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TO: **Income Maintenance Supervisors**
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers
Training Staff
Child Care Coordinators

FROM: Amy Mendel-Clemens
Technical Assistance, Training & Education
Section
Bureau of Eligibility Management
Division of Health Care Financing

BEM/DWS OPERATIONS MEMO					
No:	06-34				
DATE:	07/28/2006				
FS	<input checked="" type="checkbox"/>	MA	<input type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input type="checkbox"/>	W-2	<input type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	Other	EP	<input type="checkbox"/>	★
PRIORITY: HIGH					

SUBJECT: **New FoodShare Electronic Benefits Transfer (EBT) and Automated Response Unit (ARU) customer training videos**

CROSS REFERENCE: Operations Memo 03-68

EFFECTIVE DATE: Immediately

PURPOSE

This memo is to inform IM agencies of changes to the FoodShare Electronic Benefits Transfer (EBT) and Automated Response Unit (ARU) customer training videos. This memo also describes how to view the videos online or request additional copies of the customer training videos.

BACKGROUND

The EBT and ARU videos were created and distributed to local agencies in 1999 - 2000 when the State converted from Food Stamp coupons to the Wisconsin QUEST card and EBT. The videos are used to inform FoodShare customers how to use their Wisconsin QUEST card to buy food, select or change their Personal Identification Number (PIN) and/or call the QUEST Customer Service Help Line when assistance is needed.

PROCEDURE

ARU Video

The ARU video (PHC16086) has been updated to show changes that were made to the ARU script in June 2005. A summary of the required steps for using the ARU are available in the EBT Guide, Chapter 2.17.1 and the FoodShare Handbook, Chapter 7.2.1 (24.02.17.01), "*How to Use the Automated Response Unit (ARU)*". Included in the video, are changes made to the PIN selection instructions to reflect the current automated process (no customer service representative interaction). A new section was added on how to report a lost, stolen or damaged card.

The English version of the ARU video is available on DVD or for downloading from the Eligibility Management web page at <http://dhfs.wisconsin.gov/em/av/ebt-vids.htm>. Currently, the video is available with or without closed captioning for the hearing impaired.

One DVD will be sent to the Forms Coordinator at each IM agency. Additional videos can be ordered through the normal process either online or using a DMT-25 *Forms/Publications Requisition* form. Instructions on how to order forms and/or publications online or with a DMT 25 can be found at <http://dhfs.wisconsin.gov/forms/paperfpc.htm>.

The ARU Training video is currently being translated into Spanish, Hmong and Russian. DHFS will notify the IM Forms Coordinators when the video becomes available in these languages.

If your agency has not designated an IM Forms Coordinator or back-up coordinator, please email the names, telephone numbers and email addresses of the coordinator and the back-up coordinator to colecj@dhfs.state.wi.us. See Operations Memo [03-68](#). Attached is a current listing of the IM Forms Coordinators. Please review this list to verify the information DHFS has for your agency is correct. You may also use this contact information to make any necessary updates regarding IM Forms Coordinators.

EBT Video

The EBT video is currently being transferred into DVD format. The only changes to the EBT video (PHC 16087) were the Department name and logo (changed from DWD to DHFS). No changes were made to the content. This video will be available on DVD or for downloading from the Eligibility Management web page at <http://dhfs.wisconsin.gov/em/av/ebt-vids.htm>. We will notify the IM Forms Coordinators when the EBT video is available in DVD and online format. A copy of the EBT video will be mailed to agencies when available.

Previous Versions

Please destroy your old VHS copies of the EBT and ARU videos when you receive the revised videos, as the VHS copies will become obsolete.

CONTACTS

Contact your agency's IT staff if you have any questions or operational issues regarding the DVDs and video files.

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.
DHFS/DHCF/BEM/JW/CC