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State of Wisconsin  
Governor Jim Doyle

TO: **Income Maintenance Supervisors**  
**Income Maintenance Lead Workers**  
**Income Maintenance Staff**  
**W-2 Agencies**  
**Workforce Development Boards**  
**Job Center Leads and Managers**  
**Training Staff**  
**Child Care Coordinators**

FROM: Amy Mendel-Clemens, Chief  
Technical Assistance and Training Section  
Bureau of Enrollment Management  
Division of Health Care Access and Accountability

BEM/DFS OPERATIONS MEMO					
No:		09-31			
DATE:		5/22/2009			
FS	<input checked="" type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input type="checkbox"/>
				BC+ CORE	<input type="checkbox"/>
CC	<input type="checkbox"/>	W-2	<input type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>
RAP	<input type="checkbox"/>	WIA	<input type="checkbox"/>	Other	<input type="checkbox"/> *
				EP	

**SUBJECT: Change from Local Agency Project Areas to Statewide Project Area**

**CROSS REFERENCES:** FoodShare Handbook, Section 2.1.1.4.3  
Process Help, Section 6.1

**EFFECTIVE DATE:** June 15, 2009

**PURPOSE:**

The purpose of this memo is to communicate a change in the FoodShare (FS) project areas from Local Agency Project Areas to a State-wide Project Area.

**BACKGROUND:**

Currently, Wisconsin's FoodShare Project Area is defined as the Local Agency in each County. Based on this definition, applicants are required to apply for assistance in the county in which they reside. As a result, the FS filing date and application process cannot begin until the customer has filed an application with the appropriate FS office, in the county in which s/he resides. In addition, when a customer reports a change in

address from one county or tribe to another, a review is required by the end of the month following the transfer.

Wisconsin has received approval from FNS to change from a State with local agency FS project areas to a State-wide project area. This change will improve customer service by allowing customers to set the filing date for FS even if they submit an application to a FS agency outside of their county of residence. The requirement to complete a FS review by the end of the month following the transfer will also be eliminated, which will improve customer service, decrease workload and align FS policy with the interagency transfer policy for Medicaid (MA) and BadgerCare Plus (BC+).

### **POLICY CHANGE:**

#### APPLICATIONS

Effective June 15, 2009 the filing date for FS will be set wherever an application is submitted, regardless of whether the customer submits the application in the county in which s/he resides. The case must still be processed and maintained by the local agency in the applicant's county of residence.

When an ACCESS application or RFA is submitted to a county other than the county of residence, the county that received the application or RFA should transfer it to the correct county's inbox the same day that it is submitted to allow the county of residence time to schedule a priority service interview, if necessary. The file date will not be reset when the application or RFA is transferred.

Mailed or faxed applications received by a county other than the county of residence should be date stamped and faxed to the county of residence the same day that it is submitted to allow the county of residence time to schedule a priority service interview, if appropriate. The file date is the date the application was received in any FoodShare agency.

If an applicant walks in to an agency other than the county of residence to apply, that agency should complete Client Registration and have the customer sign the application registration to set the filing date. Once Client Registration is completed, the RFA should be transferred to the county of residence.

#### REVIEWS

When a FS member reports a move from one Wisconsin county to another, the certification period will not change. The FS review due date will remain the same. A review will not be required until the end of the certification period.

### **CARES:**

To accommodate this change, a CARES enhancement will allow the transfer of an RFA from one local agency to another beginning June 15, 2009. At that time, updates will be made so the file date on an ACCESS application or RFA will not update when the

application or RFA is transferred to another local agency. CARES will also be enhanced so that the FS review due date on AGOR is no longer reset when a case is transferred between agencies.

**CONTACTS:**

BEM CARES Information & Problem Resolution Center

\*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHS/DHCAA/BEM/ME