

FSET Handbook Release 16-01

Table of Contents

| | | |
|-------|--|----|
| 1 | FSET Program Overview | 1 |
| 1.1 | FSET Program Description | 1 |
| 1.2 | FSET Goals and Objectives | 1 |
| 1.3 | FSET Program Delivery in Wisconsin..... | 2 |
| 1.4 | FSET Component Activities | 4 |
| 2 | FSET Eligibility | 9 |
| 2.1 | FSET Eligibility Criteria | 9 |
| 2.2 | IM Agency Responsibilities | 9 |
| 2.3 | FSET Agency Responsibilities..... | 11 |
| 3 | FSET Referrals..... | 13 |
| 3.1 | Overview of Referrals | 13 |
| 3.2 | FSET Referral Process..... | 13 |
| 3.3 | New Referrals | 14 |
| 3.4 | Referral Updates..... | 14 |
| 3.5 | Contacting the Participant..... | 15 |
| 3.6 | Withdrawing a Referral | 17 |
| 4 | FSET Enrollment Process | 19 |
| 4.1 | FSET Enrollment Process | 19 |
| 4.2 | Initial appointment..... | 19 |
| 4.3 | Orientation | 20 |
| 4.4 | Assessment | 20 |
| 4.5 | Initial Employment Plan | 21 |
| 4.6 | Time Frame for Completion of Enrollment Process | 25 |
| 5 | Supportive Services | 26 |
| 5.1 | FSET Participant Expense Reimbursement | 27 |
| 5.2 | Child Care Expense Reimbursement..... | 28 |
| 5.3 | Job Retention Expense Reimbursement | 28 |
| 6 | Participation | 30 |
| 6.1 | FSET Participant Responsibilities..... | 30 |
| 6.2 | FSET Participant Status | 31 |
| 6.2.1 | Non-ABAWD | 31 |
| 6.2.2 | Exempt ABAWD..... | 32 |
| 6.2.3 | Non-Exempt ABAWD | 33 |
| 6.3 | FSET Participation Requirements..... | 33 |
| 6.3.1 | Non-ABAWD and Exempt ABAWD Participation Requirements | 34 |
| 6.3.2 | Non-Exempt ABAWD Participation Requirements | 34 |
| 6.3.3 | FSET Monthly Participation Limit | 36 |
| 6.4 | Co-Enrollment in FSET and Another Allowable Work Program | 37 |
| 6.5 | Tracking FSET Participation | 38 |
| 6.6 | Good Cause..... | 42 |
| 6.7 | Communication with IM Agencies about FSET Participation and Good Cause ... | 44 |
| 7 | Employment and Retention | 45 |
| 7.1 | Employment..... | 45 |
| 7.2 | Job Retention..... | 48 |

8 Ongoing Program Maintenance 49

 8.1 Employment Plan Reviews 49

 8.2 Ongoing Assessment..... 49

 8.3 Participant Appointment Scheduling 50

 8.4 Referral Transfers..... 51

 8.5 Disenrollment..... 52

9 FSET Program Administration..... 54

 9.1 Confidentiality 54

 9.2 Records Retention 54

 9.3 Correcting an Agency Error 55

 9.4 Managing Fraud, Waste, And Abuse 56

 9.5 Fair Hearings 56

10 Appendix 58

 10.1 Appendix A: FSET Definitions..... 58

 10.2 Appendix B: FSET vs IM Agency Responsibilities (side-by-side) 59

 10.3 Appendix C: FSET Fundable Component Activities..... 60

 10.4 Appendix D: Supportive Services Allowable Expenses 68

 10.5 Appendix E: Qualifying Work Programs for ABAWDS 71

 10.6 Appendix F: FSET Worker Time Frames 73

 10.7 Appendix G: FSET Participant Statuses 74

1 FSET PROGRAM OVERVIEW

[View History](#)

1.1 FSET PROGRAM DESCRIPTION

The FoodShare Employment and Training (FSET) program is Wisconsin's version of the employment and training program operated as part of the federal Supplemental Nutrition Assistance Program (SNAP), which is known as FoodShare (FS) in Wisconsin. Both FS and its FSET component are administered by the Wisconsin Department of Health Services (DHS). Wisconsin's FSET State Employment and Training Plan must be submitted annually for service provision and funding approval by the federal Food and Nutrition Service.

According to the federal Food and Nutrition Act of 2008, the purpose of FSET is to provide FS members with opportunities to gain skills, training and experience needed to improve employment prospects and reduce reliance on FS benefits. The program also offers FS members a way to meet the work requirements stipulated in the Food and Nutrition Act of 2008. The Food and Nutrition Act of 2008 and federal regulations provide Wisconsin with flexibility in designing its employment and training program. Wisconsin's FSET program design focuses on identifying the strengths, needs, and preferences of job seekers and offers individualized services to improve job-seeking skills and increase employment opportunities.

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[View History](#)

1.2 FSET GOALS AND OBJECTIVES

States are federally mandated to develop and operate an employment and training program for eligible FoodShare (FS) members. Allowable FSET program components include job search, job search training, work experience, workfare, education and vocational training, self-employment, and job retention services.

The goal of FSET is to provide FS members the assistance and support they need to obtain and maintain competitive employment. The objective of FSET is to draw upon the strengths, needs and preferences of individual job seekers to provide services that will result in successful competitive employment, while promoting economic self-sufficiency. Wisconsin has been recognized nationally for offering a voluntary FSET program with superior services and outstanding results.

Wisconsin's FSET program offers an array of employment and training services intended to facilitate an efficient use of resources to assist FSET volunteers to move promptly into unsubsidized employment. Services must be designed to comply with federal and state policies and regulations, and be in accordance with Wisconsin's federally approved FSET state plan.

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[View History](#)

1.3 FSET PROGRAM DELIVERY IN WISCONSIN

[1.3.1 FSET Administrative Regions](#)

[1.3.2 Voluntary FSET Program](#)

[1.3.3 Service Delivery to ABAWDs](#)

1.3.1 FSET Administrative Regions

Wisconsin is divided into eleven FSET administrative regions, which mirror the boundaries of Wisconsin's Workforce Development Areas (WDA). Each FSET region administers and delivers FSET services within the region by partnering with local service providers and community organizations. Wisconsin's FSET regions include:

- FSET Region 1 – Southwest: Kenosha, Racine, and Walworth Counties
- FSET Region 2 – Milwaukee: Milwaukee County
- FSET Region 3 – WOW: Ozaukee, Washington, and Waukesha Counties
- FSET Region 4 – Fox Valley: Calumet, Fond du Lac, Green Lake, Waupaca, Waushara, and Winnebago Counties
- FSET Region 5 – Bay Area: Brown, Door, Florence, Kewaunee, Manitowoc, Marinette, Menominee, Oconto, Outagamie, Shawano, and Sheboygan Counties
- FSET Region 6 – North Central: Adams, Forest, Langlade, Lincoln, Marathon, Oneida, Portage, Vilas, and Wood Counties
- FSET Region 7 – Northwest: Ashland, Bayfield, Burnett, Douglas, Iron, Price, Rusk, Sawyer, Taylor, and Washburn Counties
- FSET Region 8 – West Central: Barron, Chippewa, Clark, Dunn, Eau Claire, Pepin, Pierce, Polk, and St. Croix Counties
- FSET Region 9 – Western: Buffalo, Crawford, Jackson, Juneau, La Crosse, Monroe, Trempealeau, and Vernon Counties
- FSET Region 10 – South Central: Columbia, Dane, Dodge, Jefferson, Marquette, and Sauk Counties
- FSET Region 11 – Southwest: Grant, Green, Iowa, Lafayette, Richland, and Rock Counties

In addition, eight Wisconsin tribes operate their own independent tribal FSET program, including:

- Bad River Band of Lake Superior Tribe of Chippewa Indians
- Lac du Flambeau Band of Lake Superior Tribe of Chippewa Indians
- Menominee Indian Tribe of Wisconsin
- Oneida Tribe of Indians of Wisconsin
- Forest County Potawatomi Community
- Red Cliff Band of Lake Superior Chippewa
- Sokaogon Chippewa Community
- Stockbridge-Munsee Community

1.3.2 Voluntary FSET Program

Since 2008, Wisconsin has operated a voluntary FSET program, an allowable state option under federal SNAP regulations. The shift to a voluntary FSET program was a provision of Wisconsin's 2007-2009 biennial budget. A voluntary program differs from a mandatory program in that FSET participants choose to participate and eligibility is not impacted due to failure to comply.

Although Wisconsin will implement time-limited benefits (TLBs) and the federal work requirement for Able-Bodied Adults without Dependents (ABAWDs) statewide effective April 1, 2015, the state's FSET program remains voluntary. ABAWDs who need to meet the work requirement in order to maintain ongoing eligibility for FoodShare (FS) receive a referral and may choose to participate in FSET in order to meet the work requirement or may meet the work requirement through fulfilling other allowable requirements. ABAWDs not meeting the work requirement may lose eligibility for FS after exhausting three months of TLBs within a 36-month period.

1.3.3 Service Delivery to ABAWDs

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) limits the receipt of FS benefits to three full months in a 36-month time period for ABAWDs who do not meet the work requirement or meet an exemption from the work requirement.

From 2002 through 2014, the State of Wisconsin was granted approval from the federal Food and Nutrition Service (FNS) to waive the federal time limit on FS benefits for ABAWDs who failed to meet ABAWD work requirements. As specified in the Wisconsin 2013-2015 biennial budget, the state will implement the federal time limit on FoodShare benefits for ABAWDs statewide effective April 1, 2015. For more information about ABAWD TLBs and the 36-month period, see [section 3.17.1 of the FS Handbook](#).

During a 36-month period, an ABAWD may continue receiving FS benefits as long as the ABAWD is meeting the work requirement or an exemption, or is later determined to be a non-ABAWD. Participating in the FSET program is one way for ABAWDs to meet

the work requirement and maintain ongoing eligibility for FS. Once FS eligibility is confirmed, an ABAWD who needs to meet the work requirement will receive a referral to FSET, so that he or she has the opportunity to choose to participate right away and not exhaust his or her time-limited benefit months.

In order to meet the work requirement through FSET participation, ABAWDs must participate in 'qualifying' activities. FSET agencies are required to provide qualifying services so that all ABAWDs who enroll in FSET are able to meet the work requirement by participating in FSET, if they choose.

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[View History](#)

1.4 FSET COMPONENT ACTIVITIES

[1.4.1 Job Search](#)

[1.4.2 Education and Vocational Training](#)

[1.4.3 Workfare](#)

[1.4.4 Work Experience](#)

[1.4.5 Self-Employment](#)

[1.4.6 Job Retention](#)

FSET program activities are also known as program components. A participant must agree to engage in at least one approved component activity to remain enrolled in FSET. It is not allowable to be enrolled in FSET only to receive participant reimbursement. Participant reimbursement must be associated with participation in an allowable FSET component activity.

Participants must be engaged in at least one component activity within the first three weeks after enrollment. Component activities are entered on the Assign Activity page of the FSET Tool. Each assigned activity becomes part of the participant's employment plan see [section 4.5 of this handbook](#) for more information on the employment plan.

1.4.1 Job Search

Job search and job search training activities are designed to assist participants to prepare for work by addressing barriers to successful employment. Agencies assist participants to develop, practice, and apply job seeking skills with the goal of securing employment. This includes:

- Assistance with applications and resume development
- Motivational and informational workshops
- Interviewing skills, including mock interviewing
- Labor market information

- Job clubs
- Job leads and job referrals
- Job development and job placement, as needed

A non-exempt ABAWD can only be assigned to upfront job search and job search training for less than half of their total required hours, unless these activities are assigned as a component of workfare, see [section 1.4.3 of the FSET handbook](#). Job search and job search training are non-work components and non-qualifying activities for ABAWDs unless time spent in these components accounts for no more than half of an ABAWD's participation requirement. Job search and job search training are considered qualifying activities for meeting the ABAWD work requirement when offered under the Workforce Investment Act (WIA) (for example, career development and training programs for adults and dislocated workers) or under section 236 of the Trade Act, which includes federally funded employment programs for workers who have lost or are at risk of losing employment.

The duration of job search activities may vary from 30 days to no more than 180 days without re-assessment. If progress toward obtaining employment is lacking after 180 days, the employment plan must be reviewed to determine if further assessment, training, or educational options should be explored.

1.4.2 Education and Vocational Training

Educational programs or activities that improve basic skills and employability are qualifying activities that meet the participation requirement as long as there is a direct link between the educational activity and employment.

Allowable educational activities include Adult Basic Education (ABE), basic workplace literacy, English as a Second Language (ESL), high school equivalency (GED), short-term training certification and some types of post-secondary education.

Vocational training activities are also qualifying educational activities for ABAWDs. These training programs improve employability by providing training in a skill or trade, thereby allowing the participant to move directly and promptly into employment. Acceptable vocational training programs should expect to lead to employment that is in demand.

FSET agencies are encouraged to work with local employers to design customized job skills training programs based on the skill needs of employers in the local labor market. This includes partnering with technical colleges to offer certified qualifying training programs.

The following factors are critical in determining whether FSET funding may be used to fund an educational component:

- A participant must be assigned to, or placed in, an approved educational component by the FSET agency as part of the participant's employment plan;

- FSET funding cannot be used to supplant funds for existing services;
- Charges for FSET students cannot exceed the cost applied to non-FSET students for the same service; and
- A FoodShare member who is an eligible student already attending the institution (without benefit of FSET participation) is exempt from FoodShare work requirements, including FSET participation. While the student may volunteer to participate in another FSET activity, his or her education costs are already being met, and it is not appropriate to use federal funds to subsidize those expenses.

1.4.3 Workfare

Workfare is intended to be used as a qualifying activity for non-exempt ABAWDs who need to develop the basic skills and/or work history necessary to enter the job market successfully. Workfare provides participants the opportunity to learn new job skills and establish work references. The primary goal of workfare is to improve employability and encourage individuals to move into regular employment while returning something of value to the community. Workfare assignments cannot replace or prevent regular employment and must provide the same benefits and working conditions provided to regular employees performing comparable work for comparable hours.

Required hours of participation are determined by dividing the household's monthly FoodShare allotment by the state or federal minimum wage, whichever is higher. FSET agencies cannot allow participants to volunteer to work beyond that maximum. See [section 6.3.2.4 of the FSET handbook](#) for more information on determining required hour of participation for workfare.

Workfare positions may be established with public or private non-profit employers, including:

- Placements with easily expandable work crews. These types of positions typically require little training, are not greatly disrupted by unplanned absences, and have easily expanded or contracted functions depending upon the need for positions.
 - Examples include: housing authorities, parks and recreation, and sanitation departments.
- Placements available through non-profit community organizations in the human services field.
 - Examples include: community non-profits, religious organizations, hospitals, schools, and government agencies.

Subsidizing participant wages with FSET funds is not allowable under any circumstances.

1.4.4 Work Experience

Work experience offers the opportunity for job shadowing or a short-term placement in an actual work or training setting. The benefits of work experience include exposing

participants to a variety of work options, improving employability, and helping ease the participant's transition into regular employment.

Work experience is a qualifying activity for non-exempt ABAWDs if the service enables the ABAWD to move promptly into regular public or private employment. Non-exempt ABAWDs participating in work experience must meet the 80-hour per month work requirement. Non-exempt ABAWDs enrolled in work experience may meet the work requirement by voluntarily participating in work experience for 80 hours per month, or by participating in work experience in combination with other qualifying activities for a combined total of 80 hours per month. The calculation used to determine workfare participation hours for non-exempt ABAWDs cannot be used for work experience.

Note: Non-exempt ABAWDs are allowed to voluntarily participate in work experience beyond the total number of participation hours needed to meet the work requirement, if they so choose. It is not allowable to require additional hours of participation beyond the total number of hours needed to meet the work requirement.

Work experience placements can include placement with private, for-profit companies or public and private non-profit employers. Work experience assignments may not replace an individual's regular employment and must provide the same benefits and working conditions provided to regularly employed persons performing similar work for equal hours. FSET agencies must monitor the quality of work experience sites to ensure they provide participants with the experience and skills necessary to advance employment opportunities.

1.4.5 Self-Employment

FSET participants assigned to this component must have sound business ideas but lack the practical skills to create and implement a plan for successful self-employment. The primary focus of this component is providing technical assistance to FSET participants starting their own business. Self-employment is a non-work component and a qualifying activity for ABAWDs.

Individualized technical assistance is provided in the following areas:

- Creating a business plan to develop a small business
- Conducting feasibility studies to determine viability of the product or service
- Locating financial resources, including low cost loans and grants
- Developing successful marketing strategies
- Resolving credit problems
- Navigating state and federal regulations
- Providing ongoing technical assistance for up to 90 days of starting a business

1.4.6 Job Retention

FSET agencies must offer supportive services for participants who have secured employment. Only individuals who have received other employment and

employment/training services through the FSET program are eligible for job retention services. Individuals who receive job retention services are usually not participating in other components and in some cases these services are provided after the individual has lost FoodShare eligibility. This component typically includes participant reimbursement for reasonable and necessary expenses to assist individuals in retaining employment, such as required clothing, equipment, or tools, relocation expenses, child care, and transportation. Job retention may also include case management services that address workplace demands and employer expectations.

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2 FSET ELIGIBILITY

[View History](#)

2.1 FSET ELIGIBILITY CRITERIA

An Individual must first be determined eligible for FoodShare (FS) benefits as a condition of participation in the FSET program. If an individual is ineligible for FS, they are also ineligible to participate in FSET.

The following FS members may participate in FSET:

- FS members ages 16 and 17 may participate in FSET activities, such as after school job search or part-time vocational training, if these services are not already available through the school or another agency at no cost to the participant.
- Adult FS members who may already be employed may participate voluntarily in order to increase their earning potential or advance career opportunities. FSET volunteers (non-ABAWDs or exempt ABAWDs) are not subject to the FS time limits and are not required to meet the FS ABAWD work requirement.
- FS members who have gained employment through FSET participation and need job retention services may participate in FSET. Agencies may use a portion of FSET funds to administer job retention services for up to 90 days after individuals obtain employment through the FSET program. Only individuals who have received other employment/training services under FSET are eligible for job retention services.
- FS members who receive cash and noncash *W-2* assistance are eligible for FSET services. FS members engaged in transitional jobs are also eligible. Failure to complete FSET activities must not result in a FS sanction.
- Legal immigrants or non-citizens who are eligible for FS are also eligible to participate in the FSET program. Federal SNAP (FoodShare) policy requires that a person be a citizen or qualifying immigrant in order to receive FS benefits.

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[View History](#)

2.2 IM AGENCY RESPONSIBILITIES

The income maintenance (IM) agency is responsible for taking the following actions related to eligibility for both FoodShare (FS) and FSET:

Determine FS Eligibility and ABAWD Status

IM workers are responsible for determining both FS eligibility and ABAWD status. FSET participation requirements differ based on an individual's ABAWD status, so FSET workers must understand how ABAWD status is determined and be aware of how changes in this status impact FSET participation requirements. Non-ABAWDs and exempt ABAWDs may participate voluntarily in FSET, but do not need to meet the ABAWD work requirement. For more information on FSET participation requirement based on ABAWD status, see [section 6.3 of this handbook](#).

Determine Exemptions from the ABAWD Work Requirement

IM workers have primary responsibility for determining and verifying ABAWD exemptions. However, because FSET participation requirements differ based on exemption status, FSET workers must understand ABAWD exemptions and be aware of changes in participants' ABAWD exemption status. FSET workers may also identify that an individual qualifies for an ABAWD exemption once they begin working with a participant. When an ABAWD exemption is identified, the FSET worker should contact the IM agency to notify them of the exemption and work with the participant to initiate the process of verifying the exemption.

For more information on exemptions from the ABAWD work requirement, see [section 6.2.2 of this handbook](#).

Provide FSET Information to FS Applicants and Members

IM workers are responsible for providing information about the FSET program to both non-exempt ABAWDs and other FS applicants or members during the FS interview process (at application and renewal), including:

- Providing an overview of the various employment and training opportunities that are available through the FSET program, as well as available support systems to assist them while they participate.
- Explaining how the FSET program can help a non-exempt ABAWD meet the monthly work requirement, in order to maintain ongoing FS benefits.
- Explaining that in order to maintain ongoing FS benefits, a non-exempt ABAWD must be enrolled and fully participating in FSET by the 10th day of the third time-limited benefit (TLB) month.
- Explaining the availability of child care and transportation assistance during the individual's participation in FSET, and directing him/her to the appropriate child care agency to apply for child care assistance during FSET enrollment and on-going participation in the FSET program.

- Advising current FSET participants that supportive services may be reduced in the event of program non-participation.

The IM worker may also provide FSET program information to FS members at any time, not just during application and renewal.

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[View History](#)

2.3 FSET AGENCY RESPONSIBILITIES

The FSET agency is responsible for taking the following actions related to eligibility for both FoodShare (FS) and FSET:

Timely Action on FSET Referrals

Non-exempt ABAWDs may choose to participate in FSET as a way to meet the work requirement. One of their three time-limited benefit (TLB) months will be used for each full month they are not participating in FSET. In order to ensure that individuals have every opportunity to enroll in FSET and begin meeting the work requirement, it is essential that the FSET agency take timely action on each FSET referral received. FSET agency delay related to action on referrals may impact FS eligibility for non-exempt ABAWDs, by exhausting their three months of TLBs. For more information about time frames for referrals and initial appointment scheduling, see [section 3.0 of this handbook](#).

Report Possible ABAWD Exemptions to the IM Agency

Although income maintenance (IM) workers have primary responsibility for determining ABAWD exemptions, FSET workers may also identify that an individual qualifies for an ABAWD exemption once they begin working with a participant. When an ABAWD exemption is identified, the FSET worker should contact the IM agency to notify them of the exemption and work with the participant to initiate the process of verifying the exemption. For more information on exemptions from the ABAWD work requirement, see [section 6.2.2 of this handbook](#).

Offer Qualifying Activities for ABAWDs

In order for non-exempt ABAWDs participating in FSET to meet the work requirement, they must be enrolled in qualifying activities for ABAWDs. The federal government provides guidance on which types of activity hours count or 'qualify' toward meeting the ABAWD work requirement. When working with participants to create an individualized employment plan, the FSET worker must

monitor carefully the ABAWD status of participants and work to ensure that sufficient qualifying activities are assigned to non-exempt ABAWDs who need to meet the work requirement. If the FSET agency does not offer qualifying activities for non-exempt ABAWD participants, these individuals may lose eligibility for FoodShare after exhausting three months of TLBs. For more information on qualifying activities for ABAWDs, see [section 1.4 of this handbook](#).

Timely Tracking of FSET Participation and Good Cause

The FS eligibility status of non-exempt ABAWD FSET participants depends upon the FSET worker's timely tracking of FSET participation information in the CARES Worker Web (CWW) FSET Tool by the 5th of each month. The CARES eligibility system is designed to read this information on pre-scheduled dates each month, so late entry of participation information by FSET workers may result in the loss of FoodShare eligibility for non-exempt ABAWDs who have exhausted three months of TLBs, even if they actually met their FSET participation requirement. See section [6.5](#) and [6.6](#) of this handbook for information on time frames for tracking FSET participation and good cause.

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3 FSET REFERRALS

[View History](#)

3.1 OVERVIEW OF REFERRALS

FSET referrals are generated by the CARES Worker Web (CWW) system after FoodShare (FS) eligibility is run and confirmed by an income maintenance (IM) worker. The 'Refer to FSET' page in CWW sends both new referrals and updates to existing referrals that the FSET agency already received. All FSET referrals are sent to the FSET Tool that is within CWW.

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Release Date: 02/26/15
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[View History](#)

3.2 FSET REFERRAL PROCESS

During any given referral period or participation period, an individual can be assigned one of four possible FSET referral statuses, as follows:

- **Referred:** A new FSET referral is in 'referred' status from the time it is initially sent by the IM agency through the time in which the FSET worker takes action to enroll the participant using the FSET Tool or the referral is withdrawn. During the 'referred' status period, the FSET worker initiates contact and schedules the initial enrollment appointment to enroll.
- **Enrolled:** Once an individual is enrolled, the referral will stay in enrolled status until the individual is disenrolled. See section [4.1 FSET Enrollment Process](#).
- **Disenrolled:** An FSET referral changes to 'disenrolled' status when the worker selects the disenroll option on the Participant Summary page. An individual can only be disenrolled from FSET if s/he is currently in 'enrolled' status. See [section 8.5 Disenrollment](#).
- **Withdrawn:** Referrals can only be withdrawn under certain circumstances. Only referrals in 'referred' status can be withdrawn from the Participant Summary page. See [section 3.6 Withdrawing a Referral](#) for requirements for withdrawing a referral.

*This page last updated in Release Number: 15-01
Release Date: 02/26/15
Effective Date: 02/26/15*

[View History](#)

3.3 NEW REFERRALS

A new referral is generated when a FoodShare (FS) member is determined to be a non-exempt ABAWD or when a FS member who is an exempt ABAWD or a non-ABAWD requests a voluntary referral to be sent. Individuals that wish to be referred to FSET should contact their income maintenance (IM) agency and request a referral or ask their FSET worker to contact the IM agency on their behalf.

Timeliness of FSET service delivery impacts ABAWD FS eligibility for ABAWDs that do not have a verified exemption. New referrals should be monitored by regional FSET Referral Coordinators on a daily basis and assigned to the appropriate local office based on the referral's address. FSET workers should also monitor new referrals and referral updates daily and take timely action on each based on the referral information received from the IM agency. See [section 3.5 Contacting the Participant](#) for referral processing and initial appointment scheduling time frames.

CARES Worker Web (CWW) is designed to send new FSET referrals to the FSET Tool when an IM worker confirms eligibility and processes the referral. As a result, a new referral may be sent to the FSET agency prior to or after the FS eligibility start date. For new referrals, the effective date of the referral is the date on which the individual can start participating in FSET. Only FS eligible individuals can participate in FSET. FSET agencies must carefully monitor referrals for the effective date of FS eligibility. FSET agencies must not enroll or begin providing FSET services to participants prior to the date in which the individual is eligible for FS as this is not allowable per federal regulation.

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Release Date: 02/26/15
Effective Date: 02/26/15*

[View History](#)

3.4 REFERRAL UPDATES

A referral update is generated for individuals previously referred who have a change in FoodShare (FS) eligibility information that needs to be communicated to the FSET agency. A referral update is generated when the income maintenance (IM) agency re-determines eligibility and one of the following changes have occurred for a FS member who is currently referred to or enrolled in FSET:

- Has a change in ABAWD status,
- Gains or loses an ABAWD exemption,
- Relocates to a different FSET region, and/or
- Becomes ineligible for FS.

For referral updates, the effective date is the date on which the change is applicable.

*This page last updated in Release Number: 15-01
Release Date: 02/26/15
Effective Date: 02/26/15*

[View History](#)

3.5 CONTACTING THE PARTICIPANT

[3.5.1 Initial Contact, Appointment Scheduling, and Notification](#)

[3.5.2 Number of contacts](#)

Timely contact with each new FSET referral and updated referral by the FSET worker facilitates the ability of non-exempt ABAWDs to meet the work requirement and has consequences for the FoodShare eligibility status of this group of FoodShare members.

3.5.1 Initial Contact, Appointment Scheduling, and Notification

The FSET worker is expected to contact the referred FoodShare member by letter or by telephone within five business days of the FSET referral. As part of the initial contact, the FSET worker will schedule an initial appointment. If the FSET agency reaches the referred member by phone when scheduling the orientation and enrollment appointment, the FSET agency should share with the member an estimate of the duration of the appointment. If the FSET worker attempts, but is unsuccessful in making initial contact via telephone, the FSET worker is responsible for sending an appointment letter within five business days of the FSET referral. The five business days start the day after the FSET referral is received.

The FSET worker is expected to schedule an initial appointment for FSET enrollment and orientation. This appointment should be scheduled to occur within 12 calendar days of the date the FSET referral is received or the effective date of FoodShare eligibility, if the referral is sent prior to the FoodShare eligibility start date. The 12 calendar days starts the day after the referral is received.

For referrals in which the effective date of FoodShare eligibility is on or before the date the referral was received:

- The worker is responsible for contacting the member as soon as possible but no later than five business days from the date the referral was received.
- If the worker is unable to reach the member within the five business day time frame, an initial enrollment appointment must be scheduled.
- The initial appointment must be scheduled to occur within 12 calendar days of the date the referral was received.

Note: For appointments scheduled to occur within 12 calendar days of the current date, CARES Worker Web (CWW) will automatically send the FSET appointment letter the day after the FSET worker schedules the appointment.

Example 1: On 7/10/15 a referral is received for a non-exempt ABAWD with a FoodShare effective date of 7/1/15. The FSET worker calls the member on 7/11/15 and schedules an enrollment appointment for 7/15/15. CWW will automatically send an appointment letter on 7/12/15 for the scheduled appointment on 7/15/2015. The worker contacted the member within the five business day time frame, which expires on 7/17/2015. The worker also scheduled the appointment within the 12 calendar day time frame, which expires on 7/22/2015. The letter is automatically sent on 7/12/15, which is the day after the worker scheduled the appointment on 07/11/2015.

Example 2: On 7/10/15 a referral is received for a non-exempt ABAWD with a FoodShare effective date of 7/1/15. The FSET worker is unable to reach the member by phone on 7/11/15 and 7/15/15. On 7/15/15 the worker schedules the initial enrollment appointment for 7/21/15 so that the member receives the appointment letter prior to the date of the appointment. The worker contacted the member within the five business day time frame, which expires on 7/17/15. The worker also scheduled the appointment within the 12 calendar day time frame, which expires on 7/22/15. The appointment letter will automatically on 7/16/15.

For referrals in which the 'Effective Date' of FoodShare eligibility is after the date the referral was received:

- The worker is responsible for contacting the member no more than five business days from the date the referral was received.
- The initial appointment must be scheduled to occur within 12 calendar days after the effective date of FoodShare eligibility.

Note: CWW will automatically send an appointment letter 12 days prior to the appointment.

Example 3: On 7/10/15 a referral is received for a non-exempt ABAWD with a FoodShare effective date of 8/1/15. The FSET worker calls the member on

7/12/15 and schedules an enrollment appointment for 8/2/15 (the member is ineligible for FoodShare in July and so cannot begin participating in FSET until August 1). The worker complied with the five business day requirement, which expires on 7/17/15. The worker also complied with the 12 calendar days, which expires on 8/13/15. CWW will automatically send an appointment letter 12 days prior to the date of the enrollment appointment.

If a member misses their initial appointment, the FSET worker is expected to schedule a second appointment. The second appointment must be scheduled to occur within 12 calendar days of the initially scheduled missed appointment.

For more information about appointment correspondence, see [Process Help 1.8.9](#).

3.5.2 Number of Contacts

At a minimum, a second appointment letter must be sent to individuals who miss their initial appointment.

The Department of Health Services strongly encourages FSET agencies to continue scheduling additional appointments beyond the required two appointments for non-exempt ABAWDs who fail to attend these scheduled appointments.

The FSET worker should document in PIN comments information relating to each contact that is attempted.

*This page last updated in Release Number: 16-01
Release Date: 04/12/2016
Effective Date: 04/12/2016*

[View History](#)

3.6 WITHDRAWING A REFERRAL

Under certain circumstances, an FSET referral may be withdrawn prior to FSET enrollment. Only those that are in 'referred' status can be withdrawn. An FSET referral may be withdrawn if one of the following applies:

- An updated referral from the income maintenance (IM) worker is received indicating that the individual's participation status has changed to 'FS Ineligible'; or
- An updated referral from the IM worker is received indicating that a non-exempt ABAWD's participation status has changed to 'Non-ABAWD' or 'Exempt ABAWD'. In these cases, the referral may only be withdrawn if two additional conditions are met, as follows:

- The FSET worker has not yet contacted the member by phone or mail to schedule the initial appointment and
- The member has not indicated to the IM worker that they want to participate in FSET as a volunteer; or
- A voluntary non-ABAWD or exempt ABAWD notifies the FSET worker that s/he is not interested in participating in FSET; or
- A voluntary non-ABAWD or exempt ABAWD has not communicated with the FSET worker for a period of two months after receiving the referral.

The FSET worker may not withdraw a referral for a non-exempt ABAWD prior to the individual exhausting his/her three time-limited benefits (TLBs) or three additional months and becoming ineligible for FoodShare (FS).

Note: A referral in 'Enrolled' status cannot be withdrawn. If the referral is in 'Enrolled' status, the participation status changes from 'Non-Exempt ABAWD' to either 'Non-ABAWD' or 'Exempt ABAWD' and the individual remains eligible for FS, the FSET agency should not automatically disenroll the participant. The FSET worker should contact the individual by phone or letter and offer the opportunity to participate in FSET as a volunteer.

*This page last updated in Release Number: 15-01
Release Date: 02/26/15
Effective Date: 02/26/15*

4 FSET ENROLLMENT PROCESS

[View History](#)

4.1 FSET ENROLLMENT PROCESS

The FSET enrollment process includes orientation, assessment, and development of an individualized employment plan. During this process, the FSET agency also provides participants with detailed program information, including participant rights and responsibilities. The agency also works with the participant to identify eligibility for supportive services and provide needed referrals to other service programs and community resources outside the scope of FSET, as needed.

FSET participants may face barriers that make it difficult to access the FSET agency, including limited access to transportation, computers, and telephones. Providing reasonable accommodations and supportive services to FSET participants is required to enable the participant to enroll and participate in FSET activities. Reasonable accommodation includes using community resources to provide transportation if available or traveling to a mutually agreed upon location that is conducive to providing confidential services to the participants. FSET agencies are required to provide translation services for FSET participants with limited English proficiency.

Enrollment in FSET for the sole purpose of accessing supportive services is not allowable. Supportive services are only allowable if the cost is reasonable and necessary in order to complete FSET activities. See [section 5.0 Supportive Services](#).

Example: Kim began completing coursework to become a pipe fitter prior to being referred to FSET. When Kim meets with her FSET case manager for enrollment and orientation, she indicates that she is not interested in participating in any FSET activities and only needs child care for her four-year-old child while she attends school. Kim should not be enrolled in FSET unless she chooses to participate in an FSET activity other than the educational program in which she is already enrolled.

*This page last updated in Release Number: 15-01
Release Date: 02/26/15
Effective Date: 02/26/15*

[View History](#)

4.2 INITIAL APPOINTMENT

The FSET worker schedules an initial appointment for each referred individual. During the initial appointment the individual meets with the FSET case manager face-to-face to

initiate FSET participation. The initial appointment may also occur at the same time as program orientation. See [section 3.0](#) for more information on scheduling and time frames for the initial appointment.

*This page last updated in Release Number: 15-01
Release Date: 02/26/15
Effective Date: 02/26/15*

[View History](#)

4.3 ORIENTATION

During orientation, participants are provided with detailed program information, including participant rights and responsibilities, FSET employment and training services, supportive services, and availability of other community resources, if applicable.

Orientation should include an overview of all services available through FSET, including services available to help a participant retain employment once he or she gets a job. Participants sometimes stop communicating with their FSET worker after gaining employment, making it difficult for the FSET worker to provide follow-up support and to gather the program information needed to claim an [Entered Employment](#). Emphasizing supportive services available for job retention during the enrollment process may increase the likelihood that participant communication will be maintained after he or she gains employment. If an agency uses a form to collect barrier information during orientation, the FSET agency must inform the FSET participant that the barriers form is optional.

Participant Rights and Responsibilities: Review the [FoodShare Employment and Training \(FSET\) Participation Agreement \(F-00136\)](#) during the initial FSET enrollment appointment and have the customer sign the document after it has been reviewed. Scan the signed document into the Electronic Case File (ECF), making sure the customer also receives a copy of the signed agreement.

*This page last updated in Release Number: 16-01
Release Date: 04/12/2016
Effective Date: 04/12/2016*

[View History](#)

4.4 ASSESSMENT

A comprehensive, individualized participant assessment is used to identify the strengths, needs, and preferences of each FSET participant. Information gathered through the assessment process is the driving force behind the development of an

employment plan (EP). Assessment results may also reveal the need for FSET supportive services or for a referral to another service provider to address participant needs that are outside the scope of FSET. FSET agencies must inform FSET participants that all assessment forms will be kept confidential and that the questions about barriers are being asked to connect participants with resources to overcome barriers to employment. It should also be explained that participants can opt out of answering these questions.

Individualized assessments may include, but are not limited to, identifying job readiness, level of job seeking skills, and other potential barriers to employment such as housing, transportation, family, or legal issues. The assessment process includes gathering past and current information from the participant or other relevant sources, either through informal or formal assessment. Assessment is not a one-time process that the FSET worker completes just after FSET enrollment. Instead, assessment and re-assessment are ongoing FSET processes. Once the initial EP is developed, re-assessment of participant progress in employment and training activities is needed to determine if any additional support, changes to the EP, or changes to assigned activities are needed. Follow-up assessment may indicate if current activities or support should be increased, decreased, or eliminated.

Primary areas of assessment include past and present information about the following:

- Barriers Assessment: Collect information regarding barriers to employment in five categories: work participation, housing, transportation, legal issues, and job readiness.
- Education Assessment: Collect and document the participant's educational level and training information and relevant test scores. Achievement on educational test scores (e.g. TABE, WRAT, etc.) and certificate/degree completion should be tracked and updated upon reassessment, as necessary.
- Employment Assessment: Collect employment information for an individual or document if there is no employment history.

FSET agencies are encouraged to develop their own assessment tools or may use existing assessment tools for conducting a comprehensive, individualized assessment. In order to fully support participants' attainment of the knowledge and skills necessary to enhance employment opportunities, assessments should be inclusive of information beyond what is described above.

*This page last updated in Release Number: 16-01
Release Date: 04/12/2016
Effective Date: 04/12/2016*

[View History](#)

4.5 INITIAL EMPLOYMENT PLAN

[4.5.1 Components of an Employment Plan](#)

[4.5.2.1 Goals & Action Steps](#)

[4.5.2.2 Assign Component Activities](#)

[4.5.3 Employment Plan Summary and Participant Signature](#)

An employment plan (EP) is a written agreement developed jointly by a participant and his/her case manager. The EP should be a mutually agreed upon plan based on the job seeker's strengths, needs and preferences, within the confines of policy and efficient use of funding.

Following an assessment, the FSET agency collaborates with the participant to develop an EP. The FSET agency is responsible for engaging in a career planning process in partnership with each participant, the outcome of which is an individualized EP integrating the participant's career interests with local labor market conditions. Each participant's EP includes one or more employment goals and an action plan. The action plan includes the assignment of allowable activities designed to assist the participant in reaching employment and career goals. The FSET worker should utilize the S.M.A.R.T. criteria (below) when setting objectives for the participant to meet:

- **Specific** – target a specific area for improvement;
- **Measurable** – quantify or at least suggest an indicator of progress;
- **Achievable** – specify goals that are reachable;
- **Realistic** – state what results can realistically be achieved, given available resources;
- **Time-related** – specify when the result(s) can be achieved.

An EP should:

- Be developed following a thorough assessment;
- Include a clear description of short and long term employment goals;
- Be used as a case management tool to identify an individual's occupational goals and to identify action steps required of both FSET and the individual in order to accomplish the goal;
- Be viewed as a means by which participants are able to set forth their goals and measure their progress, rather than as a document that must be completed prior to entering an FSET component activity;
- Be maintained at all times from point of enrollment, and;
- Be reviewed and updated as necessary throughout the work program. See [section 8.1 Employment Plan Reviews](#) for information on requirements for completing EP reviews.

4.5.1 Components of an Employment Plan

The EP consists of two main components: 1) Goals and action steps and 2) Individualized activities. Together, the FSET worker and participant set goals, determine action steps, and select appropriate FSET activities and related supportive services necessary to achieve those goals. The participant has the option of accepting all or any part of the FSET worker's recommendations. However, ABAWDs meeting the work requirement through FSET participation are required to comply with qualifying activities in order to maintain FS eligibility. If an ABAWD disagrees with the activities assigned, the FSET worker should identify other types of qualifying activities from which the ABAWD may choose in order to maintain FoodShare (FS) eligibility, as long as completing those activities is realistic and directly related to an achievable goal.

4.5.2.1 Goals & Action Steps

The FSET agency should work with the participant to develop at least one primary employment goal and associated action steps to reach that goal.

The Department of Health Services (DHS) also encourages the FSET agency to work with the participant to develop secondary and long-term employment goals and action steps to reach those goals, as applicable to individual participant needs.

4.5.2.2 Assign Component Activities

After completing goals and action steps, the FSET agency works with the participant to assign one or more individualized activities that will facilitate progress toward reaching identified employment and training goals. When assigning activities, the FSET worker should take into account the individual's participation status. Participation requirements for FSET activities differ for non-exempt ABAWDs who need to meet the work requirement and voluntary non-ABAWDs or exempt ABAWDs.

For non-exempt ABAWDs who need to meet the work requirement, the FSET worker should account for the following when assigning activities:

- **Qualifying Components for ABAWDs:** In order to meet the work requirement, ABAWDs must participate in qualifying FSET component activities. Job search, including job search training, is not considered a qualifying component for ABAWDs unless it comprises no more than half of an ABAWD's monthly participation hours. For more information on which activities are considered qualifying activities for ABAWDs, see [section 1.4 FSET Component Activities](#).
- **Co-enrollment in Another Work Program:** During the enrollment process, the FSET worker may become aware that the participant is co-enrolled in another employment program. Co-enrollment in FSET and

other qualifying work programs is allowable to meet ABAWD work requirement ([see Appendix E](#) for a list of other allowable work programs). If a participant is co-enrolled in another program, the FSET agency is responsible for making contact with the other program to establish a collaborative partnership for serving the participant.

- **FSET Participation Requirements:** Non-exempt ABAWDs must meet the work requirement by [working](#) at least 80 hours per month. Some ABAWDs need to participate in FSET for 80 hours a month in order to meet the work requirement because they are not engaged in any other type of work. Other ABAWDs are referred to FSET because although they are already partially meeting the work requirement, they need to participate in FSET in order to make up the difference between their current work hours and the 80 hour requirement. When assigning activities and developing the EP, each ABAWD's current work activities outside FSET, such as co-enrollment in another work program or part-time employment, must be considered on a per-person basis. See [section 6.3.2.3 Determining Participation Hours](#).
- **Workfare and Workfare Job Search:** When placing an ABAWD in workfare, the FSET worker should keep in mind that participation hours are determined differently for this activity type. See [section 6.3.2.4](#) for details on determining participation hours for workfare. In addition, federal regulations allow ABAWDs assigned to workfare to complete a 30-day job search period prior to starting their workfare placement, and this activity counts toward meeting the work requirement. For more information on workfare job search, see [section 6.3.2.5](#).

The Assign Activity page in the CARES Workers Web (CWW) FSET Tool provides a detailed list of activity types that may be used to assign FSET activities. This list includes both qualifying and non-qualifying activities for ABAWDs. It also contains FSET fundable activities and activities that may be assigned, but are not fundable through FSET. Refer to [Appendix C](#) of this document for a detailed list of assignable component activities.

FSET education and work activity sites must not discriminate against the individual because of age, disability, sex, gender identity, religion, reprisal (retaliation), and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information. All FSET participation sites must be in compliance with federal, state, and local health and safety standards.

Note: Non-ABAWDs and exempt ABAWDs do not need to meet the ABAWD work requirement and are not subject to the same participation requirements

as non-exempt ABAWDs. The FSET agency should ensure that voluntary non-ABAWDs and exempt ABAWDs are offered the opportunity to participate in FSET without being subject to the ABAWD work requirement.

4.5.3 Employment Plan Summary and Participant Signature

The EP summary must be printed and signed by the participant and FSET worker each time an EP is created or updated. By signing the EP summary, the participant is agreeing to the goals, action steps, and assigned activities listed in their plan. A signed copy of the EP summary should be stored in the participant's electronic case file (ECF).

If the FSET worker mails the EP summary to the participant for a signature, it is requested that the participant sign and return a copy within 10 days of the receipt of the summary. Failure to sign the summary may result in a delay of supportive services.

If a participant disagrees with and refuses to sign the EP summary, the FSET worker should explore other available options consistent with the results of the assessment, the goals of the FSET program, and availability of FSET funding. If an ABAWD disagrees with the activities assigned, the FSET worker should offer other types of qualifying activities from which the ABAWD may choose in order to meet the work requirement and maintain FS eligibility, as long as completing those activities is realistic and directly related to an achievable goal.

*This page last updated in Release Number: 15-01
Release Date: 02/26/15
Effective Date: 02/26/15*

[View History](#)

4.6 TIME FRAME FOR COMPLETION OF ENROLLMENT PROCESS

The enrollment process should be completed and the employment plan developed within the first three weeks of the initial enrollment date.

*This page last updated in Release Number: 15-01
Release Date: 02/26/15
Effective Date: 02/26/15*

5 SUPPORTIVE SERVICES

[View History](#)

FSET agencies must provide supportive services to non-exempt ABAWD, exempt ABAWD, and non-ABAWD FSET participants for reasonable and necessary expenses that directly relate to FSET participation. A non-exempt ABAWD cannot be penalized for not meeting the work requirement if the FSET agency fails to provide supportive services that are reasonable and necessary for meeting the FSET participation requirement.

For the purpose of determining whether a supportive service is reasonable and necessary for meeting FSET participation, the federal government defines these terms as follows:

Reasonable Cost: A cost is considered reasonable if it:

- Does not exceed that which someone who is careful with his/her finances would pay,
- Provides a program benefit generally in line with its cost,
- Is comparable to other similar types of program costs, and
- Is within the scope of FSET.

Necessary Cost: A cost is considered necessary if it:

- Is taken on in order to carry out essential functions of FSET,
- Cannot be avoided without negatively impacting program services and operations,
- There is a greater need for this expense compared to other competing needs for administrative resources, and
- Does not duplicate existing efforts. The product or service must not be available through another government program or available at no cost to the participant through a private source (e.g. charitable donations).

Supportive services are not allowable as a stand-alone service. FoodShare (FS) members cannot enroll in FSET for the sole purpose of receiving supportive services. A participant must be enrolled and fully engaged in at least one allowable FSET component activity in order to be eligible for supportive services.

The most common types of supportive services include: bus tokens, gas vouchers, interview clothes, training or work uniforms.

Supportive services for an FSET participant are tracked on the Track Supportive Services page in the CARES Worker Web (CWW) FSET Tool. This screen is used to

list all instances of support services being requested, provided, or referred to a participant, along with the cost of each FSET-provided supportive service.

5.1 FSET PARTICIPANT EXPENSE REIMBURSEMENT

FSET participants are eligible for assistance to cover the cost of transportation and other FSET-related expenses that are reasonable and necessary for the completion of assigned FSET activities. The nature and scope of participant reimbursement for FSET-related expenses may vary from agency to agency, depending upon availability of funding and the extent to which barriers exist for the FSET participant within the local area. The most common types of participant reimbursements include:

- Transportation (mileage, bus tokens, bus passes, taxi cab vouchers, gas money) to and from the location of the FSET activity, see [Appendix D – Supportive Services Allowable Expenses](#);
- Child care and related costs, including enrollment fees;
- Clothing suitable for job interviews;
- Uniforms needed to participate in an assigned training/activity;
- Licensing and bonding fees, and
- Textbooks, GED/HSED test fees and training materials.*

* Reimbursement for assistance with textbooks, training materials, school supplies, tuition, lab fees, and other education-related costs necessary for training, is not allowable if the same assistance is provided to non-FSET participants for free. See [Appendix C – Post-Secondary Education Component Activity](#) for additional requirements.

In addition to expense reimbursement for job search, work experience, workfare, and education, participant reimbursement is also allowable for expenses incurred as a result of participating in other FSET components including:

Self- Employment: FSET services for this component primarily consist of providing technical assistance to participants with sound business ideas to start their own business. Participant reimbursement for minor items such as business cards and transportation expenses are allowable FSET expenses. Reimbursement for the purchase of equipment, such as a computer or vehicle, is not an allowable FSET expense.

Career Advancement and Enhancement: FSET agencies may serve individuals who are employed full- or part-time. Allowable expenses for career advancement and enhancement may include reimbursement for training or completing course work that will allow the FSET participant to increase earnings at a job s/he obtained prior to volunteering for FSET.

Note: The Farm Security and Rural Investment Act of 2002 lifted the \$25 transportation and work-related expense limit.

*This page last updated in Release Number: 15-01
Release Date: 02/26/15
Effective Date: 02/26/15*

[View History](#)

5.2 CHILD CARE EXPENSE REIMBURSEMENT

Based on the availability of funding, FSET agencies may reimburse the actual cost of dependent care up to either the local market rate or the statewide limit, whichever is lower. Eligibility for child care through the Wisconsin Shares child care subsidy program should be pursued prior to expending FSET funds on child care. Child care providers are eligible for reimbursement if they are licensed by the state, certified by the county or tribe, or operated by a school board. Child care expenses provided by licensed or certified relatives are eligible for reimbursement up to the maximum rate allowed as a Provisional Certified Family Care Provider.

A child care provider living in the child's household is ineligible for child care reimbursement through the FSET program. Unregulated child care cannot be funded by FSET unless the child or regulated provider is ill and unregulated care is the only option available.

*This page last updated in Release Number: 15-01
Release Date: 02/26/15
Effective Date: 02/26/15*

[View History](#)

5.3 JOB RETENTION EXPENSE REIMBURSEMENT

Under current federal regulation, FSET agencies may provide reimbursement for items directly related to maintaining employment that was obtained as a result of participating in FSET. After obtaining employment, participants may receive up to 90 days of job retention services. Reimbursement of supportive services to persons who obtained employment prior to FSET enrollment is not allowable, unless the service is related to career enhancement or advancement. Reimbursable job retention costs may include, but are not limited to:

- Clothing required for the job
- Equipment or tools required for the job or job training
- Test fees
- Union dues

FSET Handbook Release 16-01

- Relocation expenses
- Licensing and bonding fees
- Transportation
- Child care

*This page last updated in Release Number: 15-01
Release Date: 02/26/15
Effective Date: 02/26/15*

6 PARTICIPATION

[View History](#)

6.1 FSET PARTICIPANT RESPONSIBILITIES

FSET participants must carry out the following responsibilities:

- The participant must be capable of performing the assigned FSET activities as agreed upon in the employment plan. If unable to perform an activity, the participant should contact the FSET case worker to re-evaluate and make alternative arrangements.
- The participant must attend and participate in assigned work training and other activities as assigned.
 - Note:** Assigned FSET activities must adhere to federal non-discrimination requirements as well as federal, state, or local health and safety standards.
- The participant must attend scheduled appointments related to FSET. If the participant is unable to keep an appointment or anticipates being late for an appointment, s/he must notify the FSET case manager before the appointment. If the participant is unable to make contact before the appointment, s/he must do so as soon as possible.
- The FSET case manager collects and records attendance information for assigned activities. The FSET worker obtains documentation of monthly program participation from the FSET participant or directly from the service provider no later than the last day of each month. The participant should work with the FSET case manager regarding what form of documentation is required for each assigned activity.
- The participant must notify the FSET case manager immediately of any issues that prevent participation in assigned activities or that prevent participation in the FSET program overall. The FSET case manager may request verification of missed participation in order to determine good cause for non-participation.
- The participant should inform the FSET case manager if s/he is no longer interested in participating in the FSET program.
- FSET participants must accept a bona fide job offer that is consistent with employment plan goals. Before refusing a job offer, the participant must discuss the situation with his/her FSET case manager. Participants are not required to accept a job offer that:
 - Does not meet their vocational strengths, needs, and preferences;
 - Does not meet or exceed the federal or state minimum wage. Wage rates, hours of work, and conditions of employment must conform to requirements in the Fair Labor Standards Act, as amended;
 - Is vacant because of a strike, lockout, or other bona fide labor dispute;
 - Is against the rules of a union to which they belong;

- Would interfere with their ability to return to their regular job within a short period of time. They can, however, be encouraged to take a temporary job until their regular job begins.
- FSET participants must contact their FSET case manager immediately if fired from a job.

*This page last updated in Release Number: 15-01
Release Date: 02/26/15
Effective Date: 02/26/15*

[View History](#)

6.2 FSET PARTICIPANT STATUS

[6.2.1 Non-ABAWD](#)

[6.2.2 Exempt ABAWD](#)

[6.2.3 Non-Exempt ABAWD](#)

FoodShare members are assigned a participant status, which relates to the work requirement for Able-Bodied Adults without Dependents (ABAWDs). This status is determined by the Income Maintenance (IM) agency and is provided to FSET agencies as part of a referral or referral update. FSET workers should be aware of notifications from the IM agency regarding changes in participant status as these changes may impact FSET participation requirements. The three participation statuses include non-ABAWD, exempt ABAWD, and non-exempt ABAWD.

6.2.1 Non-ABAWD

A FoodShare member is a non-ABAWD if he or she meets any one of the following criteria, as determined by the IM agency:

- Under age 18* or age 50** and older;
- Unable to work;
- Residing in a FoodShare household with a child under age 18***; or
- Pregnant.

*Age 18: ABAWD status applies the month following the month the FoodShare recipient or applicant turns age 18.

**Age 50: ABAWD status is lost the first day of the month an ABAWD turns age 50.

***An individual may be determined a non-ABAWD if he or she resides in a FoodShare **unit** where a household member is under age 18, even if the household member who is under age 18 is ineligible for FoodShare.

All other FoodShare members are ABAWDs.

Non-ABAWDs are not subject to time-limited FoodShare benefits (TLBs). They may participate voluntarily in FSET and are referred to FSET only upon their request. They do not need to participate in FSET in order to meet the ABAWD work requirement, see [Appendix G – FSET Participant Statuses](#) for more information.

For more information about ABAWD status and exemptions, see [FoodShare Handbook 3.17.1](#).

6.2.2 Exempt ABAWD

A FoodShare member is an exempt ABAWD if he or she is an ABAWD who meets at least one of the following criteria, as determined by the IM agency:

- Determined unfit for employment, which includes someone who is:
 - Receiving temporary or permanent disability benefits from the government or a private source;
 - Unable to work due to physical or mental challenges, as determined by the IM agency;
 - Verified as unable to work by a statement from a health care professional or a social worker (may use [Form-01598 Medical Exemption from Work Requirement for ABAWDs to verify](#)).
 - Experiencing chronic homeless.
 - An individual is chronically homeless if he or she currently lacks a fixed regular nighttime residence and does not expect to have a regular nighttime residence in the next 30 days. This includes people who are in a temporary housing situation.
- Receiving Unemployment Compensation (UC) or has applied for UC and is complying with UC work requirements;
- Regularly participating in an alcohol or other drug abuse (AODA) treatment or rehabilitation program;
- A student of higher education and is otherwise eligible for FoodShare, see the [FoodShare Handbook section 3.15.1](#);
- Is a high school student 18 years of age or older, attending high school at least half-time;
- Primary caregiver of a dependent child under age 6 or an incapacitated person;
- Receiving transitional FoodShare benefits; or
- Meeting the ABAWD work requirement outside of FSET through work and/or other allowable work program participation.

Exempt ABAWDs are not subject to TLBs during months in which they have a verified exemption. Individuals that have a pending exemption may be referred as non-exempt ABAWDs. ABAWDs may gain or lose exemptions for a variety of reasons.

Exempt ABAWDs may participate voluntarily in FSET and are referred to FSET only upon their request. They do not need to participate in FSET in order to meet the ABAWD work requirement.

Note: Although IM workers have primary responsibility for determining ABAWD exemptions, FSET workers may also identify that an individual qualifies for one of the above listed ABAWD exemptions once they begin working with a participant. When an ABAWD exemption is identified, the FSET worker must contact the IM agency to notify them of the exemption and work with the participant to initiate the process of verifying the exemption.

For more information about ABAWD status and exemptions, see [FoodShare Handbook 3.17.1](#).

6.2.3 Non-Exempt ABAWD

A FoodShare member is a non-exempt ABAWD if he or she is an ABAWD and is not currently meeting an exemption from the ABAWD work requirement as determined by the IM agency. Non-exempt ABAWDs are subject to TLBs and need to meet the ABAWD work requirement to remain eligible for FoodShare. One of the ways these individuals can meet the work requirement is through FSET participation.

All non-exempt ABAWDs receive a referral to FSET. Non-exempt ABAWDs are not required to participate in FSET as a condition of FoodShare eligibility. However they may lose eligibility for FoodShare due to failing to meet the work requirement after exhausting three months of TLBs in a 36-month period.

For more information about ABAWD status and exemptions, see [FoodShare Handbook 3.17.1](#).

Note: An individual may request a fair hearing if he or she disagrees with the IM agency's determination of ABAWD status. (see section [6.4.1 of the FoodShare Handbook](#).)

This page last updated in Release Number: 16-01

Release Date: 04/12/2016

Effective Date: 04/12/2016

[View History](#)

6.3 FSET PARTICIPATION REQUIREMENTS

[6.3.1 Non-ABAWD and Exempt ABAWD Participation Requirements](#)

[6.3.2 Non-Exempt ABAWD Participation Requirements](#)

[6.3.2.1 Definition of Working for ABAWDs](#)

[6.3.2.2 ABAWD Work Requirement](#)

[6.3.2.3 Determining Required Hours of Participation](#)

[6.3.2.4 Determining Required Hours of Workfare Participation](#)

[6.3.2.5 Workfare Job Search](#)

6.3.3 FSET Monthly Participation Limit

6.3.1 Non-ABAWD and Exempt ABAWD Participation Requirements

FSET volunteers who are non-ABAWDs or exempt ABAWDs do not need to meet the ABAWD work requirement and are not required to complete at least 80 hours of FSET participation per month. However, to maintain enrollment, this group of FSET volunteers is required to participate in FSET activities for at least 12 hours per month. FSET agencies are required to work with the volunteer to establish reasonable expectations and hours of participation.

6.3.2 Non-Exempt ABAWD Participation Requirements

Non-exempt ABAWDs who do not meet the ABAWD work requirement will only be allowed to receive up to three full months of FoodShare (FS) benefits in a 36-month time period. ABAWDs subject to time-limited benefits (TLBs) may choose to meet the work requirement by participating in FSET.

6.3.2.1 Definition of Working for ABAWDs

For ABAWDs, working is defined as one of the following:

- Work in exchange for money;
- Work in exchange for goods or services (in-kind);
- Unpaid work (e.g. volunteer work, community service);
- Self-employment; or
- Any combination of the above.

6.3.2.2 ABAWD Work Requirement

An ABAWD is considered to be meeting the ABAWD work requirement if one of the following applies:

- Working a minimum of 80 hours per month. Use converted work hours if paid weekly or bi-weekly;
- Participating in and complying with the requirements of an allowable work program* at least 80 hours per month; or
- Both working and participating in an allowable work program for a combined total of at least 80 hours per month.
- Participating in and complying with the requirements of a workfare program.

* See [Appendix E](#) for information about ‘allowable’ work programs. This information is relevant when counting participation hours for non-exempt ABAWDs who are co-enrolled in FSET and another allowable work program.

Note: Participation in the FSET program is voluntary. ABAWDs subject to TLBs may choose to meet the work requirement by participating in FSET. A non-exempt ABAWD

enrolled in FSET must participate in qualifying activities in order to meet the work requirement and maintain ongoing FS eligibility.

6.3.2.3 Determining Required Hours of Participation

Non-exempt ABAWDs who enroll and participate in FSET as a way to meet the work requirement may or may not need to participate in FSET for the full 80 hours per month. Some individuals may be partially meeting the work requirement through part-time work or participating in a work program other than FSET for fewer than 80 hours per month. These individuals can fulfill the full 80-hour work requirement by participating in FSET to close the gap in hours. The FSET worker should review each case independently in order to determine the number of FSET participation hours required of each non-exempt ABAWD to meet the work requirement.

6.3.2.4 Determining Required Hours of Workfare Participation

FSET participation requirements differ for workfare, in terms of the number of hours needed for a non-exempt ABAWD to meet the work requirement. The number of required workfare hours per month is equivalent to the household's current monthly FS allotment divided by the state or federal minimum wage, whichever is higher. Weekly workfare hours must be established after accounting for hours of participation in other programs, such as a Title IV work program. It is not allowable to require additional hours of participation beyond the maximum requirement calculated as described above. Changes in the amount of the monthly FS allotment may increase or decrease the number of required monthly hours for workfare. If there is a change in benefit amount, the FSET agency should recalculate the required number of participation hours, and apply that change beginning the month which follows the month the change in allotment becomes known to the FSET agency.

Workfare is a household-level program, meaning that all non-exempt ABAWD household members may share the hourly obligation during the course of a month. FSET agencies should document in the FSET participant's PIN comments when the participant lives in a household that includes multiple ABAWDs sharing responsibility for meeting workfare participation requirements. ABAWDs are not required to report changes in household composition to their IM agency, except at the time of FS renewal or Six Month Report Form (SMRF). When a change in household composition is reported, this status change will not result in a referral update being sent to the FSET agency for individuals who remain on the case. An updated referral will be sent when an individual is deleted from a case. When the FSET worker receives a referral update for a workfare participant with a status of "FoodShare Ineligible," they should check the CARES Worker Web (CWW) case to see if there are or were other workfare participants whose hourly participation requirement needs to be updated.

Example 1: Tim and Joe are receiving \$200 in FS benefits per month. Minimum wage is \$7.25 per hour. The FSET agency divides the monthly allotment of \$200 by the minimum wage of \$7.25, and determines that Tim and Joe must participate in

workfare for a combined total of 27 hours per month. ($\$200 \div \$7.25 = 27.58$ or 27 hours per month)

Tim and Joe may choose to share the responsibility equally by each participating a part of the hours per month to meet the participation requirement, or may agree to divide the hours so that one of them participates for more hours than the other. It is allowable for either Tim or Joe to complete all required household hours on his own.

Example 2: In August, Lisa and Kim share workfare participation requirements equally. On September 20, Lisa reports that Kim moved out of the home. Lisa becomes solely responsible for completing the workfare participation requirement effective November 1. If the change had been reported prior to September Adverse Action (AA), the change would have been effective October 1. Because of reduced reporting requirements, she was not required to report the change; so if she had not reported the change, there would not be an over-payment of FS benefits, even if she did not meet the entire workfare participation requirements by herself.

6.3.2.5 Workfare Job Search

Prior to placing an ABAWD in a workfare position, a job search period may be established for up to 30 days. In some cases, participants completing a 30-day job search period will attend job seeking skills workshops prior to contacting employers. During the job search period, members are considered to be participating in and complying with the requirements of workfare, thereby meeting the participation requirement for ABAWDs. ABAWDs who do not obtain employment after the 30 days will be assigned to a workfare position in the community, as determined appropriate based on the participant assessment.

Example 3: Andre is receiving \$194 in FoodShare benefits per month. He is placed in workfare job search for the initial 30 days. The FSET agency divides the monthly allotment of \$194 by the minimum wage of \$7.25, and determines that Andre must participate in workfare job search for a combined total of 26 hours per month. ($\$194 \div \$7.25 = 26.75$ or 26 hours per month) to meet the work requirement.

6.3.3 FSET Monthly Participation Limit

Section 4108 of the 2008 Farm Bill states that FSET volunteers are not subject to the 120 hour-a-month participation limit or the requirement that the number of hours of participation cannot exceed the household's FS allotment divided by the minimum wage.

The provision extends FSET eligibility to individuals who work part-time or full-time. The policy allows a FS member to receive employment and training services to increase opportunities for job security, career enhancement and/or advancement.

[View History](#)

6.4 CO-ENROLLMENT IN FSET AND ANOTHER ALLOWABLE WORK PROGRAM

FSET participants may be co-enrolled in another allowable work program for the purposes of meeting the ABAWD work requirement. These work programs include:

- Refugee Employment and Training
- Wisconsin Works (W-2)
- Children First
- Workforce Investment Act (WIA) programs
- Refugee Cash Assistance programs
- Programs under section 236 of the Trade Act

When a non-exempt ABAWD enrolled in another allowable work program is also enrolled in FSET, the FSET worker should work closely with the participant's case worker for the other program in order to accurately determine how many hours s/he participates in the co-enrolled program and how many hours of FSET participation are required monthly in order to meet the **ABAWD** work requirement. If an ABAWD is meeting the work requirement through participation in another allowable work program, s/he may also be voluntarily referred to FSET as an exempt ABAWD in order to co-enroll.

6.4.1 Participation in a non-qualified Employment and Training Programs

Some FSET participants are participating in other employment or education programs that do not fall under the allowable work program list above. The hours spent in those programs may be able to count as an FSET component (see section 1.4 FSET Component Activities). For example, if a participant is enrolled in another education and training program the hours of participation in this program could be entered on the employment plan and the hours could assist the participant in meeting the ABAWD work requirement if they fall under a definition of an FSET component. The FSET participant participating in other employment or education programs will need to have an employment plan and participant tracked in the FSET tool to continue to receive FoodShare.

Example 1: Charlotte is a newly referred FSET participant and she informs her case manager that she is starting a certified nursing program funded by a local community service organization at the local technical college next week. She will go to class 12 hours per week and has four hours of study time. She spends 16 hours

a week on her education. When her FSET case manager enters her activity information for this time period into the FSET Tool she counts the 16 hours under the post-secondary education component. Charlotte is also enrolled in four hours of job search a week. The FSET case manager must record participation information for both the certified nursing program and also the job search.

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[View History](#)

6.5 TRACKING FSET PARTICIPATION

[6.5.1 Monthly Participation](#)

[6.5.2 Education and Training Participation](#)

[6.5.3 Reasonable Anticipation of FSET Participation](#)

[6.5.4 Time Frames](#)

[6.5.4.1 Monthly Participation](#)

[6.5.4.2 Met Work Requirement](#)

[6.5.4.3 Anticipated to Meet Work Requirement](#)

Tracking FSET participation hours and indicating whether the monthly FSET participation requirement is met requires timely action by the FSET agency. Accuracy of FoodShare (FS) eligibility determinations for non-exempt ABAWDs is dependent upon the FSET agency's timely entry of monthly participation hours into the CARES Worker Web (CWW) FSET Tool. FSET agencies are responsible for taking the following actions:

- Monitoring ABAWDs monthly and determining if monthly participation requirements are met.
- Entering monthly participation into the FSET tool and indicating if the work requirement was met by the fifth day of the month following the participation month.
- For non-exempt ABAWDs in the third time-limited benefit (TLB) month, indicating if ABAWDs are anticipated to meet the current month's work requirement by the second Saturday of the month.

It is critical that participation is entered timely so that ongoing FS eligibility is determined correctly. If participation is not entered timely, the individual may exhaust his or her TLBs and no longer be eligible for FS for up to 36 months. See [Appendix F](#) for details on FSET worker time frames for taking action related to tracking and monitoring participation in the FSET Tool.

6.5.1 Monthly Participation

FSET agency staff must collect and record attendance information for assigned activities. All participation documentation must be obtained from the FSET participant, work site or other education and training providers on a weekly, bi-weekly or monthly basis. The documentation must be maintained in the participant's electronic case file (ECF).

FSET agencies are responsible for collecting group activities when multiple participants are engaged in the same activity at one location. It is the primary responsibility of the participant to return the paperwork to the agency verifying participation in activities that involve an activity log. The agency should make arrangements to get the paperwork directly from the service provider when possible.

6.5.2 Education and Training Participation

For most types of assigned activities, countable hours of participation correspond directly to time spent engaged in the activity. However, for some education and training activities, a certain amount of study time can also count toward meeting the work requirement.

For these activities, count the number of hours the person is in the classroom and up to one hour of unsupervised study time for each hour of class time. Supervised study time may also be assigned under this activity and tracked for attendance purposes. A statement from the educational program indicating that an additional amount of study time may be required to successfully complete the course can be included in the assigned number of hours.

See [Appendix E](#) for details on the specific FSET component activities for which study time can be counted toward meeting the work requirement.

6.5.3 Reasonable Anticipation of FSET Participation

Although FS benefits are issued prospectively at adverse action, knowledge of FSET participation compliance is retrospective. When a non-exempt ABAWD has exhausted three months of TLBs, FS eligibility will end unless s/he is meeting the work requirement or is exempt. For individuals who have begun participating in FSET as described below, the FSET worker must indicate whether it is reasonably anticipated that the non-exempt ABAWD will meet the current month's work requirement through FSET participation so that the individual can continue receiving FS. (See section 6.5.4.3 for time frames related to recording that an individual is anticipated to meet the work requirement by the end of the month).

Reasonable anticipation of FSET participation is based upon the FSET worker's assessment of FSET participation since the beginning of the current month and whether participation is expected to continue in order to meet the work requirement by month's end. The reasonable anticipation of FSET participation information entered into the CWW FSET Tool is used by CWW to determine FS eligibility prospectively for the next

month. Reasonable anticipation of FSET participation is designed to prevent FS from being incorrectly terminated, should the ABAWD begin meeting the work requirement through FSET participation during the third TLB or second and third additional benefit months.

Reasonable anticipation of meeting the work requirement through FSET participation may only be applied when the FSET worker determines that one of the following conditions is met:

- A non-exempt ABAWD is enrolled and fully participating in FSET by the second Saturday of the third TLB month, and it may be reasonably anticipated that the work requirement will be met by the end of the month, or
- A non-exempt ABAWD met the work requirement in the second additional benefit month, is fully participating in FSET in the third additional month or any extended benefit month, and it may be reasonably anticipated that the work requirement will be met by the end of the month.

Once the FSET worker initiates reasonable anticipation of meeting the work requirement through FSET participation during the current FSET participation period, the worker must continue to make this determination each month going forward if the individual is a non-exempt ABAWD and remains enrolled in FSET.

Example 1: Tamika, a non-exempt ABAWD, received a TLB for July and another for August. Tamika enrolled and began participating in FSET on September 2. On September 13, the second Saturday of the month, Tamika's FSET case manager determines that based on Tamika's participation during the first two weeks of September, she can reasonably anticipate that Tamika will meet FSET participation requirements for the month of September. If Tamika failed to meet the work requirement for September and did not have good cause, the IM worker would have to recover the FS benefits for that month.

Note: FSET workers should evaluate whether a participant is reasonably anticipated to meet the requirement by the end of the month on a case by case basis. If the FSET worker indicates that a non-exempt ABAWD is anticipated to meet the work requirement by the end of the month, but the participant does not follow through, the participant may have erroneously received FS benefits for that month. In these cases, the participant may be subject to an overpayment and may need to repay these benefits.

6.5.4 Time Frames

FSET agencies are responsible for tracking the following within the specified time frames (see [Appendix F](#) for details on FSET worker time frames):

6.5.4.1 Monthly Participation

By the fifth of the current month, the FSET agency is responsible for recording all prior month participation hours in the CWW FSET Tool.

6.5.4.2 Met Work Requirement

By the fifth of the current month, the FSET agency is responsible for recording whether the prior month's work requirement was met. This determination should take into account FSET participation hours and any good cause granted.

This action should be taken only for non-exempt ABAWD participants who must meet the work requirement. The FSET agency's timely recording of this information is used by CWW to determine a non-exempt ABAWD's ongoing eligibility for FS. If the agency does not indicate timely whether the work requirement was actually met, an individual's eligibility for FS may end incorrectly, resulting in FSET disenrollment and a lapse in FSET services.

6.5.4.3 Anticipated to Meet Work Requirement

By the second Saturday of the month, the FSET agency is responsible for recording whether a participant is anticipated to meet the ABAWD work requirement by the end of the current month.

This action should only be taken for **all** non-exempt ABAWDs who are enrolled, fully participating in FSET, expected to meet the ABAWD work requirement through FSET participation by the end of the current month, and:

1. Are in their third TLB month, or
2. Are in their second or third additional benefit month or an extended benefit month, with no break in FSET participation since the second additional benefit month.

The FSET agency's timely recording of this information tells the CARES system that FS benefits may be issued prospectively for the next month. If the agency does not indicate timely whether it is anticipated that the ABAWD work requirement will be met by the end of the month, an individual's eligibility for FS may end incorrectly, resulting in FSET disenrollment and a lapse in FSET services.

Note: Recording whether a participant is in the third TLB month, third additional month, or any extended benefit month is anticipated to meet the ABAWD work requirement must be completed taken each month ongoing, for the remainder of the individual's FSET participation period. This keeps an individual from inaccurately being determined FS ineligible and allows the CARES system to issue benefits prospectively for the following month by updating the FS clock to 'Active in FSET' status.

Example 2: Susie is a non-exempt ABAWD. In March, her second TLB month, Susie enrolls and is participating in FSET in order to meet the ABAWD work requirement. The FSET worker determines that Susie is anticipated to meet the March ABAWD work requirement by the end of the month. The FSET worker updates the 'Anticipated to Meet Work Requirement?' indicator on the Track Participation and Good Cause page to 'Yes' prior to the second Saturday in March so that Susie can maintain FS eligibility and continue participating in FSET. Now that the policy has been applied, the FSET worker should continue to update this indicator each month based on Susie's current and expected FSET participation.

If the FSET worker enters 'No' to the "Anticipated to Meet Work Requirement?" question and then the FSET participant completes the ABAWD work requirement for that month, the FSET worker must contact the IM agency as soon as they become aware or at least by the 5th of the following month so the IM worker can adjust the members case to reflect this new information.

Example 3: Mary's third TLB month is in December. She enrolled in FSET on December 8 and completed 10 hours that week. This scenario does not meet the requirements to mark the "Anticipated to Meet Work Requirements?" question as 'Yes' so the FSET worker updates this question on the Track Participation page to 'No'; Mary's FoodShare case will close on December 31st. Mary turns in her participation logs on the last day of December and she participated 80 hours in the month of December.

Since Mary met the ABAWD work requirement by the end of the month, Mary's FoodShare clock should be updated to reflect this participation. The FSET agency must contact the IM agency as soon as they become aware the individual met the ABAWD work requirement but no later than the 5th of the following month. The FSET agency must enter the participation information and also add PIN comments. IM agency staff should update the FoodShare clock, issue an auxiliary payment for January, and case comment actions taken on the Mary's case. This process is only necessary for members who are in their third TLB month and the "Anticipated to Meet Work Requirements?" question is answered 'No' and the individual meets the ABAWD work requirement in that month.

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[View History](#)

6.6 GOOD CAUSE

[6.6.1 Good Cause Reasons](#)

6.6.2 Verification of Good Cause

The FSET agency is responsible for documenting FSET non-participation in assigned activities, while taking into consideration reasons that justify granting good cause.

Granting good cause allows a non-exempt ABAWD FSET participant to maintain FS eligibility if s/he remains enrolled in FSET but is temporarily unable to meet the work requirement. Before the FSET agency indicates that an individual's monthly work requirement was unmet, a decision must be made to determine if there was good cause for the non-participation. The FSET worker indicates good cause on a monthly basis as part of tracking FSET participation hours, if necessary. When making decisions about granting good cause, the FSET worker should consider all facts and circumstances and seek additional information from other sources for clarification, as needed.

Non-participation of a non-exempt ABAWD FSET participant without good cause will result in use of one of the three time-limited benefit (TLB) months. If all three TLB months have been exhausted, non-participation without good cause may result in loss of FoodShare (FS) eligibility, unless hours of non-participation are made up prior to the end of the month or the participant becomes exempt from the work requirement.

6.6.1 Good Cause Reasons

Good cause may be granted for temporary circumstances beyond the ABAWD's control, such as, but not limited to:

- Illness;
- Illness of another household member serious enough to require the person's presence;
- Unavailability of transportation;
- Unanticipated emergency;
- Employment or work program placement is no longer suitable;
- The participant is terminated from a job or work program assigned activity due to circumstances beyond his or her control;
- The participant is unable to meet participation requirements because they were disenrolled and re-enrolled in FSET in the same month. This may occur if the FSET agency receives a referral update indicating that the participant is FS ineligible, but FS never truly closed.
- An individual is referred to FSET and there is an agency delay in enrollment.

Note: The FSET worker must document in PIN comments when good cause is granted. The description in PIN comments should include the reason and circumstances for granting good cause.

6.6.2 Verification of Good Cause

Agencies may verify good cause in cases where a pattern of absences exists, and the agency identifies that the explanation provided is questionable. A “pattern of absences” must extend beyond three consecutive working days or five working days in a rolling 30 calendar days period.

The FSET agency determines whether there is a reasonable explanation on a case-by-case basis in which the FSET agency staff member has knowledge, experience, and familiarity with the case and the community are factors.

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[View History](#)

6.7 COMMUNICATION WITH IM AGENCIES ABOUT FSET PARTICIPATION AND GOOD CAUSE

Communication between the FSET worker and Income Maintenance (IM) worker is essential to facilitating FSET program participation, monitoring the participation of non-exempt ABAWDs, and collaborating on good cause granted to non-exempt ABAWDs subject to work requirements. It is important for the FSET and IM agencies to establish positive working relationships and regular channels for communication.

- The FSET worker should respond to notifications about FSET participants received from the IM workers and follows up with IM workers when clarification is needed.
- The FSET worker should initiate contact and share information, within the boundaries of confidentiality requirements, with IM workers when becoming aware of the need for IM action on a case.
- The FSET worker should communicate with IM agencies when they identify that a non-exempt ABAWD may have an exemption from the monthly work requirement.
- The FSET worker should provide all necessary documentation and appear with the IM agency to represent the Department of Health Services in the event of fair hearings that involve FSET participants.

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7 EMPLOYMENT AND RETENTION

[View History](#)

7.1 EMPLOYMENT

[7.1.1 Suitable Employment](#)

[7.1.2 Entered Employment](#)

[7.1.3 Special Types of Employment](#)

[7.1.3.1 Self-Employment](#)

[7.1.3.2 Employment through a Temporary Agency](#)

[7.1.3.3 Work Study](#)

[7.1.3.4 Internship](#)

A primary goal of FSET is to help participants gain and retain employment. The FSET worker should enter information about past, current, and new employment on the employment page in the CARES Worker Web (CWW) FSET Tool. This page provides a place to detail information about the employment, including whether the employment is considered to be an Entered Employment. Entered Employment is a term used by work programs to identify those employment entries for which the agency may receive credit for placing the individual in unsubsidized employment.

7.1.1 Suitable Employment

FSET participants should accept an offer of suitable employment if the position is within the scope of their employment goal as defined by a mutually agreed upon employment plan. An offer is considered suitable employment if all of the following apply:

- The wages offered aligns with the goals identified in the employment plan.
- The participant is not required to join, resign, or refrain from joining any legitimate labor organization as a condition of employment.
- The employment offered is not at a site subject to a strike or lockout at the time of the offer.

Note: Do not consider a site subject to a strike if the labor action is prohibited under the Taft-Hartley Act or the Railroad Labor Act.

- The employer meets all reasonable health and safety standards.
- The participant is physically and mentally able to perform the job.
- The employment will not interfere with the participant's religious observances, convictions, or beliefs.
- Public or private transportation is available or the employer is within walking distance.
- Commute time is no longer than what was agreed upon as part of the employment plan.
- Child care is available if needed to accept the job.

7.1.2 Entered Employment

An Entered Employment should be assigned when a job is obtained while participating and enrolled in FSET and the job meets all of the below criteria:

- Meets the definition of part-time or full-time employment (see [Appendix A](#)),
- Has a start date on or after the FSET enrollment start date,
- Is gained prior to disenrollment from FSET,
- Is not a job change while employed by a temporary agency, and
- Fits one of the following:

| Initial Condition | New Condition |
|---------------------------------------|--|
| From no job | To an unsubsidized job |
| From an unsubsidized job | To an additional unsubsidized job with a different employer |
| From an unsubsidized job | To a different unsubsidized position with the same employer due to promotion |
| From a subsidized job | To an unsubsidized job |
| From a full-time unsubsidized job | To a full-time unsubsidized job with a different employer |
| From a part-time unsubsidized job | To a full-time unsubsidized job with a different employer |
| From a part-time unsubsidized job | To a part-time unsubsidized job with a different employer |
| Meets the special condition described | Temporary to Permanent Hires (Appendix A) |

Do not assign an Entered Employment to a job that fits any one of the following criteria:

- Any position in which the income cannot be budgeted for the FoodShare benefits (example: work-study),
- An entry into a work experience position or volunteer job, or
- Any ONE of the following:

| Initial Condition | New Condition |
|-------------------|---|
| From no job | To a subsidized job (update -- OJ or WX (Appendix C)) |
| From a job | To a subsidized job (update -- OJ or WX (Appendix C)) |
| From a job | To the same job with an increase in gross pay due to regular pay increases and not a job promotion. |
| From on strike | To return to same employer |
| From | To return to same employer regardless of change in job title |

| | |
|--------------------------------|--|
| layoff status or medical leave | (even if held another job in-between) if the employee/employer relationship had not been severed and the employee did not have to reapply to return to work. |
|--------------------------------|--|

Before the FSET worker records an Entered Employment, the FSET worker must confirm that the employment began, and that Entered Employment conditions have been met in accordance with procedures established by the FSET agency. **The FSET worker must inform the IM agency when the participant gains employment.**

Note: If the position is subsidized or voluntary, do not record as an Entered Employment. Instead, record this position as unpaid work experience or voluntary employment.

7.1.3 Special Types of Employment

The following types of employment have special considerations for identifying an employment as an Entered Employment for FSET participants.

7.1.3.1 Self-Employment

Self-employment is considered an Entered Employment if it meets the criteria as described above. Divide the monthly income reported by the minimum wage, and then divide that number by 4.3 to determine part-time or full-time employment. If the result is 30 or greater, then the employment is considered full-time. If the result is less than 30, then the employment is considered part-time employment.

7.1.3.2 Employment through a Temporary Agency

When an individual is assigned to a work site by a temporary agency (also known as staffing agency or employment agency) acting as the employer, the temporary agency is considered the employer for reporting purposes, not the organization in which the individual is placed. The temporary agency name should be recorded as the employer in the FSET Tool.

If the individual is newly hired by the temporary agency, the job may meet the criteria for an Entered Employment. However, if the participant simply changes sites or jobs, but is still employed by the temporary agency, the job or site change does not count as another Entered Employment. Each time a change occurs, the FSET worker should update the employment page by end-dating the old employment sequence, using SE in the 'Reason for Leaving' field. A new employment should be entered with the employment begin date of the new job/site change. The 'Entered Employment' field is No. The temporary agency should be re-entered as the employer.

7.1.3.3 Work Study

Work study jobs do not meet the definition of Entered Employment, whether working part-time or full-time. Work-study positions are subsidized employment designated to assist students in meeting their educational financial needs.

7.1.3.4 Internship

Internship is considered to be part of the post-secondary education activity, whether it is paid or unpaid, because the participant earns academic credit. If the internship meets the definition of an Entered Employment, then it may be entered as such.

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[View History](#)

7.2 JOB RETENTION

The Food and Nutrition Act of 2008 introduced job retention services as an allowable employment and training component. The job retention component is meant to provide support services for up to 90 days to participants who have secured employment. Only individuals who have received other employment and employment/training services through the FSET program are eligible for job retention services.

FSET agencies must offer supportive services for up to 90 days for participants who obtained employment as a result of FSET participation. The job retention component is meant for individuals who have obtained employment but will not continue to participate in other employment and training components, in some cases this will include people who have become FoodShare ineligible. If an individual obtains employment but continues to participate in other allowable employment and training components, he or she is eligible to receive supportive services. For more information on supportive services, see [FSET Chapter 5.0](#). The job retention component includes participant reimbursement for reasonable and necessary expenses to assist individuals in retaining employment, such as required clothing, equipment, or tools, relocation expenses, child care, and transportation. Job retention may also include case management services that address workplace demands and employer expectations.

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8 ONGOING PROGRAM MAINTENANCE

[View History](#)

8.1 EMPLOYMENT PLAN REVIEWS

FSET workers are expected to conduct regular employment plan (EP) reviews, in collaboration with participants. This should include a review of changes in employment, educational attainment, and barriers to employment. It should also include a review of FSET goals, action steps, and assigned activities. The EP review is a good time for FSET workers to discuss a participant's progress and reinforce positive achievements.

8.1.1 Time Frames for Employment Plan Reviews

For non-exempt ABAWDs who are participating in FSET to meet the ABAWD work requirement, the EP must be reviewed at least once every three months. For FSET participants not subject to time-limited FoodShare benefits (non-ABAWDs and exempt ABAWDs), the EP must be reviewed at least once every six months.

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[View History](#)

8.2 ONGOING ASSESSMENT

In addition to regular employment plan (EP) reviews, FSET workers are expected to conduct ongoing assessments as needed with participants. For example, a worker may wish to reassess when the participant has a change in employment or educational attainment, needs to establish new goals and revise FSET activities, requires new FSET supportive services, or encounters new barriers to employment. Ongoing assessment is an important component of FSET case management, with the goal of ensuring that participant program objectives, supportive service needs, and barriers to employment are being addressed throughout the participation period.

The FSET agency is encouraged to employ specialized, industry-standard assessment tools that address the special needs of FSET participants.

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[View History](#)

8.3 PARTICIPANT APPOINTMENT SCHEDULING

FSET workers should use the CARES Worker Web (CWW) Client Scheduling Tool to schedule appointments with FSET participants and send them proper notification. [Process Help 1.8](#) has information regarding using client scheduling. FSET appointments may be scheduled using the following activity codes:

| APPOINTMENT CODE | DESCRIPTION |
|------------------|--|
| FE | <u>FSET Enroll (Individual)</u> : This code is used to schedule an appointment for individual FSET enrollment and orientation. |
| FO | <u>FSET Orientation (Group)</u> : This code is used to schedule an appointment for FSET group enrollment and orientation. |
| FS | <u>FSET Enroll 2nd (Individual)</u> : This code is used to re-schedule an appointment for individual FSET enrollment and orientation when the participant missed the previously scheduled appointment. |
| FG | <u>FSET Orientation 2nd (Group)</u> : This code is used to reschedule an appointment for FSET group enrollment and orientation when the participant missed a previously scheduled appointment. |
| FR | <u>FSET EP Review (Individual)</u> : This code is used to schedule an appointment to conduct the regular employment plan review for a non-exempt ABAWD participant. |
| FV | <u>FSET EP Review Vol. (Individual)</u> : This code is used to schedule an appointment to conduct the regular employment plan review for a voluntary participant. |
| FJ | <u>FSET Job Club (Group)</u> : This code is used to schedule an appointment to attend a job club group activity. |
| FW | <u>FSET Workshop (Group)</u> : This code is used to schedule an appointment to attend an FSET workshop group activity. |
| FP | <u>FSET Participation (Individual)</u> : This code is used to schedule an appointment with the FSET agency to discuss FSET participation with the participant. |

In the CWW Client Scheduling Tool are six automated FSET letters, which correspond to new activity codes and are automatically generated when appointments are scheduled. Details regarding appointment correspondence can be found in [Process Help 1.8.9](#). These letters are as follows:

| CORRESPONDENCE CODE | DESCRIPTION |
|---------------------|-------------|
|---------------------|-------------|

| | |
|------|--|
| CSLW | <u>Initial Enrollment Appointment:</u> This letter is used to notify an individual that an initial enrollment appointment has been scheduled. The letter corresponds to activity codes FE FSET Enroll (Individual) and FO FSET Orientation (Group). |
| CSLV | <u>Reschedule Enrollment Appointment:</u> This letter is used to notify an individual that their initial enrollment appointment has been rescheduled because s/he missed the prior enrollment appointment. The letter corresponds to activity codes FS FSET Enroll 2nd (Individual) and FG FSET Orientation 2nd (Group). |
| CSLX | <u>Employment Plan Review:</u> This letter is used to notify a participant that an appointment has been scheduled for an employment plan (EP) review. The letter corresponds to activity codes FR FSET EP Review (Individual) and FV FSET EP Review Vol. (Individual). |
| CSLY | <u>Job Club:</u> This letter is used to notify a participant that s/he is registered for Job Club. The letter corresponds to activity code FJ FSET Job Club (Group). |
| CSLZ | <u>Employment Workshop:</u> This letter is used to notify a participant that s/he is registered to attend an employment workshop. The letter corresponds to activity code FW FSET Workshop (Group). |
| CSLO | <u>Participation Appointment:</u> This letter is used to notify a participant that an appointment has been scheduled to review his/her participation in FSET. The letter corresponds to the activity code FP FSET Participation (Individual). |

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[View History](#)

8.4 REFERRAL TRANSFERS

8.4.1 Referral Transfers within an FSET Region

Within an FSET region, referrals in ‘referred’ and ‘enrolled’ status may be transferred between workers and FSET offices, as necessary. An FSET participant may be served by any office within the region in which they reside. When transferring a referral to another worker or office within the FSET region, it is not necessary to end FSET activities or supportive services prior to the transfer.

8.4.2 Referral Transfers to a New FSET Region

When an individual referred to or enrolled in FSET moves to a new FSET region, CARES Worker Web (CWW) does not generate or send notification to the individual that services will be provided by a new FSET region. When the current FSET agency is notified about an individual's move to a new FSET region, it is the responsibility of that FSET agency to close out any assigned activities and supportive services and transfer the referral to the new FSET region. The participant should not be disenrolled from FSET prior to being transferred to the new FSET region.

The new FSET region is responsible for initiating contact with the transferred individual within five days of receipt of the transfer. Timely contact is crucial, especially for non-exempt ABAWDs, who are referred to or enrolled in FSET as a means to meet the work requirement and maintain FoodShare eligibility.

*This page last updated in Release Number: 15-01
Release Date: 02/26/15
Effective Date: 02/26/15*

[View History](#)

8.5 DISENROLLMENT

The primary reasons for disenrolling a participant from the FSET program include:

1. A participant met the work requirement by obtaining unsubsidized employment for 80 hours per month, has been verified to be an exempt ABAWD, and does not choose to participate in job retention services. Disenrollment should not occur while a participant is receiving job retention services for a job obtained as a result of participating in FSET.

Note: A participant is eligible to receive up to 90 days of job retention services through FSET even if s/he is no longer eligible for FoodShare (FS).

If an FSET participant loses FS eligibility, the FSET agencies must not disenroll FS ineligible participants until after the sixth (6th) day of the month following the month FS closed. On the referral update, the effective date displays the date FS eligibility ends. Disenrollment of a FS ineligible participant must be completed no later than the last day of the month following the month FS eligibility was lost and FS closed. Information in CARES Worker Web (CWW) may show that FS is scheduled to close because the FS interview or other requirements were completed prior to adverse action. FS may reopen within the same month or the following month.

2. Non-ABAWD or exempt ABAWD non-participation in FSET for two months without good cause (this disenrollment reason does not apply to non-exempt ABAWDs);
3. Non-ABAWD or exempt ABAWD requests to end services (this disenrollment reason does not apply to non-exempt ABAWDs); or
4. Participant moves from the pilot region to a non-pilot region of the state between July 1, 2014 and April 1, 2015. In these cases, disenrollment from the CWW FSET Tool is required even if the participant chooses to continue participating in FSET after moving out of the pilot region. The disenrollment code to use in this circumstance is MP-Moved Out of Pilot Region.

FSET disenrollment is completed on the Participant Summary page in the CWW FSET Tool.

Note: FS will be systematically scheduled to close at adverse action when required action for a review or Six Month Report Form (SMRF) was pending action, including pending verification. If the member completes the necessary action to reopen FS benefits, an updated referral will be sent to the FSET worker showing that the participant is again eligible.

Note: Prior to disenrolling a volunteer for non-participation, the worker must attempt to make contact by letter or telephone to determine why the individual is not participating and to determine if the employment plan (EP) should be revised to include different services.

*This page last updated in Release Number: 15-01
Release Date: 02/26/15
Effective Date: 02/26/15*

9 FSET PROGRAM ADMINISTRATION

[View History](#)

9.1 CONFIDENTIALITY

Except as stated below, no one may, for any purpose not connected with program administration, use or disclose information about current or former FSET participants.

The Department of Health Services (DHS), Department of Workforce Development (DWD), Department of Children and Families (DCF), and agency contractors may disclose information from the agency record to other programs routinely and without the person's consent for a purpose compatible with the data's collection, such as coordinating activities, collaborating on services, and verifying participation. This includes the following compatible agencies:

1. Income maintenance (IM) consortia or county departments of social or human services.
2. DHS-contracted county, tribal, and private agencies.
3. Wisconsin DCF staff for administering work participation requirements.
4. DWD, Division of Unemployment Insurance (DUI) for computer matching to Unemployment Insurance Benefit payments.
5. Persons directly connected with the administration or enforcement of the programs which are required to participate in the state income and eligibility verification system (IEVS), to the extent that the information is used to establish or verify eligibility or benefit amounts under those programs.

No other routine disclosure from participant records is approved. The participant must authorize all other disclosures. A participant may authorize the disclosure of information of record about him/herself to a third party. This requires the participant or guardian's written authorization. The Confidential Information Release Authorization and Confidential Information Release Authorization to Agency forms may be used for this purpose. The authorization must specify the information to be disclosed, to whom it is to be disclosed, and for what period of time.

*This page last updated in Release Number: 15-01
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[View History](#)

9.2 RECORDS RETENTION

Digital versions of case records are as valid as paper copies. Agencies are not required to retain paper copies if the document has been scanned in the electronic case file (ECF) or another scanning system. See the [ECF Handbook](#) for more information on ECF and scanning. All new FSET-related documents must be scanned within 30 days after receipt. Documents scanned and stored in the ECF are backed up regularly and stored off site. Documents stored in the ECF may be printed or copied digitally if necessary.

Paper documents that are scanned and stored in the ECF may be destroyed at any time. This includes copies of birth certificates, Social Security cards, marriage certificates, etc. Original documents must be returned to the owner. If your agency is unable to return original documents (such as check stubs) to members, do not destroy the originals. Keep them in the paper case folder until they can be returned. Documents that are turned in and are not expected to be returned (i.e. photocopies) can be destroyed after scanning in the ECF.

After scanning, the Department of Health Services (DHS) recommends storing the paper documents for at least one week in case a scanner operator error is discovered. If that happens, the document should be rescanned. Some documents are restricted and can only be viewed by the immediate caseworker and his/her supervisor. If documents appear to be missing, check to make sure the case is not restricted and the documents not visible before rescanning.

Agencies must retain paper case documents for three years after the case closes if the documents are not scanned. However, paper case documents must be retained for longer than three years if any litigation, claim, or audit is unresolved. In these cases, do not purge the case until three years from when the issue(s) have been resolved. The terms "litigation," "claim," and "audit" include but are not limited to lawsuits, fair hearings, Intentional Program Violation (IPV) claims, federal or state Quality Control (QC) audits, Legislative Audit Bureau (LAB) audits, etc.

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[View History](#)

9.3 CORRECTING AN AGENCY ERROR

If an agency error caused a time-limited FoodShare benefit (TLB) or an additional month to be applied to an FSET participant's clock incorrectly, the FSET or the income maintenance (IM) agency should work with the consortium staff and the Department of Health Services (DHS) CARES Call Center to correct the error. Document in case comments the steps the agency took to resolve the issue. Once the error is discovered it should be resolved within five business days.

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[View History](#)

9.4 MANAGING FRAUD, WASTE, AND ABUSE

FSET agencies should match supportive services to the activities in which the participant is involved. FSET agencies also have the ability to question good cause when it seems questionable and request verification. There is no means to recoup issued supportive services. If the FSET participant is not attending their activities without valid good cause their participation hours should reflect the lack of participation.

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[View History](#)

9.5 FAIR HEARINGS

An FSET participant has the right to file a fair hearing if he or she disagrees with an action taken by an FSET agency. The fair hearing is heard before an Administrative Law Judge (ALJ), administered by the Division of Hearing and Appeals (DHA). The ALJ determines whether or not the actions taken by the agency were correct, per federal regulations, state statutes and program specific policies. The burden of proof is on the agency that took adverse action against the member.

Fair hearing requests may be made in the following ways:

- Received by the IM and/or FSET agency in writing,
- Received by the IM and/or FSET agency verbally, or
- Received by DHA verbally or in writing.

All hearing requests made must be forwarded to DHA. DHA schedules the hearings upon receiving the request. The FSET agency may assist the participant with submitting the Request for Fair Hearing form to DHA. The FSET worker must provide the participant with the Request for Fair Hearing form upon request, direct the participant to his or her personal FoodShare Notice of Decision, and/or direct the participant to contact his or her IM worker for further clarification. The FSET agency must also attempt to reach the IM agency to request that the FoodShare Notice of Decision be explained to the participant.

DHA contacts the income maintenance (IM) agency when a fair hearing has been scheduled. The IM agency will then notify the FSET agency that the FSET participant

has requested a fair hearing. Communication and coordination between the IM agency and the FSET agency is important to facilitate this process. The FSET and IM agencies should work together to determine internal processes for sending and receiving information related to fair hearings, in particular the designated individuals responsible for receiving fair hearings communications within both the FSET and IM agencies. FSET agencies must attend and provide applicable documentation at fair hearings and in advance of the hearing. FSET agencies must comply with requests to attend fair hearings made by IM agencies in cases where FoodShare eligibility was impacted by FSET agency action or inaction. It is recommended that the FSET agency representative and IM agency representative who will be attending the hearing have a pre-hearing preparation meeting together to review the relevant case information.

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10 APPENDIX

[View History](#)

10.1 APPENDIX A: FSET DEFINITIONS

Employer: One who offers and provides work to another person. The employer can be an owner, proprietor, corporation, agency or organization.

Employment: Commonly defined as work performed for pay.

Entered Employment (EE): A term used by work programs to credit the agency for assisting the individual in obtaining unsubsidized employment. Commonly referred to as an EE.

Full-time employment: Employment that is unsubsidized and that averages 30 or more hours per week when the wages are at least equal to the legally established minimum wage for the job held.

Gross pay: Wages before any deductions are made. Some jobs are categorized under the state minimum wage laws while others are under the federal minimum wage laws.

Job: One's profession, trade or employment. A regular activity performed in exchange for pay.

Part-time employment: Employment that is unsubsidized and that averages less than 30 hours per week when the wages are at least equal to the legally established minimum wage for the job held.

Self-employment: A self-employed person earns income directly from his/her own business. Self-employment is considered an Entered Employment if it meets the criteria of an Entered Employment. Self-employment must also meet definitions of UF and UP to be an Entered Employment (see [Appendix C](#) for a description of UF and UP codes).

Subsidized employment: Employment for which the employer is reimbursed for employing and/or training a worker.

Temporary agency: An agency that hires individuals to fulfill the employment needs of various employers for a limited time period. The agency pays wages to individuals while they work at different work sites and is therefore the employer of record. If the initial job assignment with the temporary agency meets the definition of an Entered Employment, the Entered Employment should be reported in CARES using the temporary agency as the employer.

Subsequent job or site changes while still employed by the temporary agency do not count as another Entered Employment.

Temp to perm placements: An employment hire resulting from an employee who was placed in a job by a temporary agency and subsequently being hired by that employer into a (permanent) job with that employer. Such temp to perm hires may be counted as an Entered Employment.

Unsubsidized employment: In general terms for the FSET population, unsubsidized employment is a job in which no public money goes toward paying salaries.

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[View History](#)

10.2 APPENDIX B: FSET VS IM AGENCY RESPONSIBILITIES (SIDE-BY-SIDE)

| FoodShare ABAWD/FSET Roles and Responsibilities | | | |
|--|----------------|------------------|--|
| Action | IM Agency Role | FSET Agency Role | Correspondence |
| Determine FoodShare (FS) eligibility and send referrals for non-exempt Able Bodied Adults Without Dependents (ABAWDs) and volunteers to FoodShare Employment and Training (FSET) after FS confirmation | X | | Case Summary Eligibility Notice of Decision FSET Referral Letter |
| Determine ABAWD status and collect verification of claimed exemptions | X | | FS ABAWD Exemption VCL |
| Review FSET referrals, complete enrollment, and provide clear guidance of participant expectations | | X | FSET Initial Appointment Letter |
| Create an employment plan with participants and provide ongoing case management of FSET participation | | X | Employment Plan Summary Various Appointment Letters |
| Track ABAWDs' participation weekly within the CARES Worker | | X | |

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| Web FSET Tool and ensure final monthly participation is entered timely | | | |
| Complete FS renewal | X | | 45-Day Renewal Notice Notice of Decision |
| Send updated FSET referrals when changes in FS eligibility or ABAWD participation status are confirmed | X | | |
| Disenroll participants from FSET | | X | FSET Disenrollment Letter |
| Scan relevant documents into the electronic case file (ECF) | X | X | |
| Maintain open communication between Income Maintenance (IM) and FSET Agencies | X | X | |
| Attend and prepare documentation for Fair Hearings | X | X | |

*This page last updated in Release Number: 15-01
Release Date: 02/26/15
Effective Date: 02/26/15*

[View History](#)

10.3 APPENDIX C: FSET FUNDABLE COMPONENT ACTIVITIES

| Code | Description | Details |
|------|--|---|
| A1 | Post-Secondary Ed. – Two Years or Less | This activity may be assigned for educational courses that can be completed in two years or less. This typically includes short-term certificates or diplomas that may be earned quickly through a local technical college campus. It does not include courses of study that normally take more than four semesters to complete. Count the number of hours the person is in the classroom and up to one hour of unsupervised study time for each hour of class time. Supervised study time may also be assigned under this activity and tracked for attendance purposes. A statement from the educational program indicating that an additional amount of study time may be required to successfully complete the course can be included in the assigned number of hours. |

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| <p>BE</p> | <p>Adult Basic Education</p> | <p>This activity may be assigned for participants who are engaged in an adult basic education course that is not tied to participation in job skills training. Adult basic education is instruction designed to focus on the areas of reading, mathematics, communication skills, social studies, physical sciences, health, and career education. The purpose of assigning adult basic education is to prepare participants for employment. Count the number of hours the person is in the classroom and up to one hour of unsupervised study time for each hour of class time. Supervised study time may also be assigned under this activity and tracked for attendance purposes. A statement from the educational program indicating that an additional amount of study time may be required to successfully complete the course can be included in the assigned number of hours.</p> |
| <p>CE</p> | <p>Career Planning</p> | <p>This activity may be assigned for participants receiving services to assess their career interests and guide the career planning process. Examples include career assessment; educational needs assessment; career exploration job shadowing; reviewing labor market information and training opportunities; career guidance and counseling; and technical support to expedite self-employment (see activity code SE) success, as long as the volunteer has a realistic and viable goal.</p> <p>This activity is a non-qualifying activity for ABAWDs, unless it makes up less than half of a non-exempt ABAWD's total monthly FSET participation hours.</p> |
| <p>CR</p> | <p>Career Advancement</p> | <p>This activity may be assigned for employed participants exploring and pursuing career advancement opportunities. An actual career advancement plan is to be developed, which describes the steps and actions required to meet career advancement goals. Other acceptable activities include: 1)Assisting the participant in accessing career advancement services, such as undergoing further occupational assessment; 2)Enrolling in appropriate education/training programs; and 3)Accessing career advancement opportunities offered through the employer, such as career ladders programs.</p> <p>This activity is a non-qualifying activity for ABAWDs,</p> |

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| | | unless it makes up less than half of a non-exempt ABAWD's total monthly FSET participation hours. |
| CS | Community Service | This activity may be assigned for participants engaged in community service or unpaid work; which is service done for the benefit of the public or its institutions. Community service may be required by the government as a part of citizenship requirements, typically in lieu of military service. Courts may demand community service in lieu of, or in addition to, other criminal justice sanctions. Schools may mandate community service to meet the requirements of a class, such as in the case of service-learning or to meet the requirements of graduation. Community service can also be assigned for participants who are co-enrolled in another program. |
| CT | Customized Skills Training | This activity may be assigned when training is arranged to meet the specific needs of an employer. This type of training addresses labor shortages for a specific occupation, where the employer is involved in developing the training program. |
| DR | Driver's Education | This activity may be assigned when a participant is enrolled in a course of study which includes both classroom and behind-the-wheel instruction designed to prepare the student to pass the Wisconsin Driver's License Examination. Paying for a regular driver's license to get to and from work is not allowable. The use of FSET funds to pay for a driver's license is only allowable if driving is a job requirement (i.e. taxi driver, pizza delivery, ect.) Paying for a Wisconsin ID is an allowable expense, and FSET funds can be used to pay for this activity if driving is a required job duty. |
| EL | English as a Second Language | This activity may be assigned for participants who are engaged in an English as a Second Language (ESL) course that is not tied to participation in job skills training. ESL is a course of study intended to teach English reading, writing, speaking, and listening skills to students whose primary language is not English. The purpose of assigning ESL is to prepare participants for employment. Count the number of hours the person is in the classroom and up to one hour of unsupervised study time for each hour of class time. Supervised study time may also be assigned under this activity and tracked for |

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| | | attendance purposes. A statement from the educational program indicating that an additional amount of study time may be required to successfully complete the course can be included in the assigned number of hours. |
| EN | Enrollment | <p>This activity may be assigned when the FSET worker is conducting a pre-assessment followed by employment plan development that is completed during the enrollment appointment.</p> <p>This activity is a non-qualifying activity for ABAWDs, unless it makes up less than half of a non-exempt ABAWD's total monthly FSET participation hours.</p> |
| EO | Enrollment with Orientation | <p>This activity may be assigned when an individual participates in a set of activities designed to orient the individual to the FSET program. Orientation is the process of providing comprehensive information to the participant about the FSET program, including offered activities and supportive services available, as well as other information related to community services.</p> <p>This activity is a non-qualifying activity for ABAWDs, unless it makes up less than half of a non-exempt ABAWD's total monthly FSET participation hours.</p> |
| ES | Employment Search | <p>This activity may be assigned for participants engaged in employment search that is tailored to individual needs, such as 1) Time used to research prospective employers; 2) Making contact with prospective employers to learn of job openings, whether by phone, in person, or via the internet; 3) Completing applications for job vacancies; 4) Preparing for job interviews; and 5) Interviewing for jobs.</p> <p>This is a non-qualifying activity for ABAWDs, unless it makes up less than half of a Non-Exempt ABAWD's total monthly FSET participation hours.</p> |
| FS | Full-Time Student | This activity may be used for FSET volunteers who are full-time students and their education is being paid with non-FSET funds. |
| GE | General Education Development | This activity may be assigned for FSET participant instruction and study time designed to prepare for the Tests of General Educational Development (GED). |

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| HE | High School Equivalency Diploma | <p>This activity may be assigned for FSET participant adult educational activities, including study time, designed to prepare adults to take the tests and courses that lead to a High School Equivalency Diploma (HSED). An HSED is earned by taking all of the GED tests and a health, citizenship, employability skills, and career-awareness program OR by completing any missing high school credits.</p> |
| JR | Job Retention Services | <p>Job retention services can be provided for up to 90 days to an individual who has secured employment and in most cases is not participating in other FSET components or assigned activities. Services may include: 1) supportive services; 2) reviewing workplace demands and employer expectations; 3) strategies to help the individual stay employed; 4) job-specific problem solving; and 5) crisis resolution. Only individuals who have received other employment/training services under FSET are eligible for job retention services.</p> <p>Supportive services can include:</p> <ul style="list-style-type: none"> • Clothing required for the job • Equipment or tools required for a job • Relocation expenses • Transportation • Childcare |
| JS | Job Skills Training | <p>This activity may be assigned for FSET participants who are engaged in training for vocational skills required by an employer. The training will provide skills to help the participant obtain employment or to advance or adapt to the changing demands of the workplace. Training may include instruction to meet the needs of a specific employer or it can be general training that prepares an individual for a specific occupation within a particular employment sector. The training activity must be related to the participant's immediate employment goal. Study time that is required for training should also be assigned under this activity. Study time can be assigned and tracked for attendance purposes. Examples of job skills training programs include: welding, hospitality, data entry, medical assistants, and legal assistants.</p> |

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| <p>LS</p> | <p>Literacy Skills</p> | <p>This activity may be assigned for participants who are engaged in a literacy skills course that is not tied to participation in job skills training. Literacy skills is a course of study aimed at teaching reading, writing, math, and communication skills necessary to prepare a participant to participate in adult basic education, occupational programs, or unsubsidized employment. Study time that is required for the literacy skills course should also be assigned under this activity and tracked for attendance purposes.</p> |
| <p>MO</p> | <p>Job Readiness/ Motivation</p> | <p>This activity may be assigned for individuals engaged in classes/activities specifically designed to prepare them for work. Activities are geared toward learning general workplace expectations, work behavior and job retention skills necessary to compete successfully in the labor market. A high-quality job readiness program uses various techniques and approaches to build self-esteem and increase self-confidence. Activities may include: 1)Workshops on effective job seeking and interviewing skills; 2)Instruction in workplace expectations (including instruction on appropriate attire); 3)Workshops on self-esteem, goal setting, etc.; and 4)Courses on basic computer skills and use of internet. Job readiness activities may be completed independently or in a group setting.</p> <p>This is a non-qualifying activity for ABAWDs, unless it makes up less than half of a non-exempt ABAWD's total monthly FSET participation hours.</p> |
| <p>OC</p> | <p>Occupational Testing</p> | <p>This activity may be assigned when a participant is engaged in testing related to employment. Occupational testing includes assessments for job exploration, aptitude, skills, and work interest testing and interpretation.</p> <p>This activity is a non-qualifying activity for ABAWDs, unless it makes up less than half of a non-exempt ABAWD's total monthly FSET participation hours.</p> |
| <p>OJ</p> | <p>On-the-job Training</p> | <p>This activity may be assigned when a participant is in a paid job subsidized by a program other than W-2. Examples are 1)Workforce Investment Act (WIA) on-the-job training, 2)Division of Vocational Rehabilitation (DVR) Work Experience, 3)Economic Dislocation and Worker's Adjustment Assistance Act</p> |

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| | | <p>(EDWAA) on-the-job training, 4)Adult Apprenticeship, and 5)Employment subsidized by Green Thumb, Senior Aides Older Worker Program, the Wisconsin Youth Conservation Corps (YCC), and Volunteers in Service to America (VISTA) workers.</p> <p>If the on-the-job training contract term ends and the participant remains employed, the FSET worker should record an Entered Employment for this job, as of the date the contract ends.</p> |
| OR | Orientation | <p>This activity may be assigned when an individual participates in a set of activities designed to orient the individual to the FSET program.</p> <p>This activity is a non-qualifying activity for ABAWDs, unless it makes up less than half of a non-exempt ABAWD's total monthly FSET participation hours.</p> |
| PS | Part-Time Student | This activity may be assigned for FSET participants who are part-time students and whose education is being paid for outside of the FSET program. |
| SE | Self-Employment | This activity may be assigned when a person is involved in a self-employment training or individualized technical assistance program. In general, individuals assigned to this component have sound business ideas but lack the skills to successfully create and implement a plan for successful self-employment. Participants receive help to develop their business, create sound financial and marketing plans, access grant and local self-employment funds and provide other business support services. |
| SF | Full-Time Employment: Subsidized | This activity may be assigned if a participant is employed more than 30 hours a week and the employment is subsidized by another program. |
| SP | Part-Time Employment: Subsidized | This activity may be assigned if a participant is employed less than 30 hours a week and the employment is subsidized by another program. |
| TE | Transitional Employment (Co-Enrollment) | This activity may be assigned when a participant is engaged in activities through a transitional jobs program, as a co-enrollment with FSET. The transitional job program activities should be recorded under this activity code. |
| TJ | Trial Job (Co-Enrollment) | This activity may be assigned when a participant is engaged in activities through the trial jobs program, |

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| | | as a co-enrollment with FSET. The trial job program activities should be recorded under this activity code. |
| UF | Full-Time Employment: Unsubsidized | This activity may be assigned when a participant is employed full time (30 or more hours per week). |
| UP | Part-Time Employment: Unsubsidized | This activity may be assigned when a participant is employed part-time (fewer than 30 hours per week). |
| VA | Vocational Adult Basic Education | This activity may be assigned for participants in an adult basic education course that is completed as a part of a job skills training program. Study time that is required for vocational adult basic education should also be assigned under this activity. Study time can be assigned and tracked for attendance purposes. |
| VE | Vocational English as a Second Language | This activity may be assigned for participants in an English as a Second Language (ESL) course that is completed as part of a job skills training program. Study time that is required for Vocational ESL should also be assigned under this activity. Study time must be supervised and tracked for attendance purposes. |
| VL | Vocational Literacy | This activity may be assigned for participants in a literacy skills course that is completed as part of a job skills training program. Study time that is required for vocational literacy should also be assigned under this activity. Study time must be supervised and tracked for attendance purposes. |
| WE | Work Experience/W-2 | This activity may be assigned for participants who are job shadowing or learning work skills in unpaid work experience at a public or not-for-profit business as part of the W-2 program. |
| WF | Workfare | This activity may be assigned for non-exempt ABAWD participants. Workfare is a qualifying activity for ABAWDs who need to develop the basic skills and/or work history necessary to enter the job market successfully. Workfare positions may be established with public or private non-profit employers and are similar to community service jobs in sectors such as housing authorities, parks and recreations, and sanitation departments. The goal of workfare is for participants to learn new job skills and establish work references. |

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| | | <p>A household's monthly workfare participation requirement is determined by dividing the FoodShare benefit amount by the minimum wage. FSET agencies should document in PIN comments when the participant lives in a household that includes multiple ABAWDs sharing responsibility for meeting workfare participation requirements.</p> <p>A workfare participant may be initially assigned a 30-day job search period, which counts as a qualifying activity to meet the work requirement. This initial 30-day workfare job search period must be coded as "WJ".</p> |
| WJ | Workfare Job Search | <p>This activity may be assigned for workfare participants in the first 30-days of a workfare assignment. Workfare participants are considered to be participating in and complying with workfare requirements during this 30-day job search period and are meeting the ABAWD work requirement. The job search period may only be conducted at certification prior to making a workfare assignment, but not at recertification.</p> |
| WX | Work Experience/FSET | <p>This activity may be assigned for participants who are job shadowing or learning work skills in unpaid work experience at a public or for-profit business in the FSET program.</p> |

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[View History](#)

10.4 APPENDIX D: SUPPORTIVE SERVICES ALLOWABLE EXPENSES

| Item | Almost Always | Sometimes | Never | Other Details |
|--------------------------------------|---------------|-----------|-------|---------------|
| Auto insurance | | | X | |
| Auto ownership tag, title, licensing | | | X | |
| Auto purchase | | | X | |

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|-----------------------------|---|---|---|---|
| Auto repairs | | X | | Only under specific conditions* |
| Background checks | | X | | Only if required for employment and training. |
| Books | X | | | |
| Clothing for job interview | X | | | |
| Clothing required for a job | | X | | Uniforms almost always, otherwise clothing costs are limited and must be reasonable and necessary for employment. |
| Commercial driver's license | | X | | Only if required for employment. |
| Computers, laptops, etc. | | | X | |
| Course registration fees | X | | | |
| Dental work | | X | | To the extent that it is required for employment and as funds allow for reimbursement. |
| Dependent care costs | X | | | |
| Drug/alcohol counseling | | | X | Refer to another agency. |
| Drug tests | | X | | Only if required for employment. |
| Equipment | | X | | Must be reasonable and necessary for training or job retention for a job obtained through FSET. (Up to 90 days from the start date) |
| Fines | | | X | No exceptions for any type. |
| Fingerprinting | | X | | Only if required for employment. |
| Gas | X | | | |
| Legal services | | X | | Must be very minor (i.e. notary) and directly related to employment. |

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| Licensing and bonding fees for work or work experience | X | | | |
| Living expenses and stipends | | | X | |
| Medical expense | | X | | Only if minor and required for employment, such as a tuberculosis test. |
| Mental health counseling or treatment | | | X | Refer to appropriate agency. |
| Relocation expenses | | | X | |
| Safety items (on the job) | X | | | |
| Student activity fees | | X | | If required to participate in class. |
| Student loans | | | X | Apply for financial aid. |
| Taxi driver's license | | X | | Only if required for employment. |
| Test fees | | X | | Must be directly applicable to employment and all other funding sources exhausted. |
| Tools | | X | | Must be reasonable and necessary for training or job retention for a job obtained through FSET. (Up to 90 days from the start date) |
| Training materials | X | | | |
| Transportation expenses (gas, bus fare) | X | | | |
| Tuition and fees | | X | | |
| Uniforms | X | | | |
| Union dues | | | X | |
| Vision needs (glasses or eye exam) | | X | | If reasonable and necessary for employment or training. |

*Auto Repairs may be an allowable expense if all of the following conditions are met:

- The repairs are reasonable and necessary for participation in an approved FSET activity, and
- The FSET volunteer resides in a rural county or area of the state where there is no or very limited public transportation, and
- Carpooling is not a realistic option, and
- Cost estimates are verified from at least two auto repair shops, and
- The title of the auto is registered in the name of the FSET volunteer, and
- The FSET volunteer holds a valid driver’s license, and
- The cost of the repairs will not exceed the value of the auto, and
- Repairs are not for cosmetic reasons, and
- Reimbursement is limited to a one-time expense, and
- The agency can guarantee that the repairs cannot be paid by another source.

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[View History](#)

10.5 APPENDIX E: QUALIFYING WORK PROGRAMS FOR ABAWDs

| Qualifying Work Program | Qualifying ABAWD Activities | Hours Required | Funding |
|---|---|-------------------|--------------------------|
| Workforce Investment Act (WIA) programs | May include job search, job readiness training, occupational skills training, on the job training, adult education and literacy activities, and other employment and training services designed to help participants obtain employment. | 20 hours per week | U.S. Department of Labor |
| Programs under | Training | 20 hours per | U.S. Department |

| | | | |
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| <p>section 236 of the Trade Act of 1974</p> | <p>programs for workers that have lost or may lose their job.</p> <p>Example: Dislocated work programs administered through Department of Workforce Development funding.</p> | <p>week</p> | <p>of Labor</p> |
| <p>FSET</p> | <p>Basic education, vocational or technical training, on the job training, self-employment planning, work experience and workfare. Job search activities are allowable if job search accounts for less than half of required hours.</p> | <p>20 hours per week, except workfare;</p> <p>Monthly hours for workfare are calculated by dividing a household's monthly FoodShare allotment by the higher of the applicable federal or state minimum wage.</p> | <p>Federal Supplemental Nutrition Assistance Program</p> |
| <p>Temporary Assistance to Needy Families (TANF) Work Programs</p> | <p>Work programs must be approved by the state. Example: W-2, Tribal TANF, Children First, Transform Milwaukee Jobs Program, TEMP</p> | <p>Participating and complying with any work requirement under title IV of Social Security Act</p> | <p>U.S. Department of Health and Human Services</p> |

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[View History](#)

10.6 APPENDIX F: FSET WORKER TIME FRAMES

| Time Frames | Importance |
|---------------------------|---|
| 1st of the month | <ul style="list-style-type: none"> • Pull FSET enrollees detail report for expiring employment plans and/or schedule employment plan review appointments. |
| 5th of the month | <ul style="list-style-type: none"> • Update the “Work Requirement Met” field indicating the prior month’s participation. |
| 6th of the month | <ul style="list-style-type: none"> • Begin disenrolling individuals who are no longer eligible for FoodShare (FS) as of the end of the prior month. |
| 2nd Saturday of the month | <ul style="list-style-type: none"> • Update the “Anticipated to Meet Work Requirement” field. • CARES Worker Web (CWW) pulls information from the “Work Requirement Met” field and uses it to update the FS Clock. |
| Adverse Action | <ul style="list-style-type: none"> • CWW pulls information from the “Anticipated to Meet Work Requirement” field and uses it to update the FS Clock. |
| Last day of the month | <ul style="list-style-type: none"> • FSET participants must provide documentation of monthly program participation to FSET case managers no later than the last day of each month. |
| 5 Business Days | <ul style="list-style-type: none"> • An FSET participant should be contacted either by letter or telephone within five business days of the FSET agency receiving a referral. |
| 12 Calendar Days | <ul style="list-style-type: none"> • FSET initial appointments should be scheduled to occur within twelve calendar days from the date the referral is received (or effective date of FS eligibility, if the referral is sent early). • Workers will be able to preview an appointment letter created within 12 calendar days of the actual appointment, and CWW will send the letter overnight (If letters are created within 13 days of the actual appointment, workers will be unable to view the letter, but the system will automatically send it 12 days before the appointment date). |
| 3 Weeks | <ul style="list-style-type: none"> • The initial employment plan must be developed within the first three weeks of enrollment. |

| | |
|------------------|--|
| 2 Months | <ul style="list-style-type: none"> • Volunteer participants may be disenrolled from FSET if they have not participated in FSET for two months without good cause. • FSET workers have up to two calendar months from the date the individual's FS eligibility ended to override a disenrollment. |
| 90 Calendar Days | <ul style="list-style-type: none"> • FSET participants may receive up to 90 days of job retention services after securing employment through FSET. |
| 3 months | <ul style="list-style-type: none"> • The average duration of a non-exempt ABAWD's employment plan. • The number of time-limited benefits (TLBs) a non-exempt ABAWD may receive without meeting the work requirement. • The number of additional months a non-exempt ABAWD may earn after exhausting his/her three TLBs. |
| 6 months | <ul style="list-style-type: none"> • The average duration of a volunteer FSET participant's employment plan. |
| 36 months | <ul style="list-style-type: none"> • The duration of a non-exempt ABAWD's FS clock. |

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10.7 APPENDIX G: FSET PARTICIPANT STATUSES

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