



Date: June 10, 2024

DMS Operations Memo 24-11

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
FSET Agencies

Affected Programs:

- | | |
|---|--|
| <input type="checkbox"/> BadgerCare Plus | <input type="checkbox"/> Caretaker Supplement |
| <input checked="" type="checkbox"/> FoodShare | <input type="checkbox"/> FoodShare Employment and Training |
| <input type="checkbox"/> Medicaid | |
| <input type="checkbox"/> SeniorCare | |

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Division of Medicaid Services

New Requirement for the Oral Explanation of FoodShare Work Requirements

CROSS REFERENCE

- FoodShare Wisconsin Handbook, [Section 2.1.3.2.1 Required Interview Topics](#), [Section 3.16.1 FoodShare Basic Work Rules](#), and [Section 3.17.1 FoodShare Work Requirements for ABAWDs](#)
- Operations Memo 22-10, [New Consolidated Notice and Oral Explanation of FoodShare Work Requirements – Amended August 11th, 2022](#)
- FSET Policy Handbook, [Section 6.3, FSET Participation Requirements](#)
- [Process Help Section 71.3 FS Basic Work Rules and Work Requirement Script](#)
- 7 CFR §§ [273.7\(c\)\(1\)\(ii\)](#) and [\(iii\)](#)

EFFECTIVE DATE

June 22, 2024

PURPOSE

This operations memo announces an additional requirement for the oral explanation of the FoodShare basic work rules and FoodShare work requirement.

BACKGROUND

Some individuals applying for or receiving FoodShare benefits are subject to the FoodShare basic work rules and/or the FoodShare work requirement in order to receive or maintain their eligibility (see FoodShare Wisconsin Handbook, [Section 3.16.1 FoodShare Basic Work Rules](#) and [Section 3.17.1 FoodShare Work Requirement for ABAWDs](#)). Current policy states Income Maintenance (IM) agencies must provide an oral explanation of applicable requirements to applicants and members at the time of application and renewal. Applicants and members also receive a written notification outlining these requirements. This policy was announced in Operations Memo 22-10, [New Consolidated Notice and Oral Explanation of FoodShare Work Requirements – Amended August 11th, 2022](#).

Federal policy requires the oral explanation of applicable work requirements also be provided when a household member(s) becomes newly subject to the FoodShare basic work rules and/or FoodShare work requirement.

POLICY

Effective June 22, 2024, IM workers must provide the oral explanation of applicable work requirements when a FoodShare member(s) is newly determined subject to the FoodShare basic work rules and/or FoodShare work requirement during the certification period. This can occur when a current and previously exempt FoodShare member(s) has a change in circumstances and is no longer exempt, or when a new household member is added who is subject to the FoodShare basic work rules and/or the FoodShare work requirement. When a FoodShare member has a change during the certification period that results in them becoming newly subject to the FoodShare work requirement or work rules, a good faith effort must be made to provide the oral explanation of applicable work requirements.

The oral explanation must include:

- Explanation of each work rule and applicable work requirement.
- Information on exemptions from each applicable work rule and work requirement.
- Explanation of the process to report an exemption, including contact information.
- Requirements to maintain FoodShare eligibility under each work rule and applicable work requirement.
- Consequences for failure to comply with each work rule and applicable work requirement.
- Explanation of the process for requesting good cause.
 - Examples of good cause circumstances.
 - Contact information to initiate a good cause request.

If the household includes an applicant or member subject to the FoodShare work requirement, workers must also provide information about the FoodShare Employment and Training Program (FSET). If an applicant or member lives in an area where the FoodShare time limit is suspended, workers are also required to provide information about the status of the time limit policy.

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| Note | There are no changes to the existing FoodShare Basic Work Rules and FoodShare Work Requirement Script. |
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CONTACTS

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June 7, 2024

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DHS CARES Problem Resolution Team

DHS/DMS/BEEP/JT

DHS/DMS/BEOT/BC