

Overview

On June 21, 2025, CWW will be enhanced to support the new FoodShare policy for unclear information. Effective June 23, 2025, all information received between the FoodShare application and renewal is evaluated in accordance with the unclear information policies.

Unclear information is:

- Unverified
- Questionable
- Verified, but the worker needs additional information to act on the change appropriately

This policy change does not affect the FoodShare change reporting rules.

Overview

Starting June 23, 2025, IM workers will follow a new process when responding to information. Workers must:

- Identify information as clear or unclear.
- Determine the correct action when unclear information is received.
- Send a VCL if the information significantly conflicts with information used to certify the case at application or renewal.
- Restrict the use of unclear information in FoodShare eligibility by holding the information through new CWW functionality.
- Resolve information that was previously held during the certification period if the information becomes clear.
 - If, during the certification period, the unclear information becomes clear and verified for another program, it is resolved.
- Resolve previously held unclear information at SMRF, application (if FoodShare closed and a new application is submitted within two calendar months of closure), or renewal.
- Generate a Courtesy Letter when held information could increase the allotment.

Overview

CWW will be enhanced in the following ways:

- Multiple pages in CWW will feature a new section where workers can identify unclear information that should be held.
- A new CWW page called the FoodShare Held Information Summary, will track held information and is where workers resolve held information. Additionally, this page allows workers to generate and preview the Courtesy Letter.
- Held unclear information is not used for current FoodShare eligibility and is addressed at the next SMRF or renewal.

Processing Unclear Information

IM workers must send a VCL/FVCL when:

- Unclear information significantly conflicts with information used at the time of certification.
- Unclear information is less than 60 days old <u>and</u> is information the household is required to report.

All other unclear information is held and reviewed at the next SMRF or renewal.

Workers determine what unclear information should be acted upon, and what is held.

Workers resolve unclear information at SMRF and renewal using existing policy and process.

Processing Cases with Unclear Information

IM workers must:

- Identify if the unclear information should be held until the next SMRF or renewal.
- When unclear information is held, a VCL/FVCL is not sent for FoodShare. Additionally,
 FoodShare is excluded from the VCL/FVCL if other items are pending.
- Workers will have the option to send a Courtesy Letter if held information may increase their FoodShare allotment.
- If the unclear information is considered verified by another program, the held information can be resolved.

Processing Cases with Unclear Information Cont.

IM workers must:

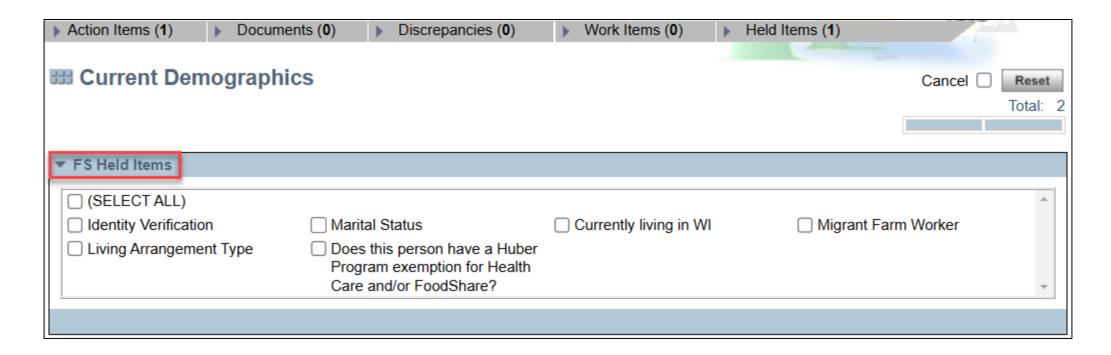
- Use the FoodShare Held Information Summary Page to resolve held unclear information and to generate the Courtesy Letter.
- All held items listed on the Held Information Summary page must be resolved at SMRF and renewal using existing policy and process.
- FoodShare cannot be confirmed at SMRF or renewal if there is any unresolved unclear information on the case.

Changes in CWW

New Section to Hold Unclear Information

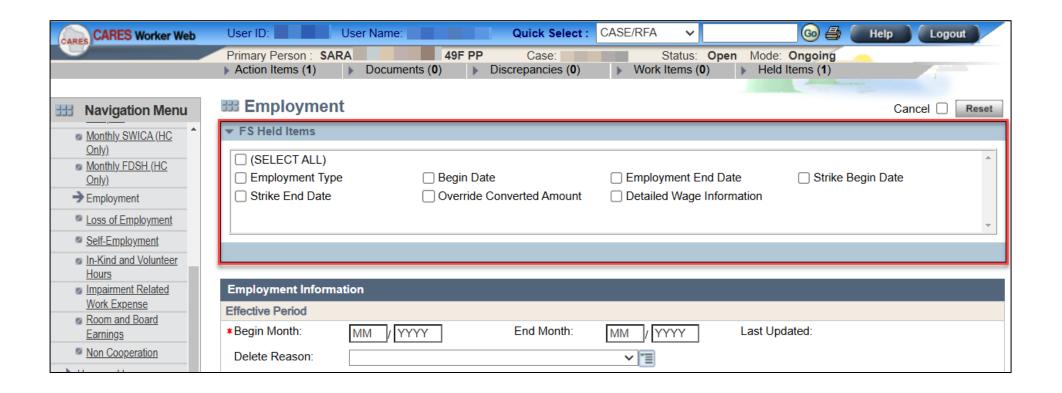
To hold unclear information, IM workers will enter details in the FS Held Items section at the top of the page the worker is updating information on.

To expand this collapsible section, workers select the arrow.



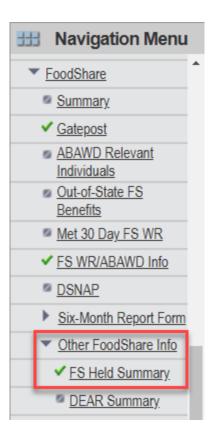
New Section to Hold Unclear Information

Once expanded workers can select types of information to hold within the page.



New FoodShare Held Information Summary Page

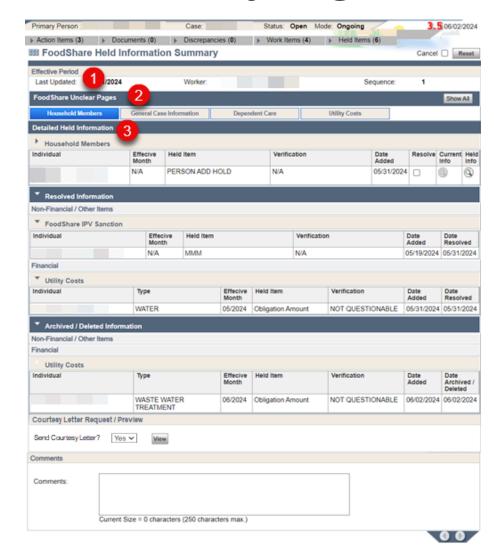
All held unclear information can be found in the FS Held Summary page. This page also allows workers to generate and view the Courtesy Letter.



New FoodShare Held Information Summary Page

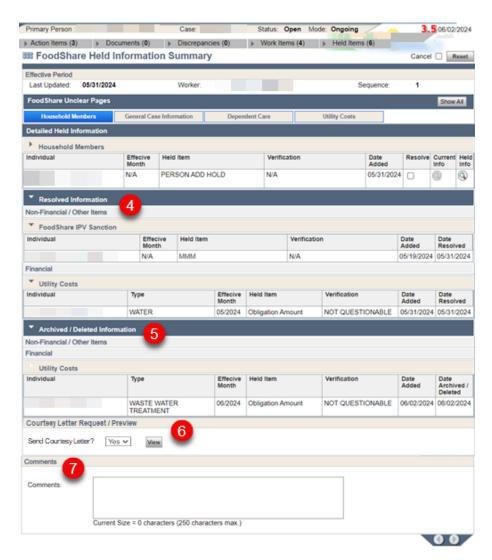
There are seven sections in the FoodShare Held Information Summary Page:

- Effective Period: This is a read-only section.
- 2. FoodShare Unclear Pages: This section displays pages that have held unclear information.
- **3. Detailed Held Information:** This section displays held information in detail by page.



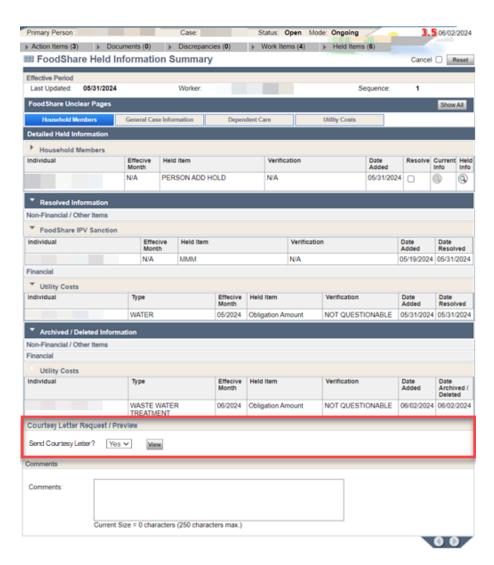
New FoodShare Held Information Summary Page

- **4. Resolved Information:** This section displays resolved held items.
- **5. Archived/Deleted Information:** This is a read-only section that displays held information either systematically archived or manually deleted by a worker.
- **6. Courtesy Letter Request/Preview:** This section allows the worker to generate and view a Courtesy Letter.
- 7. Comments



New FoodShare Courtesy Letter

The FoodShare Courtesy Letter is generated from the FoodShare Held Information Summary page and is triggered in the nightly batch process.

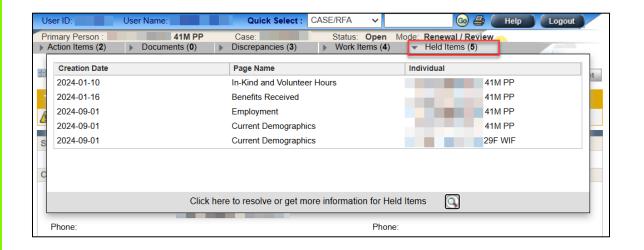


New Held Items Information Panel

Workers can identify held information for a case by selecting the Held Items arrow in the information panel.

This read-only panel will display current held items on the FoodShare Held Information Summary Page.

Workers can select the magnifying glass icon to navigate to the page to view and resolve held items.

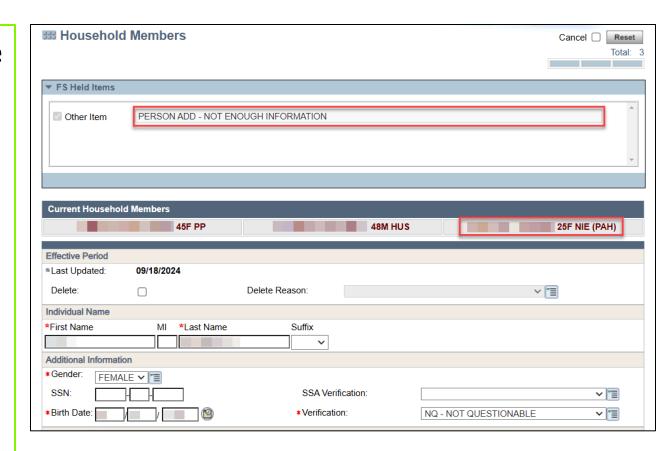


Person Add Held (PAH)

When a person being added to a case needs to be held a new code PAH will display next to the individual's name.

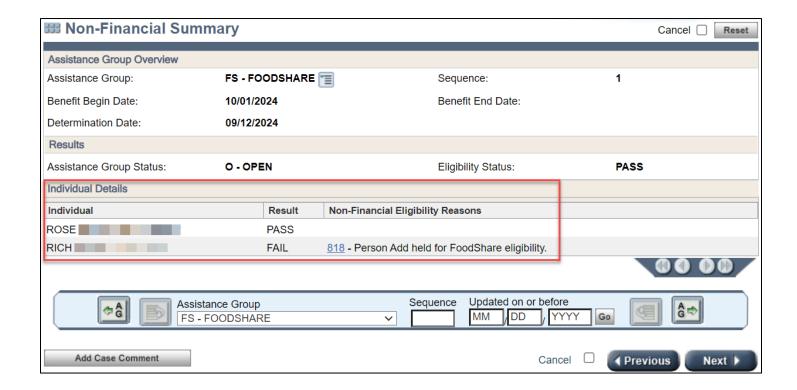
When this is done this person will not be included in the FoodShare household when the eligibility determination is being made.

Once the held person is resolved the PAH code will be removed and the person will be included in the household.



Reason Code 818

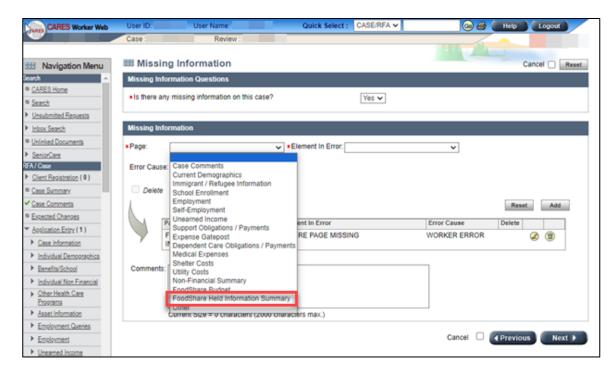
A new reason code 818 will display next to an individual that is being held under the FoodShare assistance group on the Non-Financial Summary page.



PCR Tool Update for Unclear Information

The new FoodShare Held Information Summary page will be added to the following PCR Tool pages:

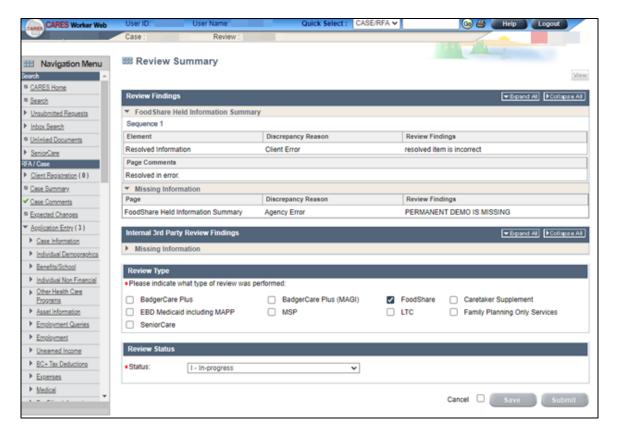
- Missing Information
- Review Summary



IMQA Tool Update for Unclear Information

The new FoodShare Held Information Summary page will be added to the following IMQA pages:

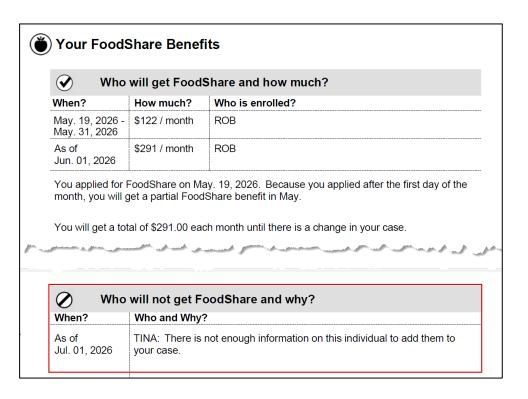
- Missing Information
- Review Summary
- Completeness Tracking



Changes in Correspondence

Notice of Decision Letter

If a person-add is unclear and held, they will not impact FoodShare eligibility but will be included for other programs. The held individual is still present on all member communications, including the Notice of Decision.



FoodShare Unclear Courtesy Letter

Workers will send the FoodShare Courtesy letter to inform members that by verifying the current held information could result in benefit increase.

All held items are displayed on the FS Courtesy letter, along with the names.

Milwaukee
MILWAUKEE ENROLLMENT SERVICES
PO BOX 05676
MILWAUKEE WI 53205

Mailing Date:





The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-888-947-6583. These services are free

You May Be Able to Get More FoodShare

You recently told us that you had a change in your household information. If you give us some additional information, we can see if you can get more FoodShare benefits.

Here's what you need to do:

- Read the list below to see what information we are missing.
- If you have documents that show the missing information, you can send them to us. See
 Send in documents at the end of this letter for instructions.
- You can also call your agency with the information.

You are not required to give us this information right now, but if you do, we will let you know if you can get more FoodShare. If you don't take any action, nothing will change. You will keep getting your current benefit amount.

Name	Missing Information
	Wisconsin residency
	Employment at WALMART including: Date job started
	School enrollment status

Contact your local agency if you have questions or need help getting this information.

Case: Date: Page 1 of 3

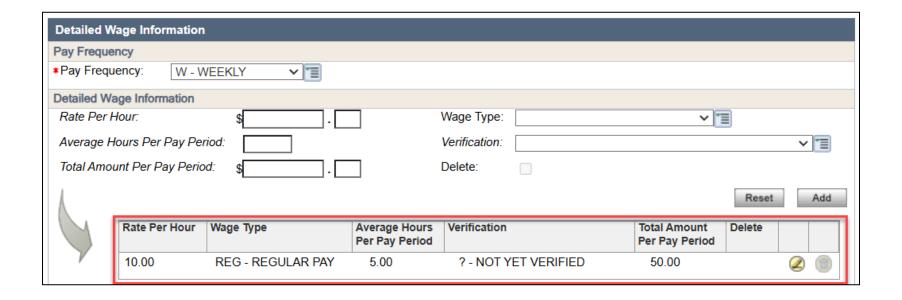
On March 3, 2025, Sara applies for FoodShare. She submitted last 30 days paystubs to verify employment with McDonald's 15 hours per week at \$10 per hour.

The worker runs eligibility and confirms the case.

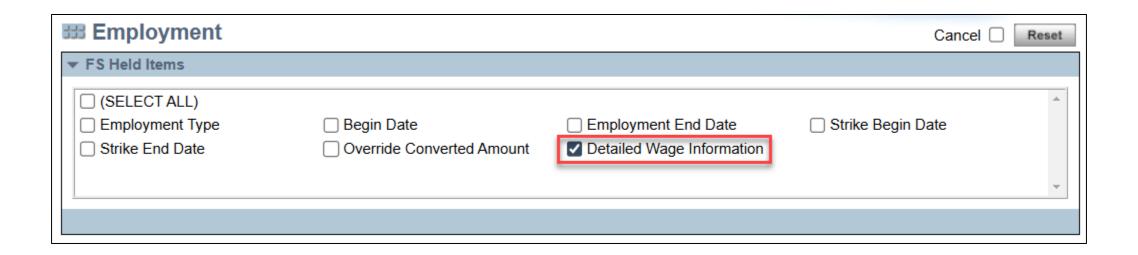
On October 24, 2025, the worker receives a reported change with unclear information that Sara's work hours have decreased.

The worker determines the unclear work hour decrease should be held.

The worker updates the Employment page to reflect the reduced hours and updates the verification field to ? – Not Yet Verified.



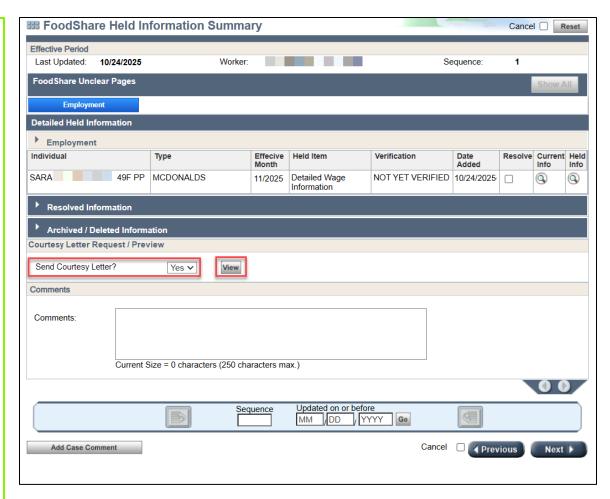
Next, the worker holds the unclear reduction in hours by opening the FS Held Items collapsible dropdown and by checking the box, Detailed Wage Information.



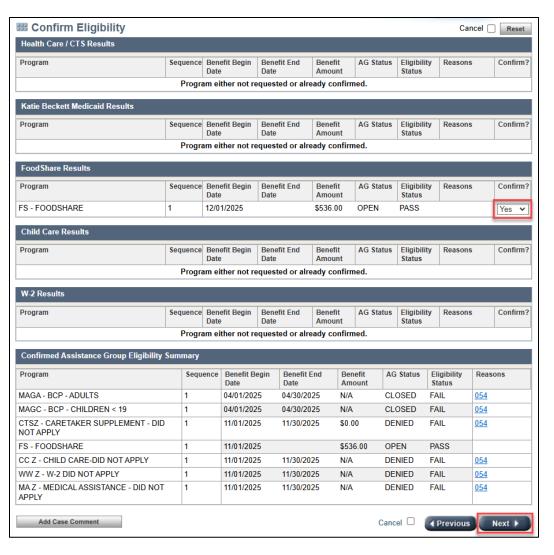
Then the worker determines that a courtesy letter is applicable to be sent and navigates to the FoodShare Held Information Summary page.

The worker selects Yes from the Send Courtesy Letter dropdown and clicks Next. The nightly batch process will generate the letter.

The unclear Detailed Wage Information will be held, and it will not affect FoodShare eligibility until SMRF or renewal. If Sara does not verify her reduced income, her FoodShare will remain until the next SMRF, renewal, or other change.



Lastly, the worker initiates eligibility and confirms the case.



Questions?