

# FSET WORKERTOOLS

---

Rachel Witthoft, Policy Analyst

August 22, 2019

Income Maintenance Advisory Committee (IMAC) Meeting



# Goals

- Enhance FSET-related systems and processes in CWW to help FSET agencies with managing workload.
- Allow FSET workers to directly refer FoodShare members to FSET.
- Use automation to assist with assigning and withdrawing referrals.

# Policy Changes

---

# Policy Changes

- FSET agencies will be able to directly refer FoodShare members to FSET instead of referrals always needing to be created by IM.
  - No changes to current policy and process that IM follows when creating FSET referrals.
- Appointment scheduling timeline will change from 12 calendar days to 10 business days from referral received date to align with the timely contacting language.

# System Changes

---

# FSET Referral

- CARES will be enhanced to allow FSET workers to refer FoodShare members to FSET.
- The FSET Information section on the Individual Summary Page will have a radio button that FSET workers can use to refer FoodShare members to FSET.
- This button will only be enabled for FSET workers.
- IM workers should continue to follow current process for referring FoodShare members to FSET.

# Individual Summary Page

## FSET Information

View FSET Participant Summary

View FSET Referrals

View PIN Comments

View Track Participation

Create FSET Referral

Assign Referral to Me

# Referral Assignment

- Currently, all FSET referrals are first assigned to the appropriate FSET Regional Coordinator. The referral is then reassigned to FSET workers for processing.
- Risk of bottleneck, especially if there is a large volume of referrals.
- DHS is creating a new option for FSET agencies to elect to have initial FSET referrals assigned to multiple FSET worker IDs on a round-robin basis.
- Referrals transferred to a different region will continue to be assigned to the appropriate FSET Regional Coordinator.



# Automatic Referral Withdrawals

- An automated process will withdraw the following types of FSET referrals:
  - FoodShare-eligible individuals whose referrals have been inactive for at least two months.
  - Individuals who have been FoodShare-ineligible for at least one entire calendar month
- The bot will operate daily before or after standard CWW hours.

# Impact to IM

---

# Impact to IM

- Reduce the volume of contacts to IM just to refer an individual to FSET.

# Release Readiness Activities

---

# Upcoming Events

- October 2019: CARES Bulletin
- October 2019: Process Help update