Wisconsin
Department of Health Services

FoodShare Employment and Training (FSET) Program Comprehensive Report

April 1, 2015 – March 31, 2016

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Division of Health Care Access and Accountability
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Executive Summary

Under the direction of Governor Scott Walker, the Department of Health Services (DHS) is committed to helping Wisconsin residents move from dependence on government programs to the independence and dignity that come from working hard to build their own future. To support this commitment, Governor Walker and the Wisconsin Legislature have invested over $60 million in the FoodShare Employment and Training (FSET) program through the last two biennial budgets. The FSET program provides FoodShare members with free educational courses, vocational training, and other support to build their job skills and help them find employment. With many employers looking for qualified, skilled workers, increasing employers' ability to fill these positions allows more employers to grow and expand, improving the state economy and offering more Wisconsinites a path to independence and prosperity.

Under Governor Walker's entitlement reforms, able-bodied adults ages 18 through 49 with no minor children living in the home must meet a work requirement, or they will be limited to three months of FoodShare benefits in a 36-month period. FoodShare members can participate in the free FSET program, or other worker training or volunteer programs, for 80 hours per month to meet the work requirement. March 31, 2016, marked the end of the first year of statewide implementation of the work requirement.

The substantial investment in the FSET program by Governor Walker and the state legislature in the 2013-2015 and 2015-2017 biennial budgets allowed DHS to increase the efficiency of the program by moving to a regional model for service delivery. This, in turn, helped provide a strong network to support the statewide rollout of the federally mandated work requirement for able-bodied adults without dependents as a condition of eligibility for FoodShare benefits.

This report provides a comprehensive look at the FSET program over the last year, including an overview of the program's successes during the first year of implementation of the regional administrative model and the federal work requirement for able-bodied adults without dependents. This report includes statewide data from April 1, 2015, through March 31, 2016. More importantly, it includes the stories and experiences of some FoodShare members who have improved their lives with the help of the FSET program and are in a better position to forge their own futures without having to rely on government assistance.

> *"Jasmaine Tate [saw] me when I didn't see myself. She gave me the strength to find myself and keep going when I didn't see any reason to. She is [by far] the best case manager to have. She is, and always will, be my guardian angel. She helped me to get through the bad and the ugly. She gave me the courage to stand when I wanted to give up and [to get] done with CNA classes. I am on my way to my success story."*—FSET Participant, Region 2 (ResCare)

Brief History of the FSET Program

Free and Voluntary Participation

The FSET program was originally established by the federal government in 1987 as a free but mandatory program to help able-bodied individuals enrolled in FoodShare (Wisconsin's Supplemental Nutrition Assistance Program) obtain employment, as well as gain the skills, training, and experience to increase self-sufficiency. In 2008, under a provision of Wisconsin's 2007-2009 biennial budget, Wisconsin made the shift to a voluntary FSET program.

The reforms that were part of Governor Walker's 2013-2015 biennial budget included implementation of the federal FoodShare work requirement for able-bodied adults without dependents. On April 1, 2015, DHS implemented this requirement statewide. Able-bodied adults receiving FoodShare benefits who choose not to meet the work requirement and do not qualify for a federal exemption are limited to three months of FoodShare benefits in a 36-month period, unless they start meeting the work requirement or qualify for an exemption.

Dianne Telford, a skills instructor for Forward Service Corporation (FSET Region 4), teaches housekeeping Job Skills Training for FSET participants at the agency's Oshkosh office.

Wisconsin's FSET program remains voluntary, even with statewide implementation of the federal work requirement for able-bodied adults without dependents. Able-bodied adults who need to meet the work requirement in order to maintain FoodShare eligibility receive a referral to the FSET program but are not required to participate since there are other options for meeting the work requirement. Other options for meeting the work requirement include working[1] at least 80 hours each month; participating in another allowable work program such as Wisconsin Works (W-2) or certain programs under the Workforce Innovation and Opportunity Act (WIOA) at least 80 hours each month; or both working and participating in an allowable work program for a combined total of at least 80 hours each month.

[1] Work is defined as 1) work in exchange for money, 2) work in exchange for goods or services, 3) unpaid work (volunteer work, community service), 4) self-employment at any wage, or 5) any combination of these activities.

The FSET program also provides services to FoodShare members who do not need to meet the work requirement but who choose to participate voluntarily because of the valuable services the program provides. FSET services are available to all FoodShare members.

Transition to a Regional Service Delivery Model

Prior to 2015, DHS contracted with 54 different agencies to administer the FSET program for Wisconsin's 72 counties and 11 tribes. This led to a lack of consistency in the types and quality of services provided to FSET participants across the state. It also made coordination with employers difficult and created challenges for many small programs, which struggled to identify and meet the needs of employers.

With Governor Walker's investment in the FSET program for the 2013-15 biennial budget—as part of his workforce development plan and entitlement reforms—DHS moved to a regional model for FSET service delivery, dividing the state into 11 regions that align with the existing Workforce Development Areas (WDAs). Using the proven regional model aligns FSET with other workforce development initiatives and allows DHS to provide the most efficient and productive model for FSET program administration and service delivery.

Agencies Selected Through Open Procurement Process

The current FSET agencies were selected through an open procurement and competitive bidding process. In many cases, they were already providing FSET and/or W-2 services in their local communities. Some FSET agencies administer the program in more than one region of the state. As a result, there are seven FSET agencies that serve the 11 regions of the state. These agencies are:

- ResCare
- Forward Service Corporation
- Wood County Human Services
- Workforce Resource
- Workforce Connections
- Dane County Human Services
- Southwest Wisconsin Workforce Development Board

DHS provided extensive training to FSET agencies to ensure they meet all federal and state program requirements. DHS also regularly monitors agency performance and conducts contract monitoring site visits.

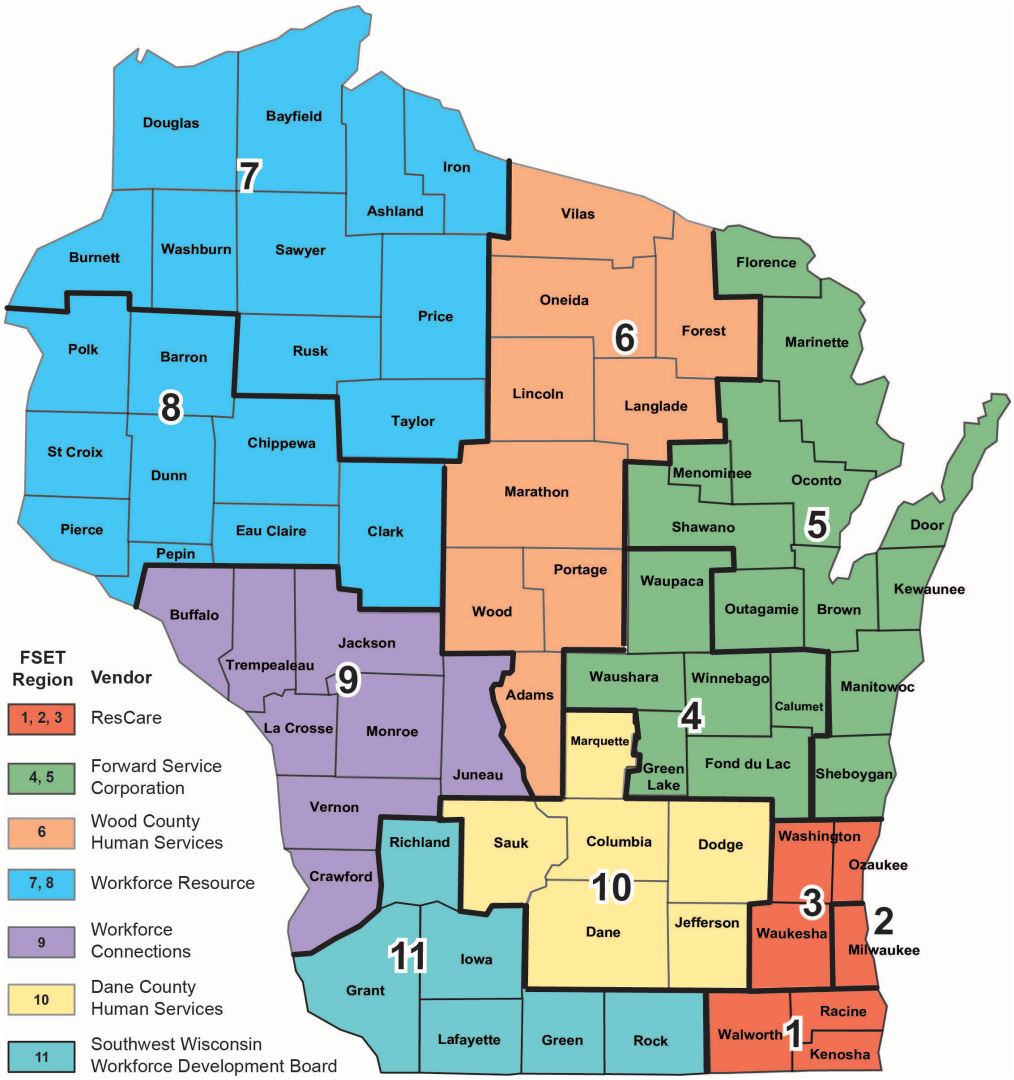
FSET Regions

Each FSET region is served by a contracted FSET agency; the agency administers and delivers FSET services within the region by partnering with local service providers and community organizations. The table below lists the counties in each FSET region, as well as the FSET agency that serves each region.

FSET Region	Counties Included	FSET Agency
Region 1: Southeast	Kenosha, Racine, and Walworth counties	ResCare
Region 2: Milwaukee	Milwaukee County	ResCare
Region 3: WOW	Washington, Ozaukee, and Waukesha counties	ResCare
Region 4: Fox Valley	Calumet, Fond du Lac, Green Lake, Waupaca, Waushara, and Winnebago counties	Forward Service Corporation
Region 5: Bay Area	Brown, Door, Florence, Kewaunee, Manitowoc, Marinette, Menominee, Oconto, Outagamie, Shawano, and Sheboygan counties	Forward Service Corporation
Region 6: North Central	Adams, Forest, Langlade, Lincoln, Marathon, Oneida, Portage, Vilas, and Wood counties	Wood County Human Services
Region 7: Northwest	Ashland, Bayfield, Burnett, Douglas, Iron, Price, Rusk, Sawyer, Taylor, and Washburn counties	Workforce Resource
Region 8: West Central	Barron, Chippewa, Clark, Dunn, Eau Claire, Pepin, Pierce, Polk, and St. Croix counties	Workforce Resource
Region 9: Western	Buffalo, Crawford, Jackson, Juneau, La Crosse, Monroe, Trempealeau, and Vernon counties	Workforce Connections
Region 10: South Central	Columbia, Dane, Dodge, Jefferson, Marquette, and Sauk Counties	Dane County Human Services
Region 11: Southwest	Grant, Green, Iowa, Lafayette, Richland, and Rock counties	Southwest Wisconsin Workforce Development Board

Below is a map depicting the FSET regions being served by each FSET agency.

FSET Region Map



Tribes Participating in FSET

The following tribes also administer and offer FSET services:

- Bad River Band of Lake Superior Tribe of Chippewa Indians
- Red Cliff Band of Lake Superior Chippewa
- Forest County Potawatomi Community
- Sokaogon Chippewa Community
- Menominee Indian Tribe of Wisconsin
- Oneida Tribe of Indians of Wisconsin
- Stockbridge-Munsee Community
- Lac du Flambeau Band of Lake Superior Tribe of Chippewa Indians

FSET Program Operations

Program Purpose

The purpose of the FSET program is to provide FoodShare members with opportunities to gain skills, training, and experience needed to improve employment prospects and move from government dependence to independence. The program also offers FoodShare members a way to meet the work requirement.

> *"I had no idea this much help was available to me and how everyone has been so caring and kind despite my background."*—FSET Participant, Region 3 (ResCare)

Wisconsin's customized FSET program focuses on identifying the strengths, needs, and preferences of participants and offering individualized services to improve job-seeking skills and increase employment opportunities.

Initial Engagement and Orientation with FSET Applicants

Once a FoodShare member is referred to the FSET program by his or her local income maintenance (IM) agency, the wheels are set in motion for the FSET agency to engage with the member. Following are some of the initial steps in the process:

1. The FSET agency contacts the referred FoodShare member by letter or by telephone, often both, within five business days of the referral. As part of the initial contact, the FSET agency schedules an enrollment and orientation appointment.
2. During orientation, the FSET participant is provided with detailed program information, including FSET employment and training services, supportive services, and availability of other community resources, if applicable.
3. After completing orientation, an individualized participant assessment and employment plan are created for the FSET participant.

Reasonable Accommodation and Supportive Services for FSET Participants

FSET participants may face barriers that make it difficult to access the FSET agency—including limited access to transportation, computers, and telephone. All FSET agencies provide reasonable accommodation and supportive services to enable individuals to enroll and participate in FSET activities. Reasonable accommodation includes using community resources to provide transportation, if available, or traveling to a mutually agreed upon location that is conducive to providing confidential services to the member. FSET agencies also provide translation services for FSET participants with limited English proficiency.

Establishing Goals

The FSET participant's orientation is followed by an individualized participant assessment, which is used to identify the strengths, needs, and preferences of the FSET participant.

Assessment results may also reveal the need for FSET supportive services or for a referral to other services to address participant needs that are outside the scope of FSET.

The individualized assessment may include the following activities:

- Identifying job readiness, level of job-seeking skills, and other potential barriers to employment such as housing, transportation, family, or legal issues.
- Gathering information about the participant—such as education levels and career aptitude—directly from the participant or through informal or formal assessment.

Information gathered through the assessment process is primarily used to create the participant's employment plan. FSET agencies conduct reassessments on an ongoing basis to determine if any additional support, changes to the employment plan, or changes to assigned activities are needed. Follow-up assessments may indicate if current activities or support should be increased, decreased, or eliminated.

Engaging with Local Employers (Program Activities)

The employment plan identifies the FSET components, or program activities, the FSET participant will engage in to achieve the goals identified in his or her plan. The FSET agency's relationships with local employers play a critical role in providing access to program activities

Edward Zirbel of Kaplan University and X'antony Brookens of ResCare (FSET Region 2) participate in a joint job fair held at the Zoofari Conference Center at the Milwaukee County Zoo on August 31, 2015.

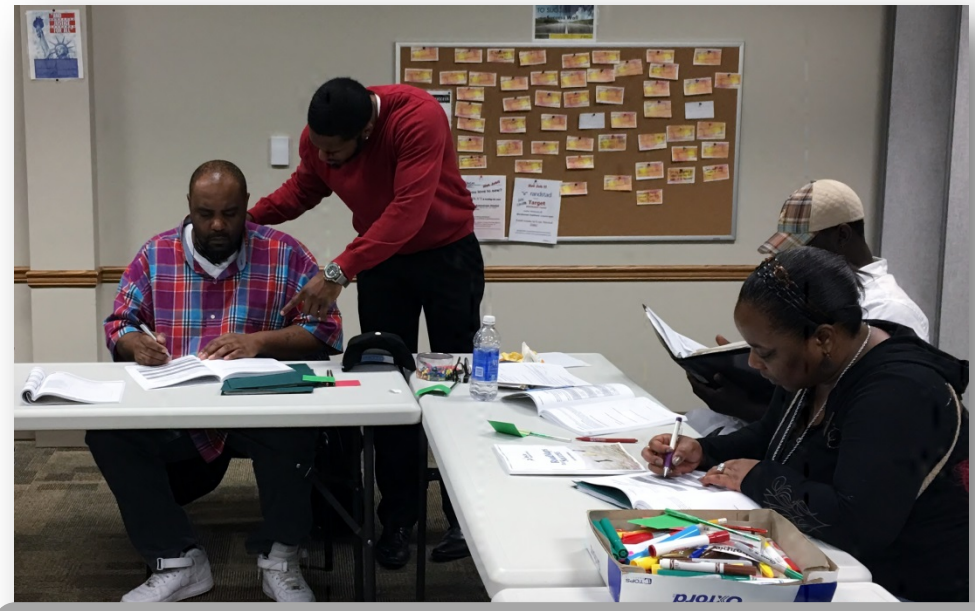
that will be most beneficial to the applicant. Some of these activities include: job search, education and vocational training, workfare, work experience, and self-employment.

Job search and job search training activities are designed to help participants prepare for work by addressing barriers to successful employment. FSET agencies work with participants to develop, practice, and apply job-seeking skills with the goal of securing employment. Job search and job training activities may include:

- Receiving assistance with applications and resume development
- Attending motivational and informational workshops
- Learning and practicing interviewing skills, including mock interviewing
- Evaluating labor market information
- Participating in job clubs
- Following up on job leads and job referrals
- Job development and job placement

Educational activities include Adult Basic Education (ABE) classes, basic workplace literacy classes, English as a Second Language (ESL) classes, High School Equivalency Program (HSEP) classes, short-term training certification, and some types of post-secondary education.

Vocational training activities improve employability by providing training in a skill or trade, thereby allowing the participant to move directly and promptly into employment. Vocational training leads to employment that is in demand.



An FSET participant in the ResCare (FSET Region 2) Roadmaps to Success Workshop in Milwaukee on April 1, 2016, receives assistance from one of the instructors.

FSET agencies work with local employers to design customized job skills training programs based on the skill needs of employers in the local labor market. Agencies also partner with local technical colleges to get participants enrolled in certificate programs and other trainings. As a result of both of these types of partnerships, in the first year of FSET expansion and

"I submitted an application to St. Luke's Medical Center for full-time employment. St. Luke's Medical Center called me the next day and conducted a phone interview and then they called me to do a face-to-face interview the next day. When I got to the interview, I used the techniques that I was taught in Roadmaps to Success to really WOW the manager and was offered the job right on the spot. The moral of this story is to never give up on what you want to do!! I got the job as a Health Unit Coordinator working in the Emergency Room, right where I wanted to end up. I just wanted to thank the FSET program for the knowledge that I have learned along the way."—FSET Participant, Region 2 (ResCare)

implementation of the work requirement for able-bodied adults without dependents, participants have benefited from trainings in a variety of fields including:

- Certified nursing assistant (CNA) training
- Skills trade apprenticeships
- Data entry training
- ServSafe licensing
- IT help desk training
- Commercial driver license (CDL) training
- Customer service training
- Pharmacy tech training
- Call center skills training
- Welding training
- Licensed practical nurse (LPN) training
- Medical coding training
- Automotive technician training
- Radiography training

The trainings and certification opportunities the FSET program offers help participants prepare for Hot Jobs (jobs projected to have high job growth) in Wisconsin in the construction industry, information technology field, health care fields, and sales.[2]

Workfare provides participants with the opportunity to learn new job skills and establish work references at a nonprofit work site.

Work experience offers the opportunity for job shadowing or a short-term placement in an actual work or training setting. The benefits of work experience include exposing participants to a variety of work options, improving employability, and helping ease the participant's transition into regular employment.

Self-employment activities focus on providing technical assistance to FSET participants starting their own businesses. Individualized technical assistance is provided in the following areas:

- Creating a business plan to develop a small business
- Conducting feasibility studies to determine viability of the product or service
- Locating financial resources, including low-cost loans and grants

[2] Wisconsin Department of Workforce Development, Wisconsin's WORKnet. (n.d.). Hot Jobs – Wisconsin Statewide. http://worknet.wisconsin.gov/worknet/hotocc.aspx?menuselection=&areatype=01&area=000055&areaname=Statewide&Level=1

- Developing successful marketing strategies
- Resolving credit problems
- Navigating state and federal regulations
- Providing ongoing technical assistance for up to 90 days after starting a business

Job Retention Support

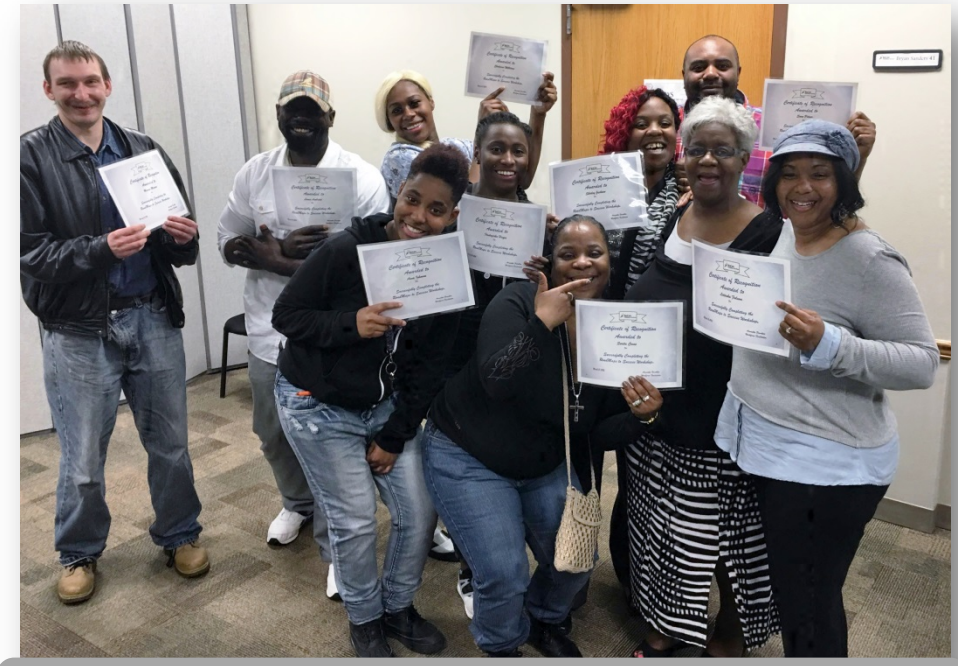
An FSET agency's role does not stop at employment. FSET agencies offer supportive services for participants who have secured employment. Individuals who have received services through the FSET program are eligible for job retention services for 90 days. Individuals who receive job retention services are usually not participating in other FSET activities, and in some cases, these services are provided after the individual has left the FoodShare program.

Job retention support typically includes reimbursement for reasonable and necessary expenses to help the participant retain employment, such as required clothing, equipment, or tools; relocation expenses; child care; and transportation. Job retention may also include case management services that address workplace demands and employer expectations.

ResCare (FSET Region 1) held a job fair in Racine on February 24, 2016, which was the largest job fair in the area in years.

Implementation of the FoodShare Work Requirement for Able-Bodied Adults

The reforms that were part of Governor Walker's 2013-2015 biennial budget included implementation of the FoodShare work requirement for able-bodied adults without dependents. On April 1, 2015, DHS implemented this requirement statewide. Able-bodied adults receiving FoodShare benefits who choose not to meet the work requirement and do not qualify for an exemption are limited to three months of FoodShare benefits in a 36-month period, unless they start meeting the work requirement or qualify for an exemption.



Participants celebrate completion of the Roadmaps to Success Workshop hosted by ResCare (FSET Region 2) on April 1, 2016, in Milwaukee.

Under Governor Walker's leadership, DHS took a thoughtful approach to rolling out the work requirement for able-bodied adults—phasing in the requirement statewide over 12 months and ensuring that affected FoodShare members received multiple notifications about the new requirement and were automatically referred to the FSET program as one option for meeting it.

FSET: One of Many Ways to Meet the FoodShare Work Requirement

There are multiple ways for able-bodied adults to meet the work requirement and continue to receive FoodShare benefits:

1. Work[3] at least 80 hours each month.
2. Take part in the FSET program at least 80 hours each month.
3. Take part in another allowable work program such as W-2 or WIOA at least 80 hours each month.

[3] Work is defined as 1) work in exchange for money, 2) work in exchange for goods or services, 3) unpaid work (volunteer work, community service), 4) self-employment at any wage, or 5) any combination of these activities.

4. Both work and take part in an allowable work program for a combined total of at least 80 hours each month.

Exemptions from the Work Requirement

The FoodShare work requirement is truly intended for able-bodied adults. A FoodShare member may be considered exempt and may not need to meet the work requirement if any of the following are true:

- The member is living with a child younger than age 18 who is part of the same FoodShare household.
- The member is the primary caregiver for a person who cannot care for himself or herself.
- The member is the primary caregiver for a dependent child younger than age 6.
- The member is physically or mentally unable to work.
- The member is chronically homeless.
- The member is pregnant.
- The member is receiving, or has applied for, unemployment insurance.
- The member is taking part in an alcohol or other drug abuse (AODA) treatment program.
- The member is enrolled in an institution of higher learning at least half-time.
- The member is a high school student age 18 or older, attending high school at least half-time.

Notification to Affected FoodShare Members

DHS is committed to ensuring that affected FoodShare members are informed of the work requirement and the ways to meet it, including participating in the FSET program. Affected FoodShare members are informed of the work requirement through various written communications from DHS, as well as through in-person or phone interviews with a local IM agency caseworker:

- Individuals who are already enrolled in FoodShare first learn about the requirement when they receive their 45-day renewal letter, before the policy goes into effect for their household (see Appendix A [pages 34-35] for a sample of the 45-day renewal letter). Information about the work requirement and how to meet it is also shared verbally during the member's mandatory annual renewal

Spotlight on Success:
Misty of Brown County

Misty started participating in FSET in March 2016 to meet the FoodShare work requirement for able-bodied adults with no minor children living in the home. Her employment goal was to obtain a full-time position in retail.

Her FSET agency, Forward Service Corporation, enrolled Misty in a customer service job skills training course to coach Misty on cash handling, effective communication, workplace professionalism, and interviewing. The training provided an opportunity to learn how to operate a point-of-sale terminal, as well as all of the other skills Misty would need for a career in retail.

After Misty completed the training, the FSET agency set up interviews with three potential employers, and Misty was hired for a retail position that started at the end of March.

Misty completed a job skills training and started her new job in her field of interest in less than one month.

interview. The IM agency caseworker determines if a FoodShare member needs to meet the work requirement or qualifies for an exemption from the work requirement. The caseworker also explains the work requirement and the consequences for not meeting it.

- Individuals newly applying for FoodShare receive information about the work requirement, and how to meet it, at the time of their initial mandatory interview as part of the application process. During this conversation, the FoodShare applicant has the opportunity to share any information about his or her life circumstances that may qualify him or her for an exemption from the work requirement.
- If a member who needs to meet the work requirement is not currently meeting it, the caseworker refers the member to the FSET program and provides information about the program. All FoodShare members who need to meet the work requirement are sent an FSET referral notice from DHS (see Appendix A [pages 36-39] for a sample of this referral letter).

Participants engage in DIVERSEcity at Work, a job fair held by Forward Service Corporation at Fox Valley Technical College in Oshkosh on December 11, 2015.

- Once a FoodShare member has been referred to the FSET program, the FSET agency contacts the member to set up an appointment and begin the process of enrolling the member in the program and developing an individualized plan to meet his or her employment goals.
- When a FoodShare member has used up one month of time-limited benefits, DHS sends a reminder to the member about the work requirement, ways to meet it, and the three-month time limit for receiving benefits when failing to meet the work requirement (see Appendix A [pages 40-41] for a sample of this reminder letter).
- When a FoodShare member has exhausted almost all time-limited benefits without meeting the work requirement, DHS sends another letter to the member indicating that the member will soon lose FoodShare coverage if he or she fails to meet the work requirement or qualify for an exemption (see Appendix A [pages 42-45] for a sample of this final reminder letter).

See Appendix B [pages 46-47] for more detailed information about the notices DHS sends to FoodShare members receiving time-limited FoodShare benefits.

Spotlight on Success:
Andrew of Portage County

Andrew was referred to the FSET program on April 9, 2015, and enrolled in the program on April 29, 2015. His primary employment goal was to obtain a full-time job in maintenance.

When Andrew first enrolled in the FSET program, he had an extensive history of construction and maintenance work. However, Andrew had never developed a resume or cover letter to help highlight his skills, abilities, and work history. Andrew indicated that in the past he had relied on personal contacts to gain employment and that it had been years since he went the traditional route of job searching and interviewing.

The FSET agency, Wood County Human Services, helped Andrew create a strong resume and provided him with job leads in the maintenance field. They also conducted a mock interview to help Andrew practice explaining his strengths and work background effectively in an interview.

Andrew was hired full-time for a maintenance position on June 12, 2015—less than two months after enrolling in FSET. His starting wage was $15/hour. Andrew has not only maintained this employment, he has been promoted to a management position. In this role, he has established an ongoing relationship with the FSET agency to help identify other qualified candidates for his company. Andrew has since interviewed three other FSET participants for maintenance positions.

DHS Priorities for Year One of FoodShare Work Requirement

Since statewide implementation of the FoodShare work requirement on April 1, 2015, DHS's primary focus has been to educate FoodShare members and applicants about the new requirement and raise awareness about the FSET program as a free and accessible resource to help meet the requirement. In addition to increasing awareness about the FSET program for those subject to the work requirement, DHS has also made efforts to increase awareness among other FoodShare members, since anyone enrolled in FoodShare may take advantage of the free services FSET has to offer.

Facilitating the Transition

After DHS moved to a regional FSET service delivery model, which reduced the number of contracted FSET agencies from 54 to seven, many areas of the state had a change in FSET agency. In communities where there was a change in FSET agency, DHS helped facilitate the transition between FSET agencies to prevent gaps in services for current FSET participants.

Clarene Mitchell and X'antony Brookens of ResCare (FSET Region 2) deliver a presentation on FSET at the Adult Learning Center on March 31, 2015. Attendees included community stakeholders, Adult Learning Center volunteers, and students.

New and Updated Educational Materials for Members and Applicants

An important aspect of educating members and applicants is ensuring information provided is consistent and thorough in explaining the work requirement, possible exemptions from the requirement, and the role of the FSET program. To help IM agencies and community partners deliver this consistent messaging, and to provide them with resources they can use in discussions with members and applicants, DHS updated its FSET program fact sheet and created two new fact sheets:

- **Updated FSET Program Fact Sheet**—The updated FSET program fact sheet addresses the work requirement and highlights participation in FSET as an allowable way to meet the requirement. It is translated into 11 languages to reflect the diverse populations served by FoodShare and the FSET program. DHS notified IM agencies and community partners about the availability of the updated fact sheet and sent requested supplies of both English and translated versions.

  A sample of the English version of the updated FSET program fact sheet (*FoodShare Employment and Training [FSET] Program*, P-16092) is included in Appendix C (pages 48-49).

- **New Work Requirement Fact Sheets**—DHS created two new fact sheets to explain the work requirement for able-bodied adults without dependents and help clarify the difference between workfare and work experience:

  - *The Work Requirement for Adults Ages 18 through 49*, P-00710
  - *Information About Workfare and Work Experience*, P-01156

  The work requirement fact sheet, like the FSET program fact sheet, is translated into 11 languages. DHS notified IM agencies and community partners about the availability of the new fact sheet and sent requested supplies of both English and translated versions.

  The workfare and work experience fact sheet is translated into Spanish and Hmong.

  Samples of the English versions of both new fact sheets are included in Appendix C (pages 50-54).

Working with IM Agencies and FSET Agencies

IM agency workers are the frontline staff who work with FoodShare applicants and members on a daily basis. When individuals apply for FoodShare or renew their benefits, they are required to complete a mandatory interview with their IM agency caseworker, either via telephone or in person. During this interview, the IM agency caseworker makes sure that the applicant or member understands any requirements of participation in the FoodShare program, including the federal work requirement for able-bodied adults without dependents.

During the first year of the federal work requirement, DHS and IM agencies created additional notices to be sent to members subject to the work requirement. These notices again remind members of the work requirement, ways to meet it (including participating in the FSET program), and possible exemptions. The notices also reiterate the potential for a member to lose FoodShare benefits after three months if he or she fails to meet the requirement or qualify for an exemption.

Forward Service Corporation and W-2, in partnership with eight employers, hosted a job fair Thursday, September 24, 2015, in Oshkosh. At the event, 10 on-site interviews were conducted, more than 35 job applications were completed, and 31 future interviews or appointments were scheduled.

To support local outreach by FSET agencies, DHS also collaborated with FSET agencies that wanted to develop their own customized informational materials. DHS's main role is to ensure the accuracy of any policy information in the materials. This allows FSET agencies to develop materials that spotlight the unique services they offer while ensuring messaging to members and applicants is consistent.

Training and Outreach to Community Partners

Prior to and during implementation of the work requirement for able-bodied adults without dependents, DHS reached out to community partners, particularly safety net providers, about the work requirement and resources available to, or needed by, members and applicants. Community partners have regular contact with some FoodShare members and are relied upon by members to help them understand the program rules and requirements.

In addition to one-on-one outreach to community partners, DHS also conducted 10 regional partner trainings across the state regarding implementation of the work requirement for able-bodied adults without dependents and changes to the FSET program. The training was recorded and is available on the ForwardHealth Community Partners page of the DHS website, along with a Frequently Asked Questions document: www.dhs.wisconsin.gov/forwardhealth/partners.htm.

Looking Ahead

DHS plans to continue to work closely with IM agencies, FSET agencies, and community partners to ensure FoodShare members and applicants are aware of the work requirement for able-bodied adults without dependents, as well as other program rules that may affect their eligibility for benefits, and that they understand all of the free services the FSET program has to offer, whether they need to meet the work requirement or not.

Spotlight on Success: Thomas of Wausau

Thomas enrolled in the FSET program to meet the FoodShare work requirement for able-bodied adults without dependents. He was referred to the FSET program on April 12, 2015, and enrolled the next day. At the time he enrolled, he only had six weeks of job experience; he indicated that he was shy and unsure of himself.

The FSET agency, Wood County Human Services, created an employability plan with Thomas, which included activities to assist in developing a resume and starting his employment search. In May, Wood County Human Services established a workfare site to help Thomas gain work skills and also provide him with an opportunity to increase his confidence.

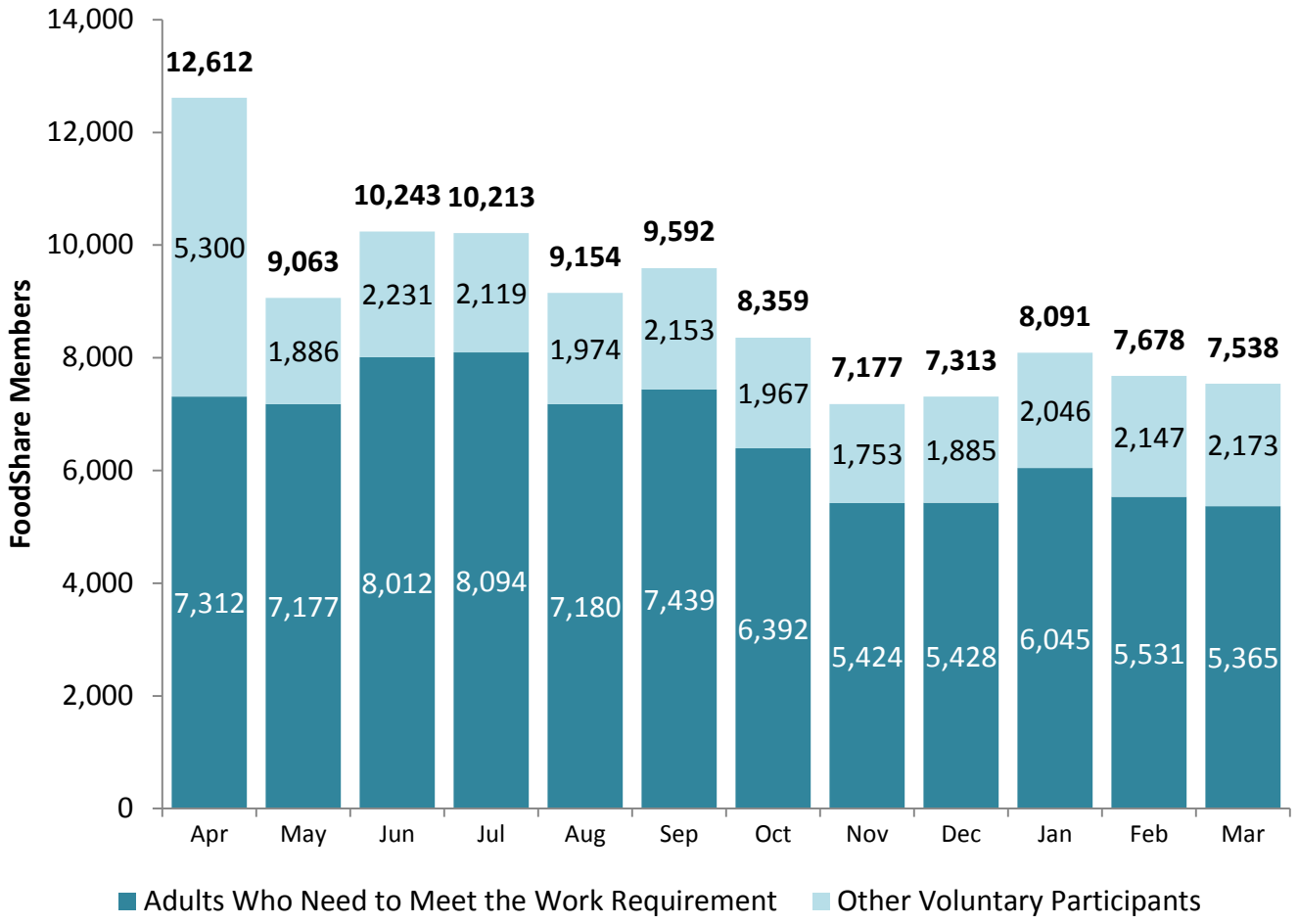
The workfare supervisor was impressed with Thomas's work ethic and began discussion about a possible transition to employment. Thomas was initially hired for temporary seasonal work but was so successful that his employer offered him a permanent position.

The FSET program helped Thomas gain confidence and a new job.

Statewide FSET Data

FoodShare Members Newly Referred to the FSET Program

The number of new referrals received by month
April 2015 – March 2016



The IM agency caseworker sends a referral to the FSET agency for any FoodShare member who needs to meet the work requirement for able-bodied adults without dependents, as well as any member who may qualify for an exemption but has not yet provided the verification of that exemption. If a FoodShare member expresses interest in participating in FSET but does not need to meet the work requirement, the IM agency caseworker will send a referral to the FSET agency for that member.

In the first year of the regionalization of the FSET program, 107,033 FoodShare members have been referred to the program. On average, about 76 percent of referrals to the FSET program are for FoodShare members who need to meet the work requirement, while 24 percent are for

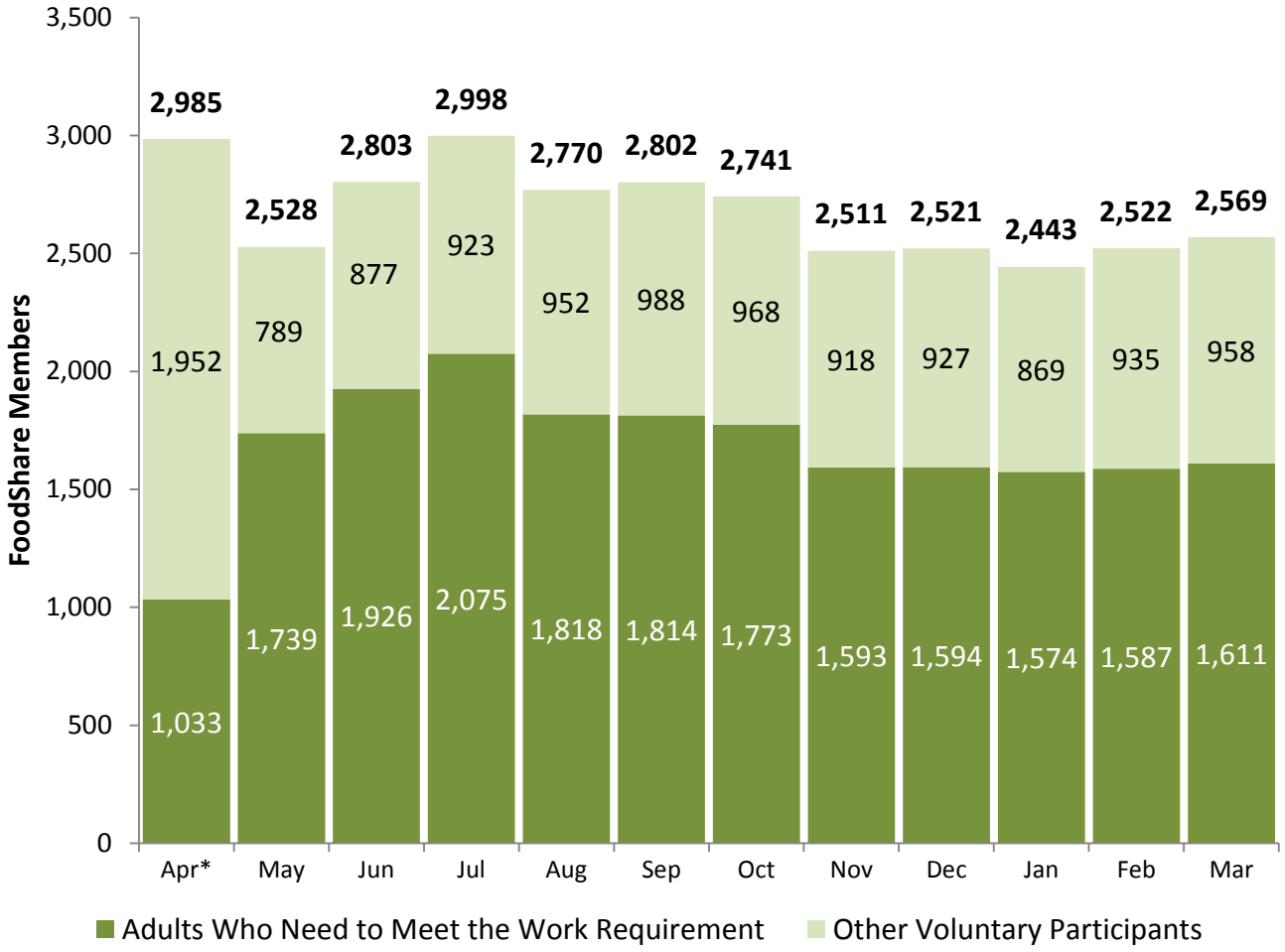
other voluntary participants.[4] That ratio was different in April 2015 when the program was transitioning from old FSET agencies and data systems to new agencies and data systems. Many of the FoodShare members "referred" in April 2015 were already participating as volunteers prior to April 2015.

The percentage of referrals for FoodShare members who do not need to meet the work requirement for able-bodied adults without dependents has grown as the year has progressed, from about 20 percent of referrals to nearly 29 percent of referrals. This is likely due to increased awareness of the program and its benefits by FoodShare members.

[4] April 2015 data is excluded in these averages because of the one-time transition effects and the skewed number of referrals sent for FoodShare members **not** needing to meet the work requirement compared to those who do need to meet the work requirement.

FoodShare Members Newly Enrolled in the FSET Program (Monthly)

The number of new enrollments received by month
April 2015 – March 2016



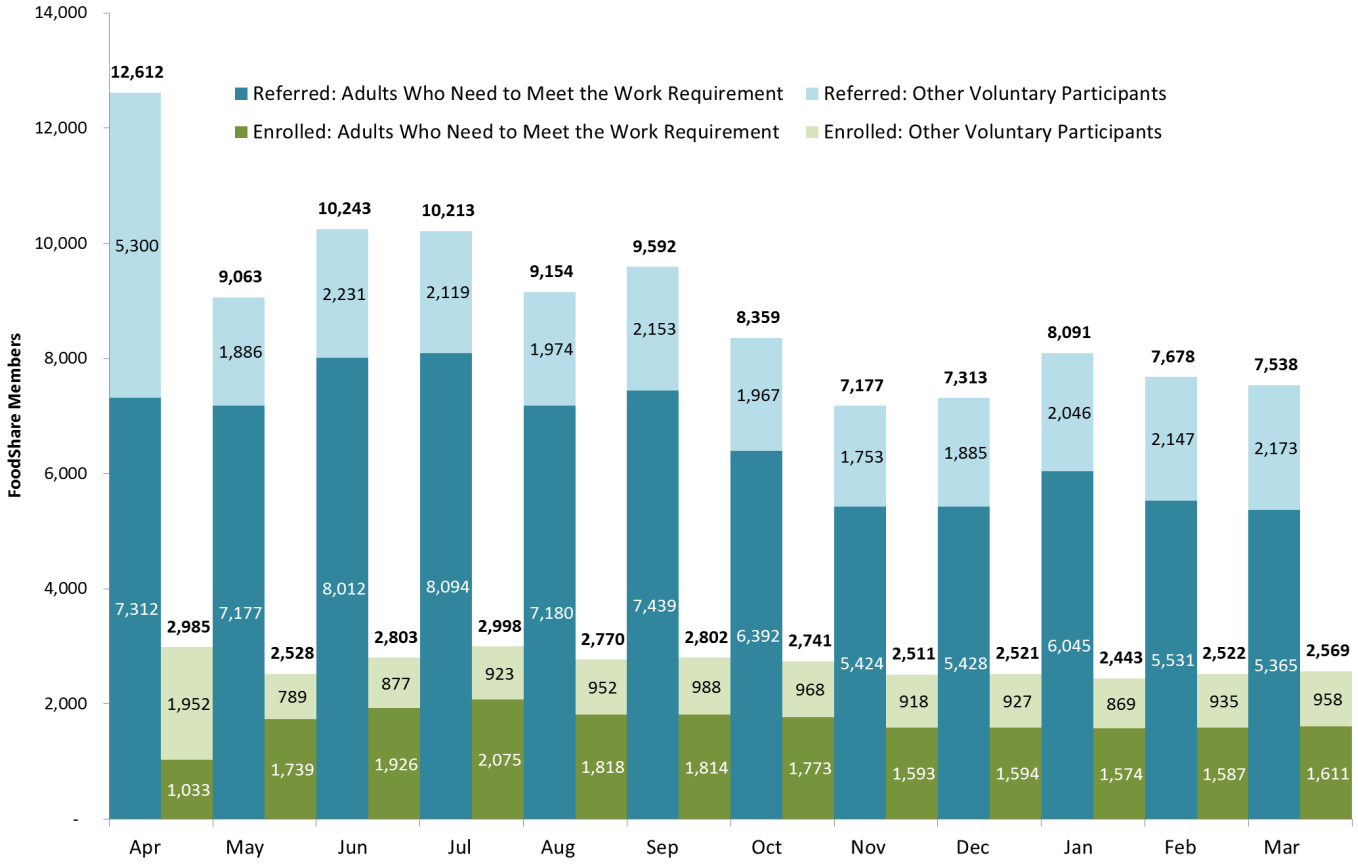
*Work requirement statewide phase-in begins

In addition to sending appointment notices, FSET agencies attempt to make direct contact with referred members to facilitate participation in FSET. FSET agencies have found that multiple attempts and methods of contact result in greater participation rates.

Currently, on average, 27 percent of able-bodied adults without dependents choose to enroll in the FSET program. However, the enrollment rate for this population is continuing to grow, from 24 percent in May 2015 to 30 percent in March 2016. This growth is, in large part, due to FSET agencies' focus on engaging this population, consistent messaging about the work requirement from IM agencies and FSET agencies, and members seeing the benefit of participation for others in their community. Since FSET is voluntary, referred able-bodied adults may choose not to participate in the free program, which may result in their participation in the FoodShare program ending after three months if they don't meet the work requirement some other way.

Newly Referred vs. Newly Enrolled in the FSET Program

The number of new referrals and new enrollments by month
April 2015 – March 2016

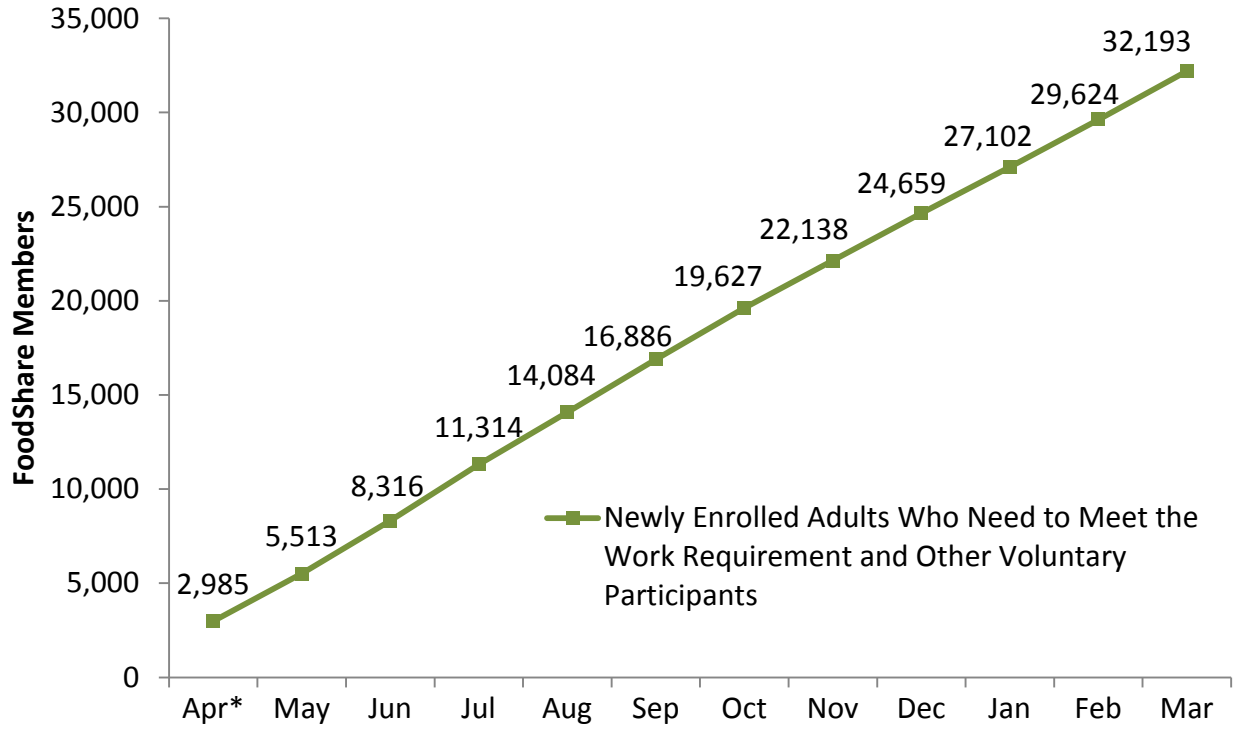


This chart again shows that the rate of enrollment continues to increase across the state. The enrollment rate is defined as the percentage of referred members who choose to enroll in the FSET program.[5]

[5] DHS divides the number of enrollments by the number of referrals to calculate the referral rate.

FoodShare Members Newly Enrolled in the FSET Program (Cumulative)

Cumulative number of members newly enrolled
April 2015 – March 2016



*Work requirement statewide phase-in begins

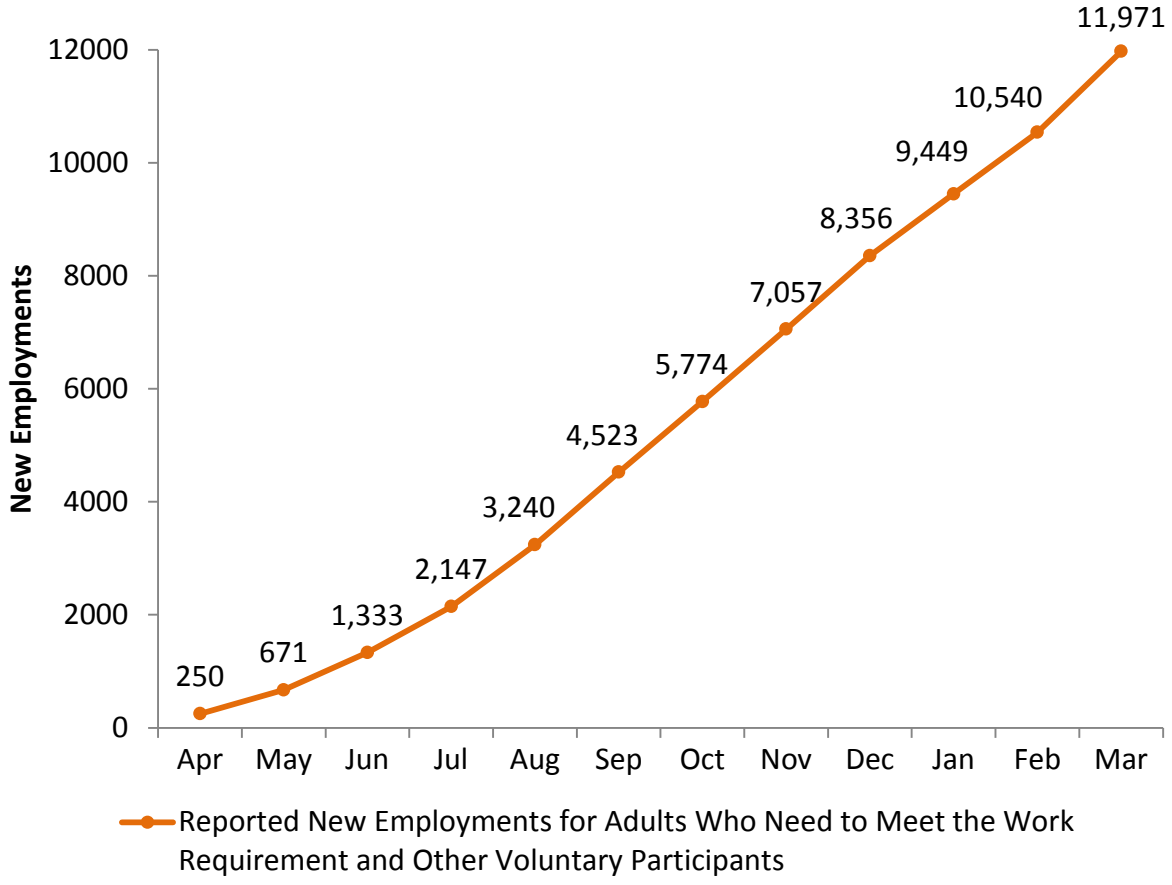
In the first year of the work requirement for able-bodied adults without dependents and the regionalized FSET program, over 32,100 FoodShare members across Wisconsin have benefited from FSET participation. These are FoodShare members who have participated in order to meet the work requirement, as well as other voluntary participants. On average, about 65 percent of participants need to meet the work requirement for able-bodied adults without dependents, while the remaining 35 percent have no work requirement.[6]

[6] DHS calculates the percentage of enrollees who are able-bodied adults without dependents and those who are not by taking the number of able-bodied adult enrollments divided by the total enrollment, and the number of non-able-bodied adult enrollments divided by the total enrollment, respectively.

Reported New Employments

Cumulative number of new employments reported by FSET participants*

April 2015 – March 2016

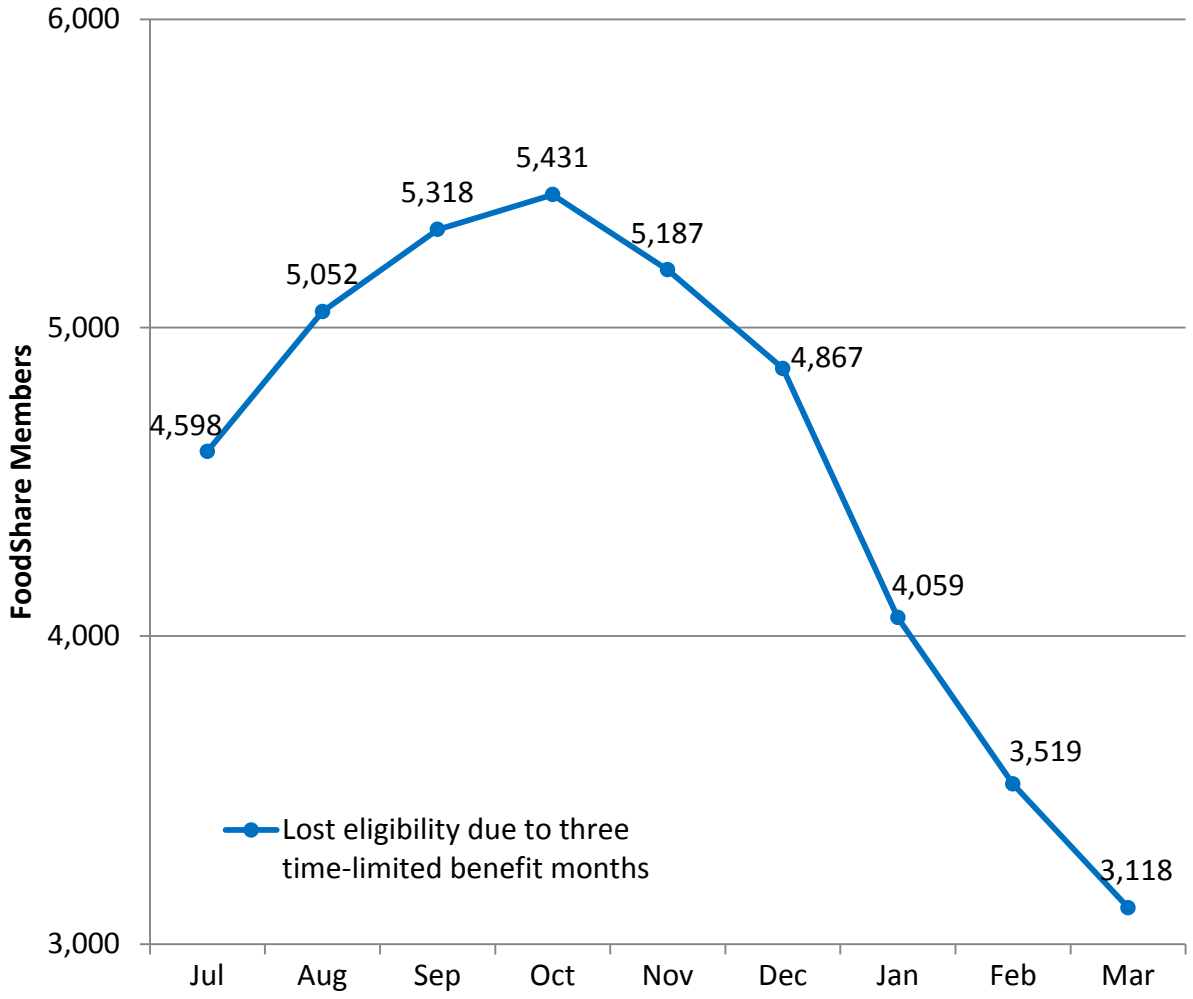


*More than one job may be reported by a participant.

Since April 1, 2015, at least 11,971 new employments have been reported by FSET participants. Over the course of the year, the rate of employment for FoodShare members who choose to participate in FSET has continued to grow. The employment number may not tell the whole story, however. The number in this chart only reflects employments that FoodShare members have verified with their FSET agency. FSET agencies are aware of many FoodShare members who have gained employment but have never returned to the FSET agency to provide proof or verification of that employment. As a result, they are not included in the statistics.

Time-Limited Benefits

Number of able-bodied adults who did not meet the work requirement, used up three months of time-limited benefits, and therefore lost eligibility in the FoodShare program.
July 2015 – March 2016



The above chart shows the number of people who have lost benefits each month since the rollout of the policy. It is important to note these are able-bodied adults without dependents who are able to work, do not qualify for an exemption, and have chosen not to meet the work requirement.

Participating in FSET is one of **several options** that able-bodied adults without dependents have to meet the FoodShare work requirement. Others include:

1. Work[7] at least 80 hours each month.
2. Take part in another allowable work program such as W-2 or certain programs under the WIOA at least 80 hours each month.
3. Both work and take part in an allowable work program for a combined total of at least 80 hours each month.

FoodShare members are informed of the work requirement repeatedly from the time of their initial enrollment in FoodShare through their three months of time-limited benefits, if they need to meet the work requirement. They are informed through various written communications, as well as in person or via telephone at the time of their initial enrollment appointment or annual renewal appointment. FoodShare members who have used up their three months of benefits and have not met the work requirement, or shown they are exempt, may still, at any time, enter an allowable work program, including FSET.

[7] Work is defined as 1) work in exchange for money, 2) work in exchange for goods or services, 3) unpaid work (volunteer work, community service), 4) self-employment at any wage, or 5) any combination of these activities.

Regional FSET Data

FSET Regions: FoodShare Members Newly Referred to the FSET Program

The number of new referrals received by month, including adults who need to meet the work requirement and other voluntary participants

April 2015 – March 2016

Newly Referred													
	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Total
Total Referred	**12,612**	**9,063**	**10,243**	**10,213**	**9,154**	**9,592**	**8,359**	**7,177**	**7,313**	**8,091**	**7,678**	**7,538**	**107,033**
Region 1	789	635	698	623	551	612	602	550	612	636	666	613	7,587
Region 2	6,118	4,278	4,879	4,943	4,265	4,399	3,541	2,899	2,880	3,294	2,946	2,994	47,436
Region 3	313	221	291	283	267	270	281	223	239	275	276	287	3,226
Region 4	497	348	386	433	382	386	425	348	373	404	386	365	4,733
Region 5	864	751	822	771	717	830	779	683	683	809	770	688	9,167
Region 6	854	506	532	542	472	510	466	419	455	556	497	536	6,345
Region 7	315	278	266	307	253	290	266	253	281	305	248	242	3,304
Region 8	426	356	412	404	403	416	371	405	394	404	407	378	4,776
Region 9	345	296	314	315	346	343	306	269	283	273	298	275	3,663
Region 10	1,623	954	1,143	1,112	1,019	1,074	923	780	780	754	787	756	11,705
Region 11	422	364	441	424	426	401	355	301	297	334	354	347	4,466
Tribal Agencies	46	76	59	56	53	61	44	47	36	47	43	57	625

FSET Regions: FoodShare Members Newly Enrolled in the FSET Program

The number of new enrollments received by month, including adults who need to meet the work requirement and other voluntary participants

April 2015 – March 2016

Newly Enrolled													
	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Total
Total Enrolled	**2,985**	**2,528**	**2,803**	**2,998**	**2,770**	**2,802**	**2,741**	**2,511**	**2,521**	**2,443**	**2,522**	**2,569**	**32,193**
Region 1	262	242	194	202	165	173	184	200	213	197	231	209	2,472
Region 2	1,607	1,235	1,428	1,540	1,445	1,377	1,370	1,246	1,136	1,086	1,057	1,087	15,614
Region 3	73	58	83	76	71	99	88	76	95	79	92	86	976
Region 4	111	108	108	132	110	121	122	91	112	104	109	141	1,369
Region 5	207	265	285	281	239	260	182	175	218	211	184	198	2,705
Region 6	296	209	205	237	190	181	197	173	203	212	235	228	2,566
Region 7	20	45	76	74	82	97	81	89	89	102	69	92	916
Region 8	65	60	90	129	118	122	120	105	108	102	114	101	1,234
Region 9	28	41	46	33	33	43	53	46	57	45	53	60	538
Region 10	240	137	160	141	176	148	170	175	165	176	195	203	2,086
Region 11	67	105	103	145	128	165	166	128	122	122	175	150	1,576
Tribal Agencies	9	23	25	8	13	16	8	7	3	7	8	14	141

FSET Regions: Reported New Employments

The number of new employments reported by FSET participants by month, including employments for adults who need to meet the work requirement and other voluntary participants (more than one job may be reported by a participant).

April 2015 – March 2016

Reported New Employments													
	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Total
Total Reported New Employ-ments	**250**	**421**	**662**	**814**	**1,093**	**1,283**	**1,251**	**1,283**	**1,299**	**1,093**	**1,091**	**1,431**	**11,971**
Region 1*	181	167	124	115	90	113	102	108	110	72	101	124	1,407
Region 2	25	143	368	414	571	721	732	708	741	629	472	696	6,220
Region 3	5	14	21	34	61	35	39	46	36	31	40	56	418
Region 4	3	14	7	25	51	56	43	65	43	46	70	70	493
Region 5	2	14	18	47	117	102	109	98	103	80	134	141	965
Region 6	22	48	50	82	69	95	78	72	87	45	84	97	829
Region 7	0	1	17	6	17	8	19	7	15	15	20	23	148
Region 8	1	3	20	21	30	37	34	30	30	29	34	30	299
Region 9	1	1	3	8	12	6	3	6	10	14	20	13	97
Region 10	10	16	33	57	59	73	60	59	49	54	62	105	637
Region 11	0	0	0	2	13	34	28	78	73	76	52	72	428
Tribal Agencies	0	0	1	3	3	3	4	6	2	2	2	4	30

* Region 1 had 789 reported new employments prior to April 2015

FSET Regions: Time-Limited Benefits

Able-bodied adults who needed to meet the work requirement, did not meet it, and exhausted three months of time-limited benefits, therefore losing eligibility in the FoodShare program.

July 2015 – March 2016

Exhausted Time-Limited Benefits										
	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Total
Total Lost Benefits	**4,598**	**5,052**	**5,318**	**5,431**	**5,187**	**4,867**	**4,059**	**3,519**	**3,118**	**41,149**
Region 1	319	339	290	287	243	233	258	211	205	2, 385
Region 2	2,499	2,712	2,936	3,022	2,802	2,589	1,939	1,640	1,412	21,551
Region 3	120	105	132	129	121	108	111	71	80	977
Region 4	149	158	162	170	169	176	164	159	154	1,461
Region 5	276	364	335	377	378	360	356	323	327	3,096
Region 6	193	200	199	208	202	220	193	216	136	1,767
Region 7	54	59	66	62	55	53	41	44	92	526
Region 8	150	166	190	199	177	145	165	142	128	1,462
Region 9	153	189	190	172	214	181	156	152	149	1,556
Region 10	471	499	546	508	528	524	428	346	311	4,161
Region 11	176	189	218	256	261	210	205	172	124	1,811
Tribal Agencies	38	72	54	41	37	68	43	43	0	396

Appendix A: Samples of Notices Sent to FoodShare Members

Image 1: FSET monthly letter sent when 45-day renewal letter is sent—page 1

CDPU
CENTRALIZED DOCUMENT PROCESSING UNIT
PO BOX 5234
JANESVILLE, WI 53547-5234

State of Wisconsin

Case #: XXXXXXXXXX

[CONSORTIA]
Phone: xxx-xxx-xxxx

Mailing Date: MM/DD/YYYY

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XXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXX WI 99999 9999

English — For help to translate or understand this, please call 1-800-362-3002 (TTY).
Spanish — Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-362-3002 (V/TTY).
Russian — Если вам не всё понятно в этом документе, позвоните по телефону 1-800-362-3002 (V/TTY).
Hmong — Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau 1-800-362-3002 (V/TTY).
Laotian — ເພື່ອຊ່ວຍໃນການແປ ຫລື ເຂົ້າໃຈເນື້ອຫາໃນນີ້, ກະລຸນາໂທລະສັບຫາ 1-800-362-3002 (V/TTY).

Information about Your FoodShare Benefits

This letter is to let you know about new program rules for FoodShare that will apply at your next FoodShare renewal.

Certain adults between the ages of 18 through 49 with no minor children in the home may only get up to 3 months of FoodShare benefits in a 36-month period, unless they meet the work requirement or have an exemption. After getting 3 months of benefits, members will not get any more FoodShare benefits until a work requirement is met, an exemption is met, or 36-months have passed.

There are 4 ways to meet the work requirement:

1. Work at least 80 hours each month,
2. Take part in an allowable work program like the FoodShare Employment and Training (FSET) program, Wisconsin Works (W-2), or a program under the Wisconsin Investment Act (WIA) at least 80 hours each month,
3. Work and take part in an allowable work program for a combined total of 80 hours each month, or
4. Take part in and meet the requirements of a workfare program.

The FoodShare Employment and Training (FSET) program is a free program that can help you build job skills and find employment. FoodShare members between the ages of 18 through 49 who are not meeting the work requirement listed above will be referred to FSET, once the FoodShare renewal is completed.

1 (OVER)

Image 2: FSET monthly letter sent when 45-day renewal letter is sent—page 2

Keep in mind, FSET is not just for FoodShare members who need to meet the work requirement. FSET has services to help FoodShare members find and keep jobs. Any FoodShare member seeking employment or looking to build job skills may ask to take part in FSET. For more information about FSET, go to dhs.wi.gov/em/customerhelp.

Exemptions from the Work Requirement

Some adults do not have to meet the work requirement to get FoodShare benefits and are considered exempt. FoodShare members who meet any of the following may not have to meet the work requirement:

- Living with a child under age 18,
- Caring for a person who cannot care for himself or herself,
- Caring for a child under age 6 who does not live in the home,
- Unable to work due to a physical or mental health condition,
- Pregnant,
- Receiving or applied for unemployment insurance,
- Taking part in an alcohol or substance abuse (AODA) program, or
- Enrolled in an institution of higher learning at least half-time or more.

Members who are exempt from the work requirement may be asked to provide proof.

What can I do?

Complete your FoodShare renewal on time. You can start your renewal online at ACCESS.wi.gov, by phone, or in person. To do your renewal by phone or in person, call the agency listed on page 1 to set up an appointment. Keep in mind you must have an interview to complete your renewal for FoodShare.

During your FoodShare interview, your agency will let you know if anyone in your household needs to meet the work requirement. That person will be referred to FSET. You will get a separate letter from the agency telling you who has been referred to FSET.

FoodShare members, who are enrolled in another work program, such as Wisconsin Works (W-2), should let the agency know during the FoodShare interview. Members who are already enrolled in another work program may not need to take part in FSET to get FoodShare benefits.

If you have questions about this letter or your FoodShare enrollment, call the agency listed on page 1.

EXAMPLE

2 F-00997

Image 3: FSET program referral letter—page 1

CDPU
CENTRALIZED DOCUMENT PROCESSING UNIT
PO BOX 5234
JANESVILLE WI 53547 5234

Mailing Date: MM/DD/YYYY

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XXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXX WI 00000 9999

State of Wisconsin

Case #: XXXXXXXXXXXXXX

[CONSORTIA]
Phone: XXX-XXX-XXXX

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 1-800-362-3002, press option #7 and state your language. Or, e-mail us at: memberservices@wisconsin.gov. These services are free.

FOODSHARE EMPLOYMENT AND TRAINING PROGRAM REFERRAL

The FoodShare Employment and Training (FSET) program provides FoodShare members services to help build job skills and find employment. Certain FoodShare members are required to take part in a work program, like FSET, in order to receive FoodShare benefits. Any member required to take part in a work program may only receive FoodShare benefits for a limited time if they choose not to take part in a work program.

You or any other household members may choose to enroll in FSET even if taking part in a work program is not required. The table below lists the members who have been referred to the FSET program. You and other household members may take part in FSET when your FoodShare benefits begin. An FSET agency in your area will contact each person listed below to set up an appointment to enroll in the FSET program.

Member Name	Referral Type	Begin Month
<Name 1>	Voluntary	MONTH YYYY
<Name 2>	Time Limited FoodShare	MONTH YYYY
<Name 3>	Time Limited FoodShare	MONTH YYYY

REFERRAL TYPE

Voluntary Referral
A referral was sent to the FSET program for this member because he or she asked to take part in the FSET program. If this member no longer wants to take part in FSET, contact the agency listed above. FoodShare benefits will not decrease or end if this member does not take part in FSET activities.

CASE #: XXXXXXXXXX Date: MM/DD/YYYY Page 2 of 4

Image 4: FSET program referral letter—page 2

Time Limited FoodShare Referral
Certain adults between the ages of 18 and 49 with no minor children in the home will only get 3 months of time limited FoodShare benefits in a 36 month period, unless they meet the FoodShare work requirement. There are three ways to meet the work requirement:

- Working at least 80 hours each month,
- Taking part in an allowable work program such as FSET, Wisconsin Works (W-2) or certain programs under the Workforce Investment Act (WIA) at least 80 hours each month, or
- Both working and taking part in an allowable work program for a combined total of at least 80 hours each month.

If someone in your home meets one of the following, they do not have to meet the work requirement and will not have to take part in FSET:

- Living with a child under age 18,
- Caring for a person who cannot care for himself or herself,
- Caring for a child under age 6 who does not live in the home,
- Physically or mentally unable to work,
- Pregnant,
- Applied for or receiving unemployment insurance, or
- Taking part in an alcohol or substance abuse (AODA) program.

If you have any questions, see your Enrollment & Benefits handbook or contact the agency listed on page 1. You can also go to dhs.wisconsin.gov/em/customerHelp/.

Proof Needed
Anyone who has an exemption may need to provide proof. See the last page of this letter for items that can be used as proof. If you have an exemption from the work requirement and you already provided proof, you do not need to take any other action at this time.

Complete the Proof of Work Requirement Exemption form in this letter and return it along with any proof to:

If you live in Milwaukee County:

MDPU
PO Box 05676
Milwaukee WI 53205
Fax: 1-888-409-1979

If you **do not** live in Milwaukee County:

CDPU
PO Box 5234
Janesville, WI 53547-5234
Fax: 1-855-293-1822

EXAMPLE

Image 5: FSET program referral letter—page 3

WMSC

PROOF OF WORK REQUIREMENT EXEMPTION

Instructions: If anyone in the household meets any of the below, check the box and write their name in the space provided. See the section listed for items you can use to provide proof.

Work Requirements – *See Section A on the back if you checked any of these boxes.*	
☐ Working at least 80 hours each month.	Name(s):
☐ Taking part in an allowable work program such as FSET, Wisconsin Works (W-2), or programs under WIA at least 80 hours each month.	Name(s):
☐ Both working and taking part in an allowable work program for a combined total of at least 80 hours each month.	Name(s):

Providing Care for Another Person – *See Section B on the back if you checked any of these boxes.*	
☐ Living with a minor child under the age of 18.	Name(s):
☐ Caring for a person who cannot care for himself or herself.	Name(s):
☐ Caring for a child under age 6 who does not live in the home.	Name(s):

Health Conditions – *See Section C on the back if you checked either of these boxes.*	
☐ Unable to work due to a physical or mental health condition.	Name(s):
☐ Pregnancy.	Name(s):

Unemployment Insurance – *See Section D on the back if you checked this box.*	
☐ Applied for or receiving unemployment insurance.	Name(s):

Alcohol or Substance Abuse Program – *See Section E on the back if you checked this box.*	
☐ Taking part in an alcohol or substance abuse (AODA) program.	Name(s):

CASE #: XXXXXXXXXX Date: MM/DD/YYYY Page 3 of 4

EXAMPLE

Image 6: FSET program referral letter—page 4

ITEMS YOU CAN USE TO PROVIDE PROOF

Section A – Work Requirements

- All check stubs received in the last 30 days
- A signed statement from employer that includes gross earnings, hours worked and pay dates expected in the next 30 days
- An Employer Verification of Earnings form – to get a copy of this form, contact your agency listed on page 1 or call Member Services at 1-800-362-3002
- A statement from an allowable employment program that includes participation hours

Section B – Providing Care for another Person

- A signed statement from the parent or legal guardian
- Custody agreement

Section C – Health Conditions

- Note or letter from a certified healthcare provider confirming pregnancy, physical or mental health condition
- Approval letter from the State Disability Determination Bureau
- Award letter from the Social Security Administration

Section D – Unemployment Compensation

- Current award letter
- Copy of last check
- Bank statements

Section E – Alcohol or Substance (AODA) Program

- Letter from an AODA counselor

EXAMPLE

CASE #: XXXXXXXXXX Date: MM/DD/YYYY Page 4 of 4

Image 7: Time-limited FoodShare benefits notification letter—page 1

RETURN ADDRESS
XXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX

Mailing Date: MM/DD/YYYY

MAILING ADDRESS
XXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXX

State of Wisconsin

PIN #: XXXXXXXX

<Agency Name>
Worker: <Name>
Phone #: X-XXX-XXX-XXXX
Fax #: X-XXX-XXX-XXXX
Use fax # to send verifications.

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 X-XXX-XXX-XXXX. These services are free.

Important Information about Your Time-Limited FoodShare Benefits

Our records show that you are not meeting the work requirement for getting ongoing FoodShare benefits and that you have already used one of your three time-limited FoodShare benefit months. If you do not start meeting the work requirement or meet an exemption from the work requirement, you will use up your three time-limited FoodShare benefit months, and your FoodShare benefits will end.

One way that you can meet the work requirement is by taking part in the FoodShare Employment and Training (FSET) program. The FSET program is a free program that can help you build job skills and find employment. If you want to meet the work requirement by taking part in the FSET program, **you must enroll and take part in activities by the start of your third time-limited FoodShare benefit month. Otherwise you will use up your three time-limited benefit months, and your FoodShare benefits will end.**

To enroll in the FSET program or to get answers to your questions about FSET, call your FSET service provider at <phone number>, or go to dhs.wisconsin.gov/foodshare/fset.htm.

Certain adults ages 18 through 49 with no minor children living in the home may only get up to 3 months of FoodShare benefits in a 36-month period unless they meet the work requirement or meet an exemption from the work requirement.

PIN #: XXXXXXXX Date: MM/DD/YYYY Page 1 of 2

EXAMPLE

Image 8: Time-limited FoodShare benefits notification letter—page 2

How to Meet the Work Requirement

There are three ways to meet the work requirement:

1. Work at least 80 hours each month;

2. Take part in an allowable work program, such as the FSET program, Wisconsin Works (W-2), or a program under the Wisconsin Investment Act (WIA), at least 80 hours each month; or

3. Work and take part in an allowable work program for a combined total of 80 hours each month.

For more information about FSET, go to dhs.wisconsin.gov/foodshare/fset.htm.

Who is Exempt from the Work Requirement?

Some adults do not have to meet the work requirement to get FoodShare benefits and are considered exempt. You may not have to meet the work requirement if any of the following are true:

- You are living with a child under age 18 who is part of the same FoodShare household;
- You are the primary caregiver for a person who cannot care for himself or herself;
- You are the primary caregiver for a child under age 6 who does not live in the home;
- You are physically or mentally unable to work;
- You are pregnant;
- You are receiving or have applied for unemployment insurance;
- You are taking part in an alcohol or other drug abuse (AODA) treatment program;
- You are enrolled in an institution of higher learning at least half-time or more; or
- You are a high school student age 18 or older, attending high school at least half-time.

If you meet one of the exemptions listed above, you should contact your agency at the number listed on the top of page 1 of this letter to report the exemption and find out what kind of proof is needed.

Questions

If you have questions about this letter or your FoodShare enrollment or if you want to report an exemption, call your agency listed at the top of page 1 of this letter.

EXAMPLE

PIN #: XXXXXXXX Date: MM/DD/YYYY Page 2 of 2

Image 9: Time-limited FoodShare benefits ending letter—page 1

CDPU
CENTRALIZED DOCUMENT PROCESSING UNIT
PO BOX 5234
JANESVILLE WI 53547 5234

Mailing Date: MM/DD/YYYY

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State of Wisconsin

Case #: XXXXXXXXXXX

[CONSORTIA]
Phone: XXX-XXX-XXXX

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 1-800-362-3002, press option #7 and state your language. Or, e-mail us at: memberservices@wisconsin.gov. These services are free.

About Your Benefits

This letter tells you about your benefits. If you have a question, please call the agency above. If you need help because of a disability or need translation help, please see the Key Contacts at the end of this letter.

Which benefit?	Status of your benefits?
FoodShare	Your benefits will be ending on **<Date>**. Please see Your FoodShare Benefits page to learn more about why.
If you don't agree with this decision, you have the right to a Fair Hearing. Please see the last page of this letter to learn more. You may also talk with the agency above.	

EXAMPLE

CASE #: XXXXXXXXXX Date: MM/DD/YYYY Page **1** of **4**

Image 10: Time-limited FoodShare benefits ending letter—page 2

Your FoodShare Benefits

Who is NOT enrolled in FoodShare and why?

When?	Who and Why?
As of **<Date>**	**<Name>**: You have used 3 months of time-limited benefits without meeting a work requirement during those 3 months. To learn more about work requirements, see your Enrollment & Benefits handbook.

Wisconsin JobNet is available to you. JobNet is the largest source of job openings in Wisconsin. You can visit the JobNet website at www.dwd.state.wi.us/jobnet/mapWI.htm. Or, you can use touch-screen computers at your local Job Center. To find a Job Center near you, call 1-888-258-9966.

EXAMPLE

CASE #: XXXXXXXXXX Date: MM/DD/YYYY Page **2** of **4**

Image 11: Time-limited FoodShare benefits ending letter—page 3

Key Contacts

Disability Services: If you have a disability and need this information in an alternate format, or if you need it translated to another language, call 1-800-362-3002. Translation and TTY services are available and are free of charge.

ACCESS
www.access.wisconsin.gov

Online Help: ACCESS is an internet tool that lets you apply for other benefits, check your benefits or report changes. Visit access.wisconsin.gov.

General Questions about FoodShare or Health Care Benefits or your ForwardHealth Card: See your Enrollment & Benefits handbook or go to dhs.wisconsin.gov/em/customerhelp. Or, call 1-800-362-3002 (TTY and translation services are available). If you have been approved to get other public assistance benefits or SSI, you may be able to enroll in FoodShare. You can apply for FoodShare online at ACCESS.wi.gov or contact your agency on page 1.

QUEST Card: Call 1-877-415-5164 (voice) or 1-800-947-3529 (TTY) if your QUEST card is damaged, stolen or lost; if you get an error message while using your card; to check your account balance; or, if you have any other questions about your QUEST card.

Any Other Questions: See the contact information on page 1.

EXAMPLE

CASE #: XXXXXXXXXX Date: MM/DD/YYYY Page **3** of **4**

Image 12: Time-limited FoodShare benefits ending letter—page 4

YOU HAVE THE RIGHT TO A FAIR HEARING ABOUT YOUR BENEFITS

What is a Fair Hearing and why should I ask for one?	A Fair Hearing gives you the chance to tell why you think there has been a wrong decision about your application or benefits. At the hearing, a hearing officer will hear from you and the agency to find out if the decision was right or wrong. You may bring a friend or family member with you to the hearing. You may also be able to get free legal help. To learn more about free legal help, call 1-888-278-0633.
How long do I have to ask for a hearing?	The Division of Hearings & Appeals must get your request for a hearing about the decision in this letter by the date below: FoodShare → **<Date>** Keep in mind that these are the deadlines for asking for a hearing about the decision in this letter. If you are getting FoodShare benefits and you miss the deadline, you can ask for a hearing at any time if you do not agree with your FoodShare benefit amount. **Please Note: You cannot request a Fair Hearing if you have been disqualified from the FoodShare Program for an intentional program violation.**
Can I keep my benefits while I wait for my hearing?	Yes, if you are already getting benefits and if you ask for a hearing before your benefits change, you can keep getting the same benefits until the hearing officer makes a decision. If the hearing officer decides that the agency was right, you may need to return the extra benefits that you got after your benefits were supposed to change. **Please Note: Benefits will not be continued if the change was due to a member receiving a FoodShare intentional program violation disqualification.**
How do I ask for a hearing?	You can ask for a fair hearing and/or a hearing request form at the agency shown on the first page of this notice. Or, you can get a request form at dhs.wisconsin.gov/em/customerhelp. You can send the form or a letter asking for a hearing to the Division of Hearings & Appeals, PO Box 7875, Madison, WI 53707-7875, or fax it to 608-264-9885.

EXAMPLE

CASE #: XXXXXXXXXX Date: MM/DD/YYYY Page **4** of **4**

Appendix B: Details of Notices Sent to FoodShare Members

Letters and Notices Sent to FoodShare Members		
Name of Letter	**Description**	**When Members Receive This Letter**
FSET Monthly Letter	This letter lets members know about the FoodShare work requirement that may apply to them at their next FoodShare renewal. It also contains information about meeting the work requirement (including participation in FSET) and exemptions from the work requirement.	• This letter is sent to current FoodShare households that have a FoodShare member who may need to meet the work requirement based on the information DHS has on file. • The letter is sent automatically when the 45-day FoodShare renewal letter is sent. It is sent as a separate letter from the renewal. • This letter was sent starting in early February 2015 to households affected by the statewide policy changes on April 1, 2015.
FSET Service Provider Change Letter (obsolete)	This letter let members know that their FSET service provider was changing on April 1, 2015.	• This was a one-time letter that was sent automatically to active FSET participants whose FSET service provider was changing on April 1, 2015. • This letter was sent in early March 2015 to participants affected by the statewide policy changes on April 1, 2015.
FSET Program Referral Letter	This letter includes a list of members in the FoodShare household who have been referred to FSET and identifies which of those members need to meet the work requirement. It also lists exemptions from the work requirement and the verification needed for an exemption.	The letter is sent to FoodShare households after eligibility for FoodShare has been determined—after a new application, a renewal, or a person has been added to the household.

Time-Limited FoodShare Benefits Notification Letter	This letter notifies a FoodShare member when he or she has used up one time-limited benefit month. The letter reminds the FoodShare member that benefits may end if he or she does not start meeting the work requirement or meet an exemption by the third time-limited benefit month. It also contains information about meeting the work requirement (including participation in FSET) and exemptions from the work requirement.	• The letter is sent automatically to a FoodShare member when the second time-limited benefit month is entered. • The letter will be sent midway through the FoodShare member's second time-limited benefit month.
Time-Limited FoodShare Benefits Ending Letter	This letter notifies a FoodShare member that their FoodShare benefits will be ending because they have used all of their time-limited FoodShare benefits without meeting the work requirement.	This letter is sent automatically to a FoodShare household once a household member has exhausted his or her three months of time-limited FoodShare benefits.

Appendix C: Samples of FSET Program Fact Sheets

Image 1: FoodShare Employment and Training (FSET) Program Fact Sheet, P-16092—page 1

FoodShare WISCONSIN

FoodShare Employment and Training (FSET) Program

What is the FoodShare Employment and Training (FSET) program?
The FSET program is a no-cost program that helps FoodShare members build their job skills and find jobs. As of April 1, 2015, certain adults may need to meet a work requirement to keep getting FoodShare benefits. One way to meet the requirement is by participating in the FSET program.

Getting Started
First, you must be enrolled in FoodShare. Your agency (see page 2) can refer you to the FSET service provider in your area. You will then meet with a staff person from the FSET service provider to talk about your job needs and goals. The staff person will be able to show you how to use helpful job search tools.

FSET can help with:

- Job searches and job referrals
- Job skills assessment
- Career planning
- Job training and education
- Work experience
- Transportation, child care and other work-related costs
- Referrals to other community services
- Meeting the work requirement

Time-Limited FoodShare and the Work Requirement
Certain adults ages 18 through 49 who do not have any children under age 18 living in the home may need to meet a work requirement to keep getting FoodShare benefits. If you need to meet the work requirement and do not meet it, you may only get three months of FoodShare benefits in a 36-month (three-year) period. Some adults may also be considered exempt and may not need to meet the work requirement if any of the following are true:

- You are living with a child under age 18, who is part of the same FoodShare household.
- You are the primary caregiver for a person who cannot care for himself or herself.
- You are the primary caregiver for a dependent child under age 6.
- You are physically or mentally unable to work.
- You are pregnant.
- You are receiving or have applied for unemployment insurance.
- You are taking part in an alcohol or other drug abuse (AODA) treatment program.
- You are enrolled in an institution of higher learning at least half-time.
- You are a high school student age 18 or older, attending high school at least half-time.

Note: You may need to provide proof that you meet an exemption.

Meeting the Work Requirement through FSET
Taking part in the FSET program is not required in order to get FoodShare benefits, but for those adults who need to meet the work requirement to continue getting their benefits, taking part in FSET is one way to meet the work requirement.

What about child care and transportation?
If you need child care, transportation, or other support services in order to take part in the FSET program, we may be able to help. To learn more, talk with your FoodShare or FSET worker.

How can I learn more?

- Visit dhs.wi.gov/foodshare or
- Contact your local agency.

To find your agency, go to dhs.wisconsin.gov/forwardhealth/customerhelp/index.htm, see page 2 of this fact sheet, or call

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Image 2: FoodShare Employment and Training (FSET) Program Fact Sheet, P-16092—page 2

Member Services at 1-800-362-3002 (TTY and translation services are available).

Non-Discrimination

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If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing, or have speech disabilities and wish to file either an EEO or program complaint please contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (in Spanish).

Persons with disabilities who wish to file a program complaint, please see information above on how to contact us by mail directly or by email. If you require alternative means of communication for program information (e.g., Braille, large print, audiotape, etc.) please contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

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Agency Contact Information

Bay Lake: 1-888-794-5747
Brown, Door, Marinette, Oconto and Shawano Counties
Capital: 1-888-794-5556
Adams, Columbia, Dane, Dodge, Juneau, Richland and Sauk Counties
East Central Income Maintenance (IM) Partnership: 1-888-256-4563
Calumet, Green Lake, Kewaunee, Manitowoc, Marquette, Outagamie, Sheboygan, Waupaca, Waushara and Winnebago Counties
Great Rivers: 1-888-283-0012
Barron, Burnett, Chippewa, Douglas, Dunn, Eau Claire, Pierce, Polk, St. Croix and Washburn Counties
IM Central: 1-888- 445-1621
Langlade, Marathon, Oneida and Portage Counties
Milwaukee County (MilES): 1-888-947-6583
Milwaukee County
Moraine Lakes: 1-888-446-1239
Fond du Lac, Ozaukee, Washington, Walworth, and Waukesha Counties
Northern IM: 1-888-794-5722
Ashland, Bayfield, Florence, Forest, Iron, Lincoln, Price, Rusk, Sawyer, Taylor, Vilas and Wood Counties
Southern: 1-888-794-5780
Crawford, Grant, Green, Iowa, Jefferson, Lafayette and Rock Counties
WKRP: 1-888-794-5820
Kenosha and Racine Counties
Western Region for Economic Assistance: 1-888-627-0430
Buffalo, Clark, Jackson, La Crosse, Monroe, Pepin, Trempealeau, and Vernon Counties
Tribal IM Agencies:

- Bad River Band of Lake Superior Tribe of Chippewa Indians: 715-682-7127
- Forest County Potawatomi Community: 715-478-7292
- Lac Courte Oreilles Band of Lake Superior Tribe of Chippewa Indians of Wisconsin: 715-634-8934
- Lac du Flambeau Band of Lake Superior Tribe of Chippewa Indians: 715-588-9635
- Menominee Indian Tribe of Wisconsin: 715-799-5137
- Oneida Tribe of Indians of Wisconsin: 800-216-3216
- Red Cliff Band of Lake Superior Chippewa: 715-779-3706
- Sokaogon Chippewa Community: 715-478-3265
- Stockbridge-Munsee Community: 715-793-4885

Wisconsin
Department of Health Services

Division of Health Care Access and Accountability
P-16092 (10/2015)

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Image 3: The Work Requirement for Adults Ages 18 through 49 Fact Sheet, P-00710—page 1

FoodShare WISCONSIN

The Work Requirement for Adults Ages 18 through 49

What is changing?
On April 1, 2015, FoodShare program rules changed across the state. If you are age 18 through 49 and do not have any children under age 18 living in your home, you may need to meet a work requirement to keep getting FoodShare benefits, unless you meet an exemption.

How can I meet the work requirement?
There are three ways to meet the work requirement:

1. Work at least 80 hours each month.
2. Take part in an allowable work program at least 80 hours each month, such as:
   - FoodShare Employment and Training (FSET).
   - Wisconsin Works (W-2).
   - Certain programs under the Workforce Investment Act (WIA).
3. Both work and take part in an allowable work program for a combined total of at least 80 hours each month.

When did the work requirement go into effect?
The work requirement went into effect on April 1, 2015, and is applied when a current FoodShare member completes a renewal application or when an individual completes a new FoodShare application.

Note: Completing a FoodShare and/or Child Care Six Month Report form (F-16076) is not considered a renewal.

Which adults ages 18 through 49 are exempt from the work requirement?
You may be considered exempt and may not need to meet the work requirement if any of the following are true:

- You are living with a child under age 18, who is part of the same FoodShare household.
- You are the primary caregiver for a person who cannot care for himself or herself.
- You are the primary caregiver for a dependent child under age 6.
- You are physically or mentally unable to work.
- You are pregnant.
- You are receiving or have applied for unemployment insurance.
- You are taking part in an alcohol or other drug abuse (AODA) treatment program.
- You are enrolled in an institution of higher learning at least half-time.
- You are a high school student age 18 or older, attending high school at least half-time.

Note: You may need to provide proof that you meet an exemption.

What if I do not meet the work requirement?
If you need to meet the work requirement and do not meet it, you may only get three months of FoodShare benefits in a 36-month (three-year) period. To keep getting FoodShare benefits after the three months, you must meet the work requirement, become exempt, or wait until your 36-month period has passed.

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Image 4: The Work Requirement for Adults Ages 18 through 49 Fact Sheet, P-00710—page 2

How do I get help meeting the work requirement?
You will be referred to the FSET program when you renew or apply for FoodShare benefits if you need to meet the work requirement and are not already working or participating in a work program for at least 80 hours each month, or a combination of both.

FSET can help you meet the work requirement. FSET offers free services to help you build job skills and find employment.

For more information on FoodShare or the FSET program:

- Go to dhs.wi.gov/foodshare or
- Contact your local agency.

To find your agency go to dhs.wisconsin.gov/forwardhealth/customerhelp/index.htm, see page 3 of this fact sheet, or call Member Services at 1-800-362-3002 (TTY and translation services are available).

Non-Discrimination
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If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing, or have speech disabilities and wish to file either an EEO or program complaint please contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (in Spanish).

Persons with disabilities who wish to file a program complaint, please see information above on how to contact us by mail directly or by email. If you require alternative means of communication for program information (e.g., Braille, large print, audiotape, etc.) please contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

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Image 5: The Work Requirement for Adults Ages 18 through 49 Fact Sheet, P-00710—page 3

Agency Contact Information

Bay Lake: 1-888-794-5747
Brown, Door, Marinette, Oconto and Shawano Counties

Capital: 1-888-794-5556
Adams, Columbia, Dane, Dodge, Juneau, Richland and Sauk Counties

East Central Income Maintenance (IM) Partnership: 1-888-256-4563
Calumet, Green Lake, Kewaunee, Manitowoc, Marquette, Outagamie, Sheboygan, Waupaca, Waushara and Winnebago Counties

Great Rivers: 1-888-283-0012
Barron, Burnett, Chippewa, Douglas, Dunn, Eau Claire, Pierce, Polk, St. Croix and Washburn Counties

IM Central: 1-888- 445-1621
Langlade, Marathon, Oneida and Portage Counties

Milwaukee County (MilES): 1-888-947-6583
Milwaukee County

Moraine Lakes: 1-888-446-1239
Fond du Lac, Ozaukee, Washington, Walworth, and Waukesha Counties

Northern IM: 1-888-794-5722
Ashland, Bayfield, Florence, Forest, Iron, Lincoln, Price, Rusk, Sawyer, Taylor, Vilas and Wood Counties

Southern: 1-888-794-5780
Crawford, Grant, Green, Iowa, Jefferson, Lafayette and Rock Counties
WKRP: 1-888-794-5820
Kenosha and Racine Counties

Western Region for Economic Assistance: 1-888-627-0430
Buffalo, Clark, Jackson, La Crosse, Monroe, Pepin, Trempealeau, and Vernon Counties

Tribal IM Agencies:
Bad River Band of Lake Superior Tribe of Chippewa Indians: 715-682-7127

Forest County Potawatomi Community: 715-478-7292

Lac Courte Oreilles Band of Lake Superior Tribe of Chippewa Indians of Wisconsin: 715-634-8934

Lac du Flambeau Band of Lake Superior Tribe of Chippewa Indians: 715-588-9635

Menominee Indian Tribe of Wisconsin: 715-799-5137

Oneida Tribe of Indians of Wisconsin: 1-800-216-3216

Red Cliff Band of Lake Superior Chippewa: 715-779-3706

Sokaogon Chippewa Community: 715-478-3265

Stockbridge-Munsee Community: 715-793-4885

Wisconsin
Department of Health Services

Division of Health Care Access and Accountability
P-00710 (10/2015)

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Image 6: Information About Workfare and Work Experience Fact Sheet, P-01156—page 1

FoodShare WISCONSIN

A Recipe for Good Health

Information About Workfare and Work Experience

Workfare and work experience activities allow you to learn new job skills and access different job options, which can improve your chances of getting a job and, in some cases, also let you give back to your community. If you are enrolled in the FoodShare Employment and Training (FSET) program, you can take part in workfare or work experience activities to meet the work requirement for adults 18 through 49 years old with no minor children living in the home. If you have questions about either workfare or work experience, contact your local FSET agency.

	Workfare	Work Experience
Who can take part?	FSET participants who must meet the work requirement for adults 18 through 49 years old with no minor children living in the home.	– FSET participants who must meet the work requirement for adults 18 through 49 years old with no minor children living in the home. – FoodShare members who are voluntarily taking part in the FSET program.
Does searching for a job count toward my activity?	Yes. Before you are placed in workfare, you can search for a job for up to 30 days, which will count toward your monthly FSET activity. If you do not find a job in those 30 days, you will be placed in workfare.	– Yes. FSET participants who must meet a work requirement can search for a job for up to 39 hours per month. – Yes. FoodShare members who are voluntarily taking part in the FSET program need to complete at least 12 hours per month of FSET activities, which can include searching for a job.
Where could I be placed?	At a public or private nonprofit employer.	At a public or private nonprofit employer or a private for-profit employer.

Wisconsin Department of Health Services

Image 7: Information About Workfare and Work Experience Fact Sheet, P-01156—page 2

	Workfare	Work Experience
How many hours a month must I complete?	It depends on the amount of FoodShare benefits you get. Divide the amount of FoodShare benefits you get by the federal or state minimum wage (whichever is higher) to find out your monthly hours.	– FSET participants who must meet a work requirement must complete 80 hours per month of either work experience activities or work experience activities along with other qualifying activities. – FoodShare members who are voluntarily taking part in the FSET program must complete at least 12 hours per month of qualifying activities.
Can I do something else to complete my monthly hours?	No.	Yes. Other qualifying activities, such as developing or updating your résumé or taking classes to improve your job skills, can help you complete your hours.
Can someone else help me complete my monthly hours?	Yes. Other FSET participants who must meet a work requirement and who buy and make food with you can help you complete your monthly hours.	No.
Can I complete more than my required hours?	Yes. You can volunteer for more than your required hours; however, according to federal law, you do not have to complete more than your required hours.	Yes. You can volunteer for more than your required hours; however, according to federal law, you do not have to complete more than your required hours.
Are my FSET activities paid or unpaid?	Unpaid.	Unpaid.

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