

DEPARTMENT OF WORKFORCE
DEVELOPMENT
Secretary Roberta Gassman
201 East Washington Avenue
P.O. Box 7946
Madison, WI 53707-7946
Telephone: (608) 266-7552
FAX: (608) 266-1784
www.dwd.state.wi.us



State of Wisconsin
Governor Jim Doyle

DEPARTMENT OF HEALTH AND
FAMILY SERVICES
Secretary Kevin R. Hayden
1 West Wilson Street
P.O. Box 7850
Madison, WI 53707-7850
Telephone: (608) 266-9622
FAX: (608) 266-7882
www.dhfs.wisconsin.gov

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

FROM: Amy Mendel-Clemens
Communications Section
Bureau of Health Care Eligibility
Division of Health Care Financing

BHCE/BWP OPERATIONS MEMO

No: 07-72

DATE: 12/28/2007

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"/>	WtW	<input type="checkbox"/>		
Other	<input type="checkbox"/>	EP	<input type="checkbox"/>	★	

PRIORITY: HIGH

SUBJECT: FoodShare Break in Service Policy- Expansion

CROSS REFERENCE: FSHB 1.2.1.2 Requests for Verification
FSHB 6.1.2 Six Month Reporting Requirement
FSHB 6.1.3.1 Processing Reported Changes
PH 3.4 Six Month Report Forms and 3.13 Break In Service for FoodShare

EFFECTIVE DATE: January 1, 2008

PURPOSE

This memo expands the current FoodShare (FS) "Break in Service" policy to allow a FS case to reopen without requiring a new application when a Six Month Report Form (SMRF) is returned late and verification requirements are met in month seven.

BACKGROUND

The current Break in Service policy applies to recently closed FS cases when:

1. Changes are reported or discovered during the certification period, or
2. A SMRF is submitted during the process month, or
3. The review interview is conducted timely.

Expansion of the current policy means that under certain conditions, workers will now reopen FS without requiring a new application when a SMRF is submitted in month seven.

Policy requires that the reason for case closure be fully resolved during the calendar month following case closure prior to reopening the FS case. Benefits will continue to be prorated from the time the reason for case closure is fully resolved. The intent of this policy change is to increase FS participation and member satisfaction. It also further reduces workload for local agencies by decreasing the number of FS applications necessary to establish and maintain FS eligibility.

NEW POLICY

Effective January 1, 2008, a FS case should reopen without a new application if by the last day of the 7th month of the certification period:

1. A complete SMRF was returned; and
2. All verification requirements were met., and
3. The required action to regain FS eligibility was completed in the calendar month following the month the SMRF was due.

Because all SMRF requirements must be met no later than the end of the 7th month, the household may not have 10 days to submit required verification. FS benefits are prorated from the date all SMRF requirements are met.

NOTE ➤ This new policy does not have an impact on Child Care SMRF processing.

PROCESS

If a FS case closes for lack of SMRF, the agency shall reopen the FS case and issue prorated benefits from the date the household completed all required actions, including verification, as long as the required actions were completed by the last day of month seven

If a FS case closes due to agency delay in processing a SMRF, benefits shall be restored back to the first of the month.

Remember ➤ The SMRF must have an action date on the CWW View/Record Six Month Report Actions page that matches the process month. Otherwise CARES will continue to fail the case for lack of SMRF.

Example 1: Cole has an open FS case with a certification period of April through March with a SMRF due in Sept. Cole did not return a SMRF timely in September so FS closed effective September 30th.

Cole returns the SMRF with required verification to the agency on Oct 25, but forgot to sign the form. The agency returned the SMRF to Cole and indicated that the signed SMRF must be returned by Oct 31 to avoid the need for a new FS application.

Cole returns the signed SMRF on Oct 31. Although Cole regains FS eligibility Oct 31, CWW fails FS for Oct, due to the \$0 benefit and passes with a FS benefit of \$20 per month in November and December. The FS certification period for Cole's case remains the same, April through March.

Had Cole returned a timely SMRF, but the agency did not process the form until October, benefits would have been issued back to Oct. 1st, due to agency late processing.

If Cole had returned the signed SMRF on Nov 1, which is beyond the month following the report month, FS would have closed and he would need to reapply.

BEST PRACTICE ➤ When it is close to the end of the month and likely that the verification or other requirements will not be met by the end of the 7th month, IM agencies should contact the customer and notify them of the option to re-apply.

Clarification of policy regarding Changes during the Certification Period

Allow FS benefits to reopen when closed for lack of verification after a change is reported or discovered, as long as the required verification is submitted in the calendar month following case closure.

In addition, the FS case should reopen if the household reports and verifies (if required) a change impacting eligibility the month following case closure.

Example 2: Ann has an open FS case with a certification period of February through January. Ann reports on March 25 that her sister Joan moved in on March 15. Ann's worker requests verification of Joan's eligibility information by April 4. Verification is provided by April 4, but Joan's wages put them over the income limit and FS closes effective April 30. Ann notifies her worker on May 15 that Joan moved out of the household. FS reopened without a new application with benefits issued from May 15 forward. Ann's FS certification period remains the same, February through January.

CONTACTS

BHCE CARES Information & Problem Resolution Center

★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/BHCE/JE/MR