



**State of Wisconsin  
Governor Scott Walker**

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**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 Tessmann, Bureau Director  
Bureau of Enrollment Policy & Systems  
Division of Health Care Access and Accountability

**DHS OPERATIONS MEMO**

**No:** DHS 15-11

**DATE:** 4/6/2015

**AMENDED 9/28/2015**

<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"/>

**SUBJECT: Use of SWICA Information when Calculating FoodShare Overpayments**

**CROSS REFERENCE:** FoodShare Handbook 7.3.2; 7 CFR 273.18

**EFFECTIVE DATE:** IMMEDIATELY

**PURPOSE:**

The purpose of this memo is to define policy regarding the appropriate use of information received from the State Wage Information Collection Agency (SWICA) for the purposes of verifying earned income when calculating a FoodShare overpayment.

**BACKGROUND:**

In determining overpayments based on income, the income must be verified by either the member, employer or with any other reasonable documentary evidence. When all attempts to verify income have been unsuccessful, the best available information must be used. When the worker is unable to obtain verification of earned income through the member or employer, and there is no other information available, information obtained through a SWICA match must be used for purposes of calculating the FoodShare overpayment.

**POLICY:**

The worker must consider information received through SWICA as best available information if income cannot be verified otherwise.

Current verification requirements still apply. When all attempts to obtain the verification are unsuccessful the worker must use the best available information to determine the monthly income amount for purposes of the overpayment calculation. The household has primary responsibility for providing documentary evidence to support statements in the case record and to resolve any questionable information. The worker must assist the household in obtaining this verification provided the household is cooperating with the agency.

Specifically, the household must be given a reasonable opportunity to provide verification of income, and the agency may contact the employer directly for verification. Members should be provided **40 30** days to provide verification, unless it is determined that additional time is necessary in order to collect and submit the verification requested. If more than **40 30** days are allowed for provision of verification by the member, document the number of days allowed and the reason. When no other form of verification is available, then SWICA information is considered the best available information and should be used to calculate an overpayment.

Document clearly in case comments the unsuccessful requests for verification from the household and the employer, and the reason for using a SWICA match as the best available verification of monthly income. Also clearly document how the income amount was calculated from the SWICA match.

When using information received from SWICA to calculate an overpayment, the following rules apply:

- (1) The worker must determine whether the income was required to be reported. Do not use income, expenses, or changes in income and expenses that were not reported and were not required to be reported. Current change reporting requirements continue to apply. See section 7.3.2.1 of the FoodShare Handbook.
- (2) For purposes of determining whether the income meets the reporting requirements, divide the income amount received through the quarterly SWICA match by three to estimate the monthly earned income for that particular employment.
- (3) If it is determined that the income was required to be reported and that an overpayment exists, the overpayment is equal to the difference between the original benefit issuance amount and the benefit issuance amount calculated using the SWICA income.

**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 – SeniorCare, CTS – Caretaker Supplement, FSET – FoodShare Employment and Training.

DHS/DHCAA/BEPS/JB