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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  
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BEM/DFS OPERATIONS MEMO					
No: 09-61		DATE: 10/13/2009			
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: Clarification of Local Agency Responsibilities For FoodShare Applicants And Members Who Are Adults Without Dependent Children**

**CROSS REFERENCE:** FoodShare Handbook 2.1

**PURPOSE:** The purpose of this memo is to reiterate existing policy about the rights of FoodShare applicants and members and to clarify local agency responsibilities for the childless adult population.

**BACKGROUND:** Background: Since the implementation of the BadgerCare Plus Core Plan, the Department has gotten feedback from advocates about how FoodShare applications are being handled for childless adults.

**POLICY:**

RIGHT TO APPLY

FoodShare applicants have the right to apply for assistance in person. If a childless adult appears at a local agency and requests FoodShare, DHS prefers that they complete a full application by phone or online. However, the individual must be given the option to apply with only their name, address and signature using a paper Request for Assistance (RFA). Paper

RFAs that are submitted to the local agency by childless adults should be faxed to the ESC at (888) 415-2115.

Local agencies can also complete an RFA electronically using CWW, if they collect a written signature. The written signature should be faxed to the ESC at (888) 415-2115.

**Important Note:** The agency should not create an RFA and then also have the customer apply online or by phone. The application should be submitted one way or the other, but not both. Submitting duplicate applications only delays application processing and benefit issuance.

#### RIGHT TO A FACE TO FACE INTERVIEW

FoodShare applicants have the right to a face-to-face interview. The ESC will schedule telephone interviews for all applications. However, if a childless adult requests an in-person interview, the ESC will make arrangements with the local agency to conduct it.

#### PROCESSING REQUESTS FOR FS CASES CLOSED LESS THAN A CALENDAR MONTH

If a FoodShare case assigned to the local agency has been closed for less than a calendar month, the local agency is responsible for processing the request for FoodShare benefits by either applying the break in service policy or by allowing the individual to complete a new application. These individuals should not be referred to the ESC. The case remains with the county until the member either applies for the Core Plan or instructions have been given to start the transfer of existing FoodShare cases to the ESC.

#### **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/LA