

# CARES Call Center Updates:

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## Operational Memos:

<b>Memo</b>	<b>Goal Publication Week of</b>	<b>Project Implementation Date</b>	<b>Description</b>
<b>Hurricane Harvey Memo</b>	9/18/2017	9/19/2017	FoodShare benefits for hurricane Harvey evacuees.
<b>Hurricane Irma Memo</b>	9/22/2017	N/A	FoodShare benefits for hurricane Irma evacuees.
<b>Extension and Premium Clean-up</b>	10/20/2017	11/4/2017	Enhancements to the calculation of extensions and premiums and clarification of member communications.
<b>IMQA Enhancements</b>	10/20/2017	11/4/2017	Enhance the IMQA 2 <sup>nd</sup> Party Review Tool to provide better reviews and easier communication between State and Agency Contacts.
<b>FSET 6 – November Release</b>	10/20/2017	11/4/2017	Clarify FSET exemptions, loosen restrictions on FS Clocks and allow enrollment of FS-ineligible individuals into FSET until the eligibility end date.
<b>AmeriCorps VISTA Income</b>	10/23/2017	11/17/2017	A policy change regarding treatment of income earned through the AmeriCorps VISTA program when determining eligibility for BadgerCare Plus.
<b>Dependent Care Deductions</b>	11/16/2017	12/1/2017	Policy change regarding which expenses may be counted as dependent care expenses when determining FoodShare eligibility.