



Date: October 4, 2024

DMS Operations Memo 24-22

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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Bureau of Enrollment & Eligibility Policy  
Division of Medicaid Services

**FoodShare Application Time Frame**

**CROSS REFERENCE**

- FoodShare Wisconsin Policy Handbook, [Section 2.1.2.1 Application Processing 30 Day Time Frame](#), [Section 2.1.3.1 Scheduling the Interview](#), and [Section 2.1.4 Expedited Service at Application](#)

**EFFECTIVE DATE**

Immediately

**PURPOSE**

This operations memo announces a clarification on the time frame for the FoodShare application and interview process.

**BACKGROUND**

Notices of decision for members are not fully compliant with federal requirements provided to states by the Food & Nutrition Service (FNS). DHS is updating notices to meet these requirements.

**POLICY**

To comply with federal requirements and improve the applicant and member experience the FoodShare notice of decision has been updated to communicate to FoodShare applicant households that they have

60 days to complete their application process and interview. The FoodShare application process must be completed 30 days from the initial filing date, including the interview, unless the applicant is eligible for expedited services. If a household fails to complete the application process by day 30, they have up to 60 days from their filing date to complete the required actions, including the interview. Approved FoodShare benefits will be prorated from the date all required application actions are completed. If the household fails to complete the application requirements by day 60, they must submit a new application.

Example: A FoodShare application was submitted on July 24. The applicant must complete an interview, so a Notice of Interview is sent. The applicant fails to complete the interview and the application is denied on August 23, 30 days from the filing date. The applicant calls their IM agency on September 7 after receiving a denial notice and completes the FoodShare interview. The applicant's Social Security income was verified, and there are no other required verifications. FoodShare opens as of September 7, which is the date all application actions were completed.

## **CONTACTS**

DHS CARES Problem Resolution Team

DHS/DMS/BEEP/CH

DHS/DMS/BEOT/JN