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TO: FSET Agencies
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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 14-56

DATE: 12/19/2014

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: FoodShare Employment and Training (FSET) Program for Able-Bodied Adults without Dependents (ABAWDs)

CROSS REFERENCE: Operations Memo [14-27](#)

EFFECTIVE DATE: December 22, 2014

PURPOSE: The purpose of this memo is to provide additional FoodShare Employment & Training (FSET) policy and process instructions related to providing employment and training services to Able-Bodied Adults without Dependents (ABAWDs) statewide.

BACKGROUND: In July 2014, Wisconsin began Phase I implementation of time-limited FoodShare (FS) benefits and a work requirement for ABAWDs, starting with FSET Region 1 (Kenosha, Racine, and Walworth counties). Effective April 1, 2015, time-limited benefits and the ABAWD work requirement will be expanded statewide. At the same time, administration of the State's FoodShare Employment and Training (FSET) program will be regionalized into 11 FSET regions that will mirror the Workforce Development Area (WDA) boundaries.

In June 2014, Operations Memo (OM) [14-27](#) was released, which details policy and process changes related to delivering FSET program services to ABAWDs, including use of the new CARES FSET Tool. This memo is a supplement to OM 14-27, providing additional policy and process instruction for FSET workers related to FSET regionalization and new changes for statewide implementation of time-limited benefits and the work requirement for ABAWDs.

FSET Program Regionalization

Effective of April 1, 2015, Wisconsin will be divided into 11 FSET administrative regions and eight tribal FSET agencies. In each FSET region, the program will be administered by a single vendor. This vendor may deliver FSET services directly and/or may subcontract out for service delivery within the region by partnering with local service providers and community organizations. A map of the vendors by region can be found in P-00921, FSET Vendor Map.

The new FSET regions include:

- Southeast FSET Region 1: Kenosha, Racine, Walworth Counties (continued from July 1, 2014)
- Milwaukee FSET Region 2: Milwaukee County
- WOW FSET Region 3: Washington, Ozaukee, Waukesha Counties
- Fox Valley FSET Region 4: Waupaca, Waushara, Green Lake, Winnebago, Calumet, Fond du Lac Counties
- Bay Area FSET Region 5: Florence, Marinette, Oconto, Menominee, Shawano, Outagamie, Brown, Kewaunee, Door, Manitowoc, Sheboygan Counties
- North Central FSET Region 6: Vilas, Oneida, Forest, Lincoln, Langlade, Marathon, Wood, Portage, Adams Counties
- Northwest FSET Region 7: Douglas, Bayfield, Ashland, Iron, Burnett, Washburn, Sawyer, Price, Rusk, Taylor Counties
- West Central FSET Region 8: Polk, Barron, St. Croix, Dunn, Chippewa, Pierce, Pepin, Eau Claire, Clark Counties
- Western FSET Region 9: Buffalo, Trempealeau, Jackson, La Crosse, Monroe, Juneau, Vernon, Crawford Counties
- South Central FSET Region 10: Marquette, Sauk, Columbia, Dodge, Dane, Jefferson Counties
- Southwest FSET Region 11: Richland, Grant, Iowa, Lafayette, Green, Rock Counties

In addition, eight WI tribes will operate their own independent Tribal FSET program, including Bad River, Lac du Flambeau, Menominee, Oneida, Potawatomi, Red Cliff, Sokaogon, and Stockbridge-Munsee.

POLICY:

Transitioning Existing FSET Volunteers: The process for transitioning existing FSET cases from the CARES mainframe to the new FSET Tool within CWW is a manual process. With the exception of the pilot region (Kenosha, Racine, and Walworth counties), current FSET agencies will disenroll existing volunteers from the CARES mainframe between March 23 and March 31, 2015. Starting April 1, 2015 for individuals residing in FSET regions 2 through 11, IM workers will begin sending the referrals for both the transitioning FSET participants and the individuals that are now being determined to be ABAWDS. This IM action will link the FS member's referral to the new FSET Tool and will allow the FSET vendor to begin working on this referral. The new FSET vendor in each region can begin contacting individuals upon receipt of the referrals.

INITIAL CONTACT, APPOINTMENT SCHEDULING, AND NOTIFICATION:

The FSET worker is expected to contact the referred FS member by letter or by telephone within five business days of the FS eligibility effective date. As part of the initial contact, the FSET worker will schedule an initial appointment. If the FSET worker attempts, but is

unsuccessful in making initial contact via telephone, the worker is responsible for sending an appointment letter within five business days of the FS eligibility effective date.

The FSET worker is expected to schedule an initial appointment for FSET enrollment and orientation. This appointment should be scheduled to occur within 12 calendar days of the date the referral is received or the effective date of FS eligibility, if the referral is sent prior to the FS eligibility start date.

For referrals in which the effective date of FS eligibility is on or before the date the referral was received:

- The worker is responsible for contacting the individual as soon as possible but no later than five business days from the date the referral was received.
- If the worker is unable to reach the individual within the five business day time frame, an initial enrollment appointment must be scheduled.
- The initial appointment must be scheduled to occur within 12 calendar days of the date the referral was received.

➤ **Note:** For appointments scheduled to occur within 12 calendar days of the current date, CARES Worker Web (CWW) will automatically send the appointment letter the day after the worker schedules the appointment.

Example 1: On 7/10/15 a referral is received for a non-exempt ABAWD with a FS effective date of 7/1/15. The FSET worker calls the individual on 7/11/15 and schedules an enrollment appointment for 7/15/15. CWW will automatically send an appointment letter on 7/12/15 for appointment on 7/15/2015. The worker contacted the individual within the five business day time frame, which expires on 7/17/2015. The worker also scheduled the appointment within the 12 calendar days' time frame, which expires on 7/22/2015. The letter is automatically sent on 7/12/15, which is the day after the worker scheduled the appointment on 07/11/2015.

Example 2: On 7/10/15 a referral is received for a non-exempt ABAWD with a FS effective date of 7/1/15. The FSET worker is unable to reach the individual by phone on 7/11/15 and 7/15/15. On 7/15/15 the worker schedules the initial enrollment appointment for 7/21/15 so that the individual receives the appointment letter prior to the date of the appointment. The worker contacted the individual within the five business day time frame, which expires on 7/17/15. The worker also scheduled the appointment within the 12 calendar days' time frame, which expires on 7/22/15. The appointment letter will automatically be sent by CWW on 7/16/15.

For referrals in which the 'Effective Date' of FS eligibility is after the date the referral was received:

- The worker is responsible for sending an appointment letter no more than five business days from the date the referral was received.
- The initial appointment must be scheduled to occur within 12 calendar days after the effective date of FS eligibility.

► **Note:** CWW will automatically send an appointment letter 12 days prior to the appointment.

Example: On 7/10/15 a referral is received for a non-exempt ABAWD with a FS effective date of 8/1/15. The FSET worker calls the individual on 7/12/15 and schedules an enrollment appointment for 8/2/15 (the individual is ineligible for FS in July and so cannot begin participating in FSET until August 1). The worker complied with the five business day requirement, which expires on 7/17/15. The worker also complied with the 12 calendar days, which expires on 8/13/15. CWW will automatically send an appointment letter 12 days prior to the date of the enrollment appointment.

If the individual misses their initial appointment, the FSET worker is expected to schedule a second appointment, which must be scheduled to occur within 12 calendar days of the missed appointment. The Department of Health Services (DHS) strongly encourages FSET agencies to continue scheduling additional appointments beyond the required two appointments for non-exempt ABAWDs who fail to attend these scheduled appointments. Additionally, it is advisable to schedule the subsequent appointment sooner than 12 days if the FSET agency is able to accommodate such a scheduling. The FSET agencies should follow the same 12-day time frame for scheduling these additional appointments.

NUMBER OF CONTACTS:

At a minimum, a second appointment letter must be sent to individuals who miss their initial appointment. The FSET worker should contact and schedule an appointment for each non-exempt ABAWD who is not participating in FSET but has reached the end of the second time-limited benefit (TLB) month, to try and engage them in FSET one more time. In order for a non-exempt ABAWD to meet the work requirement through FSET participation and maintain ongoing FS benefits after the TLB month, s/he must be enrolled and fully participating in FSET by the 10th day of the third TLB month. The FSET worker should document in PIN comments information relating to each contact that is attempted.

CORRESPONDENCE CHANGES:

Effective December 22, 2014, there will be six new automated FSET appointment letters in the Client Scheduling tool, which correspond to new activity codes that were added for the pilot implementation in July 2014. These letters are as follows:

- **CSLW Initial Enrollment Appt:** This letter is used to notify an individual that an initial enrollment appointment has been scheduled. The letter corresponds to activity codes FE FSET Enroll (Individual) and FO FSET Orientation (Group).
- **CSLV Reschedule Enrollment Appt:** This letter is used to notify an individual that his or her initial enrollment appointment has been rescheduled because the individual missed the prior enrollment appointment. The letter corresponds to activity codes FS FSET Enroll 2nd (Individual) and FG FSET Orientation 2nd (Group).
- **CSLX Employment Plan Review:** This letter is used to notify a participant that an appointment has been scheduled for an Employment Plan (EP) review. The letter corresponds to activity codes FR FSET EP Review (Individual) and FV FSET EP Review Vol. (Individual).

- CSLY Job Club: This letter is used to notify a participant that he or she is registered for Job Club. The letter corresponds to activity code FJ FSET Job Club (Group).
- CSLZ Employment Workshop: This letter is used to notify a participant that he or she is registered to attend an employment workshop. The letter corresponds to activity code FW FSET Workshop (Group).
- CSL0 Participation Appt: This letter is used to notify a participant that an appointment has been scheduled to review his or her participation in FSET. The letter corresponds to the activity code FP FSET Participation (Individual).

Note: These letters will be sent for appointments that are scheduled on or after December 22, 2014.

CARES:

Updates to Existing CWW FSET Tool Pages

Referral Search Criteria Page

The Referral Search Criteria page will be enhanced to allow workers more detailed search functionality and flexibility including:

- Save Search Criteria button – this will allow users to save the search options entered so that commonly used search criteria do not have to be re-entered for every search.
- Search for referrals based on enrollment appointment scheduled indicator– this new option will allow users to search for or exclude referrals in which the worker has already contacted the individual and scheduled an appointment.
- Search by Employment Plan review date – this new option will allow users to search for individuals that have an employment plan review date approaching.
 - Note: When using this search option, workers may want to use the date options to narrow the search results.
- Radio buttons in the “What would you like to do?” section – this new option will allow users to either display the referrals matching the search criteria or to view and transfer the referrals matching the search criteria.
 - Selecting the “View to select referrals meeting the above criteria” option will bring the worker to the Referral Search Results page.
 - Selecting the “View to select and transfer referrals meeting the above criteria” option will bring the worker to the new FSET Multiple Transfer Results page.

Referral Search Criteria

Search Criteria Restore to Default Search Criteria Save Search Criteria

Search By:

- FSET Region/Tribe: 01 - Southeast
- County/Tribe of Residence:
- FSET Office:
- FSET Worker ID:
- PIN:

Enrollment Status: Referred Enrolled Disenrolled Withdrawn

Referral Contact Status

Enrollment Appointment Scheduled: All

Referral Updated On: All Dates

Effective Date: All Dates

Employment Plan Due Date: All Dates

What would you like to do?

- View to select referrals meeting the above criteria
- View to select and transfer referrals meeting the above criteria

Go

Referral Search Results Page

The page will be updated to display the participants' names in the referral search results instead of the participants' PINs. The PIN can still be viewed on the Participant Summary page. The Referral Search Results page will also display the newly added search criteria for the enrollment appointment scheduled indicator and the employment plan due date.

Referral Search Results

Search Criteria										
Enrollment Status:	Referred	FSET Region/Tribe:								
Referral Updated On:	All Dates	County/Tribe of Residence:	30 - KENOSHA COUNTY							
Effective Date:	All Dates	FSET Office:								
PIN:		FSET Worker ID:								
Enrollment Appointment Scheduled:	All									
Employment Plan Due Date:	All Dates									
Search Results										
										1 of 7 Pages
Updated On	Name	Effective Date	Enrollment Status	Participation Status	FSET Worker	FSET Office	County/Tribe of Residence	FSET Region	Region of Residence	
08/02/2015	TEST ,J	08/02/2015	Referred	Non-Exempt ABAWD	XCTZ50	2851	30 - KENOSHA COUNTY	01	01	
07/16/2015	MERTENS ,A	07/31/2015	Referred	FS Ineligible	XCTZ50	2851	30 - KENOSHA COUNTY	01	01	
06/10/2015	TEST ,J	06/30/2015	Referred	FS Ineligible	XCTZ50	2851	30 - KENOSHA COUNTY	01	01	
06/10/2015	TEST ,B	04/30/2015	Referred	FS Ineligible	XCTZ50	2851	30 - KENOSHA COUNTY	01	01	

Multiple Transfer Results Page

This new page will display the referrals that meet the search criteria entered on the Referral Search page when the worker selects the “View to select and transfer referrals meeting the above criteria” option. The page looks similar to the Referral Search Results page but allows the worker to select multiple referrals to be transferred.

Workers can transfer referrals to other workers or offices within the same region. Effective April 1, 2015, workers can transfer referrals to other regions or tribes. When a referral is transferred to another office, region, or tribe, it will be transferred to the designated regional or office coordinator.

FSET Multiple Transfer Results Page

Search Criteria											
Enrollment Status:	Enrolled			FSET Region/Tribe:							
Referral Updated On:	All Dates			County/Tribe of Residence:							
Effective Date:	All Dates			FSET Office:							
PIN:				FSET Worker ID: XCTZ50-TJENG HER							
Enrollment Appointment Scheduled:	All										
Employment Plan Due Date:	All Dates										

Search Results											
Select	Updated On	Name	Effective Date	Enrollment Status	Participation Status	FSET Worker	FSET Office	County/Tribe of Residence	FSET Region	Region of Residence	
<input checked="" type="checkbox"/>	06/05/2015	NONABAWD,G	06/05/2015	Enrolled	Non-ABAWD	XCTZ50	2851	51 - RACINE COUNTY	01	01	
<input checked="" type="checkbox"/>	04/20/2015	FSET ,T	04/01/2015	Enrolled	Non-Exempt ABAWD	XCTZ50	2851	30 - KENOSHA COUNTY	01	01	
<input checked="" type="checkbox"/>	03/20/2015	MULTIPLI,S	03/31/2015	Enrolled	FS Ineligible	XCTZ50	2851	64 - WALWORTH COUNTY	01	01	
<input checked="" type="checkbox"/>	03/20/2015	CLIENTSC,F	11/25/2014	Enrolled	Non-Exempt ABAWD	XCTZ50	2851	30 - KENOSHA COUNTY	01	01	
<input type="checkbox"/>	03/20/2015	MULTIPLE,H	11/12/2014	Enrolled	Exempt ABAWD	XCTZ50	2851	64 - WALWORTH COUNTY	01	01	
<input type="checkbox"/>	01/20/2015	CLIENTSC,W	11/25/2014	Enrolled	Non-Exempt ABAWD	XCTZ50	2851	30 - KENOSHA COUNTY	01	01	
<input type="checkbox"/>	12/05/2014	NONABAWD,T	12/04/2014	Enrolled	Non-ABAWD	XCTZ50	2851	51 - RACINE COUNTY	01	01	

FSET Maintenance											
										<input type="button" value="Reset"/>	<input type="button" value="Add"/>
	Updated On	Name	Effective Date	Enrollment Status	Participation Status	FSET Worker	FSET Office	County/Tribe of Residence	FSET Rgn	Rgn of Rsdnce	
<input checked="" type="radio"/> Assign to Worker		Worker ID: <input type="text"/>		FSET Office: <input type="text"/>							
<input type="radio"/> Transfer FSET Office											
<input type="radio"/> Transfer FSET Region/Tribe											

Participant Summary Page

Updates to the Participant Summary page within the FSET Tool include:

- A new option to select the Initiate Employment Plan Review, which will begin the driver flow for the EP review. Workers will no longer have to manually navigate to each screen when completing the EP review.
 - Pages included in the EP renewal driver flow include:
 - The Assessment Summary page,

- [The Goals and Actions Steps page,](#)
 - [The Assign Activity page, and](#)
 - [The Employment Plan Summary page.](#)
- A new Enrollment Appointment Scheduled indicator, which will identify referrals for individuals that have been contacted and had an appointment scheduled. This new indicator will assist with prioritizing work as it will allow workers to search for referrals that have not yet been contacted. Upon selecting the Enrollment Appointment Scheduled button and clicking “Next”, a message will be displayed to notify the worker that the save was successful.

What would you like to do?

Workflow Options	FSET Maintenance
<input type="radio"/> Continue with Driver / Navigate Through Completed Pages <input type="radio"/> Enroll Enrollment Date: <input type="text" value="MM/DD/YYYY"/> <input type="radio"/> Process Employment Plan Review <input type="radio"/> Disenroll Disenrollment Reason: <input type="text"/> Disenrollment Date: <input type="text" value="MM/DD/YYYY"/> <input type="radio"/> Disenrollment Override Override Reason: <input type="text"/> <input type="radio"/> Withdraw	<input type="radio"/> Assign to Worker Worker ID: <input type="text"/> FSET Office: <input type="text"/> <input type="radio"/> Transfer FSET Office FSET Office: <input type="text"/> <input type="radio"/> Transfer FSET Region/Tribe FSET Region/Tribe: <input type="text"/> <input checked="" type="radio"/> Enrollment Appointment Scheduled

- A warning message will display when the FSET worker attempts to withdraw a referral for a participant who is a non-Exempt ABAWD. The worker will be able to withdraw the referral by clicking “Next” or enter, but this is intended to serve as a reminder to FSET workers to review the information and attempt to encourage participation for ongoing FS members.

Participant Summary Cancel Reset

The following events have occurred:

FT025 : Are you sure you want to withdraw referral for Non Exempt Individual? If yes, click Next to continue.

Referral and Enrollment Information

Enrollment Status:	R - Referred	FSET Worker ID:	XCTK04
Enrollment Date:		FSET Region/Tribe:	01 - Southeast
Disenrollment Date:		FSET County:	30 - KENOSHA COUNTY
Disenrollment Reason:		FSET Office:	2830
Volunteer:	No		

Current Contact Information

Household Address:	101 MAIN ELKHORN WI 58822	Mailing Address:	
Phone:		Message Phone:	
Cell Phone:		Email Address:	
Language:	E - ENGLISH	Case:	8150785981
IM Consortium:	06 - MORAINES LAKES CONSORTIUM	IM County/Tribe:	64 - WALWORTH COUNTY
IM Worker:	XCT732 - KEVIN CLOUGH		

What would you like to do?

Workflow Options	FSET Maintenance
<input type="radio"/> Continue with Driver / Navigate Through Completed Pages	<input type="radio"/> Assign to Worker
<input type="radio"/> Enroll	Worker ID: <input type="text"/>
Enrollment Date: <input type="text"/>	FSET Office: <input type="text"/>
<input type="radio"/> Process Employment Plan Review	<input type="radio"/> Transfer FSET Office
<input type="radio"/> Disenroll	FSET Office: <input type="text"/>
Disenrollment Reason: <input type="text"/>	<input type="radio"/> Transfer FSET Region/Tribe
Disenrollment Date: <input type="text"/>	FSET Region/Tribe: <input type="text"/>
<input type="radio"/> Disenrollment Override	<input type="radio"/> Enrollment Appointment Scheduled
Override Reason: <input type="text"/>	
<input checked="" type="radio"/> Withdraw	

Cancel **Next**

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