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State of Wisconsin
Governor Scott Walker

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: Shawn Smith, Bureau Director
Bureau of Enrollment Policy & Systems
Division of Health Care Access and Accountability

DHS OPERATIONS MEMO
No: DHS 14-27 Amended
DATE: 06/19/2014

FS ☒	**MA** ☐	**BC+** ☐
SC ☐	**CTS** ☐	**FSET** ☒

SUBJECT: FoodShare Employment and Training (FSET) participation for Able-Bodied Adults without Dependents (ABAWDs) subject to time-limited FoodShare

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CROSS REFERENCE: **FSET HB**: 2.4.3.2 FSET Participant Expenses
FSHB 3.16.1.7 Good Cause; 3.15.1 Student Status; 3.16.1 Work Requirements
Ops Memos 14-55 and 14-56

EFFECTIVE DATE: July 1, 2014 in Kenosha, Racine, and Walworth Counties.
April 1, 2015 – Balance of State

PURPOSE:

The purpose of this memo is to provide FoodShare Employment & Training policy and instruction related to providing employment and training services to Able-Bodied Adults without Dependents.

BACKGROUND:

In 1985, the Food Security Act established the Food Stamp Employment and Training Program (now called SNAP E&T), which is administered by the U.S. Department of Agriculture (USDA)

to assist able-bodied FoodShare members gain necessary skills for employment. The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) changed the SNAP E&T program by limiting SNAP benefits for Able-Bodied Adults Without Dependents (ABAWDs) to no more than three months in a 36-month time period unless they comply with work requirements or meet an exemption. One of the primary ways in which ABAWDs can meet the ABAWD work requirement is to participate in Wisconsin's FoodShare Employment & Training (FSET) program.

Since 2002, Wisconsin has relied on a federal waiver to lift the time-limit on FoodShare benefits for ABAWDs, which means that this group was not required to comply with the federally mandated ABAWD work requirement as a condition of FS eligibility. Additionally, since 2008, Wisconsin has operated a voluntary FSET program. Like most other states, Wisconsin continued to apply a waiver of the ABAWD work requirement during this period in order to support ABAWD FoodShare participants as the State's economy recovered from the nationwide recession.

The Wisconsin economy is rebounding and the State is committed to supporting ABAWDs through the transition from dependence to independence by increasing opportunities for education, vocational training, and active engagement in the workforce. As part of Wisconsin's 2013-15 biennial budget, 2013 Wisconsin Act 20 created Wis. Stat. 49.79(10), which requires FoodShare eligibility and work requirements for ABAWDs to be implemented beginning July 1, 2014 in Racine, Kenosha, and Walworth Counties, consistent with federal regulations 7 CFR 273.7 and 7 CFR 273.24.

Participation in FSET will be one of the primary ways in which ABAWDs can meet the new work requirement. As such, the State projects that implementing time-limited benefits for ABAWDs will substantially increase FSET program participation and shift overall program participant demographics. To accommodate these changes, structural changes to FSET program administration are necessary in order to increase program efficiency, meet expanded service demand, and improve participants' employment outcomes.

As of April 1, 2015, Wisconsin will be divided into eleven FSET Administrative Regions, which mirror the State's Workforce Development Area boundaries. Each new FSET Region will administer and deliver FoodShare Employment and Training services within the Region by partnering with local service providers and community organizations.

To accomplish these changes, Wisconsin plans a two-phased approach to implementing time-limited FoodShare benefits and the ABAWD work requirement, and regionalizing the FSET program statewide. In July 2014, Wisconsin begins Phase I implementation of time-limited FoodShare benefits for ABAWDs, starting with one FSET Region: Southeast FSET Region 1 (Kenosha, Racine, and Walworth Counties). This operations memo focuses on Phase I implementation. Phase II of the ABAWD policy change, which expands the policy and regionalizes FSET statewide, is planned for April 1, 2015.

POLICY:

Able-Bodied Adults without Dependents who do not meet the ABAWD work requirement and are not exempt from meeting the work requirement will only be allowed to receive up to three (3) full months of FS benefits in a 36-month time period. ABAWDs subject to time-limited benefits may choose to meet the work requirement by participating in FSET.

PLEASE SEE OPERATIONS MEMOS 14-25, 14-55 AND 14-56, FOR MORE INFORMATION ON POLICY RELATED TO FOODSHARE ELIGIBILITY FOR ABAWDS.

UNDERSTANDING ABAWD STATUS

Income Maintenance (IM) workers are responsible for determining ABAWD status. However, because FSET participation requirements differ based on this status, FSET workers must understand how ABAWD status is determined and be aware of changes in participants' ABAWD status. Non-ABAWDs may participate voluntarily in FSET, but do not need to meet the ABAWD work requirement.

FoodShare (FS) applicants and members are determined to be ABAWDs when they meet all of the following:

- Between 18 to 49 years in age;
- Able to work;
- Does not reside in a household with a child under age 18 (regardless of the individual's relationship to the child, whether the child is included in the individual's FS assistance group, or the child's FS eligibility status); and
- Are not pregnant.

ABAWDs are subject to time-limited FoodShare benefits, unless they meet the ABAWD work requirement or are exempt.

ABAWD EXEMPTIONS FROM TIME-LIMITED FOODSHARE BENEFITS

Exempt ABAWDs are not subject to time-limited FS benefits (TLBs) during months in which they are exempt. ABAWDs may move on and off FS and may gain or lose exemptions for a variety of reasons. Income Maintenance (IM) workers are responsible for determining ABAWD exemptions; however, because FSET participation requirements differ based on exemption status, FSET workers must understand ABAWD exemptions and be aware of changes in participants' ABAWD exemption status.

Exempt ABAWDs may participate voluntarily in FSET, but do not need to meet the ABAWD work requirement.

An ABAWD is not subject to TLBs if at least one of the following exemptions is met:

1. Is determined unfit for employment, which includes someone who is:
    a. Receiving temporary or permanent disability benefits from the government or a private source;
    b. Mentally or physically unable to work, as determined by the IM agency;
    c. Verified as unable to work by a statement from a health care professional or a social worker;
2. Is caring for a child under age 6 or caring for an incapacitated person;
3. Is receiving Unemployment Compensation (UC), or has applied for UC and is complying with UC work requirements;
4. Is regularly participating in an alcohol or other drug addiction (AODA) treatment or rehabilitation program;

5. Is a student of higher education and is otherwise eligible for FS;
6. Is receiving Transitional FS benefits;
7. Is meeting the ABAWD work requirement; or
8. Is age 18 or over and enrolled full-time in high school

ABAWD EXEMPTIONS IDENTIFIED BY THE FSET AGENCY

Although IM workers have primary responsibility for determining ABAWD exemptions, the FSET worker may identify that an individual referred as a Non-Exempt ABAWD has an exemption from the ABAWD work requirement which has not yet been reported to the IM agency. In such circumstances, the FSET worker should contact the IM agency to report that this exemption has been identified. The FSET worker should also take action to assist the participant in verifying this exemption with the IM agency. This may take the form of informing the participant about acceptable types of verification and assisting the participant in transmitting verification to the IM agency.

ABAWD WORK REQUIREMENT

An ABAWD is considered to be meeting the ABAWD work requirement if one of the following applies:

1. Working a minimum of 80 hours per month. Use converted work hours if paid weekly or bi-weekly;
2. Participating and complying with an allowable work program at least 80 hours per month;* or
3. Both working and participating in an allowable work program for a combined total of at least 80 hours per month.
4. Participating in and complying with the requirements of a workfare program.

*Allowable work programs include FoodShare Employment and Training (FSET), Refugee Employment and Training, W-2, Children First, Workforce Investment Act (WIA) programs, Refugee Cash Assistance programs, and programs under section 236 of the Trade Act.

➢**Note:** FSET workers should understand which work programs are considered 'allowable' work programs. This information is relevant when counting participation hours for Non-Exempt ABAWDS who are co-enrolled in FSET and another allowable work program. IM workers also use this information to determine ABAWD exemptions for members who are fully meeting the work requirement through participation in an allowable work program other than FSET.

Please refer to Appendix A for additional information about allowable work programs.

Definition of Working for ABAWDs

For ABAWDs, working is defined as one of the following:

1. Work in exchange for money;
2. Work in exchange for goods or services ("in kind");
3. Unpaid work (i.e. volunteer work, community service);
4. Self-employed; or
5. Any combination of the above.

Time Limit on FS Benefits for ABAWDs

Time limits for ABAWD FS eligibility are as follows:

1. Three (3) countable months of time-limited FS benefits (TLBs);
2. The 36-month time period; and
3. The potential for three (3) additional months of FS eligibility, upon meeting certain criteria.

The three TLB months do not have to be consecutive.

During a 36-month period, an ABAWD may continue receiving FS benefits or regain eligibility after exhausting the 3 months of TLBs, as long as the ABAWD is meeting the work requirement or an exemption, or is determined to be a Non-ABAWD.

FSET Participation and FS Eligibility for ABAWDs

Participation in the FSET program is voluntary. ABAWDs subject to TLBs may choose to meet the work requirement by participating in FSET. A Non-Exempt ABAWD enrolled in FSET must participate in qualifying activities in order to meet the work requirement and maintain ongoing FS eligibility.

FSET REFERRALS:

Timeliness of FSET service delivery impacts ABAWD FS eligibility. New referrals from an IM worker must be monitored on a daily basis and assigned to the appropriate local office based on the referral's address.

FSET referrals are generated by the CARES system after FS eligibility is confirmed by an IM worker in the following cases:

- New Referral: Generated when a new or ongoing FS member not currently referred to or enrolled in FSET is determined to be a Non-Exempt ABAWD;
- Referral Update: Generated when an ongoing FS member currently referred to or enrolled in FSET:
  - Has a change in ABAWD status;
  - Gains or loses an ABAWD exemption;
  - Relocates to a different FSET Region; or
  - Becomes ineligible for FS.

CARES is designed to send FSET referrals to the FSET agency as of the date an IM worker confirms eligibility and processes the referral. As a result, an FSET referral may be sent to the FSET agency prior to the FS eligibility begin date. Sending a referral to the FSET agency prior to the FS eligibility begin date is designed to assist the FSET Referral Coordinator in managing workload associated with receiving new referrals. However, only FS eligible individuals can participate in FSET, so FSET agencies must carefully monitor referrals for the effective date of FS eligibility. FSET agencies must not enroll or begin providing FSET services to participants until the effective date of FS eligibility, as this is not allowable per Federal regulation.

INITIAL CONTACT:

The FSET worker is expected to make contact by letter or by telephone within five (5) business days of the effective date. As part of the initial contact, the FSET worker will schedule an initial

appointment. If the FSET worker attempts, but is unsuccessful in making initial contact via telephone, the worker is responsible for sending an appointment letter within 5 business days of the effective date of FS eligibility. FSET workers should mail an appointment notice at least seven (7) calendar days before the date of the scheduled appointment. The initial enrollment appointment must be scheduled within 12 calendar days of the FS effective date on the referral.

The introductory appointment letter shall be mailed to the individual unless mailing time would prevent the referred individual from receiving the notice prior to the scheduled appointment. If an appointment letter cannot reach the individual prior to the scheduled appointment, the following information must be entered in case comments: (1) date of telephone contact, (2) date and time of scheduled appointment, (3) any other relevant information related to the referral.

- FSET workers will use the CWW Client Scheduling tool, but will be required to manually generate and mail an appointment letter for all new FSET referrals.
- A minimum of two appointment letters must be sent to individuals who miss their initial appointment.

TIMEFRAMES FOR INITIAL APPOINTMENT SCHEDULING:

The FSET agency is expected to schedule an initial appointment for FSET enrollment and orientation to occur as soon as possible but no later than 12 calendar days from the referral effective date. If the individual misses this initial appointment, the FSET agency is expected to schedule a second appointment to occur within 12 days of the missed appointment. DHS strongly encourages FSET agencies to continue scheduling additional appointments beyond the required two appointments for non-exempt ABAWDs who fail to attend scheduled appointments. Additional appointments should follow the same 12 day timeframe for scheduling.

TRANSFERS TO A NEW FSET REGION:

When an individual referred to or enrolled in FSET moves to a new FSET Region, CARES does not generate or send notification to the individual that services will be provided by a new FSET Region. When the current FSET agency is notified about an individual's move to a new FSET Region, it is the responsibility of that FSET agency to close out any assigned activities and supportive services and transfer the referral to the new FSET Region. The participant should not be disenrolled from FSET prior to being transferred to the new FSET Region.

The new FSET Region is responsible for initiating contact with the transferred individual within five days of receipt of the transfer. Timely contact is crucial, especially for Non-Exempt ABAWDs, who are referred to or enrolled in FSET as a means to meet the work requirement and maintain FS eligibility.

TRANSITIONING EXISTING FSET VOLUNTEERS:

The process for transitioning existing FSET cases from the CARES Mainframe to the new FSET Tool within CWW is a manual process. Current FSET agencies in Southeast FSET Region 1 (Kenosha, Racine, and Walworth counties) will disenroll existing volunteers from the CARES Mainframe between June 23 and June 27, 2014. Starting July 1, 2014, IM workers will begin processing the referrals for the transitioning members who reside in the Southeast FSET Region 1. This IM action links the FS member's PIN to the new FSET Tool and allows the FSET

vendor to begin working on this referral. The new FSET vendor in this region can begin contacting individuals upon receipt of the referrals.

WITHDRAWING A REFERRAL:

Under certain circumstances, an FSET referral may be withdrawn prior to FSET enrollment. An FSET referral may be withdrawn if one of the following applies:

- A referral update from the IM worker is received indicating that the individual's participation status has changed to 'FS Ineligible'; or
- A referral update from the IM worker is received indicating that a Non-Exempt ABAWD's participation status has changed to 'Non-ABAWD' or 'Exempt ABAWD'. In these cases, the referral may only be withdrawn if two additional conditions are met, as follows:
    - The FSET worker has not yet contacted the member by phone or mail to schedule the initial appointment and
    - The member has not indicated to the IM worker that they want to participate in FSET as a volunteer; or
- A voluntary Non-ABAWD or Exempt ABAWD notifies the FSET worker that s/he is not interested in participating in FSET; or
- A voluntary Non-ABAWD or Exempt ABAWD has not communicated with the FSET worker for a period of two months after receiving the referral.

The FSET worker may not withdraw a referral for a Non-Exempt ABAWD prior to the individual exhausting his/her three TLBs or three Additional Months and becoming ineligible for FS.

➢**Note:** A referral in 'Enrolled' status cannot be withdrawn. If the referral is in 'Enrolled' status, the participation status changes from 'Non-Exempt ABAWD' to either 'Non-ABAWD' or 'Exempt ABAWD' and the individual remains eligible for FS, the FSET agency should not automatically disenroll the participant. The FSET worker should contact the individual by phone or letter and offer the opportunity to participate in FSET as a volunteer.

ENROLLMENT AND ORIENTATION:

FSET participants may face barriers that make it difficult to access the FSET Agency, including limited access to transportation, computers, and telephones. Providing reasonable accommodations and supportive services to FSET participants is required to enable the participant 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 participant confidentiality to provide services.

Enrollment and orientation includes providing detailed program information, including participant rights and responsibilities, services available, eligibility for supportive services and availability of other community resources, if applicable. Participants sometimes stop communicating with their FSET worker after employment is obtained, making it difficult for the FSET worker to gather information needed to claim an entered employment. Including an emphasis on supportive services available for job retention during the enrollment period may increase the likelihood that participant communication will be maintained after employment is obtained.

During enrollment, the FSET worker may become aware that the participant is co-enrolled in another employment program. Co-enrollment in other qualifying work programs to meet ABAWD work requirement is allowable (see Appendix A). If a participant is co-enrolled in

another program, the FSET agency is responsible for making contact with the other program to establish a collaborative partnership for serving the participant.

ASSESSMENT:

A comprehensive, individualized participant assessment is used to identify the strengths, needs and preferences of each FSET participant. Information gained through the assessment process is the driving force for the development of an Employment Plan (EP). Assessment results may also reveal if a referral to another service provider is warranted to address participant needs that are outside the scope of FSET.

Individualized assessments may include, but are not limited to, identifying job readiness, level of job seeking skills and other potential barriers to employment such as housing, transportation, familial, or legal issues. The assessment process includes gathering past and current information from the participant or other relevant sources, either through informal or formal assessment. Assessment is not a one-time process that the FSET worker completes just after FSET enrollment. Instead, assessment and re-assessment is an ongoing FSET process. Once the initial EP is developed, re-assessment of participant progress in employment and training activities is needed to determine if any additional supports, changes to the EP, or changes to assigned activities are needed. Follow-up assessment may indicate if current activities or supports should be increased, decreased, or eliminated.

Primary areas of assessment include past and present information about the following:

- Barriers Assessment: *C*ollects information regarding barriers to employment in five categories: work participation, housing, transportation, legal issues, and job readiness.
- Education Assessment: Collects and documents the participant's educational level and training information, and relevant test scores. Achievement on educational test scores (e.g. TABE, WRAT, etc.) and certificate/degree completion should be tracked and updated upon reassessment, as necessary.
- Employment Assessment: Collects type(s) of employment for an individual or document if there is no employment history.

FSET agencies are encouraged to develop their own assessment tools or may use existing assessment tools for conducting a comprehensive, individualized assessment inclusive of information beyond what is described above, in order to support fully participants' attainment of the knowledge and skills necessary to enhance employment opportunities.

➢ **Note:** Although IM workers have primary responsibility for determining ABAWD exemptions, FSET workers may also identify ABAWD exemptions once they assess and begin working with participants. When an ABAWD exemption is identified, the FSET worker should contact the IM agency to notify them of the exemption and assist the participant in verifying the exemption with the IM agency.

EMPLOYMENT PLAN & SUMMARY:

Following an assessment, the FSET agency collaborates with the participant to develop an Employment Plan. The FSET agency is responsible for engaging in a career planning process in partnership with each participant, the outcome of which is an individualized Employment Plan integrating the participant's career interests with local labor market conditions. Each

participant's Employment Plan includes one or more employment goals and an action plan. The action plan includes the assignment of allowable activities designed to assist the participant in reaching employment and career goals.

For Non-Exempt ABAWD participants who are participating in FSET to meet the ABAWD work requirement, the Employment Plan must be reviewed no less than once every three (3) months. For FSET participants not subject to time-limited FS benefits (Non-ABAWDs and Exempt ABAWDs), the Employment Plan must be reviewed no less than once every six (6) months.

The Employment Plan consists of two main components:

- Goals and Action Steps. The FSET Agency works with the participant to develop at least one primary employment goal and associated action steps to reach that goal. DHS also encourages the FSET Agency to work with the participant to develop secondary and long-term employment goals and action steps to reach those goals, as applicable to participant needs.

- Individualized Activities**.** After completing goals and action steps, the FSET Agency works with the participant to assign individualized activities that facilitate progress toward reaching identified employment and training goals. Participation requirements for individualized activities differ for Non-Exempt ABAWDs and voluntary Non-ABAWDs or Exempt ABAWDs. The Contractor shall ensure that voluntary Non-ABAWDs and Exempt ABAWDs are offered the opportunity to participate in FSET without being subject to the ABAWD work requirement.

Together, the worker and participant determine the goals and appropriate FSET activities and related supportive services necessary to achieve those goals. The participant has the option of accepting all or any part of the FSET worker's recommendations; however, ABAWDs meeting the work requirement through FSET participation are required to comply with qualifying activities in order to maintain FS eligibility. If an ABAWD disagrees with the activities assigned, the FSET worker should identify other types of qualifying activities the ABAWD may choose from in order to maintain FS eligibility, as long as completing those activities is realistic and directly related to an achievable goal.

EMPLOYMENT PLAN SUMMARY:

After creating an Employment Plan, the FSET Tool will display an Employment Plan Summary of the participant's current goals, action steps, and activities. The participant's signature is required on the EP Summary. By signing the EP Summary, the participant is agreeing to the goals, action steps, and assigned activities listed in their plan.

If meeting face to face with the participant, the worker must print two copies of the EP Summary for the participant and worker to sign. One signed copy will be scanned into the ECF and the other copy is given to the participant to keep. The FSET worker must manually print and mail an EP Summary to the participant if the FSET worker is not meeting face to face with the participant. A signed copy of the EP must be scanned into the ECF once it is signed and returned by the participant. The participant is requested to sign and return a copy of the EP or contact their FSET Case Manager within 10 days of the receipt of the summary if they have any questions or concerns about their EP. Failure to sign the summary may result in a delay of supportive services.

EMPLOYMENT AND TRAINING COMPONENT ACTIVITIES:

JOB SEARCH AND JOB SEARCH TRAINING:

Job Search and Job Search Training activities are designed to assist participants prepare for work by addressing barriers to successful employment. Agencies assist participants to develop, practice, and apply job seeking skills with the goal of securing employment. This includes:

- Assistance with applications and resume development
- Employment and career counseling
- Motivational and informational workshops
- Interviewing skills, including mock interviewing
- Labor market information
- Job clubs
- Job leads and job referrals
- Job development and job placement, as needed

Assigning a Non-Exempt ABAWD to upfront Job Search and Job Search Training without other assigned components is not allowable for FSET, unless these activities are assigned as a component of Workfare. Job Search and Job Search Training are qualifying activities for ABAWDs participating in FSET only when less than half of the individual's total participation requirement is met by this activity. Job Search and Job Search Training are considered qualifying activities for meeting the ABAWD work requirement when offered under WIA (e.g. career development and training programs for adults and dislocated workers) or under section 236 of the Trade Act, which includes federally funded employment programs for workers that have or who are at risk of losing employment.

The duration of Job Search activities may vary from 30 days to no more than 180 days without re-assessment. If progress toward obtaining employment is lacking after 180 days, the Employment Plan must be reviewed to determine if further assessment, training, or educational options should be explored.

WORKFARE:

Workfare is intended to be used as a qualifying activity for ABAWDs who need to develop the basic skills and/or work history necessary to enter the job market successfully. Workfare provides participants the opportunity to learn new job skills and establish work references. The primary goal of workfare is to improve employability and encourage individuals to move into regular employment while returning something of value to the community. Workfare assignments cannot replace or prevent the regular employment and must provide the same benefits and working conditions provided to regular employees performing comparable work for comparable hours.

Prior to placing an ABAWD in a workfare position, a job search period may be established for up to 30 days. Participants completing a 30-day job search period will be expected to attend job seeking skills workshops prior to contacting employers. During the job search period, members are considered to be participating in and complying with the requirements of workfare, thereby meeting the participation requirement for ABAWDs. ABAWDs who do not obtain employment after the 30 days will be assigned to a workfare position in the community, as determined appropriate based on the participant assessment.

Workfare positions may be established with public or private non-profit employers, including:

- Placements with easily expandable work crews. These types of positions typically require little training, unplanned absences do not disrupt the operation, and functions can be easily expanded or contracted depending upon the need for positions. Examples include: housing authorities, parks and recreation, and sanitation departments.
- Placements available through non-profit community organizations in the human services field. Examples include: community non-profits, religious organizations, hospitals, schools, and government agencies.

The number of workfare required hours per month is equivalent to the household's monthly FS allotment divided by the State or Federal minimum wage, whichever is higher. Weekly workfare hours must be established after accounting for hours of participation in other programs, such as a Title IV work program. Federal law prohibits FSET agencies from requiring an ABAWD to work beyond the maximum number of hours calculated. Allowing participants to volunteer to work beyond the maximum number of hours is also prohibited under Federal law. Changes in the amount of the monthly FS allotment may increase or decrease the number of required monthly hours for workfare. If there is a change in benefit amount, the FSET agency should recalculate the required number of participation hours, and apply that change beginning the month following the month the change in allotment becomes known to the FSET agency.

Workfare is a household-level program, meaning that all Non-Exempt ABAWD household members may share the hourly obligation during the course of a month. FS eligibility for ABAWDs is determined at the individual level, not at the case level. One member's failure to meet FSET participation requirements does not impact another ABAWD household member for past or current months, but it may for future months, because the other ABAWD(s) would then be required to meet the full workfare monthly hours obligation.

FSET agencies should document in FSET participant's PIN comments when the participants lives in a household that includes multiple ABAWDs sharing responsibility for meeting workfare participation requirements. ABAWDs are not required to report changes in household composition to their IM Agency, except at the time of FS renewal. However, when a change in household composition is reported, this status change may not result in a referral update being sent to the FSET agency for any ABAWD who remains on the case. The FSET agency is responsible for using CWW to monitor changes in the number of ABAWD household members when the workfare participation requirement is shared. When the FSET worker receives a referral update for a workfare participant with a status of "FoodShare Ineligible", they should check the CWW case to see if there are or were other workfare participants whose hourly participation requirement needs to be updated.

Subsidizing participation wages with FSET funds is not allowable under any circumstances.

<u>Example 1</u>: Tim and Joe are receiving $200 in FS benefits per month. Minimum wage is $7.25 per hour. The FSET Agency divides the monthly allotment of $200 by the minimum wage of $7.25, and determines that Tim and Joe must participate in workfare for a combined total of 28 hours per month. ($200 ÷ $7.25 = 27.58 or 28 hours per month)
Tim and Joe may choose to share the responsibility equally by each participating 13 ½ hours per month to meet the participation requirement, or may agree to divide the hours so that one of them participates for more hours than the other.

<u>Example 2</u>: In August, Lisa and Kim share workfare participation requirements equally. On September 20, Lisa reports that Kim moved out of the home. Lisa becomes solely responsible for completing the workfare participation requirement effective November 1. If the change had been reported prior to Sept AA, the change would

have been effective October 1. Because of reduced reporting requirements, she was not required to report the change; so if she had not reported the change, there would not be an over-payment of FS benefits, even if she did not meet the entire workfare participation requirements by herself.

WORK EXPERIENCE:

Work experience or on-the-job training 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 volunteers to a variety of work options, improving employability, and helping ease the participant's transition into regular employment.

Work experience or on-the-job training is a qualifying activity for ABAWDs if the service enables the ABAWD to move promptly into regular public or private employment. Required hours of participation are determined by dividing the household's monthly FS allotment by state or Federal minimum wage, whichever is higher. Federal law prohibits FSET agencies from requiring an ABAWD to work beyond the maximum number of hours calculated. Volunteering to work beyond the maximum number of hours is also prohibited under federal law.

In contrast to workfare, work experience placements can include placement with private, for-profit companies or public and private non-profit employers. Work experience assignments may not replace an individual's regular employment and must provide the same benefits and working conditions provided to regularly employed persons performing similar work for equal hours. FSET Agencies must monitor the quality of work experience sites to ensure they provide participants with the experience and skills necessary to advance employment opportunities.

EDUCATION AND VOCATIONAL TRAINING:

Educational programs or activities that improve basic skills and employability are qualifying activities that meet the participation requirement as long as there is a direct link between the educational activity and employment.

Allowable educational activities include Adult Basic Education (ABE), basic workplace literacy, English as a Second Language (ESL), high school equivalency (GED), short-term training certification and some types of post-secondary education.

Vocational training activities are also qualifying educational activities for ABAWDs. These training programs improve employability by providing training in a skill or trade, thereby allowing the participant to move directly and promptly into employment. Acceptable vocational training programs should expect to lead to employment that is in demand.

FSET agencies are encouraged to work with local employers to design customized job skills training programs based on the skill needs of employers in the local labor market. This includes partnering with technical colleges to offer certified qualifying training programs.

The following factors are critical in determining whether FSET funding may be used to fund an educational component:

1. A participant must be assigned to, or placed in, an approved education component by the FSET agency as part of the participant's EP;
2. FSET funding cannot be used to supplant funds for existing services;

3. Charges for FSET students cannot exceed the cost applied to non-FSET students for the same service;
4. A FS recipient who is an eligible student already attending the institution (without benefit of FSET participation) is exempt from FS work requirements, including FSET participation. While the student may volunteer to participate in another FSET activity, his or her education costs are already being met and it is not appropriate to use Federal funds to subsidize those expenses.

SELF EMPLOYMENT:

FSET participants assigned to this component must have sound business ideas but lack the practical skills to create and implement a plan for successful self-employment. The primary focus of this component is providing technical assistance to FSET participants starting their own business.

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
- Developing successful marketing strategies
- Resolving credit problems
- Navigating State and Federal regulations
- Providing ongoing technical assistance for up to 90 days of starting a business

JOB RETENTION:

FSET agencies must offer supportive services for up to 90 days for jobs obtained as a result of FSET participation. This component typically includes participant reimbursement for reasonable and necessary expenses to assist individuals in retaining 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.

SUPPORTIVE SERVICES:

FSET agencies must provide supportive services to ABAWD, Non-ABAWD, and Exempt ABAWD FSET participants for expenses that are reasonable and necessary and that directly relate to participation in FSET. An ABAWD cannot be penalized for not meeting the work requirement if the FSET agency fails to provide supportive services that are reasonable and necessary for meeting FSET participation requirements.

Reasonable Costs: A cost is considered Reasonable in its nature and amount if it:

- Does not exceed that which a prudent person would pay under the same circumstance;
- Provides a program benefit generally commensurate with the cost incurred,
- Is in proportion to other program costs for the function that the costs serve, and
- Is within the scope of FSET.

Necessary Costs: A cost is considered Necessary in its nature and amount if it:

- Is incurred to carry out essential functions of FSET,

- Cannot be avoided without adversely affecting program services and operations,
- Is a priority expenditure relative to other demands on availability of administrative resources, and
- Does not duplicate existing efforts.

Supportive services are not allowable as a stand-alone service. FSET enrollment for the sole purpose of receiving supportive services is not allowable. A participant must be enrolled and engaged in an allowable FSET component/activity in order to be eligible for supportive services.

The most common types of supportive services include: bus tokens, gas vouchers, interview clothes, training or work uniforms. See FSET Handbook 2.4.3.2 FSET Participant Expenses for additional information.

TRACKING FSET PARTICIPATION:

Tracking FSET participation hours and indicating whether the monthly FSET participation requirement is met requires timely action by the FSET agency. The accuracy of FS eligibility determinations for Non-Exempt ABAWDs is dependent on timely action taken by the FSET agency.

- FSET agencies are responsible for monitoring ABAWDs monthly and determining if monthly participation requirements are met.
- FSET agencies are required to enter monthly participation by the fifth (5th) day of the month following the participation month.

FSET agencies are required to document reasons for not meeting participation requirements, while taking into consideration reasons that justify granting good cause.

GOOD CAUSE:

Granting good cause allows the Non-Exempt ABAWD FSET participant to maintain FS eligibility if he or she remains enrolled in FSET but is temporarily unable to meet the work requirement. Before the FS agency can take adverse action, a decision must be made to determine if there was good cause for the non-participation. The FSET worker indicates good cause on a monthly basis as part of tracking FSET participation hours, if necessary. Consider all facts and circumstances, and seek additional information from other sources for clarification, as needed.

Non-participation of a Non-Exempt ABAWD FSET participant without good cause will result in a TLB or loss of FS eligibility, unless hours of non-participation are made up prior to the end of the month.

Good cause may be granted for temporary circumstances beyond the ABAWD's control, such as, but not limited to:

1. Illness;
2. Illness of another household member serious enough to require the person's presence;
3. Unavailability of transportation;
4. Unanticipated emergency;
5. Employment or work program placement is no longer suitable;
6. The FS group member is terminated from a job or work program assigned activity due to circumstances beyond his or her control; the FSET participant is unable to meet

participation requirements because they were disenrolled and re-enrolled in FSET in the same month. This may occur if the Referral Page displays *FS ineligible*, but FS never truly closed.

7. FS group member is referred and there is an agency delay in enrollment.

ANTICIPATED FSET PARTICIPATION TO MEET THE WORK REQUIREMENT:

Although FS benefits are issued prospectively at adverse action, knowledge of FSET participation compliance is retrospective. When a Non-Exempt ABAWD has exhausted three months of TLBs, FS eligibility will end unless s/he is meeting the work requirement or is exempt. To determine FS eligibility for the next month, the FSET worker must indicate whether it is reasonably anticipated that the Non-Exempt ABAWD will meet the current month's work requirement through FSET participation. This determination must be made and entered into CWW no later than the second Saturday of the month.

Reasonable anticipation of FSET participation is based upon the worker's assessment of FSET participation since the beginning of the current month and whether participation is expected to continue in order to meet the work requirement by month's end. The reasonable anticipation of FSET participation information entered into the FSET Tool is used by CARES to determine FS eligibility prospectively for the next month. Reasonable anticipation of FSET participation is designed to prevent FS from being incorrectly terminated, should the ABAWD meet the work requirement through FSET participation once three TLBs or the three Additional Benefit months have been exhausted.

Reasonable anticipation of meeting the work requirement through FSET participation may only be applied when the FSET worker determines that:

- A Non-Exempt ABAWD is enrolled and fully participating in FSET by the second Saturday of the third TLB month, and it may be reasonably anticipated that the work requirement will be met by the end of the month, or
- A Non-Exempt ABAWD is enrolled and fully participating in FSET by the second Saturday of the second Additional Benefit Month, and it may be reasonably anticipated that the work requirement will be met by the end of the month.

Once the FSET worker initiates reasonable anticipation of meeting the work requirement through FSET participation during the current FSET participation period, the worker must continue to make this determination each month going forward if the individual is a Non-Exempt ABAWD and remains enrolled in FSET.

Example: Tamika, a Non-Exempt ABAWD, received a TLB for July and another for August. Tamika enrolled and began participating in FSET in September. On September 13th, the second Saturday of the month, Tamika's FSET case manager determines that based on Tamika's participation during the first two weeks of September, she can reasonably anticipate that Tamika will meet FSET participation requirements for the month of September.

FSET DISENROLLMENT:

The primary reasons for disenrolling an ABAWD from the FSET program include:

1. Met the work requirement by obtaining unsubsidized employment for 80 hours per month or more. Disenrollment should not occur while a participant is receiving job retention services for up to 90 days for a job obtained as a result of participating in FSET;
2. Loss of FS eligibility reported by IM and/or displayed on the FSET Referral Search Results and Referral Details pages. FSET agencies must not take action to disenroll FS ineligible participants until after the sixth (6th) day of the month following the month FS closed. Disenrollment of a FS ineligible participant must be completed no later than the last day of the month following the month FS eligibility was lost and FS closed. Information in CWW may indicate that FS appears to be closing because the FS interview and other renewal requirements were completed after adverse action. When the IM agency re-runs eligibility, FS may remain open and ongoing with a new 12-month certification period;

3. Non-ABAWD or Exempt ABAWD non-participation in FSET for 2 months without good cause (this disenrollment reason does not apply to Non-Exempt ABAWDs);

4. Participant decision to end services; or

5. Participant moves from the pilot region to a non-pilot region of the state between July 1, 2014 and March 31, 2015. In these cases, disenrollment from the new FSET Tool is required even if the participant chooses to continue participating in FSET after moving out of the pilot region. Failure to disenroll the participant may result in a QC error for an invalid FS closure for not meeting participation requirements. The disenrollment code to use in this circumstance is MP-Moved Out of Pilot Region.

➢**NOTE**: FS will be systematically scheduled to close at adverse action when required action for a review or SMRF was pending action, including pending verification. If the member completes the necessary action to reopen FS benefits, an updated referral will be sent to the FSET worker showing that the participant is again eligible.

FSET disenrollment is completed on the Participant Summary page in the FSET Tool.

FAIR HEARINGS:

An FSET participant has the right to file for a fair hearing if they disagree with an action taken by an FSET agency. FSET agencies must attend and provide applicable documentation at fair hearings. FSET agencies should comply with requests to attend fair hearings made by IM agencies in cases where FS eligibility was impacted by FSET agency action. Even if an FSET agency took proper action, the agency may lose a fair hearing if representation is not provided.

CORRESPONDENCE CHANGES:

New system generated notices and enhancements to existing correspondence for implementation of the ABAWD policy include:

- FSET Referral Letter: A new letter informing which household members have been referred to FSET and why. The letter provides a list of allowable exemptions and suggested types of verification and is generated after the IM worker sends the FSET referral.

- FSET Disenrollment Letter: A new letter sent by the FSET worker informing the member that enrollment in FSET has ended and is triggered by the disenrollment code and date entered into the FSET tool.

New manual notices will be available in the DHS Forms Repository. These letters correspond to existing FSET activity codes in Client Scheduling:

- FSET Initial Appointment Scheduled (Manual CSL5): Used to notify a referred individual that s/he is currently scheduled for an initial FSET appointment.

- FSET Appointment – Final Notice Letter (Manual CSL7): Used to notify a referred individual that s/he missed the initial FSET appointment and is currently scheduled for a second appointment.

- FSET Employment Plan (EP) Appointment Letter (Manual CSLB): Used to notify a participant that s/he is scheduled for an Employment Plan review meeting.

- FSET Workshop Appointment Letter (Manual CSLK): Used to notify a participant that s/he is scheduled to attend a FSET workshop.

- FSET Job Club Appointment Letter (Manual CSLG): Used to notify a participant that s/he is scheduled to attend Job Club.

- Discuss FSET Participation Letter (Manual CSLI): Used to notify a participant that s/he is scheduled for an appointment to discuss FSET program participation.

In addition to these ongoing correspondences, DHS is mailing a letter notifying all currently referred, scheduled, or enrolled FSET participants residing in the pilot region (Racine, Kenosha, and Walworth Counties) that there will be a change in their FSET service provider effective July 1, 2014. The balance of the state will be notified about any change to their FSET service provider prior to April 1, 2015.

CARES:

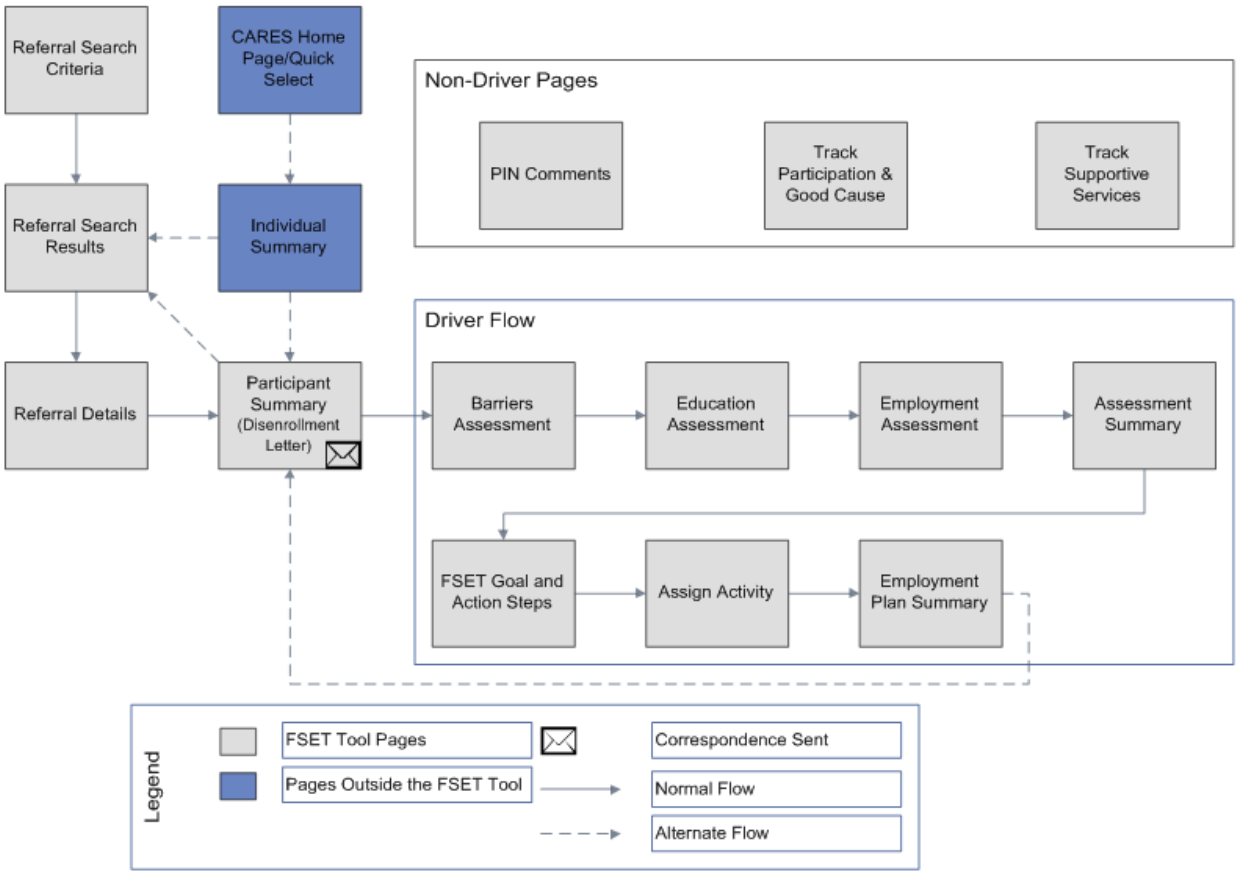
NEW FSET TOOL IN CWW:

The new FSET Tool in CWW replaces the CARES Mainframe work program subsystem pages currently used by FSET workers to administer the FSET program. The new FSET Tool will be released to FSET agencies in the three pilot counties on July 1, 2014 and to FSET agencies statewide on April 1, 2015. All non-pilot counties will continue using the existing CARES mainframe screens to administer FSET during the pilot period.

The new FSET Tool includes a driver flow, which guides the FSET worker through the process of enrollment, participant assessment, creating goals and action steps, assigning work activities, and developing the participant's employment plan. Also included are three pages on which workers can manage new referrals and updates to existing referrals received from the IM agency. The FSET Tool also provides pages on which workers will track ABAWD hours of participation in assigned activities, good cause for non-participation, and support services. The new FSET Tool is integrated into the CARES eligibility determination process for ABAWDs referred to or participating in FSET. Specifically, CARES has been redesigned to rely on the

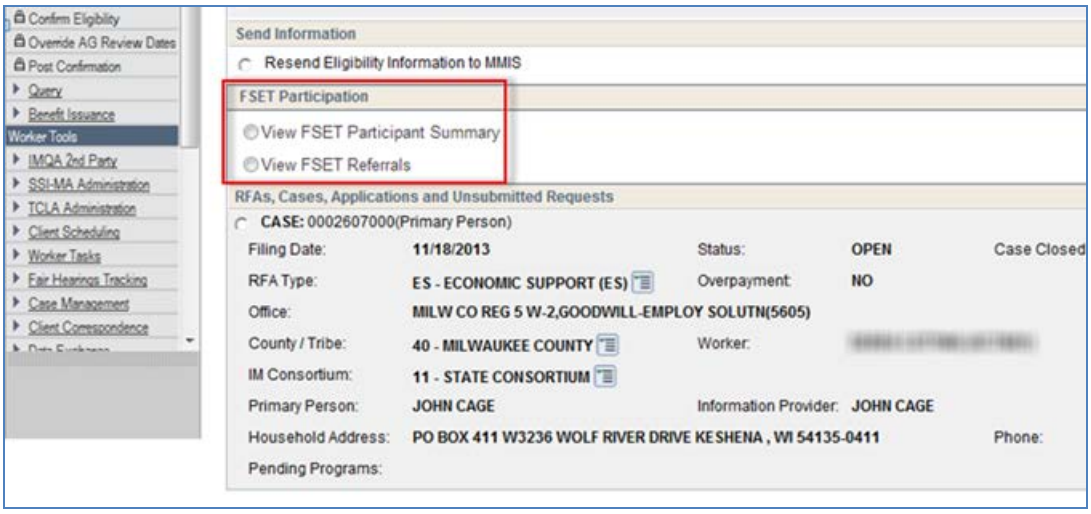
monthly ABAWD participation information entered by FSET workers as part of the monthly eligibility determination process.

Below is a visual of the new FSET Tool, which shows the pages included in the driver flow as well as non-driver flow pages.

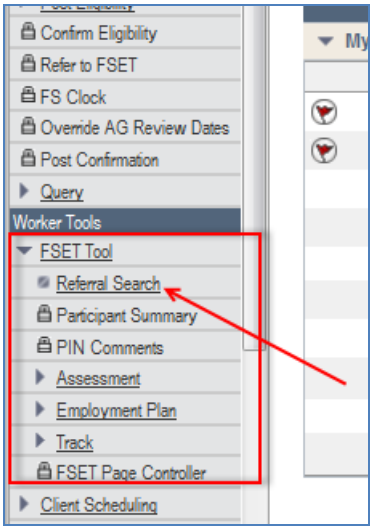


The new FSET Tool can be accessed in two ways:

1. From the CARES Home Page, the worker can enter a PIN in the Quick Select to access the Individual Summary page. From the Individual Summary page, under the 'FSET Participation' section, the worker can select one of the following radio buttons:
    a. <u>View FSET Participant Summary</u>: Navigates the worker to the member's current Participant Summary page in the FSET Tool, from which the FSET worker can view relevant information and take a number of actions related to FSET enrollment and worker/office assignment.
    b. <u>View FSET Referrals</u>: Navigates the worker to the Referral Search Results page in the FSET tool, which displays all current and past FSET referrals associated with the selected PIN.



2. In the 'Worker Tools' section of the CARES navigation menu, under the 'FSET Tool' section, the worker clicks 'Referral Search.' This action navigates the worker to the Referral Search Criteria page.



The FSET Tool receives referrals and referral updates from the IM agency after FS eligibility is confirmed. The IM agency sends PIN-based referrals to the FSET Tool. The CARES Home Page has been updated to display recently viewed PINs so that workers can easily navigate to an individual's FSET referral(s) or to the Participant Summary page.

➢**Note:** In the context of the new FSET Tool, the term 'Referral' corresponds to a specific 'Referral ID' in the FSET Tool. The 'Referral ID' is assigned when a new FSET referral is sent by the IM agency and is maintained throughout any given FSET referral and enrollment period until disenrollment. A referral update from the IM agency applies to both 'Referred' and 'Enrolled' status. Updates from the IM worker will not result in multiple Referral IDs. Over the course of time, some FS members may have multiple FSET 'Referral IDs', however only one 'Referral ID' is associated with a current FSET referral.

Managing FSET Referrals

New referrals, including re-referrals after a prior FSET disenrollment, are sent to the FSET Tool by the IM agency after FS eligibility is run and confirmed.

- All Non-Exempt ABAWDs are referred to FSET in order to help them meet the work requirement.
- Voluntary Non-ABAWD and Exempt ABAWDs are referred to FSET when they request a referral from the IM agency.

The FSET Tool receives updates to an existing referral when changes are made to the following:

- Change in ABAWD status (corresponds to 'Participation Status' in the FSET Tool)
- Relocation to a new FSET Region
- Determined ineligible for FS

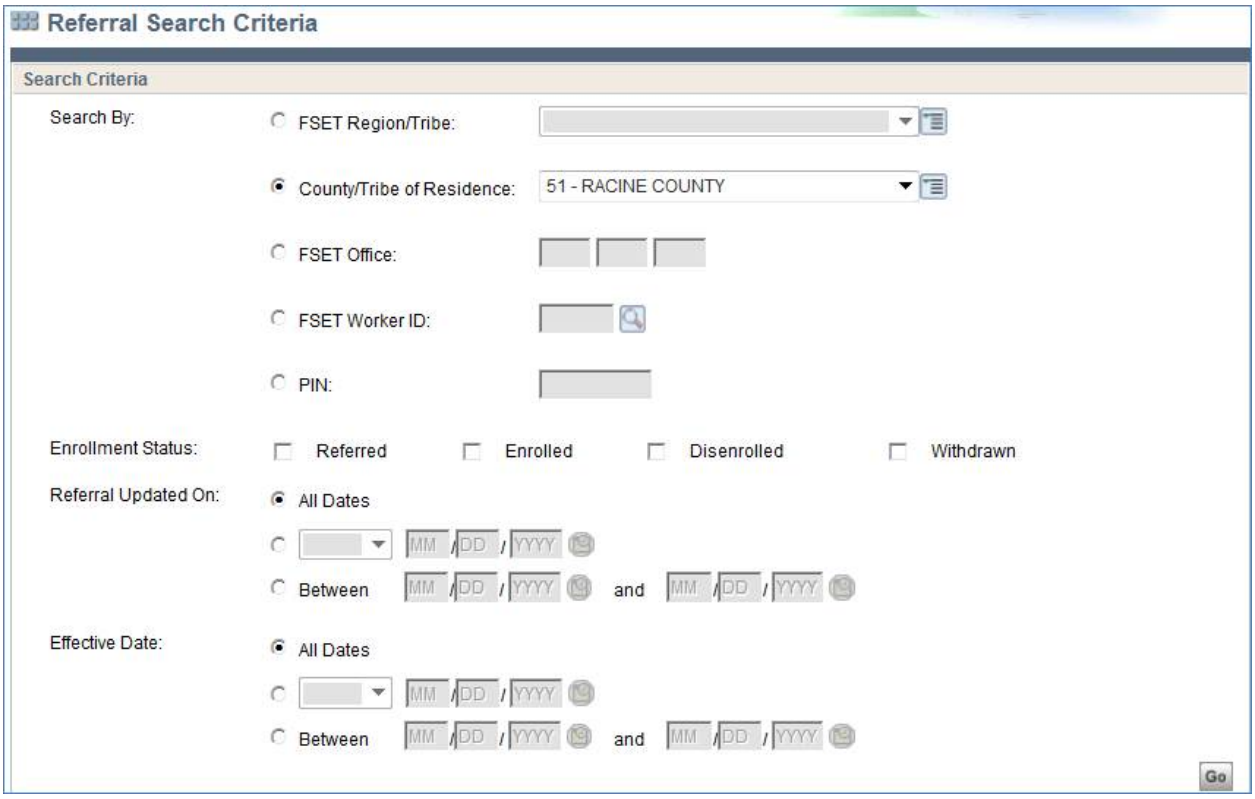
The FSET Tool includes three pages from which new referrals and referral updates are managed, including the 'Referral Search Criteria', 'Referral Search Results', and 'Referral Details' pages. The FSET Referral Search pages may be used by FSET workers to manage new referrals (first time referrals and re-referrals after a prior FSET disenrollment) and referral updates (ABAWD status changes, region to region transfers, FSET disenrollments, and FSET referral withdrawals).

Referral Search Criteria:

The Referral Search Criteria page can be used by both FSET and IM workers to search for FSET referrals and view referral details. When a new FSET referral is sent by the IM agency, CARES uses the FS member's county of residence in CWW to assign the referral to the Regional Coordinator in the FSET region. Each FSET Region must have at least one designated Regional Coordinator with an assigned FSET Worker ID and FSET Office.

From the Referral Search Criteria page, FSET Workers may search for referrals by FSET Region/Tribe, County of Residence, FSET Office (up to three offices), FSET Worker ID, or PIN. Workers can use the 'Enrollment Status' checkboxes to narrow a search by current FSET Enrollment Status. More than one 'Enrollment Status' may be selected. Workers can also narrow their search based on the date on which the Referral was updated by the IM agency. Finally, workers may narrow their search by Effective Date. The effective date is the date on which a newly referred individual may begin participating in FSET or the date on which an update to an existing FSET referral is effective.

The search options on the Referral Search Criteria page are designed to assist workers with workload management by helping to identify which action must be taken for each referral or referral update.



REFERRAL SEARCH RESULTS:

The Referral Search Results page displays a summary of all referrals that meet the search criteria entered on the Referral Search Criteria page. Search criteria will display in the top section of this page. The "Search Results" section of this page shows all referrals matching the selected search criteria.

Each column on the 'Referral Search Results' page is sortable to facilitate referral management based upon the FSET worker's current task. For example, workers may want to sort by FS effective date when managing new referrals, enrollment status when managing referral updates, or participation status when managing FSET disenrollments.

Example 1: In the screenshot shown below, PIN 4584887900 applied for FS on 5/19/14 and was determined FS eligible as of 6/1/14. The earliest date she could be enrolled in FSET would be 6/1/14.

Example 2: In the same screen shot, PIN 9584885812 applied and was determined eligible for FS as of 5/15/14, so the earliest date she could have been enrolled in FSET would have been 5/15/14.

Example 3: Also shown below, PIN 5584887153 is FS ineligible as of 11/30/14, so he should not be disenrolled from FSET prior to 12/6/14 unless he requests to be disenrolled at an earlier date.

➢**Note:** Before processing disenrollments for ABAWDs who become ineligible for FS, FSET workers may want to refer to CWW to check the closure reason on the 'Confirmed Assistance Group Summary' page or the 'Refer to FSET' page. FS will appear to close, but may remain open and ongoing when required action for a review or SMRF was pending action, including pending verification, after mid-month.

3.5 06/09/2014

Referral Search Results

Search Criteria

Enrollment Status:	**Referred, Enrolled**	FSET Region/Tribe:	
Referral Updated On:	**Between 05/20/2014 and 06/02/2014**	County/Tribe of Residence:	**51 - RACINE COUNTY**
Effective Date:	**All Dates**	FSET Office:	
PIN:		FSET Worker ID:	

Search Results

Updated On	PIN	Effective Date	Enrollment Status	Participation Status	FSET Worker	FSET Office	County/Tribe of Residence	FSET Region	Region of Residence
05/28/2014	1584888725	05/28/2014	Enrolled	Non-Exempt ABAWD	XCTZ20	2900	51 - RACINE COUNTY	01	01
05/28/2014	9584888846	10/15/2013	Enrolled	Non-Exempt ABAWD	XCTZ09	2900	51 - RACINE COUNTY	01	01
05/23/2014	9584887505	05/23/2014	Referred	Exempt ABAWD	XTE320	2900	51 - RACINE COUNTY	01	01
05/23/2014	4584887900	06/01/2014	Referred	Non-Exempt ABAWD	XTE320	2900	51 - RACINE COUNTY	01	01
05/23/2014	3584887704	05/23/2014	Referred	Non-Exempt ABAWD	XTE320	2900	51 - RACINE COUNTY	01	01
05/22/2014	9584885812	05/15/2014	Enrolled	Non-Exempt ABAWD	XCTN81	5040	51 - RACINE COUNTY	01	01
05/21/2014	8584886761	05/21/2014	Referred	Exempt ABAWD	XTE320	2900	51 - RACINE COUNTY	01	01
05/21/2014	9584886789	05/21/2014	Referred	Non-ABAWD	XTE320	2900	51 - RACINE COUNTY	01	01
11/15/2014	5584887153	11/30/2014	Referred	FS Ineligible	WS1200	5040	51 - RACINE COUNTY	01	01
05/21/2014	4584887021	05/21/2014	Referred	Exempt ABAWD	XTE320	2900	51 - RACINE COUNTY	01	01
05/21/2014	4584887047	05/21/2014	Referred	Exempt ABAWD	XTE320	2900	51 - RACINE COUNTY	01	01
05/20/2014	0584886608	05/20/2014	Enrolled	Non-Exempt ABAWD	XCTZ09	2901	51 - RACINE COUNTY	01	01
05/20/2014	7584886710	05/20/2014	Enrolled	Non-Exempt ABAWD	XCTX29	2901	51 - RACINE COUNTY	01	01
05/20/2014	4584886687	05/20/2014	Referred	Non-Exempt ABAWD	XTE320	2900	51 - RACINE COUNTY	01	01
05/20/2014	6584886701	05/20/2014	Enrolled	Exempt ABAWD	XTE320	2900	51 - RACINE COUNTY	01	01

Previous

The ‘Updated On’ column provides the date the referral was sent to FSET from the IM worker.

The ‘PIN’ column displays the individual’s PIN.

The referral ‘Effective Date’ column displays the date an individual is eligible to participate in FSET <u>or</u> the date when they become ineligible to participate in FSET. The FSET worker uses this date when working enrollments and disenrollments. Whether the ‘Effective Date’ represents an enrollment date or a disenrollment date depends upon the individual’s ‘Participation Status’ and ‘Enrollment Status’. If the individual’s ‘Enrollment Status’ is ‘FS Eligible’ and the ‘Participation Status’ is ‘Exempt’, ‘Non-Exempt’, or ‘Non-ABAWD’, the date displayed corresponds to the date on which an individual is eligible to enroll in FSET, or if currently enrolled, the date on which the status change is effective. If ‘Participation Status’ is ‘FS Ineligible’, the date displayed is the date on which an individual is no longer eligible to participate in FSET.

'Enrollment Status' displays the individual's enrollment status at the time of the most recent referral from the IM agency.

'Participation Status' displays the individual's participation status at the time the most recent referral was made by the IM agency. As noted above, an individual's 'Participation Status' drives whether the 'Effective Date' displays the date an individual is eligible or the date on which an individual becomes ineligible for FSET. The 'FSET Worker' column displays the FSET worker assigned to this referral at the time the referral was updated. The 'FSET Office', 'FSET Region' and 'Region of Residence' columns display this information as of the time the most recent referral was made by the IM agency.

> ➢**Note:** The 'County/Tribe of Residence' column indicates the FSET region/tribe associated with the referral sent over by the IM worker. If the 'Region of Residence' and FSET region/tribe are different, this should alert the FSET worker that the customer has an updated address and should be transferred to a different FSET region.

To view details on any referral displayed on the Referral Search Results page, click the magnifying glass in the last column on the right. This action brings up the 'Referral Details' page.

REFERRAL DETAILS:

The Referral Details page displays more detailed information about a specific referral, including participation status, ABAWD exemptions, referral effective begin date, referral effective end date (if applicable), FS eligibility status, and both IM and FSET worker information.

The 'FS Referral Effective Begin Date' and 'FS Referral Effective End Date' provide the FSET worker with the dates on which the individual is eligible for enrollment in FSET and the last date on which they are eligible to participate in FSET.

User ID: XCTZ11 User Name: E MERTENS Quick Select: CASE/RFA Go Help Logout

Name : FSET TEST PIN: 1584886251 Participation Status: Non-Exempt ABAWD 3,5 05/19/2014

Referral Details

Record Management			
Last Updated:	05/19/2014		
Referral Information			
Referral:	9000020590	Referral Updated By:	XTE320 -
Participation Status:	Non-Exempt ABAWD	Exemption Reasons:	
FS Referral Effective Begin Date:	06/01/2014	FS Referral Effective End Date:	
FSET Region/Tribe:	01 - Southeast	FSET Worker ID:	XTE320 -
FSET Office:	2900	FSET County:	30 - KENOSHA COUNTY
Enrollment Information			
Enrollment Status:	Referred	Enrollment Date:	
Disenrollment Date:		Disenrollment Reason:	
Disenrollment Override Reason:			
Case Information			
Case:	1150779110	IM Consortium:	10 - KENOSHA RACINE CONSORTIUM
IM Worker:	XCTZ13 - ELIZABETH	IM County/Tribe:	30 - KENOSHA COUNTY
		IM Office:	5030

Updated on or before: MM / DD / YYYY Go

Previous Next

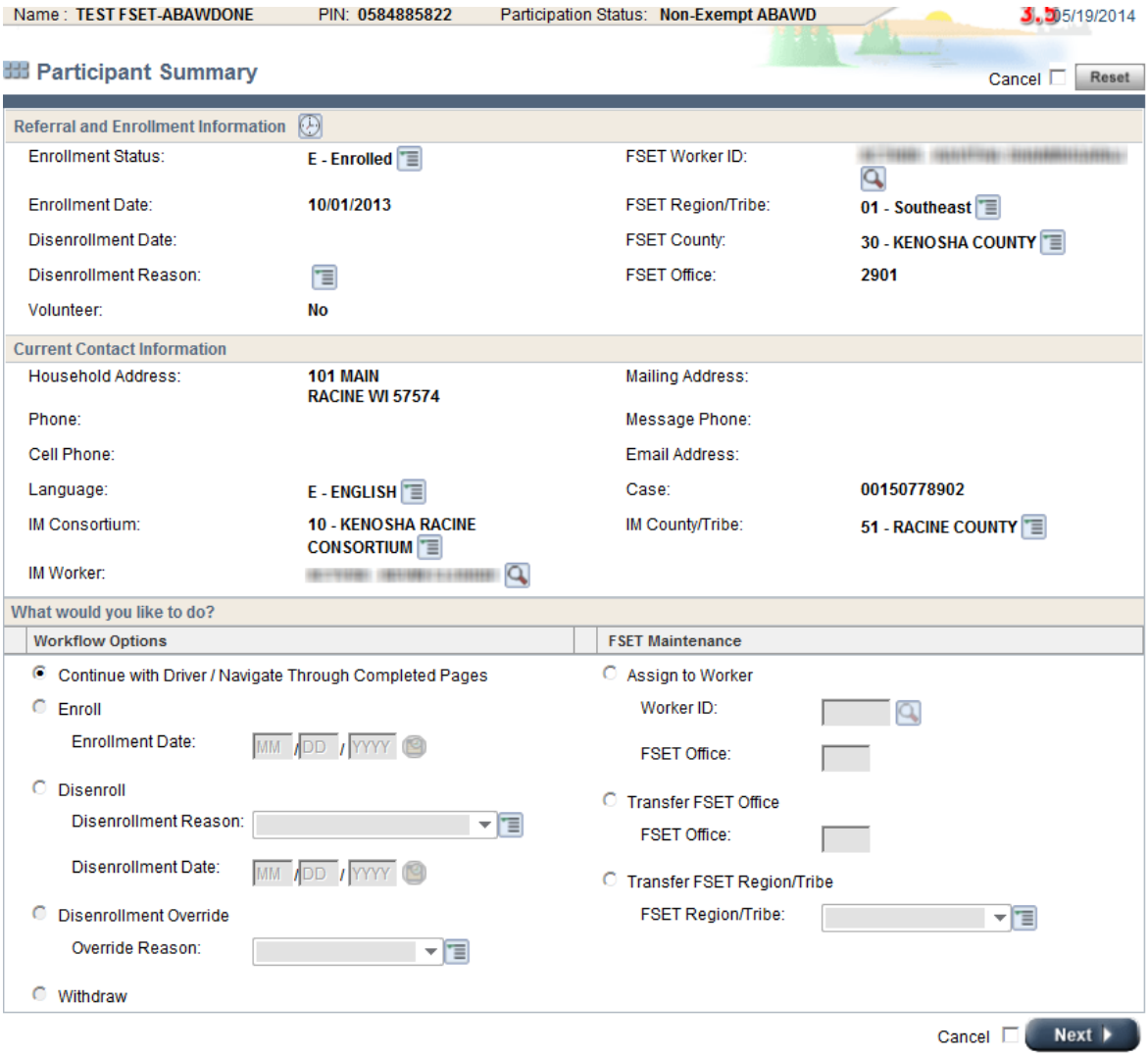
Referrals should be processed within timeframes defined by policy. It is especially important that Non-Exempt ABAWDs are offered the opportunity to enroll and begin participating in FSET as soon as possible, rather than exhausting their three months of time-limited benefits.

In the example shown above, the referred member is eligible for FS as of 6/1/14, therefore the earliest date she can be enrolled in FSET is 6/1/14. If FS eligibility was ending, the last date of eligibility would be shown in the 'FS Referral Effective End Date' field. For example, if FS eligibility was through June only, the 'FS Referral Effective Begin Date' would remain as 6/1/14 and the 'FS Referral Effective End Date' would display 6/30/14. The FSET worker would process the disenrollment on or after 7/6/14.

PARTICIPANT SUMMARY:

The Participant Summary page displays the participant's referral and enrollment information, including the enrollment and disenrollment dates, whether the referral is voluntary, and current contact information. Information on the participant's IM and FSET workers is also included.

The Participant Summary page is used by FSET regional coordinators, workers, and other program staff to take action on referrals, including FSET enrollment and disenrollment, and to reassign the referral to another FSET region, office, or worker. Only FSET workers with update access to the currently assigned FSET office are able to update this page.



<u>'Referral and Enrollment Information' Section</u>: The 'Referral and Enrollment Information' section displays the current FSET-related information for the individual.

The 'Volunteer' field displays information that FSET workers should use when determining whether to withdraw an FSET referral after receiving a referral update for a 'Non-ABAWD' or 'Exempt ABAWD' in 'Referred' status. When the 'Volunteer' field displays a 'Yes', this means that the individual has indicated to the IM worker that s/he would like to participate in FSET as a volunteer. The FSET Agency should contact the member to schedule an initial appointment. If the referral is in 'Referred status and the 'Volunteer' field displays a 'No', the referral may be withdrawn only if the initial appointment has not been scheduled. If the initial appointment has already been scheduled, the FSET worker should contact the individual to ask if s/he would like to participate in FSET as a volunteer prior to withdrawing the referral.

<u>'Current Contact Information' Section</u>: The 'Current Contact Information' section displays the most recent member and IM agency/worker information available in CWW.

<u>'Workflow Options' Section</u>: The 'Workflow Options' section of the Participant Summary page is used to enroll, disenroll, override a disenrollment, or withdraw a referral.

- Enroll: To enroll an individual, the 'Enrollment Status' must be 'Referred'. The worker can enroll the individual in FSET as of the current date or a past date. This action updates the 'Enrollment Status' to 'Enrolled' and initiates the FSET driver flow.

- Disenroll: To disenroll an individual, the worker selects the 'Disenrollment' radio button and enters a 'Disenrollment Reason' and "Disenrollment Date'. This action can only be taken if the participant's 'Enrollment Status' is 'Enrolled' and all assigned activities and supportive services are ended. This action updates the participant's 'Enrollment Status' to 'Disenrolled' and a disenrollment letter will be generated and sent by CARES. Once a participant is disenrolled from FSET, participant information in the FSET Tool becomes read-only and cannot be updated.

  ➢**Note:** Prior to disenrolling a Non-Exempt ABAWD from FSET, the worker must first enter all prior month participation hours.

- Disenrollment Override: A 'Disenrollment Override' can only be initiated if the participant's 'Enrollment Status' is 'Disenrolled' and the disenrollment must have occurred within the last two calendar months. This action updates the participant's 'Enrollment Status' to 'Enrolled' and clears the disenrollment reason; however, this action does not reverse other actions taken prior to disenrollment, such as ending goals/action steps, assigned activities, or support services. Disenrollment override should be used infrequently, for example, in cases such as when a worker completes a disenrollment in error, an agency is remanded to override a disenrollment as a result of a fair hearing decision, or the IM worker makes an eligibility error.

- Withdraw: Taking action to 'Withdraw' a referral can only be initiated when the current 'Enrollment Status' is 'Referred'. Selecting this option will change the status from 'Referred' to 'Withdrawn'. Referrals may be withdrawn only under certain circumstances. Specifically, a referral may be withdrawn when an individual's 'Participation Status' changes from 'Non-Exempt ABAWD' to 'Non-ABAWD' or 'Exempt ABAWD' and the individual has indicated that they do not want to participate in FSET. On the Participant Summary page, under the 'Referral and Enrollment Information' section:
  - If the 'Volunteer' field indicates 'No', this means that the individual has indicated that s/he does not wish to participate in FSET as a volunteer. The referral can be withdrawn.
  - If the 'Volunteer' field indicates 'Yes', this means that the individual has indicated that s/he wishes to participate in FSET as a volunteer. The FSET worker should follow standard procedure for contacting referrals.

➢**Note**: FSET workers must keep in mind that referrals may be received prior to FS eligibility. Since FSET participation is not allowable until FS eligibility begins, the individual must not be enrolled prior to the effective date of FS eligibility. In addition, referral updates with a 'Participation Status' change to 'FS Ineligible' may be received prior the date of FS ineligibility. In this instance, a participant is allowed to maintain enrollment in FSET through the end of the month of FS eligibility.

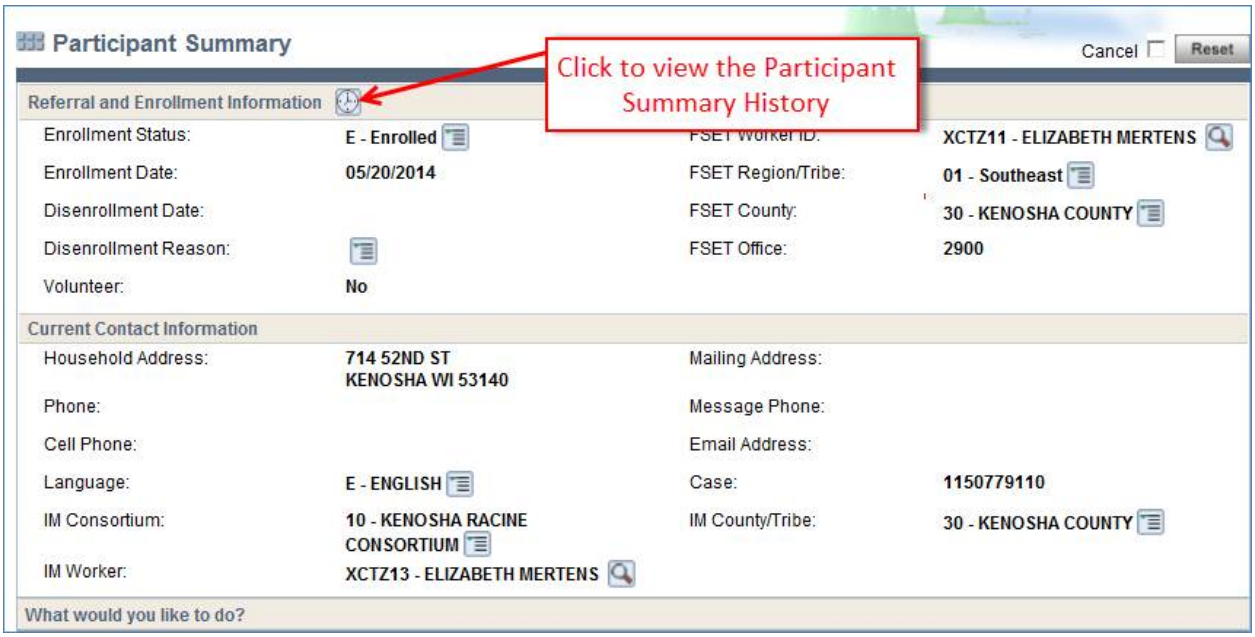
'FSET Maintenance' Section: The 'FSET Maintenance' section of the Participant Summary page is used to assign or transfer a referral to a different FSET region, office, or worker. Referrals can only be transferred and assigned when the individual's 'Enrollment Status' is 'Enrolled' or 'Referred'.

- Assign to Worker: The 'Assign to Worker' radio button is used to transfer a referral to another worker within the same FSET region or tribe. The worker selected must have update access to the office to which the referral is being transferred.

- Transfer FSET Office: The 'Transfer FSET Office' radio button is used to transfer a referral to another office within the same FSET region or tribe. This action can only be taken if the individual's 'Enrollment Status' is 'Referred' or 'Enrolled' and the individual is eligible for FS. When a referral is transferred to a different office, it is initially assigned to that office's designated referral coordinator, who must then take action to assign the referral to a worker within that office using the 'Assign to Worker' radio button.

- Transfer FSET Region/Tribe: The 'Transfer FSET Region/Tribe' radio button is used to transfer a referral to another FSET region or tribe. This action can only be taken if the individual's 'Enrollment Status' is 'Referred' or 'Enrolled' and the individual is eligible for FoodShare. Referrals can be transferred to any other FSET region or tribe. When a referral is transferred to a different FSET region or tribe, it is initially assigned to that region's Regional Referral Coordinator, who must then take action to assign the referral to the appropriate regional FSET Office using the "Transfer FSET Office" radio button or worker using the 'Assign to Worker' radio button.

To view the participant's referral and enrollment history from the Participant Summary page, click on the magnifying glass as shown below. This will bring up the Participant Summary History page in a new window as shown in the screenshots below.



Participant Summary History

Participant Summary History

Updated Date	Updated By	Referral ID	Participation Status	Enrollment Status	Enrollment / Disenrollment Date	Disenrollment Reason	FSET Worker	FSET Region/Tribe	Office
05/28/2014	XCTZ12	9000020590	Exempt ABAWD	Enrolled	05/20/2014		XCTZ11	Southeast	2900
05/20/2014	XCTZ11	9000020590	Non-Exempt ABAWD	Enrolled	05/20/2014		XCTZ11	Southeast	2900
05/20/2014	XCTZ11	9000020590	Non-Exempt ABAWD	Referred			XCTZ11	Southeast	2900
05/19/2014	XCTZ12	9000020590	Non-Exempt ABAWD	Referred			XTE320	Southeast	2900

Close

ASSESSMENTS:

The first section of the new FSET Tool driver flow is the FSET Assessment section. This section consists of four pages, including a Barriers Assessment, Education Assessment, Employment Assessment, and an Assessment Summary page. FSET workers must conduct assessments for new enrollees and update these assessments for ongoing participants during Employment Plan reviews or more frequently, as necessary. Information entered on FSET Assessment pages is retained until the worker updates or deletes the information, regardless of changes in enrollment status, transfer to a new FSET region, or reassignment to a different FSET worker. The FSET worker should gather and document as much information as possible for each assessment. Workers can view, add, update, or delete assessment pages during enrollment or as changes are reported.

BARRIERS ASSESSMENTS:

The Barriers Assessment page is used to enter information on the participant's reported and observed barriers to employment. Barriers are organized into five categories: Work Participation, Housing, Transportation, Legal Issues, and Job Readiness. Workers should select all barriers that apply to the member. Barriers may change at reassessment, and the worker should update this page accordingly.

Barriers Assessment

Cancel ☐ Reset

Effective Date

Last Updated: **05/20/2014** Updated By: **XCTZ11**

Work Participation

Which of the following affect your ability to participate in work activities? (Check all that apply)

- ☐ Mental Health/ PTSD/ Depression
- ☐ Alcohol or Drug Abuse
- ☐ General or Physical Health
- ☐ Cognitive and Learning Needs
- ☐ Literacy
- ☐ Language
- ☐ Family Issues
- ☐ Child Care
- ☐ Domestic Abuse

Housing

Which of the following describe your housing situation? (Check all that apply)

- ☐ Eviction or Foreclosure
- ☐ Halfway House/ Transitional Housing
- ☐ Staying in Motel or Temporary Room
- ☐ Can't Pay Utility Bills
- ☐ Homeless
- ☐ Can't Afford Home Repairs
- ☐ Staying with Family or Friends
- ☐ Behind on Rent or Mortgage

Transportation

Which of the following describe your transportation situation? (Check all that apply)

- ☐ Usually Have Access to Reliable Car
- ☐ No Driver's License
- ☐ Get Rides from Family/Friends/Volunteers
- ☐ No Personal Vehicle
- ☐ Car in Need of Repair
- ☐ No Transportation Available

Legal Issues

Which of the following legal issues describe your situation? (Check all that apply)

- ☐ Ever Convicted of a Felony
- ☐ Current Probation or Parole
- ☐ Pending Charges or Convictions
- ☐ Ever Convicted of a Misdemeanor
- ☐ Bad or No Credit

Job Readiness

Which of the following make getting or keeping a job hard for you? (Check all that apply)

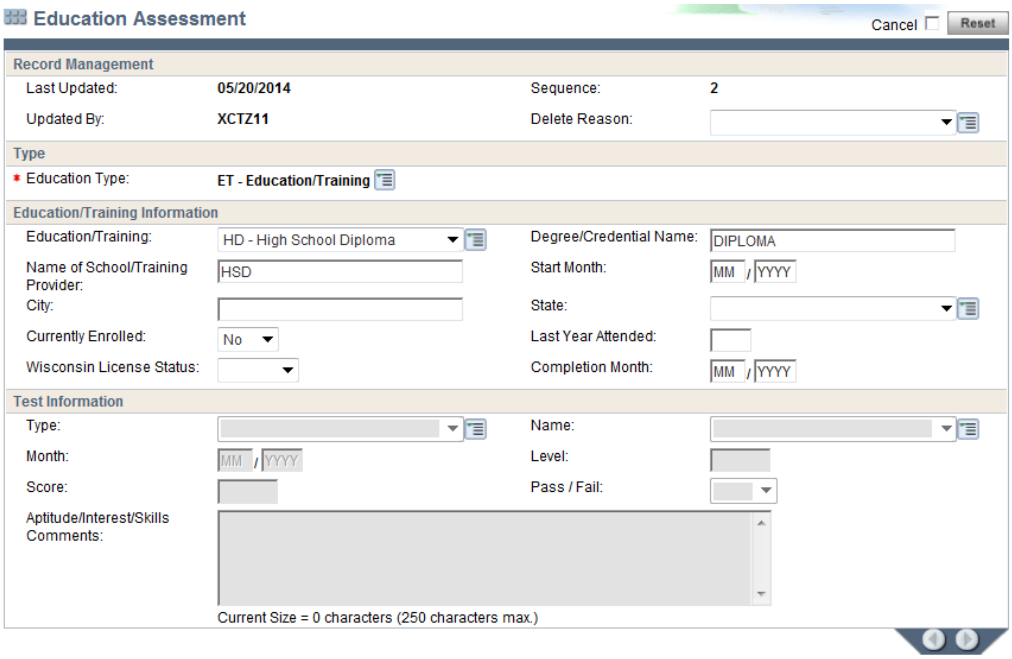
- ☐ Unprofessional Job Behavior
- ☐ Poor Communication Skills
- ☐ Attendance and Tardiness
- ☐ Lack of Job Skills and Experience
- ☐ Appearance and Grooming
- ☐ Work History Gaps
- ☐ Lack of Motivation

EDUCATION ASSESSMENT:

The Education Assessment page is used to document the participant's past and current education and training and test information. Pages/sequences of the Education Assessment are defined by the following three 'Education Types': 'Education/Training', 'Test', and 'No Education Information'. Each Education/Training and each Test must be entered as a separate sequence.

The 'Education Type' selected determines whether 'Education/Training' or 'Test' information can be entered on this page. If 'Education/Training' is selected, a worker may enter information into the 'Education/Training' section but the 'Test Information' section is read-only. If 'Test' is selected, the worker may enter information into the 'Test' section but the 'Education/Training' section is read-only. If 'No Education Information' is selected, both sections are read-only.

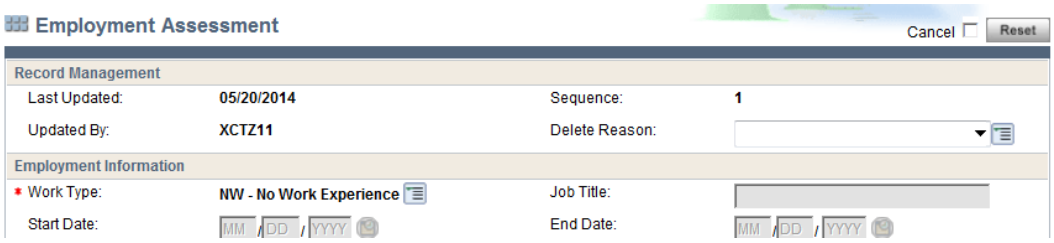
The worker must create at least one Education Assessment sequence for each participant. If a 'No Education Information' page exists, FSET workers will be required to delete the "No Education Information" page before they can add a new 'Education Type'.



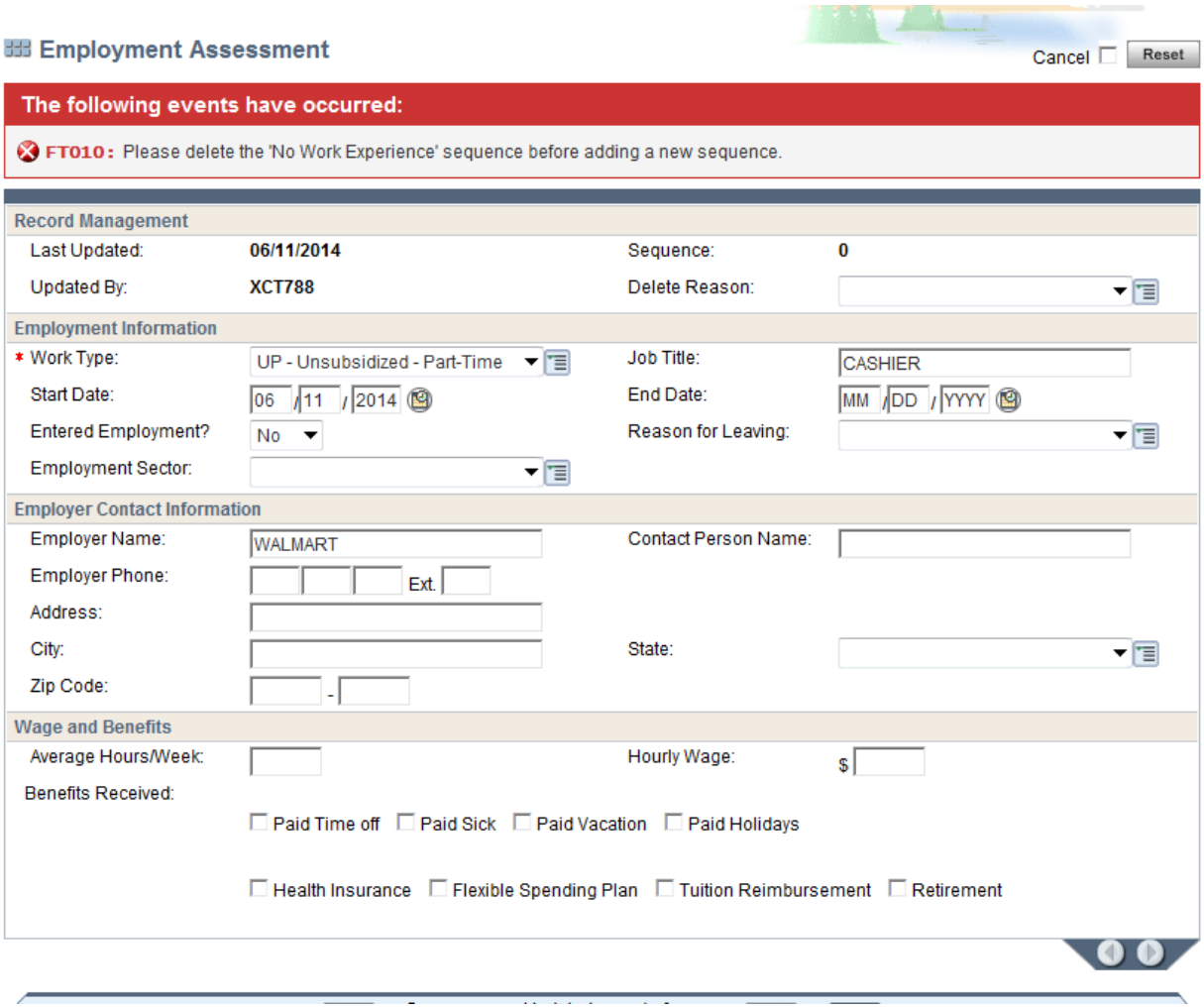
EMPLOYMENT ASSESSMENT:

The Employment Assessment is used to collect information on current and historical employment for an individual or to document if there is no employment history.

As with the Education Assessment, the worker must create at least one Employment Assessment sequence for each participant by selecting an option from the 'Work Type' drop-down list. If a 'No Work Experience' page has been created by selecting 'No Work Experience' from the 'Work Type' drop-down list, FSET workers will be required to delete this page before they can add a new 'Work Type'.



If the worker tries to add a 'Work Type' before deleting the 'No Work Experience' sequence, they will receive an error message informing them the 'No Work Experience' sequence must deleted, as shown below.



In the 'Employment Information' section, when the worker enters an 'End Date' for the current work type, the page becomes read-only.

ASSESSMENT SUMMARY PAGE:

The Assessment Summary page displays a snapshot of an FSET participant's Employment, Education, and Barriers Assessment information. Clicking a magnifying glass on this page will take FSET workers to the corresponding Assessment page.

Assessment Summary

Employment

Work Type	Employer Name	Job Title	Start Date	End Date	Average Hrs/Week	Last Updated	Seq	Del Rsn	
Unsubsidized - Part-Time	ABC COMPANY	CASHIER	05/01/2014		10	05/20/2014	2		

Education/Training

Education/Training	Degree/Credential Name	Currently Enrolled?	Completion Month	Last Updated	Seq	Del Rsn	
Education/Training	DIPLOMA	No		05/20/2014	2		

Tests

Type	Name	Score	Pass/Fail	Last Updated	Seq	Del Rsn	
Employment Skills	Career Ability Placement Survey	1	Pass	05/20/2014	3		

Barriers

Category	Description	Last Updated	
Work Participation	Family Issues	05/20/2014	
Housing	Staying with Family or Friends		
Transportation	Car in Need of Repair		
Legal Issues	Bad or No Credit		
Job Readiness	Attendance and Tardiness		

Updated on or before MM / DD / YYYY Go

Cancel Previous Next

Note: Workers can use the historical function on the bottom of this page to view prior assessment information.

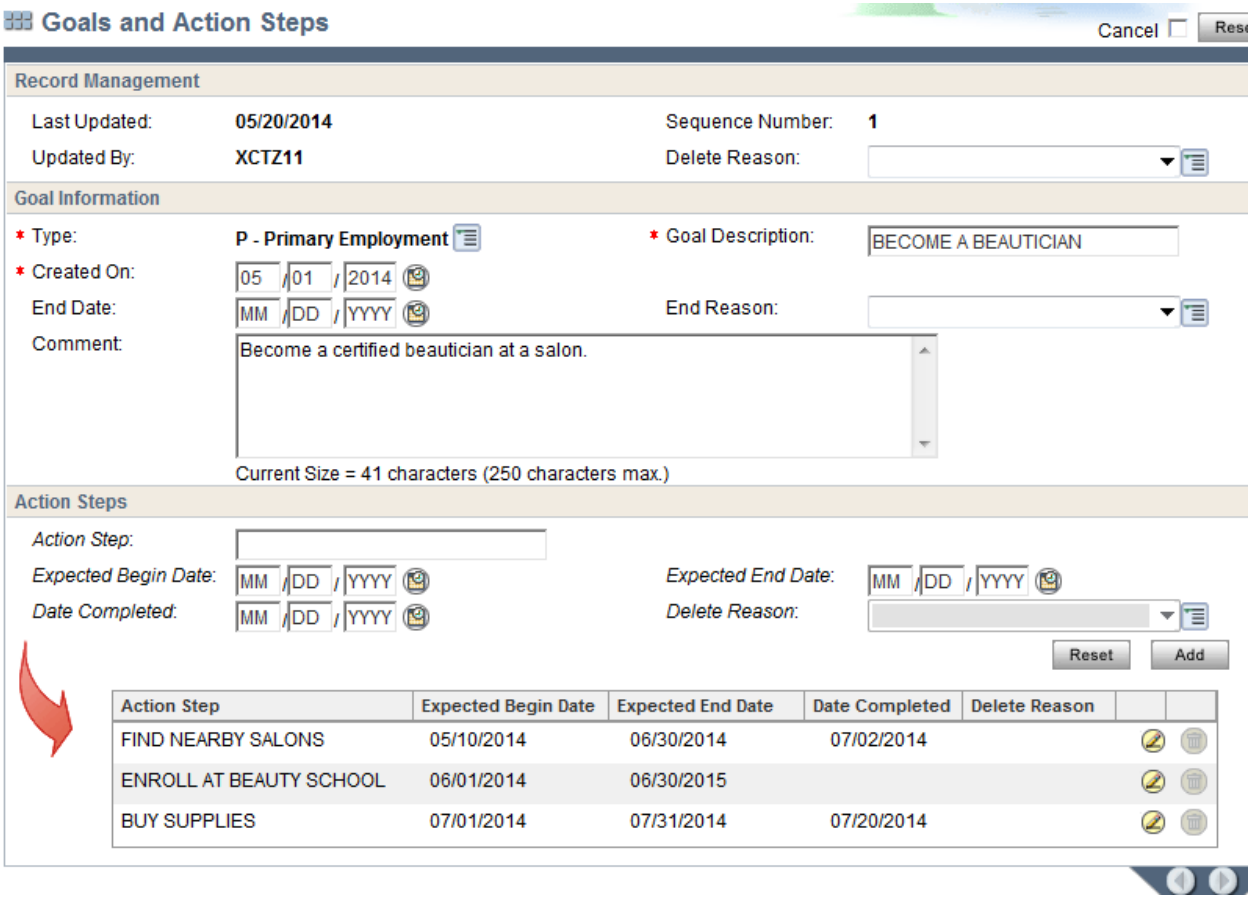
EMPLOYMENT PLAN:

The Employment Plan brings together the participant's current goals, action steps, and assigned activities. A copy of the Employment Plan is provided to the participant as well as stored in the ECF.

GOALS AND ACTION STEPS:

FSET workers use the Goals and Action Steps page to establish and track participant goals and associated action steps to meet those goals. A separate sequence is created for each goal. To create a sequence, the worker must select a goal type from the 'Type' drop-down list. Goal types include 'Primary Employment', 'Secondary Employment', and 'Long-Term Career'. The worker must also enter a 'Goal Description' and a 'Created On' date.

Each goal must include at least one associated 'Action Step'; a maximum of ten action steps can be developed for each goal. The begin date for an action step can be either on or after the goal's 'Created On' date. An 'Expected Begin Date' and 'Expected End Date' are required for each action step. Once an action step is complete, the worker must enter the actual date completed in the 'Date Completed' field. The 'Date Completed' is not required to match the 'Expected End Date', as shown in the example below.



ASSIGN ACTIVITIES:

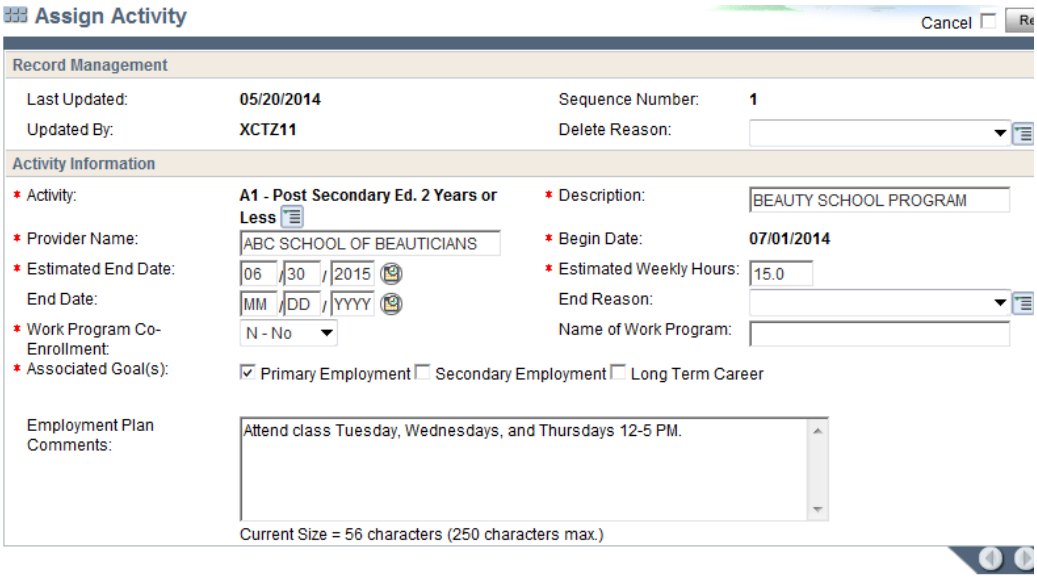
The Assign Activities page allows the FSET worker to assign work activities to a participant in order to meet their goals. Workers need to enter a basic description of the activity, provide an estimated begin date, and estimate the number of hours assigned to this activity each week. The worker should use the 'Associated Goal(s)' checkboxes to associate each activity with at least one goal. An activity may be associated with more than one goal, if applicable.

For ABAWDs who are participating in FSET in order to meet the work requirement, FSET workers may choose to enter other qualifying activities the ABAWD is completing outside of FSET that count toward meeting the work requirement. Current open activities entered on the Assign Activities page display on the Track Participation and Good Cause page.

Entering non-FSET activities (e.g. outside employment or co-enrollment in another qualifying work program) on this page allows the FSET worker to track monthly participation hours in these activities alongside hours of activities assigned through FSET. This approach may ease worker efforts to track required FSET participation hours.

Worker comments entered in the 'Employment Plan Comments' box display on the Employment Plan that is provided to the participant. Workers should use the 'Employment Plan Comments' section of this page to provide the participant with activity details, such as the weekly schedule for a particular activity.

All assigned activities must be ended before the FSET disenrollment can be completed. An activity is ended by entering an end date into the 'End Date' field and selecting an end reason from the 'End Reason' drop-down list.



EMPLOYMENT PLAN SUMMARY:

The 'Employment Plan Summary' page displays all of the participant's current goals, action steps, and assigned activities. End-dated goals and activities are not displayed in the summary. Action steps associated with a current goal that have been completed (date entered in the 'Date Completed' field on the Goals and Action Steps page) are displayed, as long as the associated goal is current.

To view a PDF of the Employment Plan, the worker enters the 'Employment Plan Begin Date' and 'Employment Plan End Date' for the current Employment Plan period and clicks 'View'. The viewable PDF of the Employment Plan, can then be printed locally. If the worker chooses the 'View' button and prints the EP locally to give to the participant, the worker should print two copies. The first copy should be signed by the participant and the worker and should be scanned to the ECF. The second copy should be provided to the participant to keep.

To print and send the Employment Plan PDF, the worker enters the 'Employment Plan Begin Date' and 'Employment Plan End Date' for the current Employment Plan period and clicks 'Print and Send'. This allows the worker to print, sign, and mail a copy of the Employment Plan to the participant. If the worker selects 'Print and Send', the PDF will be generated upon selecting next. If this option is used to generate the PDF, two copies will automatically be mailed to the member and a copy will be stored in the ECF. The worker should scan the copy of the signed EP to the ECF.

As best practice, workers should have the participant sign the EP the next time they are at the agency.

Employment Plan Summary

Cancel ☐ Reset

Goals and Action Steps

Type	Description	Created On	Action Step	Expected End Date	Date Completed
Primary Employment	BECOME A BEAUTICIAN	05/01/2014	FIND NEARBY SALONS	06/30/2014	07/02/2014
			ENROLL AT BEAUTY SCHOOL	06/30/2015	
			BUY SUPPLIES	07/31/2014	07/20/2014

Activities

Type	Description	Associated Goal(s)	Begin Date	Estimated End Date	Estimated Weekly Hours
Post Secondary Ed. 2 Years or Less	BEAUTY SCHOOL PROGRAM	P	07/01/2014	06/30/2015	15.0
On-the-job Training	JOB SHADOW	P	06/01/2014	12/31/2014	5.0

Employment Plan Summary PDF

Employment Plan Begin Date: 06 / 01 / 2014 Employment Plan End Date: 12 / 31 / 2014

Employment Plan Language: English View Print and Send

Cancel ☐ Previous Next

FSET Employment Plan for FSET TEST
Generated on May 20, 2014 at 03:09 PM

Basic Information

Name	FSET TEST
PIN	1584886251
Case	1150779110
Gender	FEMALE
Household Address	714 52ND ST KENOSHA, WI, 53140
Mailing Address	
Phone	
Message Phone	
Cell Phone	
Email Address	
Enrollment Date	05/20/2014
FSET Case Manager	XCTZ11 - ELIZABETH MERTENS
Employment Plan Begin Date	06/01/2014
Employment Plan End Date	12/31/2014

Goals and Action Steps

Type	Goal	Action Step	Expected Begin Date	Expected End Date
Primary Employment	BECOME A BEAUTICIAN	FIND NEARBY SALONS	05/10/2014	06/30/2014
		ENROLL AT BEAUTY SCHOOL	06/01/2014	06/30/2015
		BUY SUPPLIES	07/01/2014	07/31/2014

Assigned Activities

Post Secondary Ed. 2 Years or Less - BEAUTY SCHOOL PROGRAM	
Provider Name	ABC SCHOOL OF BEAUTICIANS
Associated Goals	Primary Employment
Begin Date	07/01/2014
Estimated End Date	06/30/2015
Estimated Weekly Hours	15.0
Work Program Co-Enrollment	No
Comments	Attend class Tuesday, Wednesdays, and Thursdays 12-5 PM.

Page 1

On-the-job Training - JOB SHADOW	
Provider Name	ABC SALON
Associated Goals	Primary Employment
Begin Date	06/01/2014
Estimated End Date	12/31/2014
Estimated Weekly Hours	5.0
Work Program Co-Enrollment	No
Comments	Fridays 1-6 PM

Signature

I understand that by signing below I am agreeing to the goals, action steps, and assigned activities listed in this plan. I will contact my FSET Case Manager, listed on the attached letter, within 10 days of the receipt of this plan if I have any questions or concerns about this plan.

Participant Signature Date

Representative Signature Date

FSET Case Manager Signature Date

Return Instructions: Please review your Employment Plan and return a signed copy of your plan to the address below within 10 days of getting of this letter. Keep a copy of this letter for your records. If we do not receive your signed copy within 10 days, you may not get repaid on time for the costs of your FSET activities.

KENOSHA
KENOSHA FSET OFFICE 1 - TEST
5400 1ST AVENUE
KENOSHA WI 53140

Page 2

TRACK PARTICIPATION AND GOOD CAUSE:

The 'Track Participation and Good Cause' page is used to track monthly hours of participation in assigned activities and enter good cause for non-participation. The page is also used to indicate whether a Non-Exempt ABAWD is anticipated to meet the work requirements by the end of the current month or has met the work requirement for the current or prior month.

To create a new page, FSET workers should enter the new participation month at the bottom of the page. Participation information on a Track Participation and Good Cause page dated more than one month in the past is read-only and cannot be updated.

When an FSET worker returns to a currently updatable Track Participation and Good Cause page, any participation or good cause information that was previously entered and saved on the page will display when the page is re-opened. Only new hours and/or activities need to be added or adjustments made to previously entered hours/activities.

Track Participation Section: In the 'Track Participation' section of the page, participation hours can be entered for the current month, one month prior, and one month into the future. All months earlier than one month prior to the current month will be displayed as read-only. Workers should enter ABAWD participation hours weekly. The worker is required to enter all participation hours for the prior month no later than the 5th of the current month. The 'Activity' drop-down list displays:

- Activities with no end date, and
- Activities with an end date in the current month, if participation information has already been entered and saved for that activity.

Track Good Cause Section. The 'Track Good Cause' section is used to enter approved good cause for non-participation in specific FSET activities. The 'Activity' drop-down list displays the same activities as the 'Activity' drop-down list in the 'Track Participation' section. Good cause may be granted for one day or for a multiple day period.

'*Work Requirement Met?*' Indicator. The FSET worker must select an option from the 'Work Requirement Met?' drop-down list by the fifth (5th) day of month following the FSET participation month for all Non-Exempt ABAWD participants. The FSET worker's response to this question is used by CARES to determine a Non-Exempt ABAWD's ongoing eligibility for FS and accurately update the FS Clock page, which tracks an ABAWD's 36-month period, changes in ABAWD status, and months of FS eligibility. If the 'Work Requirement Met?' indicator is not updated timely, eligibility for FS may end incorrectly, resulting in FSET disenrollment and a lapse in FSET services.

The FSET worker's use of the 'Work Requirement Met?' indicator is required on a monthly basis for all Non-Exempt ABAWD participants. If the FSET worker determines that a Non-Exempt ABAWD met their prior month's FSET participation requirement through FSET participation, good cause, or a combination of both, the FSET worker should select 'Yes' from the 'Work Requirement Met?' drop-down list. When 'Yes' is selected timely, the participant's prior month FS Clock status is updated to 'Met FSET Requirement' and any remaining TLBs are saved for the next month. If the FSET worker selects 'No' or does not select an option timely from the 'Work Requirement Met?' drop-down list, the participant will be identified as not meeting the work requirement for the prior month. In these cases, an FSET participant in his/her third TLB month or third Additional Benefit Month and beyond will be determined ineligible for FS the following month and may only regain FS eligibility if s/he is meeting the work requirement or has a verified exemption.

'*Anticipated to Meet Work Requirement?*' Indicator. The FSET worker must update this question no later than the second Saturday of the month for all Non-Exempt ABAWDs who are enrolled, fully participating in FSET, expected to meet the work requirement through FSET participation by the end of the current month, and:

1. Are in their 3rd TLB month, or
2. Are in their 2nd or 3rd Additional Benefit month or beyond, with no break in FSET participation since the 2nd Additional Benefit month.

Once an FSET worker initiates anticipated FSET participation by selecting 'Yes' from the 'Anticipated to Meet Work Requirement?' drop-down list, the worker is required to update this status on an ongoing monthly basis for as long as FSET participation continues. This keeps an individual from inaccurately being determined FS ineligible and allows the CARES system to issue benefits prospectively for the following month by updating the FS clock to 'Active in FSET' status.

FSET participation requirements and the FS Clock should be reviewed monthly by the FSET worker so that the 'Anticipated to Meet Work Requirement?' indicator is updated when required, as set forth by policy.

If the FSET worker selects 'No' or does not select an option timely from the 'Anticipated to Meet Work Requirement?' drop-down list, an FSET participant in his/her third TLB month or in the third Additional Benefit month and beyond will be determined ineligible for FS the following month. Additionally, if FoodShare Benefits were issued prospectively based on the 'Anticipated to Meet Work Requirement' policy but the ABAWD does not fulfill his or her participation requirements (by meeting the work requirement, good cause, or a combination of both) after this policy has been applied, the benefits are recoverable.

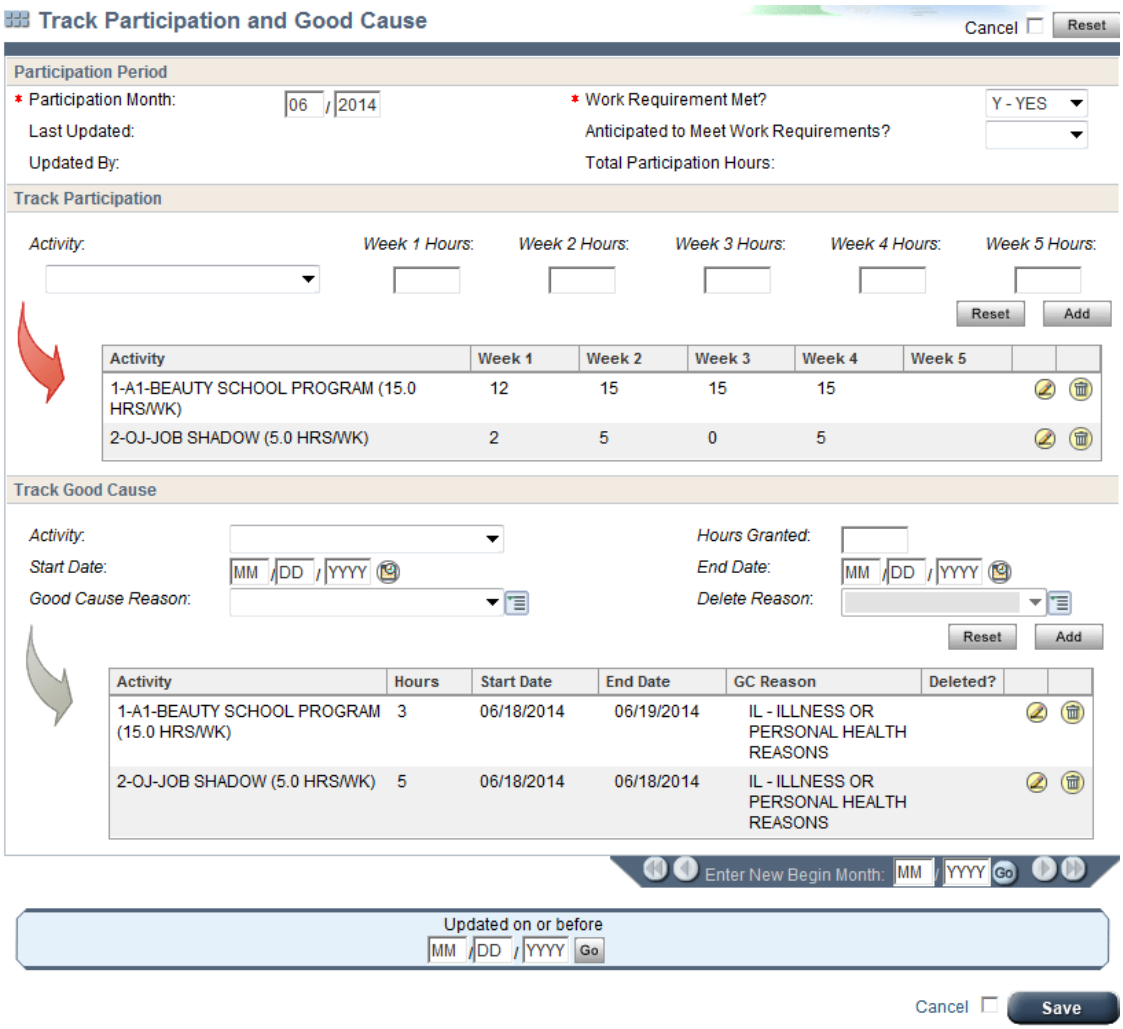
Example 1: Susie is a Non-Exempt ABAWD. In March, her second TLB month, Susie enrolls and is participating in FSET in order to meet the ABAWD work requirement. The FSET worker determines that Susie is anticipated to meet the March work requirement by the end of the month. The FSET worker updates the 'Anticipated to Meet Work Requirement?' indicator to 'Yes' prior to the 2nd Saturday in March so that Susie can maintain FS eligibility and continue participating in FSET. Now that the policy has been applied, the FSET worker will continue to update this indicator each month based on Susie's current and expected FSET participation.

Example 2: Susie is a Non-Exempt ABAWD. In March, her second TLB month, Susie enrolls and is participating in FSET in order to meet the ABAWD work requirement. The FSET worker determines that Susie is anticipated to meet the March work requirement by the end of the month. The FSET worker updates the 'Anticipated to Meet Work Requirement?' indicator to 'Yes' prior to the 2nd Saturday in March so that Susie can maintain FS eligibility and continue participating in FSET. The FSET worker also selects 'Yes' for the 'Anticipated to Meet Work Requirement?' indicator by the second Saturday in both April and May. In June, the FSET worker determines that Susie failed to meet her May participation requirements and does not have good cause. On or before June 5, the FSET worker indicates that she did not meet the May work requirement by selecting 'No' in the 'Work Requirement Met?' field. The month of May is Susie's third TLB month. The FS benefit received for June is recoverable because she has exhausted her third TLB in May. FoodShare eligibility ended effective May 31 and June benefits were issued in error.

A monthly report will be generated and sent to the IM agencies, which provides a list of Non-Exempt ABAWDs to whom the 'Anticipated to Meet the Work Requirement' indicator was selected but who failed to meet the work requirement, regardless of the reason. The IM worker should review the case and FS Clock page to determine whether an overpayment occurred. More information is included in the Operations Memo 14-25.

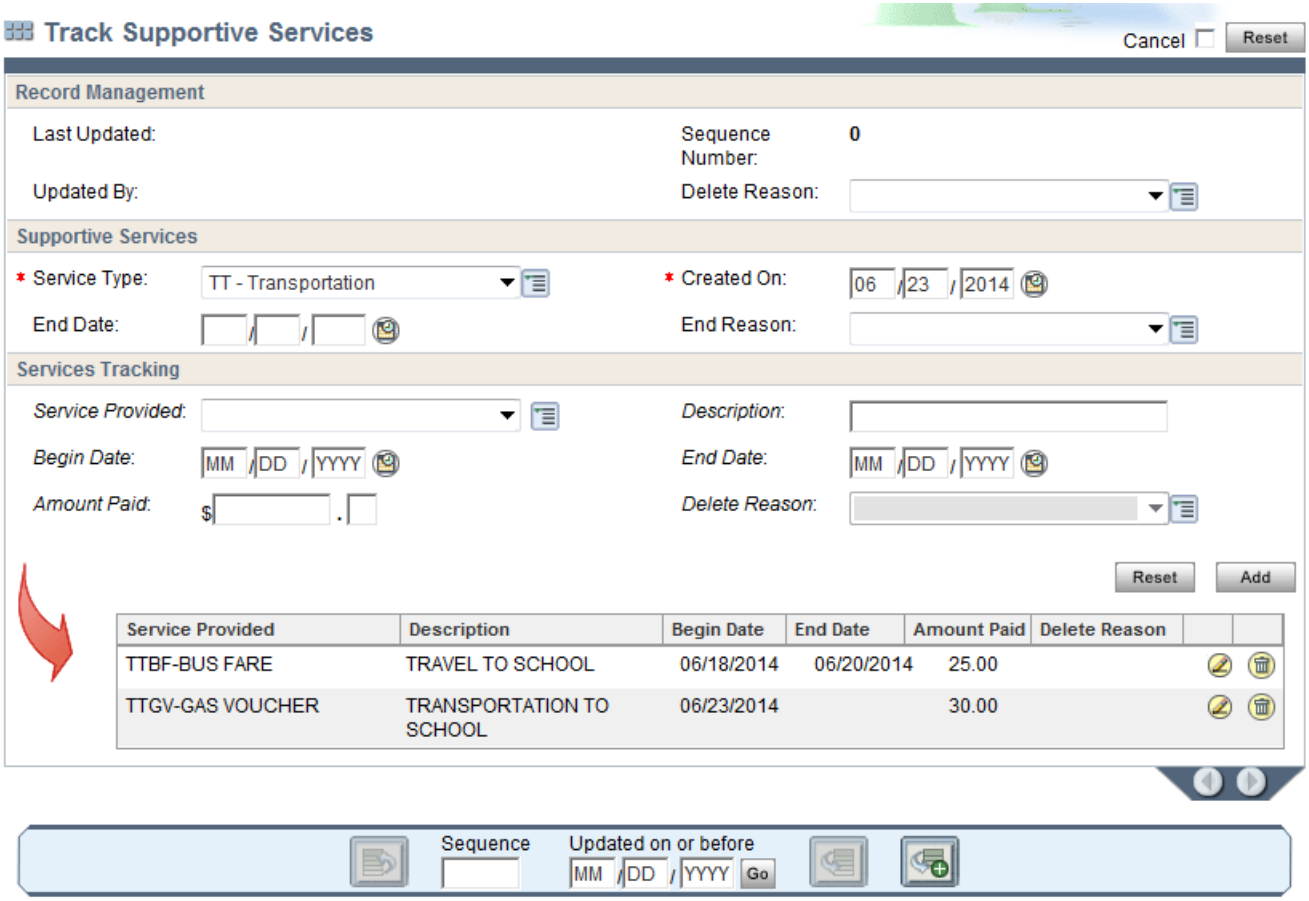
Total Participation Hours Field. This field calculates all weekly hours entered for each activity in both the Track Participation and Track Good Cause sections. This amount is automatically updated with any changes made to the page upon clicking the 'Save' button. The Total Participation Hours will show workers whether or not the participant is completing all assigned activities and fully participating.

> ➢**Note:** If the 'Total Participation Hours' field does not display a number, the FSET worker will be unable to update the 'Work Requirement Met?' field to 'Yes'.



TRACK SUPPORTIVE SERVICES:

The Supportive Services page is used by the FSET worker to document reimbursement of FSET participant expenses and referrals to other agencies for services that are not provided by FSET. To add a new support service type, the worker selects a service type from the 'Service Type' drop-down list and enters a date in the 'Created On' date field. Separate sequences are created for each broad category of service. The worker enters this into the 'Services Tracking' section of the page each time the service is provided. Within each service type, a participant may have multiple services provided as well as multiple occurrences of the same service, as shown in the dynalist in the example below.



<u>Example</u>: In the screenshot above, this participant has one sequence entered for transportation-related services provided (TT – Transportation). She received assistance with bus fares for her transportation to school when she could not access a car from 6/18/14 to 6/20/14. When she could use her mom's car she received a gas voucher on 6/23/14 to assist with her cost of fuel to travel to school.

Prior to FSET disenrollment the FSET worker needs to enter an 'End Date' and 'End Reason' in the Supportive Service section of this page for every Supportive Service sequence. Once these dates have been entered and saved, the sequence becomes read-only.

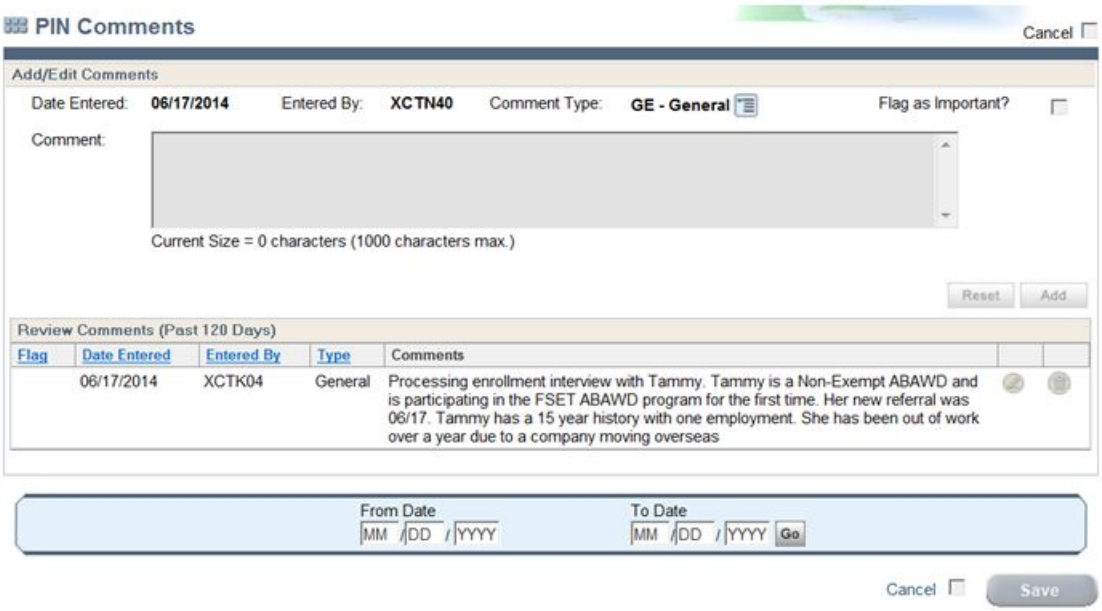
PIN COMMENTS PAGE:

A'PIN Comments' page has been created for FSET workers to document relevant information and to provide validation for action taken on a case. The page consists of two sections. The top section allows the worker to add and edit comments. The bottom section allows the worker to view previously entered comments.

The 'Add/Edit Comments' section allows an FSET Worker to record notes that are related to a specific comment type.

- The 'Date Entered' field displays the date the comment was entered.
- The 'Entered By' field displays the user ID of the FSET worker who entered the comment.

- The 'Comment Type' field allows an FSET worker to indicate the type of comment that was written. This field is a tool for an FSET worker to organize, sort, and find comments that were previously written. The next section of this training will provide examples of PIN Comments and how to properly use the Comment Type.
- The 'Flag as Important' feature allows an FSET Worker to indicate if the comment contains information of extreme importance.



The 'Comments' section includes all comments created within the last 120 days. The FSET Worker can sort the comments by the Flag, Date Entered, Entered By, or Type fields in either ascending or descending order by clicking on the title of the desired field.

The record navigator can be used to view comments older than 120 days. An FSET worker may edit and/or delete comments that he or she made through the end of the day on which the comment was created.

> ➢**Note**: Comments that were written on individual pages, such as the Goals and Action Steps page, are not displayed on the PIN Comments page.

CONTACTS:

BEPS CARES Information & Problem Resolution Center

*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, FSET – FoodShare Employment and Training.

DHS/DHCAA/BEPS/MR

APPENDIX A: Qualifying Work Programs

Qualifying Work Program	Qualifying ABAWD Activities	Hours required	Funding
WIA programs	May include job search, job readiness training, occupational skills training, on the job training, adult education and literacy activities, and other employment and training services designed to help participants obtain employment.	20 hours per week	U.S. Department of Labor
Programs under section 236 of the Trade Act of 1974	Training programs for workers that have lost or may lose their job. Example: Dislocated work programs administered through DWD funding.	20 hours per week	U.S. Department of Labor
FSET	Basic education, vocational or technical training, on the job training, self-employment planning, work experience and workfare. Job search activities are allowable if job search accounts for less than half of required hours.	20 hours per week, except workfare and work experience; Monthly hours are equal dividing a household's monthly FS allotment by the higher of the applicable Fed or State minimum wage.	Federal Supplemental Nutrition Assistance Program
TANF Work Programs	Work programs must be approved by the State. Example: W-2	Work hours are negotiated with the State and household. Hours cannot exceed hourly requirements of mandatory workfare programs.	U.S. Department of Labor
Workfare programs operated by other city, county or town government divisions	Work programs must be approved by the State. Example: Refugee Cash Assistance	Monthly hours vary from 3 to 25 hours per month.	Federal, State or Local Government