



Date: April 7, 2017

DMS Operations Memo 17-19

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies

Affected Programs:	
<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	

From: Rebecca McAtee, Bureau Director
Bureau of Enrollment Policy and Systems
Division of Medicaid Services

**CARES Worker Web Enhancements for the
Disaster Supplemental Nutrition Assistance Program**

CROSS REFERENCE

FoodShare Wisconsin Handbook, [Section 5.3.1 Disaster Supplemental Nutrition Assistance Program \(DSNAP\) for Victims of Natural Disasters](#)

EFFECTIVE DATE

April 22, 2017

PURPOSE

The purpose of this Operations Memo is to announce new functionality in CARES Worker Web (CWW) to streamline the eligibility process and to automate the generation of a daily report for DSNAP.

BACKGROUND

A state may apply to the Food and Nutrition Service (FNS) for a waiver to distribute one-time FoodShare supplemental benefits to people who live or work in a geographic area impacted by a natural disaster. These benefits are called Disaster Supplemental Nutrition Assistance Program (DSNAP) benefits by FNS. In Wisconsin, they are referred to as Disaster FoodShare or DSNAP. Once FNS approves a DSNAP waiver, the state is required to submit a daily report to FNS during the period the state processes and issues DSNAP supplements or benefits, called a DSNAP processing period. Previously, DHS used a manual, labor-intensive process to generate this report. With the enhancements to CWW, DSNAP supplement issuance functionality will be moved from CARES Mainframe to CWW, and the report to FNS will be automated.

POLICY

There is no change in policy associated with this Memo. For information on DSNAP policy and processes, refer to the [FoodShare Wisconsin Handbook, Section 5.3.1 Disaster Supplemental Nutrition Assistance Program \(DSNAP\) for Victims of Natural Disasters](#).

CARES

The following enhancements will be made to CWW on April 22, 2017:

- A new DSNAP page will generate a daily report for FNS during a DSNAP processing period.
- New DSNAP-related informational messages, action items or alerts, and a new reason code will guide and prompt income maintenance workers in processing and issuing DSNAP supplements.
- The letter that is sent to a food unit when a DSNAP supplement is issued will be system-generated.
- Existing pages will include new DSNAP functionality.

This Memo gives a brief overview of these enhancements. The Wisconsin Department of Health Services (DHS) will distribute detailed DSNAP processing instructions prior to the start of a state-defined DSNAP processing period.

NEW DSNAP PAGE

The new DSNAP page will streamline and automate the process to generate the daily report to FNS.

For new DSNAP applications from people not enrolled in FoodShare at the time of the disaster, the page will be part of the FoodShare application driver flow. For open ongoing FoodShare cases, the page can be accessed by clicking the DSNAP link located under Application Entry and FoodShare in the RFA/Case section of the Navigation Menu.

The screenshot shows a web application interface for DSNAP. On the left is a 'Navigation Menu' with categories like 'Other Health Care Programs', 'Asset Information', 'Employment Queries', 'Employment', 'Earned Income', 'BC+ Tax Deductions', 'Expenses', 'Medical', 'Tax Filing Information', 'Yearly Income', 'W-2/Child-Care', and 'FoodShare'. The 'FoodShare' category is expanded, and 'DSNAP' is highlighted with a red box. The main area is titled 'DSNAP' and contains a form. The form has a 'Cancel' button and a 'Reset' button in the top right. The 'Effective Period' section includes 'Issuance Month: 03/2017', 'Last Updated:', and 'Sequence: 0'. Below this is a 'Delete Reason:' dropdown menu. The 'Additional Information' section contains several questions with dropdown menus or text boxes: 'Are you requesting DSNAP?' (Yes), 'Are you also requesting regular FoodShare?' (No), 'Was this DSNAP application approved?' (Yes), 'How many DSNAP-eligible individuals are in your household?' (5), and 'Is anyone in your household a County/State/Contracted employee working in a IM/CC/W2 agency?' (No). There is also an 'Effective Date' field (MM/DD/YYYY) and a 'Disaster Type' dropdown menu set to 'KATRINA'. At the bottom of the form, there is a 'Sequence' field, an 'Updated on or before' field (MM/DD/YYYY), and a 'Go' button. Below the form are 'Previous' and 'Next' buttons, and a 'Cancel' button.

Figure 1 DSNAP Page

The page will be read-only except during a DSNAP processing period. During a DSNAP processing period, the DSNAP page will only be enabled if the zip code of an applicant's or member's residence address is within the defined disaster area. Prior to the start of the DSNAP processing period, DHS will define the disaster area, disaster issuance month, application processing begin and end date, and the date the disaster occurred.

NEW DSNAP-RELATED INFORMATIONAL MESSAGES, ACTION ITEMS, ALERTS, AND REASON CODE

New DSNAP-related informational messages, action items or alerts, and a new reason code will be used during a DSNAP processing period.

NEW INFORMATIONAL MESSAGES

The following are new informational messages that may display on the Confirm Eligibility page when processing DSNAP:

- “XE136: Please navigate to the FoodShare Supplement Management page in CWW and issue DSNAP benefits.” This will prompt workers to issue a DSNAP supplement.
- “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 will prompt workers to change the filing date for an application for regular FoodShare benefits.
- “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 will prompt workers to change the filing date for an application when regular FoodShare benefits and DSNAP supplements are requested in the same month.

NEW ACTION ITEMS AND ALERTS

The following are the new action items and alerts:

- “Proceed to the FS Supp Mgt Page” (alert code 529 in CARES Mainframe). This will appear when a DSNAP supplement has been requested.
- “Update regular FS Filing Date” (alert code 531 in CARES Mainframe). This will appear when regular FoodShare benefits and DSNAP supplements are requested in the same month and the worker needs to set a future filing date to confirm benefits for the regular FoodShare benefits.

NEW REASON CODE

Reason code 742 “Not DSNAP eligible, send manual denial” may display when a worker runs eligibility and the applicant or member is not eligible for DSNAP supplements. The worker would then need to manually send a notice to the applicant or member notifying him or her of the denial.

DSNAP NOTICES

When a worker issues a DSNAP supplement, CWW will now generate the FoodShare supplement letter to the food unit. For an example of this letter, refer to [Operations Memo 17-17, “New Functionality in CARES Worker Web for the Issuance of FoodShare Benefits.”](#)

If an applicant or member is determined to be ineligible for a DSNAP supplement, the worker will still need to manually send a [Negative Notice](#) (F-16001).

ENHANCEMENTS TO EXISTING PAGES

Several existing pages in CWW will be enhanced to include DSNAP functionality.

PROGRAM REQUESTS PAGE

A DSNAP field will be added to the Program Requests page. This field will be enabled when there is a DSNAP processing period in effect and the applicant or member lives or works in the disaster area; otherwise, N/A will be displayed.

The screenshot shows a web form titled "Program Requests" with a "Cancel" checkbox and a "Reset" button in the top right. Below the title is a section labeled "Programs" containing a list of program categories, each with a dropdown menu for selection. The categories and their current selections are:

Program Category	Selection
* Health Care (Including Medicare Premium Assistance):	No
* Family Planning Waiver:	No
* Caretaker Supplement:	No
* FoodShare:	Yes
DSNAP:	Yes
* Child Care:	No
* W-2:	No

At the bottom of the form, there is a "Cancel" checkbox, a "Previous" button, and a "Next" button.

Figure 2 Program Requests Page

The DSNAP page will be scheduled when **Yes** is selected.

FOODSHARE SUMMARY PAGE

A “DSNAP” section will be added to the FoodShare Summary page. Information entered on the DSNAP page will be displayed in this section; the section will be blank if information has not been entered on the DSNAP page.

FoodShare Summary
Cancel

FS Work Registrant / ABAWD Exemption										
Row	Individual	Begin Month	End Month	Last Updated	Delete Reason	Compliance with W2 Work Program	Allowable Work Participation	Primary Caretaker of Child under age 6 outside of the home	Primary Caretaker of Incapacitated Individual	
	DAD DSNAP741 37M PP	01/2017		02/09/2017		N	N	N	N	

FS Clock								
Row	Individual	Start Month	End Month	Delete Reason	TLB Month 1	TLB Month 2	TLB Month 3	
No data found.								

DSNAP								
Row	Issuance Month	Last Updated	Delete Reason	Sequence	Requesting DSNAP	Number of DSNAP Eligible Individuals	Requesting FoodShare	
	201701	02/09/2017		1	YES	2	NO	

ABAWD Relevant Individuals								
Row	Child's Name	Begin Month	End Month	Last Updated	Delete Reason	Date of Birth	Child Living Arrangement	
No data found.								

Individual
Begin Month
Updated on or before

ALL
MM / YYYY
MM / DD / YYYY

Cancel

Figure 3 FoodShare Summary Page

FOODSHARE GATEPOST PAGE

The question, “Is anyone in your household requesting DSNAP benefits?” will be added to the “Additional Information” section of the FoodShare Gatepost page. This field will be read-only unless there is a DSNAP processing period in effect and the applicant or member lives or works in the disaster area.

FoodShare Gatepost Cancel

Effective Period

Last Updated: 03/01/2017

Additional Information

Is anyone in your household requesting DSNAP benefits? Y - Yes

Is there a child under the age of 18 who lives in your home and is not part of your FoodShare group?

Has any individual ages 17 to 49 received SNAP benefits from another state in the last 36 months, on or after April 1, 2015?

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

Cancel

Figure 4 FoodShare Gatepost Page

The DSNAP page will be scheduled when **Yes** is selected.

FOODSHARE SUPPLEMENT MANAGEMENT PAGE

The new FoodShare Supplement Management page will allow workers to issue DSNAP supplements during a DSNAP processing period.

FoodShare Supplement Management Cancel

Issuance Information

Begin Month: MM / YYYY Benefit Amount: \$

Is this a benefit replacement? No Benefit Number:

Supplement Reason 1: Benefit Date: MM / DD / YYYY

Supplement Reason 2: Offset Indicator: N/A

Supplement Reason 3: Status: Select

Sequence: 1

Benefit Month	Benefit Amount	Supplement Reason(s)	Benefit Number	Benefit Date	Offset Indicator	Status	Seq	Issuance Type	Last Updated	Worker		
01/2017	\$194.00	960			NO	APPROVE	1	DAILY	03/02/2017	XCTN97	<input type="button" value="v"/>	<input type="button" value="v"/>

Cancel

Figure 5 FoodShare Supplement Management Page

Workers will need to select a DSNAP supplement reason code to indicate why the supplement is being requested. The supplement reason code that is selected generates text on the FoodShare supplement letter indicating why a member is receiving a supplemental payment. The following are the DSNAP supplement reason codes:

DSNAP Supplement Reason Codes			
Reason Code	Description	When to Use	Text that Displays on the FoodShare Supplement Letter
960	DSNAP New App – Issued ¹	A DSNAP applicant is not currently receiving FoodShare and qualifies for DSNAP benefits.	Your request for Disaster FoodShare benefits was approved. This is a one-time benefit.
961	DSNAP New App – Corrected ²	A DSNAP applicant is not currently receiving FoodShare and an adjustment or correction is needed to his or her DSNAP benefit amount.	A correction was made to the amount of your Disaster FoodShare benefits. This is an addition to the amount you already got.
962	DSNAP Ongoing – Issued ¹	A DSNAP applicant is currently receiving FoodShare benefits and is eligible for a DSNAP supplement.	Your request for Disaster FoodShare benefits was approved. This is a one-time supplement to your regular FoodShare benefits.
963	DSNAP Ongoing – Corrected ²	A DSNAP applicant is currently receiving FoodShare benefits and an adjustment or correction is needed to his or her DSNAP supplement.	A correction was made to the amount of your Disaster FoodShare benefits. This is an addition to the amount you already got. This is a one-time supplement to your regular FoodShare benefits.
964	DSNAP Special Circumstance	A special circumstance, such as a case filing date being after the disaster issuance month, applies. This code will only be available for a limited number of users.	Your request for Disaster FoodShare benefits was approved. This is a one-time benefit.

¹ Cannot be used on the same case in the same month.

² Cannot be used unless the issued code was previously used. If a worker uses the issued code but needs to make a correction on the same day, he or she will need to cancel and reissue.

For additional information on issuing supplements, refer to Operations Memo 17-17, “New Functionality in CARES Worker Web for the Issuance of FoodShare Benefits.”

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CONTACTS

BEPS CARES Information and Problem Resolution Center

DHS/DMS/BEPS/RG