



Date: October 19, 2017

DMS Operations Memo 17-49
Amended November 10, 2017

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

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

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Bureau of Enrollment Policy and Systems
Division of Medicaid Services

Updates to Exemptions From the Able-Bodied Adults Without Dependents (ABAWD) Work Requirement, the FoodShare Clock, and FoodShare Employment and Training (FSET) Program Enrollment

CROSS REFERENCE

- Operations Memos [14-55](#), [15-53](#), [16-06](#), and [17-32](#)
- FoodShare Wisconsin Handbook, [Section 3.17.1 Able-Bodied Adults Without Dependents \(ABAWDs\)](#), [Section 3.16.1.3 Exemptions from the FoodShare Work Registration Requirements](#), and [Section 6.1.3 Timely Action on Reported Changes During the Certification Period](#)
- FSET Handbook, [Section 2.1 FSET and FoodShare Eligibility](#), [Section 3.4 Referral Updates](#), [Section 6.5 Tracking FSET Participation](#), and [Section 9.3 Correcting an Agency Error](#)
- Process Help, [Section 71.3 Exemptions from the ABAWD Work Requirement](#), [Section 71.5, The FS Clock Page](#), and [Section 71.6 The FS Out Of State Clock](#)

EFFECTIVE DATE

November 4, 2017

PURPOSE

This Operations Memo announces updates to exemptions from the Able-Bodied Adults Without Dependents (ABAWD) work requirement, the FoodShare Clock, and FoodShare Employment and Training (FSET) program enrollment. Such updates include:

- A change in policy about when to apply exemptions from the ABAWD work requirement for FoodShare and enhancements to CARES Worker Web (CWW) to support this policy.
- Enhancements made to CWW to grant workers greater flexibility to create, modify, delete, and recreate FoodShare Clocks.
- Enhancements made to the FSET Tool to allow FSET workers to track claimed ABAWD exemptions as well as verified ones.

- Enhancements made to the FSET Tool to allow FSET workers to enroll referred FoodShare individuals through the last day of the eligibility month.
- Enhancements to the Income Maintenance Management Reporting Tool for the changes made in CWW and the FSET Tool described in this Memo.

BACKGROUND

Income maintenance (IM) workers currently apply exemptions from the ABAWD work requirement for FoodShare in the month they are reported and verified, even though the individual may have qualified for the exemption in prior months. The Food and Nutrition Service (FNS) has clarified its policy directive to state that an exemption starts the month the individual meets the conditions of the exemption, not the month it is reported and verified.

IM workers currently use one of several FoodShare Clock system statuses with an active clock for an ABAWD who is incarcerated for 30 days or less. An individual who is incarcerated for more than 30 days is ineligible for FoodShare, except for Huber Law prisoners (see [FoodShare Wisconsin Handbook, Section 3.2.1.2.2 Incarceration and Huber Law Prisoners.](#)) The FoodShare Clock will be updated to add a new system status, "IC-Incarcerated," to represent the individual's short period of incarceration.

IM workers currently contact the CARES Call Center to update an individual's FoodShare Clock in a variety of situations. Certain restrictions to the Update / Establish FS Clock page (formerly known as the FS Out of State Clock page) and the FS Clock page will be removed. Workers will now be able to update or recreate the FoodShare Clock to represent an individual's circumstances, instead of contacting the CARES Call Center for assistance.

FSET referrals currently do not indicate if an ABAWD has claimed an exemption (that has not yet been verified) or if they have verified a specific exemption. Fields will be added to the FSET Tool's Referral Details and Participant Summary pages to show whether a referred ABAWD has claimed an exemption (that has not yet been verified) or has verified an exemption. These enhancements will allow FSET workers to track both claimed and verified exemptions.

Currently, FoodShare individuals referred to FSET cannot be enrolled in FSET after Adverse Action via the FSET Tool if they are ineligible in the next month. The Participant Summary page will be updated to allow workers to enroll referred FoodShare individuals until the last day of his or her eligibility month.

POLICY

APPLYING EXEMPTIONS FROM THE FOODSHARE ABAWD WORK REQUIREMENT

Per an FNS policy directive, IM workers must apply a FoodShare ABAWD work requirement exemption beginning the date the individual becomes exempt, regardless of when the exemption is reported or whether it is verified timely.

Upon receipt of the exemption verification, workers must determine when the individual became exempt and adjust the individual's current FoodShare Clock by removing time-limited benefit months (TLBs) that were incurred while the individual was exempt. Workers should adjust TLB month statuses but not supplement past benefit months. These adjustments can be made to the individual's current 36-month FoodShare Clock as follows:

1. Workers must review the individual's current FoodShare Clock when the agency becomes aware of an exemption.
2. Workers must determine the Start Month of the exemption, based on verification provided by the individual at application, review, or when information becomes known to the agency.
3. Workers must update the TLB to the "EX - Exempt" status on the current FoodShare Clock. If the member will no longer have any TLBs after the exemption is applied to the FoodShare Clock, workers should delete it because an individual should not have a FoodShare Clock if no TLB was incurred.
4. If the individual's FoodShare Clock includes additional months, workers must evaluate if the additional months should be updated to the "EX - Exempt," "TL - Time-Limited Benefit," or "MW - Met Work Requirement" status. In cases where the individual has an additional month on the clock that cannot be updated to one of these statuses, workers should update the "AM - Additional Month" status to "EX - Exempt," using the new 15% exemption Worker Override Reason, which allows workers to grant an additional exemption month. States receive a limited number of these exemptions; workers in Wisconsin will use the 15% exemption in lieu of recouping past benefit amounts only for cases when updating a clock results in removing additional months.
5. Workers must determine whether the FoodShare benefit amount needs to be increased for the following or the recurring benefit month, based on when the exemption was reported and verified. If appropriate, workers should issue a supplement following the policy outlined in [FoodShare Wisconsin Handbook, Section 6.1.3.3 Changes That Cause an Increase in Benefits, Including Person Adds and Loss of Income](#).

Workers must document the steps they took to apply an exemption:

- If the exemption only applies to past months, workers must note in Case Comments how they verified the exemption and the months in which the exemption was effective. Workers should not update the corresponding pages in CWW.
- If the exemption applies to the current month and past months, workers must note in Case Comments how they verified the exemption and the months in which the exemption was effective. Workers must also update the appropriate pages in CWW, using the current month as the Begin Month, and then run and confirm eligibility on the case (so that the exemption will apply to future months as well).
- No additional verification requirements are being added to the new backdating policy. If this exemption is not questionable and no additional verification is needed, agencies should continue with their current process.

- With the addition of the backdating policy agencies can exempt an individual for any exemption reason – including the chronic homelessness exemption – for any month on the individual’s current FoodShare clock.

According to current policy, workers can issue a supplement for a certain month if the exemption is reported and verified in the same month (see [FoodShare Wisconsin Handbook, Section 3.17.1.6 Verification of ABAWD Status and Exemptions from Time-Limited FoodShare](#)).

Example 1: Olive received three TLBs in May, June, and July 2015. As a result, she became ineligible for FoodShare benefits in August 2015.

In November 2017, Olive reapplied for FoodShare benefits. Her food group now includes her daughter who was born in September 2015. During her in-person application, Olive mentioned her 2-year-old daughter and her date of birth. The worker discovered Olive could claim an exemption for the three TLBs incurred in 2015 because she was pregnant at that time. Upon request, Olive provides a copy of her daughter’s birth certificate. Because Olive never actually incurred a TLB, the worker deletes Olive’s FoodShare Clock and documents that Olive’s daughter’s birth certificate was used to verify an exemption for May, June, and July 2015 in Case Comments.

Example 2: Chip is an ABAWD who needs to meet the work requirement. He was referred to FSET in June 2017 and earned TLBs in June, July, and August 2017. He started work and met the ABAWD work requirement in September 2017.

On December 1, 2017, Chip reports that his 14-year-old daughter had moved into his apartment in July 2017. The worker adds Chip’s daughter to his food group and overrides the status of the FoodShare Clock to “EX - Exempt” for the months of July and August 2017. The worker notes the removal of the July and August TLBs in Case Comments.

Example 3: Bruno and his wife are in the same FoodShare group. He broke his leg in October 2016 and was unable to complete his work requirement for that month. He did not report his injury to his IM worker or his FSET case manager. Bruno earned TLBs in June, October, and November 2016. He has been ineligible since the third TLB was incurred (though the remainder of the FoodShare group remains eligible).

In January 2017, after Adverse Action, Bruno’s wife completed her FoodShare review. At that time, she told the worker about Bruno’s injury and his inability to work since October 2016. She submitted a letter from Bruno’s physician that verified the date the injury occurred and the extent of his injury (the doctor did not include an end date.) The worker is required to do the following:

1. Update Bruno’s FoodShare Clock by changing the system statuses for October and November 2016 to “EX - Exempt.”
2. Update the Disability page for the ongoing exemption.
3. Issue a supplement benefit that includes Bruno in the assistance group for February 2017.
4. Document the reasons for the change in Case Comments.

Example 4: Stella and her sister, Blanche, are in the same FoodShare group. Blanche is an ABAWD who must meet the work requirement. Blanche earned TLBs in August, September, and October 2017. She will no longer be eligible for FoodShare starting in November 2017.

On November 5, 2017, Stella calls the agency and reports that Blanche entered outpatient AODA treatment two days ago and provides verification. The worker updates Blanche's FoodShare Clock by changing the system status for November 2017 to "EX - Exempt." The worker enters AODA on the Benefits Received page with a Begin Month of 11/2017. The worker runs eligibility, ongoing, to apply the exemption, and then runs eligibility, with passing dates, for November 2017. The worker documents the reason for the changes in Case Comments.

NEW FOODSHARE CLOCK SYSTEM STATUS FOR ABAWDS WHO ARE INCARCERATED 30 DAYS OR LESS

When the agency becomes aware of an individual's short-term incarceration (30 days or less), IM workers must evaluate whether the individual's incarceration has affected his or her ability to meet the work requirement:

- If the individual's incarceration has resulted in a TLB due to his or her incarceration, workers must manually override the "TL - Time-Limited Benefit" clock system status to "IC - Incarcerated" for the appropriate month(s).
- If the individual has been incarcerated longer than 30 days, workers should update the Begin Month and Living Arrangement code on the Current Demographics page in CWW to "26 - Incarcerated," then run and confirm the case. This will make the individual ineligible for FoodShare and update the FoodShare Clock system status to "IN - Ineligible" for the recurring month. Additional manual updates to the FoodShare Clock may be needed for the current month and the following month if running eligibility after Adverse Action.
- Confirmation of a case will automatically override the "IC - Incarcerated" system status with a different status, as appropriate.

Example 5: Chester incurred TLBs in October, November, and December of 2017. On January 20, Chester calls the agency to report that he was incarcerated for 20 days, November 23 to December 13. The worker updates Chester's November and December FoodShare Clock system statuses from "TL - Time-Limited Benefit" to "IC - Incarcerated" and records the reason for the change in Case Comments.

CARES

The following enhancements will be made to CARES on November 4, 2017.

UPDATES TO THE FOODSHARE CLOCK

NEW "IC-INCARCERATED" FOODSHARE CLOCK SYSTEM STATUS

A new FoodShare Clock system status for incarceration, "IC - Incarcerated," will be added to the drop-down menu within the Worker Override Status column. Workers must manually override the status to "IC - Incarcerated" for each month the FoodShare member is incarcerated 30 days or less.

Note: The system status of a FoodShare Clock's Start Month must be "TL - Time Limited Benefit." If an individual was incarcerated during the initial FoodShare Clock Start Month, workers must delete the clock rather than update its status.

The screenshot displays the 'FS Clock' interface. At the top, there are navigation tabs for 'Action Items (0)', 'Documents (0)', 'Discrepancies (0)', and 'Work Items (1)'. The main section is titled 'FS Clock' and includes a 'Cancel' checkbox and a 'Reset' button.

Individual Information:

- Individual: JOE BROWN, JIM
- Last Updated: 07/25/2017
- Delete Reason: [Dropdown menu]
- Sequence: 1

36 Month Clock:

- Start Month: 05 / 2017
- End Month: 04/2020
- Override: [Dropdown menu]
- Clock Months Expired: 0

Benefit Months:

- Time-limited Benefit Months: Month 1, Month 2, Month 3
- Additional Months Start: [Field]
- End: [Field]

Clock Information and Benefit Months Table:

Month	Last Updated	Overridden By	System Status	Additional Out of State Month(s)	Worker Override Status	Worker Override Reason
06/2017	04/25/2017	ACTION	TL - Time-Limited Benefit		IC - Incarcerated	LV - Late Verification
05/2017	04/25/2017	ACTION	TL - Time-Limited Benefit		[Dropdown]	[Dropdown]

The 'IC - Incarcerated' status in the 'Worker Override Status' column for the 06/2017 month is highlighted with a red box.

Search and Action Bar:

- Individual: JOE BROWN, JIM
- Sequence: [Field]
- Updated on or before: MM/DD/YYYY
- Buttons: Add Case Comment, Cancel, Update

Figure 1 FoodShare Clock Page

NEW INFORMATIONAL MESSAGE FOR INCARCERATION ON THE CURRENT DEMOGRAPHICS PAGE

The Current Demographics page will be updated to include an informational message for incarceration if all of the following conditions are met:

- FoodShare is open for the case.
- The member is eligible for ongoing FoodShare.
- The member has a current FoodShare Clock.
- The Living Arrangement Type field in the “Living Arrangements” section of the page has been updated to “26 - Incarcerated.”

The informational message will appear at the top of the page: “Living Arrangement Type is Incarcerated. Rerun eligibility and update FS Clock system statuses, if applicable.”

Current Demographics
Cancel Reset

The following events have occurred:

⚠ AE733: Living Arrangement Type is incarcerated. Re-run eligibility and update FS Clock system statuses, if applicable.

Total: 2

Individual Demographic Information

Effective Period

* Begin Month: 09 / 2017
Last Updated: 06/22/2017

Individual Details

* Individual: [REDACTED]

* Identification Verification: AF - AGENCY FORM

* Identification MA Verification: FS - PRIMARY PERSON FOODSHARE II

* SSN Cooperation: Yes

* Marital Status: MA - MARRIED

* Resides in WI: Yes

* Intent To Reside in WI: [v]

* Migrant Farm Worker: No

* Special Needs Child: [v]

* Fleeing Felon Or in Violation Of Probation / Parole: No

* Verification: NQ - NOT QUESTIONABLE

* Verification: AF - AGENCY FORM

Verification: NQ - NOT QUESTIONABLE

* Verification: [v]

Source: [v]

Physical Exam

* Physical Exam Completed?: [v]

* Good Cause: [v]

* Physical Exam Date: MM/DD/YYYY

* Source: [v]

Obsolete Information

* Offender Working Without Pay: [v]

* Verification: [v]

Enter New Begin Month: MM/YYYY

Living Arrangement Information

Effective Period

* Begin Month: 09 / 2017
Last Updated: 10/02/2017

Living Arrangements

* Living Arrangement Type: 26 - INCARCERATED

* Verification: NQ - NOT QUESTIONABLE

* Living Arrangement Date: MM/DD/YYYY

* Minor Parent Living Arrangement: [v]

Homeless Information

* Expects to have a regular nighttime residence in the next 30 days? [v]

Child Out of Home Details

* Is this a child living outside this home and in Foster Care or court-ordered Kinship Care? [v]

* Are the parents / caretakers cooperating to re-unite with this child? [v]

* Verification: [v]

Tax Dependent / Tax Co-Filer Out of Home Details

* Is this Individual a tax dependent or tax co-filer living outside of the household? No

W-2 Temporary Absence Information

* Is this Child Temporarily Absent from the home?: No

* Temporary Absence Verification: [v]

* Absence Begin Date: MM/DD/YYYY

* Expected Return Date: MM/DD/YYYY

Enter New Begin Month: MM/YYYY

Figure 2 Current Demographics Page With Informational Message

Once eligibility has been run and confirmed, the member will no longer be eligible for FoodShare. The FoodShare Clock system status will be updated to “IN - Ineligible” for the recurring month. If the individual was incarcerated in past months, workers must manually update the FoodShare Clock system status to “IC - Incarcerated.”

Note: If workers manually update the FoodShare Clock system status to “IC - Incarcerated” for the current month, the monthly caseload management batch process will automatically carry forward the “IC - Incarcerated” status to the next month, and simultaneously set an action item for the worker to rerun eligibility.

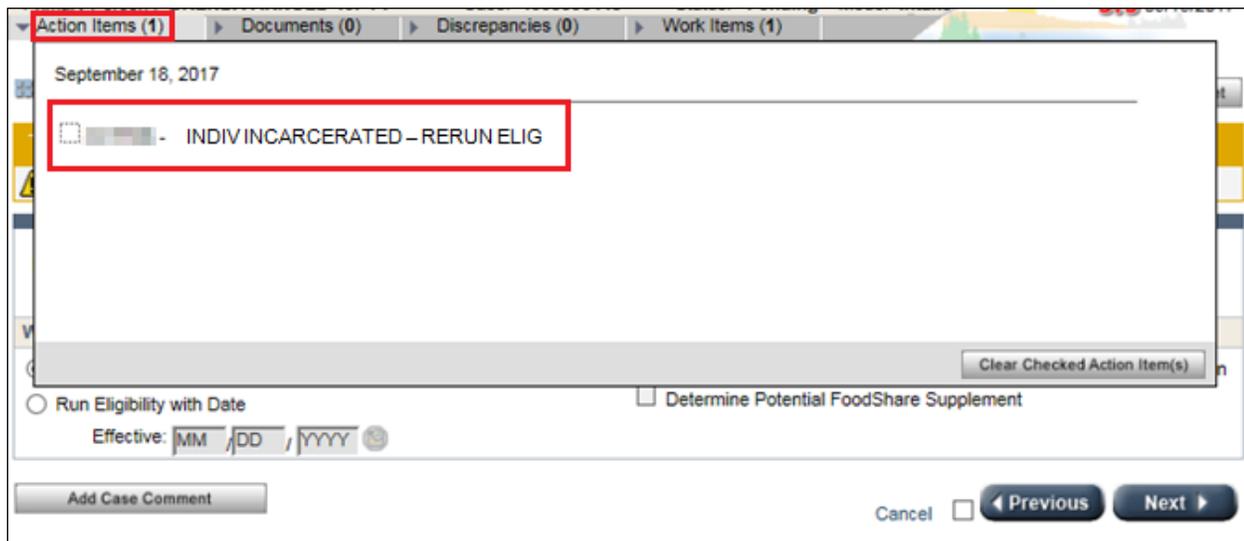


Figure 3 Current Demographics Page With Action Item

ALLOWING WORKERS TO UPDATE THE FOODSHARE CLOCK WITH THE “AM- ADDITIONAL MONTH” STATUS

Workers will be able to override a FoodShare Clock system status to “AM - Additional Month” if the following conditions are met:

- The member incurs three TLBs and becomes ineligible for FoodShare.
- The member regains eligibility for FoodShare by meeting the work requirement through employment and/or self-employment.
- An “MW - Met Work Requirement” system status displays on the member's FoodShare Clock.
- The member stops meeting the work requirement.

If workers override the FoodShare Clock system status to “AM - Additional Month,” the next two months must have the same status, even if the member is determined ineligible for one month or both months (see [FoodShare Wisconsin Handbook, Section 3.17.1.12 Three Additional Months of FoodShare Benefits](#)).

The system will automatically adjust the Additional Month(s) column and the Additional Months Start and End fields when a worker uses “AM - Additional Month” in the Worker Override Status. In the event the “AM - Additional Month” status is automatically overridden by another system status, workers will be able to recognize the prior “AM - Additional Month” status by the Yes value displayed within the Additional Month(s) column.

UPDATING THE CLOCK THAT HAS “AM-ADDITIONAL MONTH” WHEN AN EXEMPTION IS APPLIED TO PAST MONTHS

When a worker updates a current FoodShare Clock for an exemption with a start date in the past and the original FoodShare Clock included “AM - Additional Months,” workers must update the additional months by selecting one of the following system statuses:

- “EX - Exempt” to apply an exemption to the additional month
- “MW - Met Work Requirement” if the member met the work requirement
- “TL - Time-Limited Benefit” if the member did not meet the work requirement and has not exhausted three TLBs

In the event the member is not exempt, has used three “TL - Time-Limited Benefit” in prior months, and did not meet the work requirement in the month he or she received benefits under the “AM - Additional Months,” workers can override the additional month on the clock by selecting “EX - Exempt” as the Worker Override Status and “FE - 15% Exemption” as the Worker Override Reason. Using the “FE - 15% Exemption” will allow for an extra month of exemption instead of requiring workers to do a recoupment for a past month as a result of updating additional month clock statuses.

FS Clock Cancel Reset

Individual Information

Individual: [Redacted] Last Updated: 10/10/2017
 PIN: [Redacted]
 Delete Reason: [Dropdown] Sequence: 3

36 Month Clock

Start Month: 01 / 2017 Override: [Dropdown]
 End Month: 12/2019
 Clock Months Expired: 9

Benefit Months

Time-limited Benefit Months: Month 1 01/2017 Month 2 03/2017 Month 3 05/2017
 Additional Months Start: 07/2017 End: 09/2017

Clock Information and Benefit Months

Month	Last Updated	Overridden By	System Status	Additional Month(s)	Out-of-State	Worker Override Status	Worker Override Reason
11/2017	10/10/2017		IN - Ineligible			[Dropdown]	[Dropdown]
10/2017	10/10/2017	[Redacted]	AM - Additional Month			EX - Exempt	FE - 15% Exemption
09/2017	10/10/2017		AM - Additional Month	Yes		[Dropdown]	[Dropdown]
08/2017	10/10/2017		AM - Additional Month	Yes		[Dropdown]	[Dropdown]
07/2017	10/10/2017	[Redacted]	MW - Met Work Requirement	Yes		AM - Additional Month	LV - Late Verification
06/2017	10/10/2017	[Redacted]	MF - Met FSET Requirement			MW - Met Work Require	LV - Late Verification
05/2017	10/10/2017	[Redacted]	MF - Met FSET Requirement			TL - Time-Limited Bene	LV - Late Verification
04/2017	10/10/2017	[Redacted]	TL - Time-Limited Benefit			EX - Exempt	LV - Late Verification
03/2017	10/10/2017		TL - Time-Limited Benefit			[Dropdown]	[Dropdown]
02/2017	10/10/2017		MW - Met Work Requirement			[Dropdown]	[Dropdown]
01/2017	10/10/2017		TL - Time-Limited Benefit			[Dropdown]	[Dropdown]

Individual [Redacted] Sequence [Redacted] Updated on or before MM/DD/YYYY Go

Figure 4 FS Clock Page With the Worker Override Status “EX-Exempt” and Worker Override Reason “FE-15% Exemption”

SETTING A NEW FOODSHARE CLOCK START MONTH

Workers will be able to update the FoodShare Clock Start Month on a FoodShare Clock to begin at a later date. However, if the FoodShare Clock needs months added prior to the current clock start date, workers must delete the existing clock and create a new clock on the Update / Establish FS Clock page (formerly known as the FS Out of State Clock page).

Workers who have update access to the FS Clock page will be able to update the Clock Start Month field. Per policy, the FoodShare Clock must start with a TLB when changing the clock start date to a date later than the current Start Month. Changing the Clock Start Month to a more recent date will effectively delete any clock months that came before the new Start Month.

Note: FoodShare Clocks that have expired can no longer be updated.

Example 6: Sarah incurred her first TLB in November 2017. On December 15, 2017, Sarah contacted her IM worker and stated that she was unable to work in the month of November. Sarah provided a doctor’s statement verifying that she was unfit for employment through the month of November, but was able to return to work in December. Sarah did not meet the work requirement in December. Due to verification received, the IM worker updated Sarah’s FS Clock Start Month to December.

Workers will be able to delete a current FoodShare Clock at any point during its 36-month time period. A clock deleted in error will need to be recreated via the Update / Establish FS Clock page.

Note: Whenever a change is made to a member’s FoodShare Clock, workers must run eligibility ongoing to synchronize eligibility with the FoodShare Clock and FSET referrals.

UPDATE / ESTABLISH FS CLOCK PAGE

The FS Out of State Clock page will be repurposed and renamed the Update / Establish FS Clock page.

This page will have two distinct functions via two different radio buttons. Workers can use this page to:

- Update Out-of-State Clock Month(s): Update a member’s existing FoodShare Clock system status(es) with out-of-state TLBs and/or additional month information.
- Establish In-State Clock: Recreate a member’s (recently deleted) current and active in-state FoodShare Clock when the Clock either:
 - Should have started in an earlier month, or
 - Has been subject to multiple errors and/or overrides.

Note: The “Out-of-State” functionality of this page should no longer be used to recreate or establish “In-State” clock information (see [Operations Memo 15-53](#)). If “In-State” clock updates are needed, workers should make such updates on the individual’s existing FoodShare Clock page, or, if deemed necessary, delete the individual’s existing FoodShare Clock page and recreate it using the “In-State” functionality of this page.

The screenshot displays the 'Update / Establish FS Clock' web interface. At the top, there is a title bar with 'Update / Establish FS Clock' and 'Cancel' and 'Reset' buttons. Below this is a green banner with the text 'The following events have occurred:' and a message 'AES83: Please select an individual to populate data.' The main section is titled 'Individual Information' and contains a dropdown menu for 'Individual:' with a 'Delete' button. There are two radio buttons: 'Update Out-of-State Clock Month(s)' and 'Establish In-State Clock'. The 'Establish In-State Clock' option is selected, and it includes a 'Clock Start Month:' field with 'MM / YYYY' input boxes and a 'Go' button. Below this is a section titled 'Clock Information and Benefit Months' with a table containing 'Month' and 'System Status' columns. At the bottom, there is an 'Add Case Comment' button and navigation buttons for 'Cancel', 'Previous', and 'Next'.

Figure 5 Individual Information Section of the Update / Establish FS Clock Page

UPDATE OUT-OF-STATE CLOCK MONTH(S)

Out-of-State system statuses can only be updated if the member already has an active Wisconsin FoodShare Clock.

If the selected individual has a FoodShare Clock, the member's current In-State Clock information will automatically populate on the page when a worker chooses the Update Out-of-State Clock Month(s) radio button and clicks **Go**. If the member does not have a current clock, the following edit message will be displayed: "Individual does not have a current FS Clock. Out-of-State Clock Month(s) cannot be added."

The screenshot shows a web form titled "Update / Establish FS Clock". At the top right, there are "Cancel" and "Reset" buttons. A red banner at the top contains the text "The following events have occurred:". Below this, a message box with a red 'X' icon displays the error: "AE731: Individual does not have a current FS Clock. Out-of-State Clock Month(s) cannot be added." The form is divided into sections: "Individual Information" with a dropdown menu for "Individual:" and a "Delete" checkbox; radio buttons for "Update Out-of-State Clock Month(s)" (selected) and "Establish In-State Clock"; a "Clock Start Month:" field with "MM / YYYY" input boxes and a "Go" button; and a "Clock Information and Benefit Months" section with a table with columns "Month" and "System Status". At the bottom, there is an "Add Case Comment" button, a "Cancel" checkbox, and "Previous" and "Next" navigation buttons.

Figure 6 Update / Establish FS Clock Page With Edit Message

Only the most recent set of months, marked as “Ineligible” on the FS Clock page, can be updated on the Update / Establish FS Clock page. (System statuses that display as disabled fields on the Update / Establish FS Clock page were most likely received while the individual was living in Wisconsin.) Workers should only update the system status if the member incurred Time-Limited Benefits and/or Additional Months while residing out of state.

Update / Establish FS Clock Cancel

Individual Information

Individual:

Update Out-of-State Clock Month(s)

Establish In-State Clock Clock Start Month: /

Clock Information and Benefit Months

Month	System Status
10/2017	<input type="text"/>
09/2017	AM - Additional Month IN - Ineligible MW - Met Work Requirement TL - Time-Limited Benefit
08/2017	<input type="text"/>
07/2017	IN - Ineligible <input type="button" value="v"/>
06/2017	EX - Exempt <input type="button" value="v"/>
05/2017	EX - Exempt <input type="button" value="v"/>
04/2017	IN - Ineligible <input type="button" value="v"/>
03/2017	IN - Ineligible <input type="button" value="v"/>
02/2017	MW - Met Work Requirement <input type="button" value="v"/>
01/2017	TL - Time-Limited Benefit <input type="button" value="v"/>

Cancel

Figure 7 Update / Establish FS Clock Page With System Status Drop-Down Menu Displayed for Update Out-of-State Clock Month(s)

Once updates have been made to this page, and the worker clicks off the page, the updated values will populate on the member's FS Clock page with a "Yes" in the Out-of-State column. System statuses that were left "Blank" on the Update / Establish FS Clock page will populate as "Ineligible" of the FS Clock page.

FS Clock
Cancel **Reset**

Individual Information

Individual: [REDACTED]	Last Updated: 09/13/2017
PIN: [REDACTED]	
Delete Reason: [REDACTED]	Sequence: 11

36 Month Clock

Start Month: 01 / 2017	Override: [REDACTED]
End Month: 12/2019	
Clock Months Expired: 8	

Benefit Months

Time-limited Benefit Months:	Month 1 01/2017	Month 2 07/2017	Month 3 08/2017
Additional Months Start:	End:		

Clock Information and Benefit Months

Month	Last Updated	Overridden By	System Status	Additional Month(s)	Out-of-State	Worker Override Status	Worker Override Reason
10/2017	09/05/2017		IN - Ineligible			[REDACTED]	[REDACTED]
09/2017	09/05/2017		IN - Ineligible			[REDACTED]	[REDACTED]
08/2017	09/13/2017		TL - Time-Limited Benefit		Yes	[REDACTED]	[REDACTED]
07/2017	09/13/2017		TL - Time-Limited Benefit		Yes	[REDACTED]	[REDACTED]
06/2017	09/05/2017		EX - Exempt			[REDACTED]	[REDACTED]
05/2017	09/05/2017		EX - Exempt			[REDACTED]	[REDACTED]
04/2017	09/05/2017		IN - Ineligible			[REDACTED]	[REDACTED]
03/2017	09/05/2017		IN - Ineligible			[REDACTED]	[REDACTED]
02/2017	09/05/2017		MW - Met Work Requirement			[REDACTED]	[REDACTED]
01/2017	09/05/2017		TL - Time-Limited Benefit			[REDACTED]	[REDACTED]

Individual [REDACTED]
Sequence [REDACTED]
Updated on or before MM/DD/YYYY [REDACTED] Go

Add Case Comment
Cancel **Update**

Figure 8 FS Clock Page After an Update to Out-of-State Clock Month(s) on the Update / Establish FS Clock Page

ESTABLISH IN-STATE CLOCK

A FoodShare Clock can only be recreated if the member's active clock has been deleted.

Note: The option to recreate a clock should only be used if an individual's FoodShare Clock should have started in an earlier month or if the individual's FoodShare Clock has been subject to multiple errors and/or overrides. Workers should use extreme caution when deleting an individual's FoodShare Clock. In general, updates and overrides should be made on the individual's actual FS Clock page.

Workers can establish an In-State FoodShare Clock as follows:

1. Select an individual.
2. Choose the **Establish In-State Clock** radio button.
3. Enter a Clock Start Month.
4. Click **Go**.

The page will display blank system statuses for all months.

If the member's current clock has not been deleted, the following edit message will be displayed: "Individual has a current FS Clock. A new In-State Clock cannot be created."

The screenshot shows a web application interface titled "Update / Establish FS Clock". At the top right, there are "Cancel" and "Reset" buttons. A prominent red banner at the top contains the message: "The following events have occurred: AE732: Individual has a current FS Clock. A new In-State Clock cannot be created." Below this, the "Individual Information" section includes a dropdown menu for "Individual:" with a "Delete" checkbox. There are two radio buttons: "Update Out-of-State Clock Month(s)" and "Establish In-State Clock" (which is selected). The "Establish In-State Clock" section includes a "Clock Start Month:" field with a dropdown set to "04" and a year field set to "2017", followed by a "Go" button. The "Clock Information and Benefit Months" section features a table with columns for "Month" and "System Status". At the bottom, there is an "Add Case Comment" button, a "Cancel" checkbox, and "Previous" and "Next" navigation buttons.

Figure 9 Update / Establish FS Clock Page With Edit Message

The following options will be available in the System Status drop-down menu when workers select the Establish In-State clock radio button:

- TL - Time Limited Benefit
- IC - Incarcerated
- IN - Ineligible
- EX - Exempt
- MW - Met Work Requirement
- MF - Met FSET Requirement
- AM - Additional Month
- PM - Partial Month FS Issued
- EB - Extended Benefit Month

Note: Two other system statuses that may display on an individual’s FS Clock page are “AF - Active in FSET” and “TB - To be Determined.” These values are not available via the System Status drop-down menu on the Update / Establish FS Clock page because such system statuses are meant to be temporary. If either status is displayed for past months on a FoodShare Clock, the status is most likely displayed in error. Once the worker exits the page, updated system statuses will populate on the member’s FS Clock page.

Month	System Status
11/2017	
10/2017	
09/2017	
08/2017	
07/2017	AM - Additional Month EB - Extended Benefit Month EX - Exempt IC - Incarcerated IN - Ineligible MF - Met FSET Requirement MW - Met Work Requirement PM - Partial Month FS Issued TL - Time-Limited Benefit
06/2017	
05/2017	
04/2017	
03/2017	
02/2017	
01/2017	

Figure 10 Update / Establish FS Clock Page With System Status Drop-Down Menu Displayed for Establish In-State Clock

RECREATE A CLOCK WITH OUT-OF-STATE MONTHS

In the event that the original FoodShare Clock was deleted, use the following steps to recreate a FoodShare Clock that has both in-state and out-of-state months:

1. Select the correct individual in the household.
2. Choose the **Establish In-State Clock** radio button and click **Go**.
3. Complete the system statuses up to the month when the member moved out of state. Click **Next** to save the changes.
4. Return to the Update / Establish FS Clock page.
5. Choose the **Update Out-of-State Clock Month(s)** radio button.
6. Edit only the months when the member was out of state and incurred TLBs or additional months.
7. Navigate to the member's FS Clock page. The system statuses after the out-of-state months will display as "Ineligible." Select a value from the Worker Override Status drop-down menu to update each status.

Note: If any system status was previously updated via the former Out-of-State FS Clock page or via the new Update / Establish FS Clock's "Update Out-of-State Clock Months" radio button and consequently displayed an Out-of-State indicator on the FS Clock page, the indicator will not be displayed once the page has been recreated.

TRACKING CLAIMED EXEMPTIONS AND VERIFIED EXEMPTIONS

The FSET Tool's Referral Details page and Participant Summary page will be enhanced with indicators displaying both claimed (that have not yet been verified) and verified exemptions. This information will assist the FSET worker in helping the FoodShare member verify claimed exemptions.

REFERRAL DETAILS PAGE

The ABAWD Exemption Status field will display one of three statuses:

- Verified (if the participant has a verified exemption)
- Claimed (if the participant has a claimed exemption, but no verified exemption)
- Blank (if the participant has neither a claimed nor a verified exemption)

If a participant has both claimed and verified exemptions, the verified exemption will take precedence, and "Verified" will display in the ABAWD Exemption Status field.

The Exemption Reasons field will list up to three exemption reasons and will update to display claimed exemption reasons or verified exemption reasons, depending on the status in the ABAWD Exemption Status field. If no exemptions have been claimed or verified, this field will remain blank.

Referral Details

Cancel Reset

Record Management

Last Updated: 06/01/2017

Referral Information

Referral: [Redacted] Referral Updated By: [Redacted]

Participation Status: Exempt ABAWD

ABAWD Exemption Status: Verified **Exemption Reasons: EMPLOYED 80 OR MORE HOURS PER MONTH**

FS Referral Effective Begin Date: 06/01/2017 FS Referral Effective End Date:

FSET Region/Tribe: 01 - Southeast FSET Worker ID: [Redacted]

FSET Office: [Redacted] FSET County: 40 - MILWAUKEE COUNTY

Enrollment Information

Enrollment Status: Referred Enrollment Date: 04/11/2017

Disenrollment Date: Disenrollment Reason:

Disenrollment Override Reason:

Case Information

Case: [Redacted] IM Consortium: 11 - STATE CONSORTIUM

IM Worker: [Redacted] IM County/Tribe: 40 - MILWAUKEE COUNTY

IM Office: [Redacted]

Initial Contact

Date: MM/DD/YYYY Method: [Redacted]

Updated on or before: MM/DD/YYYY Go

Cancel **Previous** **Next**

Figure 11 Referral Details Page

PARTICIPANT SUMMARY PAGE

The ABAWD Exemption Status field and Exemption Reasons field will also be added to the Participant Summary page. These fields will function as they do on the Referral Details page.

Participant Summary
Cancel Reset

Referral and Enrollment Information

Enrollment Status: R - Referred	FSET Worker ID: [REDACTED]
Enrollment Date:	FSET Region/Tribe: 01 - Southeast
Disenrollment Date:	FSET County: 40 - MILWAUKEE COUNTY
Disenrollment Reason:	FSET Office: [REDACTED]
Volunteer: No	
ABAWD Exemption Status: Claimed	Exemption Reasons: CARING FOR CHILD UNDER AGE 6, IN DRUG AND ALCOHOL PROGRAM, RESIDES IN HH WITH A CHILD

Contact Information

Household Address: [REDACTED]	Mailing Address:
Case Phone:	Case Message Phone:
Case Cell Phone:	Email Address:
Language: E - ENGLISH	Case: [REDACTED]
IM Consortium: 11 - STATE CONSORTIUM	IM County/Tribe: 40 - MILWAUKEE COUNTY
IM Worker: [REDACTED]	

FSET Contact Information

Phone:	Email Address:
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What would you like to do?

Workflow Options	FSET Maintenance
<input type="radio"/> Continue with Driver / Navigate Through Completed Pages <input checked="" type="radio"/> Enroll Enrollment Date: [MM] / [DD] / [YYYY]	<input type="radio"/> Assign to Worker Worker ID: [REDACTED]
<input type="radio"/> Process Employment Plan Review <input type="radio"/> Disenroll Disenrollment Reason: [REDACTED] Disenrollment Date: [MM] / [DD] / [YYYY]	<input type="radio"/> Transfer FSET Office FSET Office: [REDACTED]
<input type="radio"/> Disenrollment Override Override Reason: [REDACTED]	<input type="radio"/> Transfer FSET Region/Tribe FSET Region/Tribe: [REDACTED]
<input type="radio"/> Withdraw	

Cancel
Next >

Figure 12 Participant Summary Page

ALLOWING ENROLLMENT OF FOODSHARE PARTICIPANTS INTO THE FSET PROGRAM UNTIL THE ELIGIBILITY END DATE

Currently, the FSET Tool does not allow FSET workers to enroll individuals who are determined ineligible for FoodShare at Adverse Action for the following month. The FSET Tool will be enhanced so that FSET workers can enroll individuals through the last day of their FoodShare eligibility month. This means FSET workers will be able to enroll participants with a “FS Ineligible” participation status into the FSET program only if the FoodShare eligibility end date is a current or future date.

Example 7: At August Adverse Action, George is determined to be ineligible for FoodShare as of September 1. George is eligible for FoodShare and FSET through August 31. On August 25, the FSET worker enrolls George into FSET.

Example 8: FoodShare closed for George on August 31. On September 5, the FSET worker is unable to enroll George in FSET because George is no longer eligible for FoodShare.

If the FoodShare eligibility end date has passed, the following edit message will be displayed:
“Enrollment” cannot occur after FS Referral Effective End Date.”

Participant Summary Cancel Reset

The following event has occurred:

FT026: 'Enrollment' cannot occur after FS Referral Effective End Date.

Referral and Enrollment Information

Enrollment Status:	R - Referred	FSET Worker ID:	[Redacted]
Enrollment Date:		FSET Region/Tribe:	01 - Southeast
Disenrollment Date:		FSET County:	40 - MILWAUKEE COUNTY
Disenrollment Reason:		FSET Office:	[Redacted]
Volunteer:	No	FS Clock:	[Redacted]
ABAWD Exemption Status:	Verified	Exemption Reasons:	[Redacted]

Contact Information

Household Address:	[Redacted]	Mailing Address:	[Redacted]
Case Phone:	[Redacted]	Case Message Phone:	[Redacted]
Case Cell Phone:	[Redacted]	Email Address:	[Redacted]
Language:	E - ENGLISH	Case:	[Redacted]
IM Consortium:	11 - STATE CONSORTIUM	IM County/Tribe:	40 - MILWAUKEE COUNTY
IM Worker:	[Redacted]		

FSET Contact Information

Phone:	[Redacted]	Email Address:	[Redacted]
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What would you like to do?

Workflow Options	FSET Maintenance
<input type="radio"/> Continue with Driver / Navigate Through Completed Pages	<input type="radio"/> Assign to Worker
<input checked="" type="radio"/> Enroll	Worker ID: [Redacted]
Enrollment Date: 12 / 15 / 2017	FSET Office: [Redacted]
<input type="radio"/> Process Employment Plan Review	<input type="radio"/> Transfer FSET Office
<input type="radio"/> Disenroll	FSET Office: [Redacted]
Disenrollment Reason: [Redacted]	<input type="radio"/> Transfer FSET Region/Tribe
Disenrollment Date: MM / DD / YYYY	FSET Region/Tribe: [Redacted]
<input type="radio"/> Disenrollment Override	
Override Reason: [Redacted]	
<input type="radio"/> Withdraw	

Cancel **Next** ▶

Figure 13 Participant Summary Page With Informational Message

INCOME MAINTENANCE MANAGEMENT REPORTING

Income Maintenance Management Reporting Tool reports will incorporate changes described in this Memo and will be available November 27, 2017:

- FSET and IM reports that include FoodShare Clock information, such as the number of TLBs, will regularly be updated to reflect any changes to the number of TLBs after the member's clock has been adjusted.
- The “IC-Incarcerated” FoodShare Clock status will be included on reports with clock status values.

CONTACTS

BEPS CARES Information and Problem Resolution Center

DHS/DMS/BEPS/KQ