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TO: **Income Maintenance Supervisors**
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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:		09-38 (Amended)			
DATE:		6/01/2009			
FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input type="checkbox"/>
				BC+ CORE	<input checked="" 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: Core Plan Homeless Mail, Vault Cards, and Drug Tests

CROSS REFERENCE: [Operations Memo 09-30](#)
[Process Help 80.2.2](#)

EFFECTIVE DATE: June 12, 2009

PURPOSE:

Operations Memo 09-30 describes the implementation of the BadgerCare Plus Core Plan, the Enrollment Services Center and the roles and responsibilities of the local agencies.

The purpose of this memo is to clarify the local agency role of providing vault cards, drug tests and a homeless mail address for Core Plan, FoodShare (FS) and Family Planning Waiver (FPW) members whose cases are managed by the Enrollment Services Center (ESC).

POLICY:HOMELESS MAIL ADDRESS

ESC customers will be asked for a mailing address even when they indicate they are homeless. Every effort will be made to obtain a mailing address. However, if no address can be provided, local IM agencies will serve as the mailing address for homeless participants living in the agency's service area whose cases are managed by the ESC (See [O.M. 09-30](#)). Many local agencies have alternative mailing addresses for their homeless customers to use (i.e. satellite offices, community partners, etc.). An online survey is attached which will gather the information we need to post your agency-specific homeless mail address(es) for the ESC staff to use when entering contact information for homeless customers with no mailing address. A link to the survey is below. The information will be added to the [IM Agencies List](#) on the [Eligibility Management Page](#).

QUEST VAULT CARD COORDINATOR

Local IM agencies will serve as the pick up point for FoodShare vault cards for members whose cases are managed by the ESC (See [O.M. 09-30](#)).

- **Note:** Vault cards will **only** be requested in emergency situations for new recipients who meet expedited requirements and recipients who need an emergency card replacement for a damaged, lost or stolen card (See [PH 80.2.2](#)).

In order to facilitate this process, each IM agency will be asked to provide us with the name and contact information for a Quest Vault Card Coordinator and a back up for that person. The same survey used to gather information on homeless mail addresses will gather the information we need to post your agency-specific information for the ESC staff to use when it is determined a vault card should be issued to a customer living in your agency's service area. The information will be added to the [IM Agencies List](#) on the [Eligibility Management Page](#).

If the ESC determines an emergency vault card should be issued to an ESC customer, the agency vault card coordinator will be contacted to coordinate the issuance of the vault card for the customer since the vault card for Expedited Issuance has to be done the same day the benefit was confirmed

- **Note:** The Vault Card Coordinator should be able to access the EBT Expedited Card Issuance page to enter the card number. If the Vault Card Coordinator can not access this page, s/he must provide the vault card number to the ESC staff for entry into CARES so the customer can PIN the card at the agency.

DRUG TEST COORDINATOR

Local IM agencies will pay for and provide drug testing for FS drug felons through their existing processes until January 1, 2010 when DHS will take over this process for ESC customers. (See [O.M. 09-30](#)).

In order to coordinate provision and payment of drug testing for ESC customers, each IM agency will be asked to provide us with the name and contact information of a Drug Testing Coordinator and a back up for that person. Results of the drug test must be:

- Sent directly to the ESC,

- FAXED to the ESC, or
- Scanned into the ECF and an e-mail notification sent to the assigned worker.

SURVEY

Each IM agency must assign one person per agency to complete the survey and submit it no later than June 11, 2009. To complete the survey, click here:

<http://www.surveymk.com/s.aspx?sm=GWIXF%2bbilxwBAmEpgjfK6g%3d%3d>

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*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.

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