



Date: April 7, 2017

DMS Operations Memo 17-17

To: Income Maintenance Supervisors  
 Income Maintenance Lead Workers  
 Income Maintenance Staff

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

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 Bureau of Enrollment Policy and Systems  
 Division of Medicaid Services

**New Functionality in CARES Worker Web for the Issuance of FoodShare Benefits**

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## CROSS REFERENCE

- FoodShare Wisconsin Handbook, [Chapter 7 Benefits](#)
- Process Help, [Section 31.1 Auxiliaries/Supplements](#)

## EFFECTIVE DATE

April 22, 2017

## PURPOSE

This Operations Memo announces the implementation of new functionality in CARES Worker Web (CWW) for the issuance of FoodShare benefits.

## BACKGROUND

On April 22, 2017, the Wisconsin Department of Health Services will be implementing new functionality in CWW for viewing FoodShare benefits and issuing FoodShare supplements. The purpose of this functionality is to increase efficiencies and streamline the FoodShare benefit issuance process by:

- Providing one place for workers to view information about FoodShare benefits, including benefits that have been previously issued or will be issued in the future.
- Allowing FoodShare supplements to be issued when running with dates.
- Allowing manual supplements to be issued.

This new functionality will replace the benefit issuance functionality in CARES Mainframe. The CARES Mainframe screens being replaced will be query only with the implementation of the new functionality.

## POLICY

There are no policy changes associated with this Memo.

## CARES

The following pages are being added to or updated in CWW on April 22, 2017:

CWW Page	New or Updated	CARES Mainframe Screen Being Replaced
FoodShare Benefit Issuance History	New	IQFS: Food Stamp Issuance History – Disbursement
FoodShare Benefit Issuance Details	New	IQFD: Food Stamp Issuance History – Details
FoodShare Benefit Issuance Payment Period	New	IQFM: FS Issuance History – Payment Period
FoodShare Benefit Yearly Summary	New	IQFM: FS Issuance History – Payment Period
FoodShare Supplement Management	New	<ul style="list-style-type: none"><li>• BIFS – Food Stamp Auxiliary Request</li><li>• BIFC – Cancel Food Stamp Auxiliary Request</li></ul>
Potential FoodShare Supplement	New	N/A

<b>CWW Page</b>	<b>New or Updated</b>	<b>CARES Mainframe Screen Being Replaced</b>
FoodShare Supplement Budget	New	N/A
FoodShare Issuance/Supplement Search	New	N/A
FoodShare Supplement Approval	New	BIOR – FoodShare Auxiliary Request Approval
CARES Worker Web Home	Updated	N/A
Case Comments	Updated	N/A
Initiate Eligibility	Updated	N/A
Confirm Eligibility	Updated	N/A

For a diagram detailing the new and updated pages in CWW, refer to [Attachment 1](#) of this Memo.

### ***FOODSHARE BENEFIT ISSUANCE HISTORY PAGE***

The new FoodShare Benefit Issuance History page will replace CARES Mainframe screen IQFS: Food Stamp Issuance History – Disbursement. On this page, workers will be able to view regular, supplement, and replacement FoodShare benefit issuance history. Workers will also be able to cancel scheduled benefits the same day the benefits are issued.

After a case has been selected, the page can be accessed by clicking the Issuance History link located under FS Benefit Issuance in the RFA/Case section of the Navigation Menu.

**FoodShare Benefit Issuance History**

Criteria  
 Assistance Group: FS - FOODSHARE      Sequence: 1      Yearly Summary:

Benefit Details

Benefits Available Date	Issued Amount	Issuance Method	Sent to EBT Vendor	Disposition Code	Disposition Reason	County	Benefit Number
03/08/2017	\$454.00	EBT Issuance	02/28/2017	ISSUED		9	358230610
02/17/2017	\$286.00	EBT Issuance	02/17/2017	ISSUED		9	358221060
08/08/2016	\$273.00	EBT Issuance	07/19/2016	ISSUED		9	355469745
07/08/2016	\$273.00	EBT Issuance	06/17/2016	ISSUED		18	355111637
06/08/2016	\$273.00	EBT Issuance	05/31/2016	ISSUED		18	355034589
05/09/2016	\$96.00	EBT Issuance	05/09/2016	ISSUED		18	354697682
05/08/2016	\$177.00	EBT Issuance	04/18/2016	ISSUED		18	354393844
04/08/2016	\$264.00	EBT Issuance	03/18/2016	ISSUED		18	354034060
03/08/2016	\$264.00	EBT Issuance	02/18/2016	ISSUED		18	353671838
02/08/2016	\$264.00	EBT Issuance	01/19/2016	ISSUED		18	353302442
01/08/2016	\$264.00	EBT Issuance	12/18/2015	ISSUED		18	352938039
12/08/2015	\$264.00	EBT Issuance	11/19/2015	ISSUED		18	352568028
11/08/2015	\$264.00	EBT Issuance	10/30/2015	ISSUED		18	352480671
10/08/2015	\$240.00	EBT Issuance	09/18/2015	ISSUED		18	351807127
09/08/2015	\$239.00	EBT Issuance	08/20/2015	ISSUED		18	351422636

To Be Issued Benefits

Benefit Month	Benefit Amount	Benefit Type	Issuance Type	Last Updated	County	Cancel
No data found.						

Assistance Group: FS - FOODSHARE      Sequence:      Benefits Available on or before: MM/DD/YYYY

Buttons: Previous, Save

Figure 1 FoodShare Benefit Issuance History Page

**CRITERIA SECTION**

The “Criteria” section contains the following fields:

Field	Purpose
<b>Assistance Group</b>	Indicates the applicable FoodShare assistance group for the case: FS – FoodShare or FS E – FoodShare Elderly, Blind or Disabled (EBD). (To view different FoodShare assistance groups for a case, workers can select the applicable assistance group from the Assistance Group drop-down menu at the bottom of the page.)
<b>Sequence</b>	Indicates the assistance group sequence number for the FoodShare assistance group.
<b>Yearly Summary</b>	Opens the <a href="#">FoodShare Benefit Yearly Summary page</a> .

***BENEFIT DETAILS SECTION***

The “Benefit Details” section displays information regarding benefits that have already been issued to a member. The “Benefit Details” section contains the following columns:

<b>Column</b>	<b>Purpose</b>
<b>Benefits Available Date</b>	Indicates the date on which benefits were or will be available in a member’s Electronic Benefits Transfer (EBT) account.
<b>Issued Amount</b>	Indicates the dollar amount actually issued to the member. This may be different from the benefit amount if there has been a recoupment.
<b>Issuance Method</b>	Indicates the method by which benefits were issued. For example, “EBT Issuance” means the benefits were issued on the member’s EBT card overnight; “EBT Expedited” means that the benefits were issued on the member’s EBT card and were expedited.
<b>Sent to EBT Vendor</b>	Indicates the date on which the benefit amount was sent to the EBT vendor.
<b>Disposition Code</b>	Indicates the current disposition status for the benefit. “Disposition” means that a sum of money is distributed to more than one place (for example, a member chooses to return part of the benefit amount and apply it to an outstanding claim or overpayment).
<b>Disposition Reason</b>	Indicates the most current disposition reason code for the benefit. Information will only be displayed if the disposition code is “Partial Return” or “Returned.”
<b>County</b>	Indicates the code for the county in which the case was assigned at the time the benefit request was sent to the EBT vendor.
<b>Benefit Number</b>	Indicates the system-assigned number that uniquely identifies the benefit issuance record.

The magnifying glass will link to the [FoodShare Benefit Issuance Details page](#).

***TO BE ISSUED BENEFITS SECTION***

The “To Be Issued” section displays information about system-calculated benefits scheduled to be issued at the end of the day or at the end of the month (e.g., initial benefits, expedited benefits, or prorated break-in-service benefits). Monthly benefits will not be displayed in this section.

The “To Be Issued Benefits” section contains the following columns:

<b>Column</b>	<b>Purpose</b>
<b>Benefit Month</b>	Indicates the month for which the benefits are scheduled to be issued.
<b>Benefit Amount</b>	Indicates the actual dollar amount that is scheduled to be issued.
<b>Benefit Type</b>	Indicates if the scheduled benefit is expedited, initial, or monthly.
<b>Issuance Type</b>	Indicates when benefits will be issued (e.g., daily, end of month, or monthly).
<b>Last Updated</b>	Indicates the date the benefit issuance record was last updated.
<b>County</b>	Indicates the code for the county in which the case was assigned at the time the benefit request was sent to the EBT vendor.

Column	Purpose
Cancel	Contains a box for workers to check to cancel scheduled benefits the same day they are scheduled. ( <b>Note:</b> Expedited benefits cannot be canceled.)

**Note:** FoodShare supplements that have been approved but not yet issued will not be displayed on the FoodShare Benefit Issuance History page. They will be displayed on the [FoodShare Supplement Management page](#).

**FOODSHARE BENEFIT ISSUANCE DETAILS PAGE**

The new FoodShare Benefit Issuance Details page will replace CARES Mainframe screen IQFD: Food Stamp Issuance History – Details. On this page, workers will be able to view FoodShare benefit issuance history for a specific benefit number. This may include benefits issued for different time periods.

The page can be accessed by clicking the magnifying glass for a record in the [“Benefit Details” section of the FoodShare Benefit Issuance History page](#). The page is not part of the driver flow and is not on the Navigation menu.

FoodShare Benefit Issuance Details							
Criteria							
Assistance Group:	FS - FOODSHARE			Sequence:	1		
Benefit Number:	358230610						
Summary Totals							
Total Benefit Amount:	\$454.00			Total Recoupment Amount:	\$0.00		
Total Offset Amount:	\$0.00			Total Returned Amount:	\$0.00		
Benefit Details							
Benefit Period	Benefit Number	Issued Amount	Benefit Type	Benefit Reason	Recoupment Amount	Offset Amount	Returned Amount
03/01/2017	0358230610	\$454.00	MONTHLY		\$0.00	\$0.00	\$0.00

Figure 2 FoodShare Benefit Issuance Details Page

**CRITERIA SECTION**

The “Criteria” section will display the assistance group, the sequence number for the assistance group, and the system-assigned number identifying the benefit issuance record.

**SUMMARY TOTALS SECTION**

The “Summary Totals” section will display the total benefit amount, offset amount, recoupment amount, and returned amount, as applicable.

**BENEFIT DETAILS SECTION**

The “Benefit Details” section displays information about each of the benefit amounts issued under the benefit number. The information will be sorted by benefit period in descending order.

The “Benefit Details” section contains the following columns:

<b>Column</b>	<b>Purpose</b>
<b>Benefit Period</b>	Indicates the first day of the benefit period for which the benefits were paid. This date will usually be the first of the month unless the benefit is for a partial month.
<b>Benefit Number</b>	Indicates the system-assigned number that uniquely identifies the benefit issuance record.
<b>Issued Amount</b>	Indicates the dollar amount actually issued to the member. This may be different from the benefit amount if there has been a recoupment.
<b>Benefit Type</b>	Indicates the type of benefits that were issued, such as monthly, expedited, initial, or supplemental.
<b>Benefit Reason</b>	Indicates why a supplemental or replacement benefit was issued. If Initial is indicated in the Benefit Type column, Daily will be displayed in the Benefit Reason column to indicate that the benefit was issued in a daily file (on the day that benefits were confirmed).
<b>Recoupment Amount</b>	Indicates the dollar amount subtracted from the benefit to repay a claim with an outstanding balance for which a member of the FoodShare group was liable.
<b>Offset Amount</b>	Indicates the dollar amount by which the displayed supplemental benefit was reduced to offset an outstanding balance on an existing claim for which a member of the FoodShare group was liable. An amount will only display for supplemental benefits. For all other benefit types, \$0.00 will be displayed.
<b>Returned Amount</b>	Indicates the amount that a member voluntarily returned to the state.

The magnifying glass will link to the FoodShare Benefit Issuance Payment Period page.

***FOODSHARE BENEFIT ISSUANCE PAYMENT PERIOD PAGE***

The new FoodShare Benefit Issuance Payment Period page will replace CARES Mainframe screen IQFM: FS Issuance History – Payment Period. On this page, workers will be able to view FoodShare issuance history for benefits issued during a specific time period.

The page can be accessed in the following ways:

- By clicking the magnifying glass for a record in the “Benefit Details” section of the FoodShare Benefit Issuance Details page
- Searching using the [FoodShare Issuance/Supplement Search page](#)
- By clicking the magnifying glass by the Benefit Number field in the “Issuance Information” section on the [FoodShare Supplement Management page](#)

The page is not part of the driver flow and is not on the Navigation menu.

FoodShare Benefit Issuance Payment Period								Cancel <input type="checkbox"/>	Reset
<b>Criteria</b>									
Assistance Group:	FS - FOODSHARE			Sequence:	1				
Begin Period:	03/2017			End Period:	03/2017				
<b>Summary Totals</b>									
Total Benefit Amount:	\$454.00			Total Recoupment Amount:	\$0.00				
Total Offset Amount:	\$0.00			Total Returned Amount:	\$0.00				
<b>Benefit Details</b>									
Benefit Period	Benefit Number	Issued Amount	Benefit Type	Benefit Reason	Recoupment Amount	Offset Amount	Returned Amount		
03/01/2017	0358230610	\$454.00	MONTHLY		\$0.00	\$0.00	\$0.00		
								Cancel <input type="checkbox"/>	← Previous

Figure 3 FoodShare Benefit Issuance Payment Period Page

**CRITERIA SECTION**

The “Criteria” section contains the following fields:

Field	Purpose
<b>Assistance Group</b>	Indicates the applicable FoodShare assistance group for the case: FS – FoodShare or FS E – FoodShare Elderly, Blind or Disabled (EBD).
<b>Sequence</b>	Indicates the assistance group sequence number for the FoodShare assistance group.
<b>Begin Period</b>	Displays the first month of the requested benefit period. If a worker navigates to the FoodShare Benefit Issuance Payment Period page from the FoodShare Issuance/Supplement Search page, a range of months may be displayed.
<b>End Period</b>	Displays the last month of the requested benefit period. If a worker navigates to the FoodShare Benefit Issuance Payment Period page from the FoodShare Issuance/Supplement Search page, a range of months may be displayed.

**SUMMARY TOTALS SECTION**

The “Summary Totals” section contains the following fields:

Field	Purpose
<b>Total Benefit Amount</b>	Indicates the total of all the values listed in the Benefit Amount column of the “Benefit Details” section.
<b>Total Offset Amount</b>	Indicates the total of all values listed in the Offset Amount column of the “Benefit Details” section.
<b>Total Recoupment Amount</b>	Indicates the total of all values listed in the Recoupment Amount column of the “Benefit Details” section.

<b>Field</b>	<b>Purpose</b>
<b>Total Returned Amount</b>	Indicates the total of all values listed in the Returned Amount column of the “Benefit Details” section.

### ***BENEFIT DETAILS SECTION***

The information in the “Benefit Details” section will be sorted by benefit number in descending order. The “Benefit Details” section contains the following columns:

<b>Column</b>	<b>Purpose</b>
<b>Benefit Period</b>	Indicates the first day of the benefit period for which the benefits were paid. This date will usually be the first of the month unless the benefit is for a partial month.
<b>Benefit Number</b>	Indicates the system-assigned number that uniquely identifies the benefit issuance record.
<b>Issued Amount</b>	Indicates the dollar amount actually issued to the member. This may be different from the benefit amount if there has been a recoupment.
<b>Benefit Type</b>	Indicates the type of benefits that were issued, such as expedited, initial, monthly, or supplemental.
<b>Benefit Reason</b>	Indicates why a supplemental or replacement benefit was issued. If Initial is indicated in the Benefit Type column, Daily will be displayed in the Benefit Reason column to indicate that the benefit was issued in a daily file (on the day that benefits were confirmed).
<b>Recoupment Amount</b>	Indicates the dollar amount subtracted from the benefit to repay a claim with an outstanding balance for which a member of the FoodShare group was liable.
<b>Offset Amount</b>	Indicates the dollar amount by which the displayed supplemental benefit was reduced to offset an outstanding balance on an existing claim for which a member of the FoodShare group was liable. An amount will only display for supplemental benefits. For all other benefit types, \$0.00 will be displayed.
<b>Returned Amount</b>	Indicates the amount that a member voluntarily returned to the state.

### ***FOODSHARE BENEFIT YEARLY SUMMARY PAGE***

The new FoodShare Benefit Yearly Summary page will replace CARES Mainframe screen IQFT: Food Stamp Yearly Summary. On this page, workers will be able to view FoodShare benefits issued for a specific case by year.

The page can be accessed from the FoodShare Benefit Issuance History page and the FoodShare Issuance/Supplement Search page. The page is not part of the driver flow and is not on the Navigation menu.

FoodShare Benefit Yearly Summary							
Effective Period							
From Year: 2006		To Year: 2017		Primary Person:		Case Number:	
Details							
Year	Category	Seq	Allotment Amount	Recoupment Amount	Returned Amount	Issued Amount	Replacement Amount
2017	FS	1	\$740.00	\$0.00	\$0.00	\$740.00	\$0.00
2016	FS	1	\$2,384.00	\$236.00	\$0.00	\$2,148.00	\$0.00
2015	FS	1	\$1,382.00	\$110.00	\$0.00	\$1,272.00	\$0.00
2013	FS	1	\$1,240.00	\$0.00	\$0.00	\$1,240.00	\$0.00
2012	FS	1	\$2,923.00	\$0.00	\$0.00	\$2,923.00	\$0.00
2011	FS	1	\$54.00	\$0.00	\$0.00	\$54.00	\$0.00
2010	FS	1	\$1,278.00	\$0.00	\$0.00	\$1,278.00	\$0.00
2009	FS	1	\$516.00	\$0.00	\$0.00	\$516.00	\$0.00
2008	FS	1	\$188.00	\$0.00	\$0.00	\$188.00	\$0.00
2006	FS	1	\$10.00	\$0.00	\$0.00	\$10.00	\$0.00

Figure 4 FoodShare Benefit Yearly Summary Page

**EFFECTIVE PERIOD SECTION**

The “Effective Period” section contains the following fields:

Field	Purpose
From Year	Indicates the starting year of the summary.
To Year	Indicates the ending year of the summary.
Primary Person	Indicates the primary person on the case.
Case Number	Indicates the CWW case number.

**DETAILS SECTION**

The “Details” section displays information about benefits issued for a specific case. It contains the following columns:

Column	Purpose
Year	Indicates the year the benefits were issued.
Category	Indicates the benefit category, which will either be FS or FS E.
Seq	Indicates the assistance group sequence number for the FoodShare assistance group. A sequence number is used if more than one assistance group of the same category is formed within the case.
Allotment Amount	Indicates the total gross benefit amount, prior to any reductions due to recoupments, for the specified year.
Recoupment Amount	Indicates the total by which the benefit amount was reduced for the specified year due to recoupment of a prior overpayment.
Returned Amount	Indicates the amount that a member voluntarily returned to the state.

Column	Purpose
Issued Amount	Indicates the total amount of FoodShare benefits actually issued to the assistance group after any reductions due to recoupment.
Replacement Amount	Indicates the total of all replacements of issued benefits for the assistance group.

### FOODSHARE SUPPLEMENT MANAGEMENT PAGE

The new FoodShare Supplement Management page will replace CARES Mainframe screens BIFS – Food Stamp Auxiliary Request and BIFC – Cancel Food Stamp Auxiliary Request. On this page, FoodShare supplements and replacement requests will be able to be approved, held, or canceled. FoodShare supplement requests that were created through the [Potential FoodShare Supplement page](#) will also display on this page.

After a case has been selected, the page can be accessed by clicking the Supplement Issuance link located under FS Benefit Issuance in the RFA/Case section of the Navigation Menu.

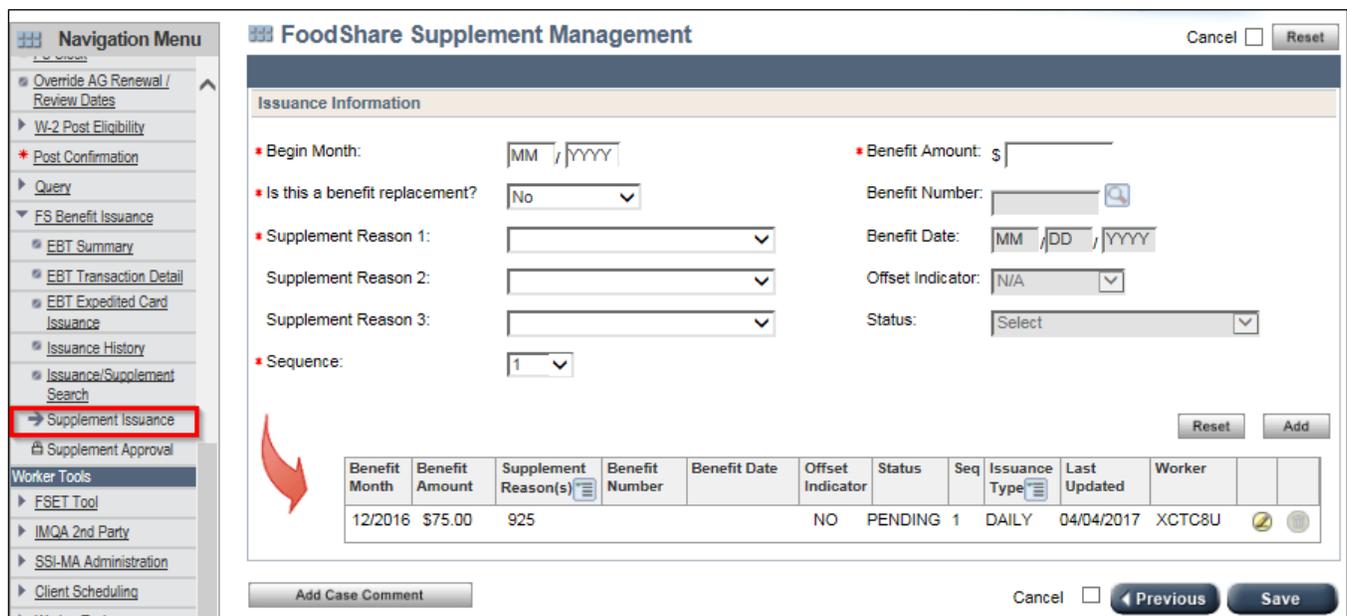


Figure 5 FoodShare Supplement Management Page

### SUBMITTING A FOODSHARE SUPPLEMENTAL OR REPLACEMENT BENEFIT REQUEST

Workers should enter as much information as possible in the “Issuance Information” section. Required fields are indicated with a red asterisk.

1. Enter the month for which the supplemental or replacement benefit is being requested in the Begin Month field.
2. Enter the FoodShare supplemental or replacement amount that is being requested in the Benefit Amount field. Supplements will now be able to be requested and issued up to the maximum FoodShare allotment for an assistance group size of 18. A FoodShare replacement issuance amount cannot be greater than the original benefit issuance amount.
3. The Is this a benefit replacement? field will default to No. Select **Yes** if a benefit replacement is being requested.

4. If a benefit replacement is being requested, click the magnifying glass next to the Benefit Number field to open the FoodShare Benefit Issuance Payment Period page. The FoodShare Benefit Issuance Payment Period page will display benefits issued during the benefit month entered on the FoodShare Supplement Management page. Click the benefit number for the benefit that is being replaced. The FoodShare Benefit Issuance Payment Period page will close and the Benefit Number and Benefit Date fields on the FoodShare Supplement Management page will populate with information. (**Note:** If the request is for a FoodShare supplement, the Benefit Number and Benefit Date fields will be read-only.)
5. From the Supplement Reason menu(s), select a reason code(s) indicating why the supplemental or replacement benefits are being requested. At least one reason code, but no more than three, must be selected. During a DSNAP processing period, additional reason codes will be available. These codes can only be used for a DSNAP request. Only one DSNAP code can be used at a time.

The reason code(s) that is selected generates text on the [FoodShare supplement letter](#) indicating why a member is receiving a supplemental or replacement payment. As a result, **it is important** to select accurate reason codes as well as to include all the reason codes that apply. Refer to [Attachment 2](#) for a list of reason codes, when the codes should be used, and the text a code generates on the FoodShare supplement letter.

6. If an outstanding claim exists, the Offset Indicator field will be editable. Select **Yes** from the menu to use the FoodShare supplement amount to offset the balance on the claim. If the claim balance is less than the supplement amount, CARES will correctly apply the supplement amount to bring the claim balance to zero and will issue the remainder of the supplement amount as a benefit to the member. If an outstanding claim does not exist, the field will default to N/A and will be read-only. The field will also be read-only if the request is for a FoodShare replacement or a DSNAP supplement.

The Status field will be read-only unless the request has been submitted and is being edited. If a submitted request requires supervisor approval, "Pending" will automatically be displayed. If a submitted request does not require supervisor approval (it was submitted by a supervisor or worker with a security level of 50 or above or is a request for a DSNAP supplement), "Approved" will automatically be displayed.

7. The sequence field will display **1** by default if a case has only one FoodShare assistance group sequence number. If the case has more than one FoodShare assistance group sequence number, the highest sequence number on file will be displayed by default. Select a different sequence number, if applicable.
8. After completing all applicable fields, workers should click **Add** to add the request to the Dynalist at the bottom of the page. Since, per policy, benefits should not be issued for a benefit month more than 12 months in the past, only 12 requests can be added to the Dynalist.
9. After adding all requests as applicable, click **Save** to submit the request(s). If the request is submitted by a worker with a security level of 25, the request will be added to the ["My Tasks" section on the CARES Worker Web Home page](#) of the supervisor of the caseload. If the request is submitted by a supervisor or a worker with a security level of 50 or above, it will be automatically approved and will not be added to the supervisor's "My Tasks" section.

Supplements that are pending, held, or have been approved but not yet issued will display in the Dynalist. Approved supplements are issued overnight and, once issued, will be removed from the Dynalist and will display instead on the [FoodShare Benefit Issuance History page](#).

**Note:** Only workers and supervisors authorized to handle a confidential case will be able to view (and update) a request related to a confidential case.

### APPROVING A FOODSHARE SUPPLEMENTAL OR REPLACEMENT BENEFIT REQUEST

As they do currently, supervisors and workers with a security level of 50 or above will be able to approve a FoodShare supplement or replacement request up to \$999. Supervisors and workers with a security level of 75 or above will be able to approve any supplement request, including a supplement request of more than \$999.

To approve a request, complete the following steps:

1. Click the **Edit** button for the request.
2. Select **Approved** from the Status menu.
3. Click **Save**.

**Note:** If a worker with a security level of less than 75 tries to approve a supplement request of more than \$999, the following message will be displayed: “BI006: Security level 75 or higher is needed to approve a request greater than \$999.” To leave the page, the worker will need to either check the Cancel box and click **Save** or click **Reset**.

The screenshot shows the 'FoodShare Supplement Management' interface. A red banner at the top states: 'The following events have occurred: BI006: Security level 75 or higher is needed to approve a request greater than \$999 (for Row 1)'. Below this is the 'Issuance Information' form with fields for Begin Month, Benefit Amount, Is this a benefit replacement?, Supplement Reason 1-3, Sequence, Benefit Number, Benefit Date, Offset Indicator, and Status. A table at the bottom displays the following data:

Benefit Month	Benefit Amount	Supplement Reason(s)	Benefit Number	Benefit Date	Offset Indicator	Status	Seq	Issuance Type	Last Updated	Worker
12/2016	\$1,000.00	925			NO	APPROVE	1	DAILY	04/06/2017	XCTB2L

Figure 6 BI006 Message on FoodShare Supplement Management Page

### ***CANCELING A FOODSHARE SUPPLEMENTAL OR REPLACEMENT BENEFIT REQUEST***

Supervisors and workers (regardless of their security level) can cancel a FoodShare supplement or replacement request from this page. Requests that have not yet been approved can be canceled. Approved requests can only be canceled on the same day that they are approved. Once a request is canceled, it is deleted from the page and a new request would need to be submitted.

To cancel a request, complete the following steps:

1. Click the **Edit** button for the request,
2. Select **Cancel** from the Status menu.
3. Click **Save**.

### ***ADDING A CASE COMMENT***

Case comments should always be added when requesting, canceling, or approving a supplement or replacement request.

### ***INITIATE ELIGIBILITY PAGE***

The Initiate Eligibility page has been enhanced to include the Determine Potential FoodShare Supplement option in the “What would you like to do?” section. This option is only available when a worker is running with dates. Selecting this option will prompt CARES to identify if the FoodShare allotment has changed based on any new information entered on the case for that month.

**Note:** This option is read-only for workers with FEP profiles.

**Initiate Eligibility** Cancel  Reset

Page Completion Status: All pages are complete, you may proceed to eligibility by clicking the 'Next' button.

What would you like to do?

Run Eligibility  Ignore W-2 income and asset tests to allow CMF Placements to begin

Run Eligibility with Date  Determine Potential FoodShare Supplement

Effective: MM / DD / YYYY

Add Case Comment Cancel  Previous Next

**Figure 7** Initiate Eligibility Page

To identify potential changes to the FoodShare allotment for a past month, income maintenance workers can complete the following steps:

1. Select **Run Eligibility with Date** and enter the date in the Effective field.
2. Check the **Determine Potential FoodShare Supplement** box.
3. Click **Next**.

CARES will determine changes to the FoodShare allotment specifically for the passing date month of eligibility, and information regarding whether or not the FoodShare assistance group is entitled to a supplement will be displayed on the Potential FoodShare Supplement page.

**Note:** Information will only display if FoodShare was open for the benefit month.

### SIMULATION MODE

The Determine Potential FoodShare Supplement option is available in simulation mode; however, it will only be able to return results if the worker runs eligibility for a single month instead of a span of months.

### POTENTIAL FOODSHARE SUPPLEMENT PAGE

The new Potential FoodShare Supplement page will be displayed when a worker runs eligibility with dates, has checked the Determine Potential FoodShare Supplement box on the Initiate Eligibility page, and FoodShare is open for the month. The page indicates whether or not there is a change to the FoodShare allotment based on the most recent information for the case and calculates the dollar amount of the change. Workers can select different follow-up options based on these results.

**Potential FoodShare Supplement** Cancel  Reset

---

**Results Overview**

Benefit Month:	05/2016
Last Confirmed Allotment:	\$303.00
Newly Calculated Allotment:	\$596.00
Confirmation Allowed?	Yes
System Calculated Supplement Allowed?	Yes

---

**Potential Supplement Determination**

Newly Calculated Allotment:	\$ 596.00
EBT Issued Amount: -	273.00
Offset Amount: -	11.00
Recoupment Amount: -	19.00
Scheduled Amount: -	0.00
Approved Supplement (but not issued): -	0.00
Pending Supplement: -	0.00
Held Supplement: -	0.00
Potential Supplement Amount:	<b>\$ 293.00</b>

---

**What would you like to do?**

Continue with Driver/No Supplement or Budget

Issue system calculated supplement amount: \$ 293

Supplement Reason 1:

Supplement Reason 2:

Supplement Reason 3:

Offset Indicator:

View Supplement Budget Information

---

Cancel

Figure 8 Potential FoodShare Supplement Page

### RESULTS OVERVIEW SECTION

The “Results Overview” section shows workers if there is a potential change to the allotment amount and identifies if workers can confirm benefits and/or issue a supplement based on the results. It contains the following fields:

<b>Field</b>	<b>Purpose</b>
<b>Benefit Month</b>	Indicates the month for which eligibility was run.
<b>Last Confirmed Allotment</b>	Indicates the FoodShare allotment amount from the most recent confirmation for the benefit month.
<b>Newly Calculated Allotment</b>	Indicates the newly determined FoodShare allotment amount for the benefit month.
<b>Confirmation Allowed?</b>	Indicates either a Yes or No depending on whether or not the worker will be able to confirm FoodShare results on the Confirm Eligibility page. A worker is able to confirm benefits if the allotment amount is greater than the last confirmed amount for that benefit month. A worker is not able to confirm benefits if the allotment amount is less than the last confirmed amount for that benefit month.
<b>System Calculated Supplement Allowed?</b>	Indicates either a Yes or No depending on whether or not a system-calculated supplement is allowed for the case. A “system-calculated supplement” means that a worker can submit a request in the dollar amount calculated by CARES from this page. A worker can create the supplement when the CARES results show that the allotment amount has increased.

#### *POTENTIAL SUPPLEMENT DETERMINATION SECTION*

The “Potential Supplement Determination” section contains the following fields:

<b>Field</b>	<b>Purpose</b>
<b>Newly Calculated Allotment</b>	Indicates the newly determined FoodShare allotment amount for the benefit month.
<b>EBT Issued Amount</b>	Displays any amount that was already issued or sent to the EBT vendor for the benefit month. This amount is subtracted from the Newly Calculated Allotment to determine the Potential Supplement Amount for that month. ( <b>Note:</b> The EBT Issued Amount does not include amounts used for an offset or recoupment. It represents the dollar amount actually issued to the FoodShare group.)
<b>Offset Amount</b>	Displays any amount that was used to offset an outstanding claim for the benefit month. This amount is subtracted from the Newly Calculated Allotment to determine the Potential Supplement Amount for that month. ( <b>Note:</b> An offset amount is only applied to supplements. A dollar amount in this field indicates that a supplement was issued previously for the benefit month, and the supplement had an offset applied to it. CARES will deduct this amount from any additional supplement owed to the member as a result of running with dates. Workers do not need to adjust the supplement amount based on an offset amount that was already deducted.)

Field	Purpose
<b>Recoupment Amount</b>	Displays any recoupment amount for the benefit month. This amount is subtracted from the Newly Calculated Allotment to determine the Potential Supplement Amount for that month. ( <b>Note:</b> A recoupment amount is only applied to the regular FoodShare allotment. A dollar amount in this field indicates that a recoupment was applied to the original allotment determination for the benefit month. CARES will deduct this amount from any additional supplement owed to the member as a result of running with dates. Workers do not need to adjust the supplement amount based on a recoupment amount that was already deducted.)
<b>Scheduled Amount</b>	Displays any amount scheduled to be issued for the benefit month. This amount will be subtracted from the Newly Calculated Allotment to determine the Potential Supplement Amount for that month.
<b>Approved Supplement (but not issued)</b>	Displays any supplement amount that has been approved but not yet issued. ( <b>Note:</b> Approved supplements are issued overnight. A supplement could be approved the same day a worker runs with dates and then the dollar amount would display here.) This amount will be subtracted from the Newly Calculated Allotment to determine the Potential Allotment Amount for that month.
<b>Pending Supplement</b>	Displays any pending supplement amount awaiting supervisor approval for the benefit month. This amount will be subtracted from the Newly Calculated Allotment to determine the Potential Supplement Amount for that month.
<b>Held Supplement</b>	Displays any amount that has been held by the supervisor for that month. This amount will be subtracted from the Newly Calculated Allotment to determine the Potential Supplement Amount for that month.
<b>Potential Supplement Amount</b>	Displays the amount that could potentially be issued as a supplement. The Potential Supplement Amount is calculated by subtracting the EBT Issued Amount, Offset Amount, Recoupment Amount, Scheduled Amount, Approved Supplement (but not yet issued), Pending Supplement, or Held Supplement from the Newly Calculated Allotment. If the result is a positive amount, that amount can be issued as a potential supplement. If the result is zero or a negative amount, CARES will display a zero, and workers will not be able to issue a supplement from this page.

### WHAT WOULD YOU LIKE TO DO? SECTION

In the “What would you like to do?” section, workers can choose how to proceed with the information provided about changes to the member’s allotment:

- **Continue with Driver/No Supplement or Budget.** Choose this option to continue to the next page in the driver flow without creating a supplement request or saving the budget information.
- **Issue system calculated supplement amount.** Choose this option to request a supplement in the dollar amount calculated by CARES. (**Note:** This amount is the amount calculated in the “Potential Supplement Determination” section and is read-only. If a different dollar amount is needed, workers can enter a supplement request with a different dollar amount on the FoodShare Supplement

Management page.) After a worker confirms benefits, a supplement request is created and will display on the FoodShare Supplement Management page. These supplement requests follow the same rules as other supplement requests (for example, a worker can cancel the request the same day or prior to approval, the request is assigned to the supervisor of the caseload for approval).

This option is only available when:

- The Potential Supplement Amount is greater than zero.
- The worker can confirm the case (a Yes is indicated for the Confirmation Allowed? field in the “Results Overview” section).
- A Yes is indicated for the System Calculated Supplement Allowed? field in the “Results Overview” section.

To submit the request, workers should select the most appropriate supplement reason(s). If a person in the FoodShare group has an outstanding claim, the Offset Indicator field will be enabled, and workers can select Yes. If no one in the FoodShare group has an outstanding claim, the Offset Indicator will default to N/A.

- **View Supplement Budget Information.** Choose this option to schedule the FoodShare Supplement Budget page. This option is only available when there is a decrease in the FoodShare allotment amount compared with the last confirmed FoodShare allotment for the same month. In this situation, workers cannot confirm eligibility on the case because of the decrease in the allotment. This option may be used to assist workers in identifying a potential overpayment and the subsequent budget could be used for benefit recovery.

**Note:** When a previously saved version of the Potential FoodShare Supplement page contains data from a supplement that was never confirmed, all the options in the “What would you like to do?” section will be disabled and an edit prompting the worker to recreate the request by rerunning eligibility with dates will be displayed when the page is accessed again.

### ***FOODSHARE SUPPLEMENT BUDGET PAGE***

The new FoodShare Supplement Budget page allows workers to view and save FoodShare supplement budget information when they are unable to confirm eligibility results when running with dates due to a decrease in the benefit amount relative to the previous eligibility confirmation for the same month. The FoodShare Supplement Budget page contains the same sections as the FoodShare Budget page.

After a case has been selected, the page can be accessed by clicking the Supplement Budget link located under Post Eligibility and FS Exp/Supp in the RFA/Case section of the Navigation Menu.

**FoodShare Supplement Budget** Cancel Reset

**Assistance Group Overview**

Assistance Group:	FS - FOODSHARE	Sequence:	2
Benefit Begin Date:	03/02/2017	Benefit End Date:	03/31/2017
Determination Date:	03/03/2017		

**Result**

Assistance Group Status:	O - OPEN	Eligibility Status:	PASS
FoodShare Type:	HCAT - FS Categorically Eligible Cases above 130% FPL	FoodShare Categorically Eligible:	YES
FoodShare Gross Income Test:	PASS	FoodShare Net Income Test:	PASS
FoodShare Allotment Determination:	PASS		

**Gross Income Test**

Self Employment Earnings:	\$	—
Excess Self Employment Expenses:	—	—
Employment Earned Income:	+	1,293.48
Gross Employment Earnings:	\$	1,293.48
Unearned Income:	+	—
Farm Loss:	—	—
Countable Gross Income:	\$	1,293.48
Actual FPL:		130.65%
Assistance Group Size:		1
Gross Income Limit:	\$	1,980.00

**Net Income Test**

Gross Income:	\$	1,293.48
Earned Income Deduction:	—	258.69
Standard Deduction:	—	157.00
Excess Medical Expenses:	—	—
Dependent Care Deduction:	—	—
Support Payments:	—	—
Adjusted Income:	\$	877.79
Shelter Deduction:	—	—
Net Adjusted Income:	\$	877.79
Assistance Group Size:		1
Net Income Limit:	\$	990.00

**Allotment Determination**

FoodShare Maximum Allotment:	\$	194.00
30% of Net Adjusted Income:	—	263.40
FoodShare Allotment:	\$	16.00
Less Recoupment:	—	—
Net FoodShare Allotment:	\$	16.00
Prorated FoodShare Allotment:	\$	15.00

**What would you like to do?**

Continue with Driver/Do not save Budget

Save Budget Information

Assistance Group: FS - FOODSHARE | Sequence: | Updated on or before: MM/DD/YYYY | Go

Add Case Comment Cancel Previous Next

Figure 9 FoodShare Supplement Budget Page

The “Assistance Group Overview,” “Result,” “Gross Income Test,” “Net Income Test,” “Allotment Determination,” and “Deeming Budget” sections will be read-only. The gross and net income limits will be displayed in the “Gross Income Test” and “Net Income Test” sections along with the calculations for getting the amount. Deeming budget information will only be displayed as applicable.

The “What would you like to do?” section will be editable.

### WHAT WOULD YOU LIKE TO DO? SECTION

In the “What would you like to do?” section, workers can choose one of the following options:

- **Continue with Driver Flow/Do not save Budget.** Choose this option to continue in the driver flow without saving the budget page.
- **Save Budget Information.** Choose this option to save the FoodShare Supplement Budget page in CWW. Workers can access previously saved FoodShare Supplement Budget pages by clicking the Supplement Budget link located under Post Eligibility and FS Exp/Supp in the RFA/Case section of the Navigation Menu and using the history search.

### CONFIRM ELIGIBILITY PAGE

New messages will display on the Confirm Eligibility page when a FoodShare supplement or DSNAP was requested and FoodShare was confirmed on the Confirm Eligibility page.

### NEW MESSAGES WHEN CONFIRMING ELIGIBILITY

A system-generated FoodShare supplement request will automatically be created when FoodShare eligibility is confirmed for FoodShare supplements. A new informational message that states “FS Supplement Benefit Request has been Created” will display on the Confirm Eligibility page and alert the worker of the successful creation of the request.



Figure 10 New BI031 Message on Confirm Eligibility Page

**Note:** The primary supervisor of the caseload will receive a notification in the [“My Tasks” section of his or her CARES Worker Web Home Page](#) alerting him or her of the request.

If a system-generated FoodShare supplement request is automatically approved when a supervisor or worker with security level 50 or higher is confirming the FoodShare assistance group for the passing date month, a new informational message that states “FS Supplement Benefit Request has been Created and Approved” will display on the Confirm Eligibility page.

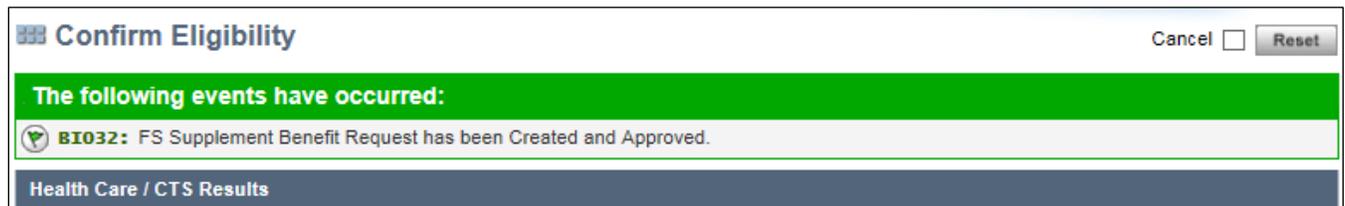


Figure 11 New BI032 Message on Confirm Eligibility Page

### ***NEW DSNAP MESSAGES***

The following are new DSNAP-related messages that will be displayed on the Confirm Eligibility page:

- “XE136: Please navigate to the FoodShare Supplement Management page in CWW and issue DSNAP benefits.” This message will be displayed when the page loads if the household is requesting DSNAP and the DSNAP application has been approved.
- “XE137: Go to the FoodShare Supplement Management page and issue DSNAP benefits. Then go to the FoodShare Request page and update the FoodShare program filing date with the FoodShare effective date of <date>.” This message will be displayed when the page loads if the household is requesting regular FoodShare benefits and DSNAP benefits, the effective date of the regular FoodShare benefits is **after** the issuance month (but not a future date), and the DSNAP application has been approved.
- “XE138: Go to the FoodShare Supplement Management page and issue DSNAP benefits. Then go to the FoodShare Request page and update the FoodShare program filing date with the FoodShare effective date. The FoodShare effective date must be after the DSNAP issuance month.” This message will be displayed when the page loads if the household is requesting regular FoodShare benefits and DSNAP benefits, the effective date of the regular FoodShare benefits is **during** the issuance month, and the DSNAP application has been approved.
- “XE139: AG will continue to fail because passing month is the same as Disaster Issuance.” This message will be displayed when a worker runs eligibility with passing dates for a month that has already failed for DSNAP reasons and the passing month is the disaster issuance month.

### ***CASE COMMENTS PAGE***

The Case Comments page has been enhanced to include the S – Supplement comment type. Workers should use the S –Supplement comment type when they record information (for example, their interactions with the member) as they request, cancel, approve, or hold supplement requests.

In addition to worker and supervisor comments, CARES will automatically add case comments overnight when system actions are taken on supplement or replacement requests that are approved, held, or canceled. The system-generated case comments will indicate the following:

- CARES in the Entered By column to indicate that CARES created the comment
- Supplement in the Type column to indicate that the comment is related to the status of the supplement or replacement benefit
- Whether the request was approved, held, or canceled; the user ID of the supervisor who took action on the request; and the benefit month pertaining to the request in the Comments column

**Note:** Even when CARES generates case comments, workers and supervisors will still need to add their own comments documenting the reason(s) for supplementing the FoodShare benefit and the actions that were taken.

**Navigation Menu**

- Search
  - CARES Home
  - Search
    - Inbox Search
    - Unlinked Documents
- RFA / Case
  - Client Registration ( 0 )
  - Case Summary
  - Case Comments
  - Expected Changes
  - Application Entry ( 16 )
    - Case Information
    - Individual Demographics
      - Benefits/School
      - Individual Non Financial
      - Other Health Care Programs
    - Asset Information
    - Employment Queries
    - Employment
    - Unearned Income
    - BC+ Tax Deductions
    - Expenses
    - Medical
    - Tax Filing Information
    - Yearly Income
    - W-2/Child-Care

**Case Comments** Cancel  Reset

**Add/Edit Comments**

Date Entered: 11/07/2016 Entered By: XCTZ75 Comment Type: G - General Flag as Important?

Comment:   
Current Size = 0 characters (1000 characters max.)

Add

**Review Comments (Past 90 Days)**

Flag	Date Entered	Entered Time	Entered By	Type	Comments		
	11/03/2016	2:00 AM	CARES	Supplement	FS Supplement/Replacement Approved by XCTC8U, XCTR44 for the month(s) of 04/2016, 05/2016, 06/2016.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	11/03/2016	2:00 AM	CARES	Supplement	FS Supplement/Replacement Held by XCTC8U for the month(s) of 07/2016, 08/2016.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	11/03/2016	2:00 AM	CARES	Supplement	FS Supplement/Replacement Canceled by XCTC8U for the month(s) of 02/2016, 03/2016.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

From Date: MM/DD/YYYY To Date: MM/DD/YYYY Go

Add Expected Change(s) Cancel  Previous Next

Figure 12 Case Comments Page Showing System-Generated Case Comments for a FoodShare Supplement Request

### **FOODSHARE ISSUANCE/SUPPLEMENT SEARCH PAGE**

The new FoodShare Issuance/Supplement Search page allows workers or supervisors to search for FoodShare payment period issuance history information, supplement requests waiting for supervisor approval, and yearly summary issuance history information.

The page can be accessed by clicking the Issuance/Supplement Search link located under FS Benefit Issuance in the RFA/Case section of the Navigation Menu.

**Figure 13** FoodShare Issuance/Supplement Search Page

Workers or supervisors can click **Reset** to clear all data from the fields on the page, **Restore to Default Search Criteria** to change the criteria back to the default, or **Save Search Criteria** to save all the criteria that has been entered.

**SEARCHING FOR PAYMENT PERIOD ISSUANCE HISTORY INFORMATION**

Workers can use the “Payment Period Issuance History Search Criteria” section to search for payment period issuance history information for a specific case or history information from a particular period of time. Workers should enter the case number and the desired time period (all dates, before or after a particular date, or between particular dates), if applicable, and then click **Go**. The [FoodShare Benefit Issuance Payment Period page](#) will then open in a new window.

**SEARCHING FOR SUPPLEMENTAL REQUEST FOR SUPERVISOR APPROVAL**

Supervisors or workers with a security level of 50 or above can use the “Supplemental Request for Supervisor Approval Search Criteria” section to search for supplement requests that are waiting for supervisor approval, are on hold, or are approved but benefits have not yet been issued. Supervisors or workers should enter at least one search parameter, the desired time period, and the desired status and then click **Go**. The [FoodShare Supplement Approval page](#) will then open in a new window.

**SEARCHING FOR YEARLY SUMMARY ISSUANCE HISTORY INFORMATION**

Workers can use the “Yearly Summary Issuance Search Criteria” section to search for yearly summary issuance history for a specific case or history information from a particular period of time. Workers should enter the case number and the desired time period (all dates, before or after a particular date, or between particular dates), if applicable, and then click **Go**. The [FoodShare Benefit Yearly Summary page](#) will then open in a new window.

**CARES WORKER WEB HOME PAGE**

The “My Tasks” section on the CARES Worker Web Home page has been enhanced to include FoodShare supplements.

**Note:** The “My Tasks” section will now always be maximized when a worker or supervisor navigates to the CARES Worker Web Home page from another page or starts a new session.

**CARES Worker Web Home**

Recent Cases/RFAs/ACCESS Applications/Change Reports/PINs

Type	Number	Primary Person/Individual	Accessed
Case	000000009	ANNA MEMBER	04/04/2017
Case	000000005	CARRIE MEMBER	04/04/2017
Case	000000007	MICHAEL MEMBER	04/04/2017
Case	000000004	JONATHAN MEMBER	04/04/2017
Case	200000000	DEBORAH MEMBER	04/04/2017
Case	000000002	JUDAH MEMBER	04/04/2017
Case	000000003	MATTHEW MEMBER	04/03/2017
Case	000000008	BROOKE MEMBER	04/03/2017
Case	100000000	NICOLE MEMBER	03/21/2017
Case	000000000	APRIL MEMBER	03/07/2017

My Dashboard View Workload Dashboard

Work Items Category	Days Left To Complete					
	Total	<1	1-7	8-14	15-30	>30
Applications	5	5				
Renewals / Reviews	0					
SMRFs	0					
Potential Errors	0					
Discrepancies	0					

My Tasks

Type	Counts
FoodShare Supplements	0
Online Change Reports	0
Appeals Assigned to Me	0
Cases with Unprocessed Documents	0
Having Outstanding Verification Approaching	0
Having Outstanding Verification Past Due	0
Unlinked Document Batches	0

Figure 14 CARES Worker Web Home Page

Pending supplement requests are assigned to the primary supervisor of the caseload for review and will display in real time as counts in the supervisor’s “My Tasks” section. The supervisor can click the magnifying glass to navigate to the FoodShare Supplement Approval page to take action on the requests.

Alternate supervisors for the caseload will not be assigned pending supplement requests and will not see any counts in their “My Tasks” section; however, they can search for a supplement request via the FoodShare Issuance/Supplement Search page and then take action on the request.

### **FOODSHARE SUPPLEMENT APPROVAL PAGE**

The new FoodShare Supplement Approval page will replace CARES Mainframe screen BIOR - FoodShare Auxiliary Request Approval. On this page, supervisors and workers with a security level of 50 or above will be able to view all FoodShare supplement or replacement requests pending supervisor approval. Supervisors and workers with a security level of 50 or above can take action on requests within their own consortium.

The page can be accessed in the following ways:

- By clicking the magnifying glass for FoodShare Supplements in the “My Tasks” section of CARES Worker Web Home page or the
- By clicking the Supplement Approval link located under FS Benefit Issuance in the RFA/Case section of the Navigation Menu
- Searching using the [FoodShare Issuance/Supplement Search page](#)

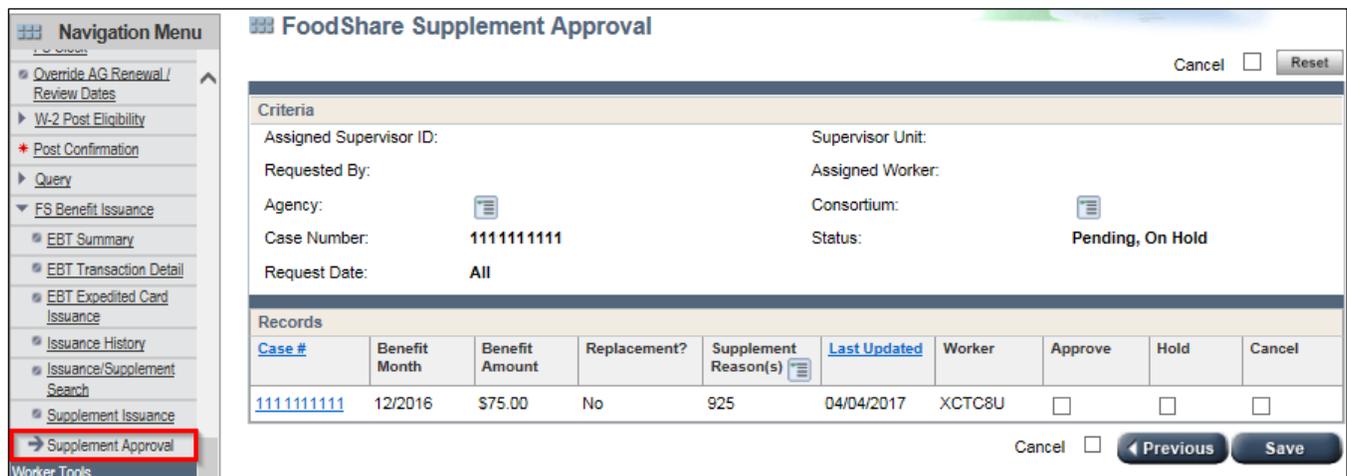


Figure 15 FoodShare Supplement Approval Page

### **CRITERIA SECTION**

If a supervisor accesses the FoodShare Supplement Approval page through his or her “My Tasks” section or through the Navigation Menu, the “Criteria” section will automatically display the supervisor units to which the supervisor is assigned as the primary. If a supervisor accesses the FoodShare Supplement Approval page through a search, then the “Criteria” section will populate with information used in the search.

**RECORDS SECTION**

Information in the “Records” section will be sorted by case number in ascending order. Supervisors or workers can choose to sort by the last updated date in descending order.

The “Records” section contains the following columns:

<b>Column</b>	<b>Purpose</b>
<b>Case #</b>	Indicates the case number related to the supplement or replacement request. The case number will link to the Case Summary page.
<b>Benefit Month</b>	Indicates the month for which the supplemental or replacement benefit is being requested.
<b>Benefit Amount</b>	Indicates the benefit amount for which the supplement or replacement is being requested.
<b>Replacement?</b>	Indicates Yes if the associated request is for a replacement. Indicates No if the associated request is for a supplement.
<b>Supplement Reason(s)</b>	Indicates why the supplemental or replacement benefit is being requested. Up to three reasons can be displayed.
<b>Last Updated</b>	Indicates the date the request was last updated.
<b>Worker</b>	Displays the ID of the worker who originally submitted the supplement or replacement request. When a worker submitted the request using the Potential FoodShare Supplement page, the worker ID has “S” added to the end of it to indicate both a worker and a system action.

Supervisors should review pending requests and take action as appropriate.

**FOODSHARE SUPPLEMENT LETTER**

The [FoodShare supplement letter “You Are Getting One-Time FoodShare Benefits,”](#) which is sent to a FoodShare food unit after a FoodShare supplement or replacement has been approved, has been enhanced to better communicate the reason members are receiving additional benefits. The letter will indicate the dollar amount, benefit month, and reason(s) for the supplement or replacement. The letter will also contain information about a supplemental payment being applied to an overpayment, if applicable.

The enhanced letter will only contain information about FoodShare supplements or replacements. Previously, the letter also contained information about W-2 supplements.

**CONTACTS**

BEPS CARES Information and Problem Resolution Center