



Date: December 17, 2015

DHCAA Operations Memo 15-51

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
FSET Agencies
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers
Training Staff
Child Care Coordinators

| | |
|---|---|
| Affected Programs: | |
| <input type="checkbox"/> BadgerCare Plus | <input type="checkbox"/> Caretaker Supplement |
| <input checked="" type="checkbox"/> FoodShare | <input checked="" type="checkbox"/> FoodShare Employment and Training |
| <input type="checkbox"/> Medicaid | |
| <input type="checkbox"/> SeniorCare | |

From: Shawn Tessmann, Bureau Director
Bureau of Enrollment Policy and Systems
Division of Health Care Access and Accountability

New Time-Limited Benefit Notification Letter and Enhancements to the FSET Tool and Income Maintenance Management Reports

CROSS REFERENCE

- FSET Handbook, [Section 3.5 Contacting the Participant](#), [Section 6.2 FSET Participant Status](#), and [Section 6.3.2 Non-Exempt ABAWD Participation Requirements](#)
- FoodShare Wisconsin Handbook, [Section 3.17.1 Able-Bodied Adults Without Dependents \(ABAWDs\)](#)
- Operations Memos [14-25](#), [14-27](#), [14-55](#), and [14-56](#)
- 7 C.F.R. § 273.7(b)
- 7 C.F.R. § 273.24

EFFECTIVE DATE

January 9, 2016

PURPOSE

The purpose of this Operations Memo is to announce enhancements and systematic updates to CARES Worker Web (CWW) effective January 9, 2016. These enhancements include a new time-limited benefit (TLB) notification letter, which will be sent to non-exempt Able-Bodied Adults without Dependents (ABAWDs) who have received one TLB month and are currently in their second TLB month. Enhancements will also be made to the FSET Tool and FoodShare Employment and Training (FSET) reports in the Income Maintenance Management Reports (IMMR).

BACKGROUND

As described in Operations Memos 14-25, 14-27, 14-55, and 14-56, Wisconsin implemented new eligibility rules to determine exempt or non-exempt ABAWD status for FoodShare applicants and members. These rules went into effect on July 1, 2014, for FoodShare applicants and members residing in the FSET pilot region (Kenosha, Racine, and Walworth counties), and on April 1, 2015, for FoodShare applicants and members statewide.

Non-exempt ABAWDs must meet a work requirement to maintain FoodShare eligibility. Non-exempt ABAWDs who do not meet the work requirement will only receive three months of TLBs in a 36-month period. In order to meet the work requirement, a non-exempt ABAWD must do one of the following:

- Work at least 80 hours per month
- Participate in an allowable work program for 80 hours per month
- Both work and participate in an allowable work program for a combined total of at least 80 hours per month
- Be employed or self-employed and earning at least the equivalent of federal minimum wage multiplied by 30 hours per week and 4.3 weeks per month (\$935.25 gross monthly income)

Participation in the FSET program is one way to meet the ABAWD work requirement.

Currently, when non-exempt ABAWDs exhaust TLBs, they are sent a Notice of Decision approximately 10 days prior to the end of their third TLB month informing them that their benefits will end soon due to their TLBs being exhausted. Starting January 9, 2016, these members will receive an additional notification letter in their second TLB month to give them more advance notice that their benefits may end soon if they do not start meeting the ABAWD work requirement.

Additionally, FSET policy requires FSET agencies to contact a referred FoodShare member within five business days of the referral. On January 9, 2016, the FSET Tool will be enhanced to track this initial contact.

POLICY

There are no policy changes associated with this Memo.

CARES

TIME-LIMITED BENEFIT NOTIFICATION LETTER

On January 9, 2016, CARES will be enhanced to send an automated TLB notification letter (refer to the [Attachment](#) of this Memo for an example) to FoodShare members who meet **all** of the following criteria:

- Are subject to the ABAWD work requirement
- Have exhausted one of their three TLB months
- Are currently eligible in their second TLB month
- Are eligible for FoodShare for the next month
- Have a current participation status of non-exempt ABAWD
- Have an FSET referral status of Referred, Enrolled, Withdrawn, or Disenrolled

- Have two “TL - Time-Limited Benefit” system statuses within the current and any prior months of their FoodShare clock and the future month’s system status is either “TB - To Be Determined” or “TL - Time-Limited Benefit”
- Do not have any verified exemptions

Exception: FoodShare members who have an exemption because they are a high school student, 18 years old or older, attending high school at least half-time, or enrolled in an institution of higher learning at least half-time may receive the TLB notification letter.

The TLB notification letter will only be sent once during a FoodShare member’s current 36-month FoodShare clock period. If the FoodShare clock’s start month is adjusted and the member meets the listed criteria, he or she may receive an additional letter.

LETTER GENERATION

The TLB notification letter is a PIN-based letter sent from CWW on the Monday following the second Saturday of the month. It will be generated in either English or Spanish based on the individual’s preferred language, which is indicated on the Permanent Demographics page. For other languages, the letter will be generated in English but will include the applicable Limited English Proficiency translation language box based on the individual’s preferred language, which is indicated on the Permanent Demographics page.

The letter will be viewable in CWW as well as in the Electronic Case File and history. Duplicates can be created from the CWW Client Correspondence History or also suppressed if they are requested in error. This letter will not be available via paperless correspondence.

ENHANCEMENTS TO THE FSET TOOL

REFERRAL DETAILS PAGE

On January 9, 2016, the Referral Details page will be enhanced to include a new “Initial Contact” section, which will allow FSET workers to track the date and method in which a referred FoodShare member was contacted to schedule his or her initial enrollment appointment.

The worker must complete the Referral Details page on the day of participant contact so that the correct date is recorded. This date will be used to monitor if the initial enrollment appointment was scheduled within the required timeframe (five business days from the date the referral is received).

When an FSET worker contacts a referred member, he or she should choose the radio button next to the word “Date” to automatically populate the current date. The worker should then select the method of contact. Contact method choices include the following: Phone, Letter, and Walk-in. After the FSET worker completes these steps, he or she must click **Next** to save the information.

Note: Once the date is saved, it cannot be adjusted. If a worker incorrectly updates the date, he or she must click **Cancel** and navigate off the page.

Referral Details

Record Management
Last Updated: 09/03/2015

Referral Information
Referral: 3000054936
Referral Updated By: XCTT43 - MUKESH KUMAR
Participation Status: FS Ineligible
Exemption Reasons:
FS Referral Effective Begin Date: 04/15/2015
FS Referral Effective End Date: 08/31/2016
FSET Region/Tribe: 02 - Milwaukee
FSET Worker ID: XCTA1N - PAMELA KIERN
FSET Office: 2840
FSET County: 40 - MILWAUKEE COUNTY

Enrollment Information
Enrollment Status: Referred
Enrollment Date:
Disenrollment Date:
Disenrollment Reason:
Disenrollment Override Reason:

Case Information
Case: 8150814680
IM Consortium: 11 - STATE CONSORTIUM
IM Worker: XCTT42 - MUKESH KUMAR
IM County/Tribe: 40 - MILWAUKEE COUNTY
IM Office: 5040

Initial Contact
Date: / / Method:
Updated on or before: MM/DD/YYYY Go
Previous Next

Figure 1 Referral Details Page

As a result of the new “Initial Contact” section, the Enrollment Appointment Scheduled radio button will be removed from the Participant Summary page.

REFERRAL SEARCH CRITERIA PAGE

On January 9, 2016, the Referral Search Criteria page will also be updated so that an FSET agency can search for referrals who have or have not been contacted. If an FSET worker wishes to search for referrals based on whether or not they have been contacted, he or she should select **Yes** or **No**, as applicable, from the new Initial Contact Established drop-down menu located in the “Referral Contact Status” section.

Figure 2 Referral Search Criteria Page

As a result of this enhancement, the Enrollment Appointment Scheduled drop-down menu will be removed from the Referral Search Criteria page.

ENHANCEMENTS TO THE INCOME MAINTENANCE MANAGEMENT REPORTS

Enhancements to the IMMR will affect the following four reports: FSET Referral Summary Report, FoodShare Non-Exempt ABAWD TLB Utilization History Report, Daily Participation Status Change Report, and Expired Employment Plan Report.

FSET REFERRAL SUMMARY REPORT

The FSET Referral Summary Report, available in the IMMR FSET folder, will be updated in February 2016. Summary information and individual details for enrollment appointments will be added and will include information on the number of days from the referral to the enrollment appointment and on

referrals without an initial enrollment appointment scheduled. This report can be run for multiple months.

This report will use enrollment and orientation appointment information, entered into Client Scheduling using the following codes:

- FG—FSET Orientation 2nd (Group)
- FO—FSET Orientation (Group)
- FE—FSET Enroll (Individual)
- FP—FSET Participation (Individual)
- FS—FSET Enroll 2nd (Individual)

The report will also continue to track whether or not a referral (individual) has been contacted and will use the initial contact information that was added to the Referral Details page.

FOODSHARE NON-EXEMPT ABAWD TLB UTILIZATION HISTORY REPORT

The FoodShare Non-Exempt ABAWD TLB Utilization History Report will also be enhanced in February 2016 to include all referred FoodShare members who have exhausted three TLB months. In the past, this report only included individuals with non-exempt ABAWD status.

DAILY PARTICIPATION STATUS CHANGE REPORT

The Daily Participation Status Change Report will be added to IMMR in February 2016. This report will provide workers with status changes made to FSET referrals. The report will be refreshed daily and will include changes to referrals that occurred only on that date. FoodShare Employment and Training agencies will want to run this report on a daily basis so that report information is relevant.

EXPIRED EMPLOYMENT PLAN REPORT

The Expired Employment Plan Report will also be added to IMMR in February 2016. This report will provide FSET workers with the employment plan end date and the individual details for the current month. This report will use the employment plan end date listed on the Employment Plan Summary page in the FSET Tool.

The screenshot shows a web form titled "Employment Plan Summary PDF". It contains the following elements:

- "Employment Plan Begin Date:" with a date picker set to 10/26/2015.
- "Employment Plan End Date:" with a date picker set to 01/26/2016. This field is circled in red in the original image.
- "Employment Plan Language:" with a dropdown menu set to "English".
- Buttons for "View" and "Print and Send".
- Navigation buttons: "Cancel" (with a checkbox), "Previous" (with a left arrow), and "Next" (with a right arrow).

Figure 3 Employment Plan Summary PDF Section

CONTACTS

BEPS CARES Information and Problem Resolution Center