



Date: May 22, 2020

DMS Operations Memo 20-XX

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

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

FoodShare Interviews Can No Longer Be Postponed for Expedited Issuance

CROSS REFERENCE

- FoodShare Wisconsin Handbook, [Section 2.1.3 Interviews](#) and [Section 2.1.4 Expedited Service at Application](#)
- Process Help, [Section 2.3.5 Processing Priority Service Applications](#)
- 7 CFR § 273.2(i)

EFFECTIVE DATE

June 1, 2020

PURPOSE

This memo announces that, effective June 1, 2020, the FoodShare Priority Service interview can no longer be postponed for expedited issuance.

BACKGROUND

Since 2009, Wisconsin has operated under a federal policy option that allows income maintenance (IM) agencies to issue expedited benefits to qualifying eligible FoodShare assistance groups before the interview is done (see [FoodShare Wisconsin Handbook, Section 2.1.4 Expedited Service at Application](#)).

On April 26, 2019, the U.S. Department of Agriculture Food and Nutrition Service (FNS) announced they are discontinuing this policy option.

POLICY

For FoodShare applications processed on or after June 1, 2020, the Priority Service interview must be completed before eligibility for expedited issuance is determined and benefits are issued.

If the IM worker makes at least two attempts to contact the applicant or another adult member of the food unit but is unable to complete the interview by the seventh day after the application filing date, the application will be processed as a non-Priority Service application subject to regular FoodShare processing timelines. Once the interview is completed, expedited benefits may be issued if it is determined that the household qualifies for expedited issuance.

CONTACTS

BEPS CARES Information and Problem Resolution Center

DHS/DMS/BEPS/CH