STATE OF WISCONSIN
Department of Health Services
Division of Medicaid Services

1 West Wilson Street
PO Box 309
Madison WI 53707-0309

Telephone: 608-266-8922
Fax: 608-266-1096

Date: September 20, 2017

DMS Operations Memo 17-43

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

Affected Programs:

☐ BadgerCare Plus   ☐ Caretaker Supplement
☒ FoodShare   ☐ FoodShare Employment
☐ Medicaid   and Training
☐ SeniorCare

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

Temporary FoodShare Policy for Hurricane Irma Evacuees

CROSS REFERENCE

- Operations Memos 17-17 and 17-19
- FoodShare Handbook, Section 5.3.1 Disaster Supplemental Nutrition Assistance Program (DSNAP) for Victims of Natural Disasters and Section 7.1.1.5 Replacement Issuance for Destroyed Food

EFFECTIVE DATE

September 4, 2017

PURPOSE

This Operations Memo announces a temporary policy for issuing FoodShare to Hurricane Irma evacuees and instructs income maintenance (IM) workers on how to process Disaster Supplemental Nutrition Assistance Program (DSNAP) applications for Hurricane Irma evacuees in CARES Worker Web (CWW).

BACKGROUND

The Food and Nutrition Service (FNS) has provided policy guidance to enable state agencies to better serve people who have evacuated from disaster areas as a result of Hurricane Irma and are applying for disaster FoodShare. The damage from Hurricane Irma, which made landfall in the Virgin Islands, Puerto Rico, and Florida the week of September 4, 2017, has made it necessary for some people to leave their place of residence.

Evacuees include individuals and families evacuated by governmental and nongovernmental organizations and those who have left a disaster area on their own. Florida, the U.S. Virgin Islands, and Puerto Rico have been officially declared as disaster areas.

POLICY

Effective September 4-30, 2017, Hurricane Irma evacuees from Florida, U.S. Virgin Islands, or Puerto Rico, who apply for DSNAP benefits, may be found eligible for September 2017 benefits at the maximum allotment for the household.

After September 30, 2017, Hurricane Irma evacuee DSNAP applications will not be accepted.

ACCESS AND INFORMATION

IM agencies must ensure that evacuees have easy access to the DSNAP application and processing staff to submit FoodShare DSNAP applications. In addition to the usual procedures, in some circumstances this can be accomplished by sending staff on-site to the evacuation, reception, or shelter sites, conducting home visits, etc. Whether or not an IM agency provides on-site service, information regarding the program must be made available to the evacuation sites, including:

- FoodShare Makes Wisconsin Healthier fact sheet, P-16062
- Disaster FoodShare Application – Hurricane Irma, F-16060B for Hurricane Irma evacuees

APPLICATION PROCESSING

FoodShare applicants who identify themselves as Hurricane Irma evacuees must be given priority status by local IM agencies. Evacuee DSNAP applications must be submitted in person to the IM agency. Agencies must provide same-day application interviews and determine disaster benefit eligibility in CARES. Agencies must provide the approved benefits as soon as possible, and no later than seven days after receiving the signed DSNAP application.

VERIFICATION

Workers are only required to verify the applicant's identity. Typical verification procedures for identity apply. If the applicant does not have identity documentation, a collateral contact may be used as verification.

If possible, the worker should verify that the applicant was residing in an officially declared disaster area (Florida, the U.S. Virgin Islands, or Puerto Rico) on September 4, 2017. The worker should accept any documents the applicant has with their home address or, if documentation is unavailable, allow a collateral contact as verification. If the evacuee is unable to verify residence, accept his or her stated address and determine eligibility accordingly. Do not delay or deny eligibility while waiting for the applicant to obtain verification.

Verification of all other mandatory and questionable items should not be pursued for Hurricane Irma evacuees. Self-declaration of all information will be accepted. (Use the "AF" verification code.)

Exception: Alien/immigration status should be verified through the SAVE process. When this cannot be done because the applicant has no documents, the applicant should be referred to the U.S. Bureau of Citizenship and Immigration Services office in Chicago to obtain new copies of his or her alien registration cards. In the meantime, accept the applicant's declaration of immigration status and determine eligibility accordingly. Do not delay or deny eligibility while waiting for the applicant to obtain verification.

U.S. Bureau of Citizenship and Immigration Services
USCIS National Customer Service Center
1-800-375-5283
https://www.uscis.gov/

STATE RESIDENCE

Hurricane Irma evacuees need only be physically present in Wisconsin to be considered residents for FoodShare eligibility purposes. They do not have to intend to reside in Wisconsin.

HOUSEHOLD COMPOSITION

The applicant must list all members wishing to receive DSNAP benefits and provide their Social Security numbers (SSN), if available. The evacuee household is any group of persons evacuated from the disaster who take shelter together. The current household configuration might not reflect its pre-disaster household composition.

The worker will accept the household's statement about its current evacuee household size to determine the benefit allotment.

PURCHASING AND PREPARING

The applicant and his or her family may be certified as a household separately from anyone else they are living with and purchasing and preparing food with. If the household has split up, the separate parts of the original household may be certified as separate households. The state will treat the evacuee household as a separate household from any non-evacuee persons sheltering them, even if the evacuee household purchases and prepares meals with others.

INCOME AND ASSETS

The IM agency will use the Disaster Standard Expense Deduction Option (DSED) – FY 2017 to process income, expenses, and limits for eligibility. Only households with actual, unreimbursed disaster-related expenses equal to or greater than $100 may qualify for DSED. DSED cannot be applied to cases in which food loss is the only qualifying expense.

The household must attest, under penalty of perjury, that:
- Its available income and liquid assets, after taking into account disaster-related expenses, do not exceed the disaster income guidelines for its household size.
- It is not currently receiving benefits from SNAP, D-SNAP, or benefits under this evacuee policy.

SECTION III – HOUSEHOLD MEMBERS

Provide the information below for yourself and any members of your household who are evacuees and are living with you. . List each household member's SSN (if available), date of birth, source/type of income, and net income. Net income is what you make after taxes. List any other income your household members have received or expect to receive during the disaster period of **09/04/2017 through 09/30/2017.**

Note: If you are temporarily staying with another household because of the disaster, do not list members of that household.

Name (Last, First, MI)	Social Security Number	Date of Birth	Source/Type of Income	Income
				$
				$
				$
				$
				$
				$

SECTION IV – MONEY YOU HAD ACCESS TO

List all money your household had access to during the disaster. Include cash and money you had in checking and savings accounts.

Total Amount Available
$

SECTION V – DISASTER-RELATED COSTS

For each item below, list the amount your household has paid or expects to pay due to the disaster.

Note: Do not include any costs that did not occur during the disaster period. Do not include any costs that are not due to the disaster or that were paid or will be paid by someone outside of your household.

Type of Cost	Amount	Type of Cost	Amount
Food destroyed or lost	$	Property protection	$
Dependent care	$	Temporary shelter	$
Funeral/medical	$	Repair or replace items for home or self-employment property	$
Moving and storage	$	Other disaster-related costs	$

SECTION VI – ELIGIBILITY CALCULATION

FOR OFFICE USE ONLY		
1. Anticipated income	$_____	6. Net disaster expenses (Line 4 minus Line 5) $_____
2. Accessible cash	$_____	7. Net income (Line 3 minus Line 6) $_____
3. Total income/cash (Line 1 plus Line 2)	$_____	8. Maximum income limit $_____
4. Total out-of-pocket disaster expenses	$_____	9. Eligible ("Yes" if Line 7 [net income] is less than or equal to Line 8 [maximum income limit]; "No" if Line 7 is greater than Line 8) $_____
5. Reimbursed disaster-related expenses	$_____	

Figure 1 DSNAP Application Form

The worker will use lines 1 through 3 and line 8 of the "For Office Use Only" section of the Disaster FoodShare Application – Hurricane Irma, F-16060B, to determine if the household meets the eligibility criteria.

1. Enter the sum of lines 1 and 2 on line 3 and line 7.
2. On line 8, enter the "total disaster gross income limit" from the DSED FY 2017 guidelines.

Per line 9 instructions, the household is eligible if **both** of the following criteria are met:
- Their total unreimbursed disaster expenses, other than food, are greater than $100.
- Their gross income (line 3 or 7) is less than the total disaster gross income limit (line 8).

If these criteria are met, the worker should issue the maximum benefits for the evacuee household according to the instructions in the Processing an Evacuee DSNAP Application section.

If the household's gross income is at or above the total disaster gross income limit, enter "No" on line 9 and follow the instructions in the Processing an Application Denial section.

WORK REQUIREMENT EXEMPTION

Individuals are exempt from the work requirement and ABAWD policy during the one month of disaster benefits.

EVACUEES WHO ARE CURRENTLY CERTIFIED IN U.S. VIRGIN ISLANDS, FLORIDA, OR PUERTO RICO

When a person who is currently certified in an area affected by Hurricane Irma visits a local IM agency in Wisconsin to ask about disaster benefits, the worker should take the following actions:
- Assure the evacuee that he or she can use his or her current EBT card in local stores and that he or she may continue to use SNAP benefits.
- Assist the evacuee in getting a new EBT card if his or her current card has been lost or left behind in the area affected by Hurricane Irma. (See the number listed under Duplicate Participation below.)
- If needed, assist Florida members in requesting the remainder of their replacement benefits by September 29, 2017, by going to the website: http://www.myflorida.com/accessflorida/ (Florida issued an automatic replacement benefit of 40% of the total SNAP benefit allotment per household in the following counties: Alachua, Baker, Bradford, Brevard, Broward, Charlotte, Citrus, Clay, Collier, Columbia, Desoto, Dixie, Duval, Flagler, Franklin, Gilchrist, Glades, Hamilton, Hardee, Hendry, Hernando, Highlands, Hillsborough, Indian River, Jefferson, Lafayette, Lake, Lee, Levy, Madison, Manatee, Marion, Martin, Miami-Dade, Monroe, Nassau, Okeechobee, Orange, Palm Beach, Pasco, Pinellas, Polk, Putnam, Sarasota, Seminole, St. Johns, St. Lucie, Suwanee, Taylor, Union, Volusia, and Wakulla.)
- Inform U.S. Virgin Islands members that 100% of September SNAP benefits were replaced and made available on their EBT card.

If the evacuee believes that he or she will be residing in the local area for the foreseeable future, the worker should assist the member in closing his or her case in the disaster area (Florida, U.S. Virgin Islands, or Puerto Rico), and then assist the member in applying for regular FoodShare. Regular FoodShare rules apply to this new application.

DUPLICATE PARTICIPATION

FNS approved the issuance of September benefits early for Florida, Georgia, the U.S. Virgin Islands, and the Puerto Rico Nutrition Assistance Program (NAP). Florida also extended the deadline for September renewals into October.

An evacuee may not receive duplicate benefits, including the following benefit types:
- Regular SNAP (**Note:** Puerto Rico NAP is not considered a SNAP benefit.)
- DSNAP
- Benefits issued under this temporary evacuee policy

Prior to issuing disaster FoodShare benefits, the worker must check for duplicate participation as directed in the table below.

Disaster Area	Duplicate Participation Procedure	Replacement EBT Card Contact
Florida	Send an email to: SNR.D11.SFL.CallCenter@myflfamilies.com Use the subject line "Hurricane IRMA Verification" Include the applicant's name and case number (if available). If the case number is not known, include the applicant's date of birth and SSN. Ensure the email is sent secure. If the worker is not able to verify whether the applicant is already receiving benefits for September by the time the worker is ready to run eligibility for the DSNAP application, the worker should accept the applicant's statement and process the application accordingly without delay.	To obtain replacement EBT cards for ongoing SNAP households that are certified in Florida but have evacuated to another state, Hurricane Irma evacuees should contact EBT customer service at: 1-888-356-3281
U.S. Virgin Islands	Due to damage on the U.S. Virgin Islands, there is no way to verify duplicate participation at this time. Accept the applicant's statement and process the application accordingly.	N/A
Puerto Rico	Do not check for duplicate participation for applicants from Puerto Rico. Accept the applicant's statement and process the application accordingly.	N/A

EBT CARDS

An EBT QUEST card will be mailed to the evacuee's Wisconsin mailing address.

CARES

This section provides guidance on how to process an evacuee DSNAP application in CWW and how to process a denial. It also provides additional information related to DSNAP processing in CARES.

The Hurricane Irma DSNAP system functionality will be available in CWW beginning on Thursday, September 21.

PROCESSING AN EVACUEE DSNAP APPLICATION

1. Start the Client Registration driver flow to create an RFA for the DSNAP application.
   If the applicant is already known to CARES, use the existing information but note that the household address must be the Florida address shown in step 5 below to enable the DSNAP functionality.
2. On the Additional Data page, in the "RFA Information" section, select the county or tribe that corresponds to the agency where the evacuee is applying for benefits.
3. Enter **09/01/2017** as the contact date.
4. Select **Walk-In** as the contact method.
5. In the "Household Address" section, enter the following address to enable the DSNAP functionality:

   > 1317 Winewood Blvd. Apt 1
   > Tallahassee, Florida 32399-0700

6. In the "Alternate Address" section, check the **Household has an alternate mailing address** box, and then enter the evacuee's Wisconsin mailing address. Evacuees must have a Wisconsin mailing address to receive notices and the EBT card.

Figure 2 Additional Data page

7. When the Additional Data page is complete, click **Next** to continue.
8. On the Program Requests page, select **Yes** for both FoodShare and DSNAP, and click **Next**.
   Note: The DSNAP option will only be available if the worker entered the Florida Zip code given in step 5 above.

Figure 3 Program Requests page

9. On the Priority Service Determination page, it does not matter what the worker enters because the page is not relevant for DSNAP applications. The worker can use 09/01/2017 as the priority service determination date.

10. On the Complete Request for Assistance page, enter a filing date of 09/01/2017 for both FoodShare and DSNAP, and then click **Next**.

Figure 4 Complete Request for Assistance

11. On the RFA Summary page, choose **Begin Intake Interview** and click **Next**. (Tip: Enter **09/2017** as the begin month for new data at the bottom of the page.)

12. Proceed through the FoodShare driver flow. The following table provides guidance on what to enter in various pages to ensure the application is processed correctly.

CWW Page	Guidance
Household Members	Enter data for each household member, based on answers from the evacuee application and interview.
General Case Information	FoodShare Signature: **Yes**
Permanent Demographics	See the Verification section of this Memo for information on U.S. citizenship.
Current Demographics	Resides in Wisconsin: **Yes**
FoodShare Gatepost	Is anyone in your household requesting DSNAP benefits: **Yes**
DSNAP	Answer the questions on the DSNAP page based on answers from the evacuee application and interview. • **"**How many DSNAP-eligible individuals are in your household?": Enter the number of individuals, based on the evacuee application and interview. • "Is anyone in your household a County/State/Contracted employee working with IM/CC/W2 agency?": **No** • Disaster Type: **Hurricane Irma** **Note:** If an evacuee DSNAP applicant is **not** eligible for disaster benefits, see Processing an Application Denial for information on how to fill out the DSNAP page.

Figure 5 DSNAP Page

13. Run eligibility when the FoodShare driver flow is complete.

CWW will process the eligibility as a failure (for a generic disaster reason), but the system will suppress the denial notice. Workers will use the FoodShare Supplement Management page to provide the benefits.

Figure 6 Eligibility Run Results showing FoodShare AG failure for reason 741

14. Confirm the FoodShare Results on the Confirm Eligibility page, and click **Next**.
15. On the left navigation menu, under FS Benefit Issuance, choose **Supplement Issuance** to navigate to the FoodShare Supplement Management page.
16. Enter the amount of the maximum allotment available to that household size for the month of September 2017.
17. For the supplement reason, use the code **960** for a new DSNAP applicant.

Reason Code	Description	When to Use	Text that Displays on the FoodShare Supplement Letter
960	DSNAP New App – Issued	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.
Note: There is no requirement for this supplement type to be approved by a supervisor. DSNAP supplements with reason code 960 that are entered by workers who have security level 25 or greater will be automatically approved for issuance in the nightly processing.			

18. Click **Add**, and then **Save**.
19. CWW will generate the positive supplement disaster benefits notice of decision.

Figure 7 FoodShare Supplement Management page

See Operations Memo 17-17 for more details on issuing supplements in CWW.

20. Enter a case comment that states: **Hurricane Irma - 09/2017 - <allotment amount>.**

During the nightly processing, the system will automatically issue the positive disaster supplemental notice of decision and benefit issuance history screens will be updated to reflect the total issued to the household for disaster benefits. The system will create a case comment during this process to indicate the disaster benefit was issued.

Figure 8 Case Comments page

PROCESSING AN APPLICATION DENIAL

If an evacuee DSNAP applicant is not eligible for the disaster benefits, the worker will need to enter the applicant's information on the DSNAP page.

1. Process the application as described in the last section in steps 1-11.
2. In step 12 on the DSNAP page, for the question "Was this DSNAP application approved?" select **No**.
3. Run eligibility.
4. Check the box to indicate the disaster application was denied.
5. In the "Explanation" section, clearly explain why the application was denied. Include the income and expenses used to determine/calculate the application's failure to meet DSNAP limits. Additional reasons for denying an evacuee disaster application include:
   - The applicant did not reside in disaster area at the time of the disaster.
   - The applicant is already receiving a SNAP, DSNAP, or evacuee benefit. (Document the state in which they received the benefit for September 2017.)
   - The declared income and expenses did not qualify the household for this benefit.
6. Because CARES will suppress the denial notice for all DSNAP failure reasons, the worker must send the Disaster FoodShare Notice of Decision, F-16105, manually.

ADDITIONAL PROCESSING INFORMATION

This section provides additional information related to DSNAP processing in CARES.

ELECTRONIC CASE FILE (ECF)

All evacuee disaster applications and any negative notices must be scanned into the ECF.

WORKLOAD DASHBOARD AND FOODSHARE ON-DEMAND TOOL

If a new DSNAP request occurs on the RFA level, the FoodShare work item will not be created on the Workload Dashboard and/or FoodShare On-Demand Tool. The Workload Dashboard does not create separate work items types for DSNAP.

NEW INFORMATIONAL MESSAGES

The following DSNAP-related messages may be displayed on the Confirm Eligibility page:

Message Type	Message Text	Explanation
Informational Message	AG will continue to fail because passing month is the same as Disaster Issuance.	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.
Informational Message	XE136: Please navigate to the FoodShare Supplement Management page in CWW and issue DSNAP benefits.	Prompts workers to issue a DSNAP supplement.
Action item and alert	"Proceed to the FS Supp Mgt Page" (alert code 529 in CARES Mainframe).	Appears when a DSNAP supplement has been requested.

CONTACTS

BEPS CARES Information and Problem Resolution Center

ATTACHMENT

Disaster Standard Expense Deduction Option (DSED) – FY 2017

DHS/DMS/BEPS/JT