enter, a message will be displayed to remind the worker that he or she may need to enter additional ABAWD Exemption screens as shown below until each adult has an ABAWD Exemption page entered.

FS ABAWD Exemption Cancel Reset

The following events have occurred:

⚠ AE220: Please click the 'Add New' icon if you wish to add more household members.

Refer to FSET Page

Effective April 1, 2015, all FSET referrals will be sent via the Refer to FSET page within CWW. Workers will no longer need to go to the AIWP screen in the mainframe to send FSET referrals. The Refer to FSET page will be scheduled after FS eligibility is confirmed. The referrals will be sent upon clicking “Next” or hitting Enter.

FS Clock Page

The FS Clock page will be updated to show benefit information from the Out of State Clock page. A new column has been added to the page, which indicates that the system status for

that month is from the Out of State Clock page. The FS Clock page is not scheduled in the driver flow.

CORRESPONDENCE:

The following changes have been made to correspondence as a result of changes outlined in this operations memo:

- The 45-day renewal notice has been updated to remove language regarding the pilot region.
- The Case Summary page has been updated to display ABAWD relevant children.
- The Enrollment and Benefits Handbook has been updated to include information regarding the ABAWD work requirement and TLBs.

In addition, a rolling one-time mailing will be sent to FS households with potential ABAWDs at about the same time as their 45-day renewal notice to inform them that they may be subject to time-limited benefits and the ABAWD work requirement.

PRIORITY SERVICE FS APPLICATIONS FOR ABAWDs:

The policy for priority service applications allows workers to issue expedited benefits for qualifying individuals and postpone the FS interview if the agency has been unable to contact the applicant to complete the interview. The FS application and ACCESS have not been updated to collect ABAWD status or exemptions, so this information may not be known when an application is received. Workers are still required to follow the current process for priority service applications, including making at least two attempts to contact the applicant to complete the interview within seven days of the filing date.

When an application is received for an individual who has no known or no apparent non-ABAWD status or exemption, and the worker has verified that the individual has received three time-limited FS benefit months within the past 36 months, the FS interview must be completed prior to issuing expedited FS or denying the application. This does not change the priority service screening process or interview scheduling requirements for expedited applications. If the worker has been unable to contact the applicant to complete the interview within the seven-day requirement for issuing expedited benefits, a work-around is needed to properly pend the application for an interview. Following are the steps that should be followed for the work-around:

1. The worker must update the Priority Service Determination page by increasing the liquid asset amount to be more than \$100 so that expedited benefits are not issued.
2. The worker should document in case comments that this work-around was completed to pend for interview.
3. The worker should pend FS for an interview and send the appropriate notice.
4. The worker should then schedule an interview appointment. Workers should still attempt to complete the interview as soon as possible.
5. When the interview is completed, the worker should update the Priority Service Screening page with the correct information, so that if the individual is determined eligible for expedited FS, it will be considered a late expedited determination as described in [FoodShare Handbook 2.1.2.2](#).

If the worker is not able to verify that the applicant has received three countable time-limited FS benefits months within the past 36 months, or it appears that the individual may be a non-

ABAWD or an exempt ABAWD, the worker must follow current FS policy by issuing expedited benefits, if applicable, and postpone the FS interview.

Example 5: Sam was receiving FS as a non-exempt ABAWD who received time-limited FS benefits in July 2015, October 2015, and January 2016. She is reapplying on February 15, 2016, there are no known non-ABAWD statuses or exemptions, such as pregnancy or disability, and Sam has no income and is eligible for a priority service interview. The worker is not able to contact her to complete an interview within the seven days. Because the worker has verified that Sam has received three time-limited benefit months and does not appear to be a non-ABAWD or exempt ABAWD, the worker does not issue expedited FS. Instead, the worker pends FS for an interview, sends the proper notice, and schedules an interview for February 25, 2016.

CONTACTS:

BEPS CARES Information & Problem Resolution Center

*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – SeniorCare, CTS – Caretaker Supplement, FSET – FoodShare Employment and Training.

DHS/DHCAA/BEPS/EM