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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: 09-41					
DATE: 7/22/2009					
FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input checked="" 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: FoodShare Employment and Training (FSET) Referrals from the
Enrollment Services Center (ESC)**

CROSS REFERENCE: [Operations Memo 09-30](#), [Admin Memo 09-01](#)

EFFECTIVE DATE: June 15, 2009

BACKGROUND AND PURPOSE:

[Operations Memo 09-30](#) describes the implementation of the BadgerCare Plus Core Plan, the Enrollment Services Center (ESC) and the roles and responsibilities of the local agencies including the responsibility of the local FSET agency to provide FSET services for ESC customers. This memo will provide more detailed information on the process the ESC will use to refer ESC customers to the local FSET agency for FSET services.

POLICY CHANGE:

Once FoodShare benefits are confirmed by ESC staff, the customer will be provided general information about the FSET program (see attached script) and the household will be referred to the appropriate local FSET agency.

CARES:

The referral process is completed on the AIWP screen in CARES. Each time the ESC staff uses the PF 24 key on AIWP it sends a referral trigger to the WP sub-system. Potential FSET customers will be defined as voluntary participants by ESC staff by entering a "V" in the RGCD field.

An additional code will be entered only by ESC staff in the Exemption Reason (EXMP RSN) field:

An entry of EY in the Exemption Reason field indicates a household is interested in participating in FSET.

An entry of EN in the Exemption Reason field indicates a household is not interested in participating in FSET.

Local FSET agencies will receive all referral types, but should give a higher priority to the members coded as EY. Even if the customer is not initially interested in participating, the local FSET agency will receive a list containing both referral types. This allows the FSET agency the opportunity to conduct outreach at a later date.

The additional step taken as part of the ESC referral is not required for any other IM Agency. Since this is a way for local FSET agencies to distinguish between ESC referrals and local IM Agency referrals, the EY and EN codes should only be entered in the EXMP RSN field by the ESC.

If a customer is extremely insistent that s/he not be contacted or receive any FSET information, the ESC will not enter the Voluntary Code, but will leave the customer as Exempt and will not update the EXMP RSN field.

The FSET referral will be linked to the FSET agency associated with the customer's County/Tribe of Residence in the FoodShare case.

For Milwaukee, the referrals will be sent to the Milwaukee Employment and Training, Inc.

Note: Each time ESC staff re-runs FS eligibility, a "V" in the RGCD field must be re-entered to prevent the customer's PIN from being displayed on the FSET disenrollment list.

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/JH