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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
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Section
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| BEM/DWS OPERATIONS MEMO | | | | | |
|-------------------------|-------------------------------------|-------|--------------------------|--------------------------|--------------------------|
| No: | 08-36 (Amended) | | | | |
| DATE: | 6/24/08 | | | | |
| 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: FoodShare Disaster Policy for 2008 Severe Storm Victims (Additional Counties Covered)

CROSS REFERENCE: FSHB 7.1.1.5
Operations Memo 08-33 and 34

EFFECTIVE DATE: June 23, 2008

PURPOSE

The U.S. Department of Agriculture and the Department of Health and Family Services (DHFS) have approved expansion of the issuance of disaster food assistance through the Disaster FoodShare Program (DFSP) to residents of **Dane**, Grant, **Juneau**, Kenosha, **Ozaukee**, Rock and Sheboygan.

Applications for these Disaster FoodShare benefits will be taken from June 25, 2008 through July 3, 2008 for victims of the disaster who are experiencing difficulty purchasing food.

Note: Displaced families and individuals may be temporarily relocated outside their county of residence. If so, and their county of residence was approved for DFSP they can apply at the local county/tribal agency where they are temporarily residing if it is a DFSP approved county.

POLICY

Eligible residents in the affected counties will receive a one time DFSP payment equal to the maximum allotment for their household size. Current FS members affected by the disaster may have their July benefit increased to the maximum allotment. To be eligible for the DFSP benefit, applicants/members must apply during the application period — June 25, 2008 through July 3, 2008. Households that have already received replacement benefits as a result of the flooding can still receive the DFSP benefit up to the allotment maximum.

Reminder: When issuing replacement FoodShare benefits for food that was destroyed due to the disaster, use the 905 - REPLACE DESTROYED FOOD code when issuing the auxiliary. If you are issuing replacement benefits along with the DFSP benefit you will have to do an auxiliary request for the replacement using the 905 code and auxiliary request for the DFSP benefit using the 938 code.

See FSHB 7.1.1.5 for the policy on Replacement Issuance for Destroyed Food.

EXAMPLE: Mr. Jones received \$110.00 in FS benefits on June 1st. His home was flooded and the power went out. All his food was destroyed. He meets the criteria for the DFSP benefit so he can receive a replacement benefit of \$110.00 and also the DFSP benefit of \$52.00 (the difference between the benefit he received and the maximum allotment for a group of 1). When issuing the auxiliaries, the worker will code the \$110.00 aux as 905 and the \$52 aux as 938.

APPLICATIONS

All Disaster FS applications must be completed in person by the storm victim or their authorized representative. This includes the interview process.

Benefits must be provided as soon as possible. Process all disaster applications as priority service and schedule for a same or next day interview. Client registration staff should be informed about anticipated Disaster FS applications, and instructed to not enter income when screening applicants for priority services.

New Applicants

New applicants must complete and sign the Disaster FoodShare Wisconsin Assistance Application ([HCF 16060](#)). The IM agency will use this paper form to manually determine eligibility. See the Procedures section of this memo for detailed instructions.

Households applying for disaster benefits that wish to apply for ongoing FoodShare benefits may do so, but will be required to follow the regular application process in order for the agency to determine eligibility for ongoing benefits. See the Procedures section of this memo for more detailed instructions.

Current Members

Households currently receiving FoodShare benefits who want to receive a supplement to increase their July benefit amount to the maximum allotment for their family size must complete and sign the Affidavit of Lost Income or Disaster-Related Costs (HCF 16106) to receive the

increase in the allotment. County specific forms (with the correct dates) can be found at <http://dhfs.wisconsin.gov/FoodShare/Flood/Chart.pdf>.

ELIGIBILITY REQUIREMENTS

Non-Financial

- Applicants/members must have lived or worked in the disaster area at the time of the disaster beginning June 5, 2008.
- Applicants/members may be eligible if temporarily living outside of the seven-county disaster area if they lived in one of the affected counties at the time of the disaster. If so, and their county of residence was approved for DFSP they can apply at the local county/tribal agency where they are temporarily residing if it is a DFSP approved county.
- Applicants/members must have experienced at least *one* of the following adverse affects:
 1. Food damaged by the disaster or spoiled due to lack of refrigeration from a power outage of at least 4 hours,
 2. Damage to or destruction of home, work place, or self-employment business,
 3. Disaster-related expenses not expected to be reimbursed during the disaster benefit period, or
 4. Lost or inaccessible income.

Financial

Households applying for disaster FoodShare benefits must meet the following expanded income test:

Disaster FoodShare Program October 2007 – September 2008

| Household Size | Maximum Income Limit | Maximum Allotment |
|------------------------|----------------------|-------------------|
| 1 | \$1,416 | \$162 |
| 2 | \$1,706 | \$298 |
| 3 | \$1,996 | \$426 |
| 4 | \$2,295 | \$542 |
| 5 | \$2,609 | \$643 |
| 6 | \$2,923 | \$772 |
| 7 | \$3,213 | \$853 |
| 8 | \$3,503 | \$975 |
| Each Additional Member | +\$290 | \$122 |

Use the Eligibility Computation (Section VI) of the Disaster FoodShare Wisconsin Assistance Application form (HCF 16060) to manually compute DFSP eligibility. County specific forms (with the correct dates) can be found at <http://dhfs.wisconsin.gov/FoodShare/Flood/Chart.pdf>.

Line #1 - “Total anticipated income” includes the wages a household actually receives after taxes and all other payroll withholding, unearned income payments and net self employment income received during the benefit period (June 5, 2008 – July 4, 2008).

Line #2 - “Total accessible cash” includes all accessible liquid resources such as cash on hand and funds in accessible checking and saving accounts.

Line #4 - “Total disaster expenses” includes disaster related expenses actually paid or anticipated to be paid out of pocket during the disaster benefit period.

The household is eligible for the maximum amount if the “total available funds” (household income + accessible cash - allowable disaster related deductions) is less than the disaster maximum income limit.

Verification Requirements

| Applicant's Information | Status | Suggested ways to verify |
|-------------------------|-----------------|--|
| Identity | Mandatory | <ul style="list-style-type: none"> • Photo ID • Two documents that verify identity and residency • A signed affidavit from a collateral contact attesting to the identity of the applicant. • For additional sources of verification see FSH 1.2.6.1 |
| Residency | When Possible | <ul style="list-style-type: none"> • Utility bills, tax bills, insurance policies, driver's licenses, other ID with address, bills, or other documents that establish the applicant's home or work address. |
| Household Composition | If questionable | <ul style="list-style-type: none"> • After taking the application, ask applicant to orally list the names, ages, and birthdates of all household members |

PROCEDURES

CURRENT MEMBERS

Current members have already met financial eligibility for FoodShare Benefits.

1. Determine non-financial eligibility based on the criteria listed on page 3 of this memo.
 - a. On the Permanent Demographics page enter code <WO> - WI DISASTER BENEFITS – ONGOING in the Alert Flag 1 field. This is a new code that will allow the state to track cases for FS QC and reporting to FNS.
 - b. If eligible, issue a supplement for July 2008 up to the maximum July monthly allotment using auxiliary reason code 938-MANUAL ISSUANCE OF BENEFIT. Issue a positive notice using the manual Disaster FoodShare Notice ([HCF 16105](#)).
 - c. If not eligible, issue a negative notice using the manual Disaster FoodShare Notice ([HCF 16105](#)).

2. Scan the affidavit and notice into the ECF.
3. Enter Case Comments.

EXAMPLE: Joe is a food group of 1. He received \$100 in FS for the month of July. He is determined DFSP eligible and can receive the difference up to the maximum allotment of \$162 (\$162-\$100=\$62 auxiliary). Joe receives an additional \$62 in DFSP. Receipt of replacement benefits does not affect this calculation. So, if Joe had received \$100 in replacement benefits, he would still be eligible for \$62 in disaster benefits.

NEW APPLICANTS

Manually determine eligibility using the DFSP Application.

If eligible for disaster FoodShare benefits

Eligible cases must be entered into CARES. CARES will issue the “disaster” monthly allotment as the June benefit. Eligibility for July will be denied. Complete the following steps:

1. Enter the DFSP FoodShare application in CARES with a program filing date of June 1, 2008 and request only FS. Do not enter earned or unearned income.
2. On the Permanent Demographics page enter code <WD> - WI DISASTER BENEFITS - NEW' in the Alert Flag 1 field. This is a new code that will allow the state to track cases for FS QC and reporting to FNS.
3. Enter all verifications as 'NQ – Not Questionable' with a Begin Month of 06/2008.
4. On the Benefits Received page, enter Begin Month 06/2008 and “No” for receiving FS in another state for everyone in the household. Go to the date navigator and enter 07/2008 as the new Begin Month and hit Go. Change the “no” for receiving FS in another state to “Yes”. Navigate to the next person. This will deny FS for the month of July 2008.
5. Suppress all CARES generated notices on CNHS and provide a manual positive notice using the Disaster FoodShare Notice ([HCF16105](#)).
6. Scan the manual application form and the notice into the ECF.
7. Enter Case Comments.
8. Since month one is passing and month two is failing, it is not possible to issue an emergency vault card. Give the member the option of returning the next day to pick up a vault card, or wait to receive a new card in the mail.

NOTE ➤ If the member has an old inactive EBT card, the benefits will be applied to that card. If the member no longer has the old EBT card, a replacement card can be issued. (See the Process Help handbook, [Chapter 80.19](#) - Issue an Expedited EBT Card, for instructions on issuing a replacement vault card.)

If not eligible for disaster FoodShare benefits

Ineligible cases must be entered into CARES and denied. This will allow tracking of denied disaster FS applications and scanning of the manual disaster FS application into ECF.

1. Enter the DFSP application in CARES with a program filing date of June 1, 2008, and process a FS only request. Do not enter earned or unearned income.
2. On the Permanent Demographics page enter code 'WD - WI DISASTER BENEFITS - NEW' in the Alert Flag 1 field. This is a new code that will allow the state to track cases for FS QC and reporting to FNS.
3. Enter all verifications other than those required for the emergency benefit with the verification code NQ with a Begin Month of 06/2008.
4. On the benefits received page enter "Yes" for receiving FS in another state with an 06/2008 Begin Month for everyone in the household. This will deny FS.
5. Suppress all CARES generated notices on CNHS and provide a negative manual notice using the Disaster FoodShare Notice.
6. Scan the manual application form and the notice into the ECF.

DFSP APPLICANTS REQUESTING ONGOING FS BENEFITS

If the applicant is also requesting ongoing regular FS benefits, the application date cannot be prior to July 5, 2008 since FS disaster benefits run through July 4, 2008. Enter a new application for regular FoodShare following regular processes. This new application cannot have a filing date prior to July 5, 2008 nor be processed prior to July 5, 2008. This may require local agencies to hold the regular FS application for a few days.

QUALITY CONTROL

FNS will hold the State and County agency harmless from QC errors for DFSP certifications. To ensure that they are not included in the QC sample use the Wisconsin Disaster (WD) code for new FS participants and (WO) code for ongoing participants listed in the CARES instructions of this memo. However, the state is required to conduct QC reviews on a sample of these cases for a required report to FNS, to make sure the modified eligibility criteria are correctly applied.

CONTACTS

BEM 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/BEM/AMC