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TO: **FSET Agencies**  
**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**

**DHS OPERATIONS MEMO**

No: **DHS 14-56**

DATE: **12/19/2014**

FS	<input checked="" type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input checked="" type="checkbox"/>

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

**SUBJECT: FoodShare Employment and Training (FSET) Program for Able-Bodied Adults without Dependents (ABAWDs)**

**CROSS REFERENCE:** Operations Memo [14-27](#)

**EFFECTIVE DATE:** December 22, 2014

**PURPOSE:** The purpose of this memo is to provide additional FoodShare Employment & Training (FSET) policy and process instructions related to providing employment and training services to Able-Bodied Adults without Dependents (ABAWDs) statewide.

**BACKGROUND:** In July 2014, Wisconsin began Phase I implementation of time-limited FoodShare (FS) benefits and a work requirement for ABAWDs, starting with FSET Region 1 (Kenosha, Racine, and Walworth counties). Effective April 1, 2015, time-limited benefits and the ABAWD work requirement will be expanded statewide. At the same time, administration of the State's FoodShare Employment and Training (FSET) program will be regionalized into 11 FSET regions that will mirror the Workforce Development Area (WDA) boundaries.

In June 2014, Operations Memo (OM) [14-27](#) was released, which details policy and process changes related to delivering FSET program services to ABAWDs, including use of the new CARES FSET Tool. This memo is a supplement to OM 14-27, providing additional policy and process instruction for FSET workers related to FSET regionalization and new changes for statewide implementation of time-limited benefits and the work requirement for ABAWDs.

## FSET Program Regionalization

Effective of April 1, 2015, Wisconsin will be divided into 11 FSET administrative regions and eight tribal FSET agencies. In each FSET region, the program will be administered by a single vendor. This vendor may deliver FSET services directly and/or may subcontract out for service delivery within the region by partnering with local service providers and community organizations. A map of the vendors by region can be found in P-00921, FSET Vendor Map.

The new FSET regions include:

- Southeast FSET Region 1: Kenosha, Racine, Walworth Counties (continued from July 1, 2014)
- Milwaukee FSET Region 2: Milwaukee County
- WOW FSET Region 3: Washington, Ozaukee, Waukesha Counties
- Fox Valley FSET Region 4: Waupaca, Waushara, Green Lake, Winnebago, Calumet, Fond du Lac Counties
- Bay Area FSET Region 5: Florence, Marinette, Oconto, Menominee, Shawano, Outagamie, Brown, Kewaunee, Door, Manitowoc, Sheboygan Counties
- North Central FSET Region 6: Vilas, Oneida, Forest, Lincoln, Langlade, Marathon, Wood, Portage, Adams Counties
- Northwest FSET Region 7: Douglas, Bayfield, Ashland, Iron, Burnett, Washburn, Sawyer, Price, Rusk, Taylor Counties
- West Central FSET Region 8: Polk, Barron, St. Croix, Dunn, Chippewa, Pierce, Pepin, Eau Claire, Clark Counties
- Western FSET Region 9: Buffalo, Trempealeau, Jackson, La Crosse, Monroe, Juneau, Vernon, Crawford Counties
- South Central FSET Region 10: Marquette, Sauk, Columbia, Dodge, Dane, Jefferson Counties
- Southwest FSET Region 11: Richland, Grant, Iowa, Lafayette, Green, Rock Counties

In addition, eight WI tribes will operate their own independent Tribal FSET program, including Bad River, Lac du Flambeau, Menominee, Oneida, Potawatomi, Red Cliff, Sokaogon, and Stockbridge-Munsee.

### **POLICY:**

***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.

***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. With the exception of the pilot region (Kenosha, Racine, and Walworth counties), current FSET agencies will disenroll existing volunteers from the CARES mainframe between March 23 and March 31, 2015. Starting April 1, 2015 for individuals residing in FSET regions 2 through 11, IM workers will begin sending the referrals for both the transitioning FSET participants and the individuals that are now being determined to be ABAWDs. This IM action will link the FS member's referral

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

### ***CORRESPONDENCE CHANGES:***

Effective December 22, 2014, there will be six new automated FSET appointment letters in the Client Scheduling tool, which correspond to new activity codes that were added for the pilot implementation in July 2014. These letters are as follows:

- CSLW Initial Enrollment Appt: This letter is used to notify an individual that an initial enrollment appointment has been scheduled. The letter corresponds to activity codes FE FSET Enroll (Individual) and FO FSET Orientation (Group).
- CSLV Reschedule Enrollment Appt: This letter is used to notify an individual that his or her initial enrollment appointment has been rescheduled because the individual missed the prior enrollment appointment. The letter corresponds to activity codes FS FSET Enroll 2<sup>nd</sup> (Individual) and FG FSET Orientation 2<sup>nd</sup> (Group).
- CSLX Employment Plan Review: This letter is used to notify a participant that an appointment has been scheduled for an Employment Plan (EP) review. The letter corresponds to activity codes FR FSET EP Review (Individual) and FV FSET EP Review Vol. (Individual).
- CSLY Job Club: This letter is used to notify a participant that he or she is registered for Job Club. The letter corresponds to activity code FJ FSET Job Club (Group).
- CSLZ Employment Workshop: This letter is used to notify a participant that he or she is registered to attend an employment workshop. The letter corresponds to activity code FW FSET Workshop (Group).
- CSL0 Participation Appt: This letter is used to notify a participant that an appointment has been scheduled to review his or her participation in FSET. The letter corresponds to the activity code FP FSET Participation (Individual).

Note: These letters will be sent for appointments that are scheduled on or after December 22, 2014.

### ***CARES:***

Updates to Existing CWW FSET Tool Pages

#### Referral Search Criteria Page

The Referral Search Criteria page will be enhanced to allow workers more detailed search functionality and flexibility including:

- Save Search Criteria button – this will allow users to save the search options entered so that commonly used search criteria do not have to be re-entered for every search.

- Search for referrals based on enrollment appointment scheduled indicator– this new option will allow users to search for or exclude referrals in which the worker has already contacted the individual and scheduled an appointment.
- Search by Employment Plan review date – this new option will allow users to search for individuals that have an employment plan review date approaching.
  - Note: When using this search option, workers may want to use the date options to narrow the search results.
- Radio buttons in the “What would you like to do?” section – this new option will allow users to either display the referrals matching the search criteria or to view and transfer the referrals matching the search criteria.
  - Selecting the “View to select referrals meeting the above criteria” option will bring the worker to the Referral Search Results page.
  - Selecting the “View to select and transfer referrals meeting the above criteria” option will bring the worker to the new FSET Multiple Transfer Results page.

### Referral Search Criteria

Search Criteria
Restore to Default Search Criteria
Save Search Criteria

Search By:

FSET Region/Tribe: 01 - Southeast

County/Tribe of Residence:

FSET Office:

FSET Worker ID:

PIN:

Enrollment Status:

Referred  Enrolled  Disenrolled  Withdrawn

**Referral Contact Status**

Enrollment Appointment Scheduled: All

Referral Updated On:

All Dates

[MM/DD/YYYY]

Between [MM/DD/YYYY] and [MM/DD/YYYY]

Effective Date:

All Dates

[MM/DD/YYYY]

Between [MM/DD/YYYY] and [MM/DD/YYYY]

Employment Plan Due Date:

All Dates

[MM/DD/YYYY]

Between [MM/DD/YYYY] and [MM/DD/YYYY]

What would you like to do?

View to select referrals meeting the above criteria

View to select and transfer referrals meeting the above criteria

Go

### Referral Search Results Page

The page will be updated to display the participants' names in the referral search results instead of the participants' PINs. The PIN can still be viewed on the Participant Summary page. The

Referral Search Results page will also display the newly added search criteria for the enrollment appointment scheduled indicator and the employment plan due date.

**Referral Search Results**

Search Criteria									
Enrollment Status:	Referred	FSET Region/Tribe:							
Referral Updated On:	All Dates	County/Tribe of Residence:		30 - KENOSHA COUNTY					
Effective Date:	All Dates	FSET Office:							
PIN:		FSET Worker ID:							
Enrollment Appointment Scheduled:	All								
Employment Plan Due Date:	All Dates								

  

Search Results									
Updated On	Name	Effective Date	Enrollment Status	Participation Status	FSET Worker	FSET Office	County/Tribe of Residence	FSET Region	Region of Residence
08/02/2015	TEST ,J	08/02/2015	Referred	Non-Exempt ABAWD	XCTZ50	2851	30 - KENOSHA COUNTY	01	01
07/16/2015	MERTENS ,A	07/31/2015	Referred	FS Ineligible	XCTZ50	2851	30 - KENOSHA COUNTY	01	01
06/10/2015	TEST ,J	06/30/2015	Referred	FS Ineligible	XCTZ50	2851	30 - KENOSHA COUNTY	01	01
06/10/2015	TEST ,B	04/30/2015	Referred	FS Ineligible	XCTZ50	2851	30 - KENOSHA COUNTY	01	01

**Multiple Transfer Results Page**

This new page will display the referrals that meet the search criteria entered on the Referral Search page when the worker selects the “View to select and transfer referrals meeting the above criteria” option. The page looks similar to the Referral Search Results page but allows the worker to select multiple referrals to be transferred.

Workers can transfer referrals to other workers or offices within the same region. Effective April 1, 2015, workers can transfer referrals to other regions or tribes. When a referral is transferred to another office, region, or tribe, it will be transferred to the designated regional or office coordinator.

FSET Multiple Transfer Results Page

**Search Criteria**

Enrollment Status:	Enrolled	FSET Region/Tribe:	
Referral Updated On:	All Dates	County/Tribe of Residence:	
Effective Date:	All Dates	FSET Office:	
PIN:		FSET Worker ID:	XCTZ50-TJENG HER
Enrollment Appointment Scheduled:	All		
Employment Plan Due Date:	All Dates		

**Search Results**

Select	Updated On	Name	Effective Date	Enrollment Status	Participation Status	FSET Worker	FSET Office	County/Tribe of Residence	FSET Region	Region of Residence	
<input checked="" type="checkbox"/>	06/05/2015	NONABAWD,G	06/05/2015	Enrolled	Non-ABAWD	XCTZ50	2851	51 - RACINE COUNTY	01	01	
<input checked="" type="checkbox"/>	04/20/2015	FSET ,T	04/01/2015	Enrolled	Non-Exempt ABAWD	XCTZ50	2851	30 - KENOSHA COUNTY	01	01	
<input checked="" type="checkbox"/>	03/20/2015	MULTIPLI,S	03/31/2015	Enrolled	FS Ineligible	XCTZ50	2851	64 - WALWORTH COUNTY	01	01	
<input checked="" type="checkbox"/>	03/20/2015	CLIENTSC,F	11/25/2014	Enrolled	Non-Exempt ABAWD	XCTZ50	2851	30 - KENOSHA COUNTY	01	01	
<input type="checkbox"/>	03/20/2015	MULTIPLE,H	11/12/2014	Enrolled	Exempt ABAWD	XCTZ50	2851	64 - WALWORTH COUNTY	01	01	
<input type="checkbox"/>	01/20/2015	CLIENTSC,W	11/25/2014	Enrolled	Non-Exempt ABAWD	XCTZ50	2851	30 - KENOSHA COUNTY	01	01	
<input type="checkbox"/>	12/05/2014	NONABAWD,T	12/04/2014	Enrolled	Non-ABAWD	XCTZ50	2851	51 - RACINE COUNTY	01	01	

**FSET Maintenance**

Updated On	Name	Effective Date	Enrollment Status	Participation Status	FSET Worker	FSET Office	County/Tribe of Residence	FSET Rgn	Rgn of Rsdnce
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Assign to Worker      Worker ID:       FSET Office:

Transfer FSET Office

Transfer FSET Region/Tribe

Participant Summary Page

Updates to the Participant Summary page within the FSET Tool include:

- A new option to select the Initiate Employment Plan Review, which will begin the driver flow for the EP review. Workers will no longer have to manually navigate to each screen when completing the EP review.
  - Pages included in the EP renewal driver flow include:
    - The Assessment Summary page,
    - The Goals and Actions Steps page,
    - The Assign Activity page, and
    - The Employment Plan Summary page.
- A new Enrollment Appointment Scheduled indicator, which will identify referrals for individuals that have been contacted and had an appointment scheduled. This new indicator will assist with prioritizing work as it will allow workers to search for referrals that have not yet been contacted. Upon selecting the Enrollment Appointment Scheduled button and clicking "Next", a message will be displayed to notify the worker that the save was successful.

What would you like to do?

Workflow Options	FSET Maintenance
<input type="radio"/> Continue with Driver / Navigate Through Completed Pages <input type="radio"/> Enroll Enrollment Date: <input type="text" value="MM/DD/YYYY"/> <input checked="" type="radio"/> <b>Process Employment Plan Review</b> <input type="radio"/> Disenroll Disenrollment Reason: <input type="text"/> Disenrollment Date: <input type="text" value="MM/DD/YYYY"/> <input type="radio"/> Disenrollment Override Override Reason: <input type="text"/> <input type="radio"/> Withdraw	<input type="radio"/> Assign to Worker Worker ID: <input type="text"/> FSET Office: <input type="text"/> <input type="radio"/> Transfer FSET Office FSET Office: <input type="text"/> <input type="radio"/> Transfer FSET Region/Tribe FSET Region/Tribe: <input type="text"/> <input checked="" type="radio"/> <b>Enrollment Appointment Scheduled</b>

Cancel  **Next**

- o A warning message will display when the FSET worker attempts to withdraw a referral for a participant who is a non-Exempt ABAWD. The worker will be able to withdraw the referral by clicking “Next” or enter, but this is intended to serve as a reminder to FSET workers to review the information and attempt to encourage participation for ongoing FS members.

**Participant Summary** Cancel  **Reset**

The following events have occurred:

**FT025** : Are you sure you want to withdraw referral for Non Exempt Individual? If yes, click Next to continue.

Referral and Enrollment Information	
Enrollment Status:	<b>R - Referred</b>
Enrollment Date:	FSET Worker ID: <b>XCTK04</b>
Disenrollment Date:	FSET Region/Tribe: <b>01 - Southeast</b>
Disenrollment Reason:	FSET County: <b>30 - KENOSHA COUNTY</b>
Volunteer:	FSET Office: <b>2830</b>

Current Contact Information	
Household Address:	<b>101 MAIN ELKHORN WI 58822</b>
Phone:	Mailing Address:
Cell Phone:	Message Phone:
Language:	<b>E - ENGLISH</b>
IM Consortium:	Case: <b>8150785981</b>
IM Worker:	IM County/Tribe: <b>64 - WALWORTH COUNTY</b>
	<b>XCT732 - KEVIN CLOUGH</b>

What would you like to do?

Workflow Options	FSET Maintenance
<input type="radio"/> Continue with Driver / Navigate Through Completed Pages <input type="radio"/> Enroll Enrollment Date: <input type="text" value="MM/DD/YYYY"/> <input type="radio"/> Process Employment Plan Review <input type="radio"/> Disenroll Disenrollment Reason: <input type="text"/> Disenrollment Date: <input type="text" value="MM/DD/YYYY"/> <input type="radio"/> Disenrollment Override Override Reason: <input type="text"/> <input checked="" type="radio"/> <b>Withdraw</b>	<input type="radio"/> Assign to Worker Worker ID: <input type="text"/> FSET Office: <input type="text"/> <input type="radio"/> Transfer FSET Office FSET Office: <input type="text"/> <input type="radio"/> Transfer FSET Region/Tribe FSET Region/Tribe: <input type="text"/> <input type="radio"/> Enrollment Appointment Scheduled

Cancel  **Next**

**CONTACTS:**

BEPS CARES Information & Problem Resolution Center

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

DHS/DHCAA/BEPS/EM