

WISCONSIN DEPARTMENT OF HEALTH SERVICES
Division of Medicaid Services
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FoodShare Employment and
Training Handbook
Release 24-01

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1.1 FSET Program Description

The FoodShare Employment and Training (FSET) program is Wisconsin's employment and training program operated as part of the federal Supplemental Nutrition Assistance Program (SNAP), known as FoodShare in Wisconsin. The Wisconsin Department of Health Services (DHS) administers FoodShare and FSET. Wisconsin has been recognized nationally for offering a voluntary FSET program with superior services and outstanding results.

The purpose of FSET is to provide FoodShare members with opportunities to gain skills, training, and experience needed to improve employment prospects and reduce reliance on FoodShare benefits. Wisconsin's FSET program focuses on identifying the strengths, needs, and preferences of job seekers to provide comprehensive, individualized services that will result in successful competitive employment. FSET also offers FoodShare members a way to meet the FoodShare work requirements (see FoodShare Handbook [Section 3.17.1 FoodShare Work Requirements for ABAWDs](#)).

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1.3 FSET Program Delivery in Wisconsin

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 – Southeast: 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

Wisconsin operates a voluntary FSET program, which is an allowable state option under federal SNAP regulations.

A voluntary FSET program means that any FoodShare member aged 16 or older may choose to participate in the FSET program.

FoodShare members that are subject to the FoodShare work requirement can meet the FoodShare work requirement through participation in FSET (see the FoodShare Handbook, [Section 3.17.1.2 FoodShare Work Requirement](#) for the complete list of ways that ABAWDs may meet the ABAWD work requirement). Eligibility for FoodShare is limited to three months of TLB in a three-year period if an

ABAWD is not meeting the FoodShare work requirement and doesn't have a qualifying exemption. The three TLB months do not have to be consecutive.

A voluntary FSET program also means that FoodShare members subject to the basic work rules are not required to participate in FSET to meet the basic work rules (see the FoodShare Handbook, [Section 3.16.1 FoodShare Basic Work Rules](#) for more information on the FoodShare basic work rules).

1.3.3 Service Delivery to ABAWDs

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) limits the receipt of FoodShare benefits to three full months in a three-year time period for ABAWDs who do not meet the FoodShare work requirement or meet an exemption from the work requirement. For more information about ABAWD TLBs and the three-year period, see the FoodShare Handbook, [Section 3.17.1 FoodShare Work Requirements for ABAWDs](#).

During the current three-year period, an ABAWD may continue receiving FoodShare benefits as long as the ABAWD is meeting the FoodShare work requirement or is later determined to be a non-ABAWD. Participating in the FSET program is one way for ABAWDs to meet the FoodShare work requirement and maintain ongoing eligibility for FoodShare. Once FoodShare eligibility is confirmed, an ABAWD is systematically referred to FSET, so that they have the opportunity to choose to participate as soon as possible and not exhaust their time-limited benefit (TLB) months.

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

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1.4 FSET Component Activities

The Food and Nutrition Service (FNS) structures the SNAP employment and training program into activity components. All FSET component activities are classified as qualifying and non-qualifying activities.

To meet the FoodShare work requirement through FSET participation, ABAWDs must participate in qualifying activities for at least half of their total required hours. FSET agencies are required to provide qualifying activities so that all ABAWDs who enroll in FSET can meet the work requirement by participating in FSET, if they choose. FSET workers must not assign ABAWDs to non-qualifying activities for more than half of their total required hours.

Components with Qualifying Activities:

- Case Management
- Job Retention
- Self-Employment
- Workfare
- Educational and Vocational Training
- Career/Technical Education Program
- English Language Acquisition
- Educational Program – Integrated Education and Training or Bridge Programs
- Work Readiness Training
- Work Activity
- Work-based learning – Internship
- Work-based learning – On-the-job Training
- Work-based learning – Pre-apprenticeship/Apprenticeship
- Work based learning – Transitional Jobs, and Work-based learning- Other

Components with Non-qualifying Activities:

- Supervised Job Search
- Job Search Training

Enrollment and Orientation do not fall within any of the components but are also non-qualifying activities. FSET workers assign participants to program activities that fall within one of the program components.

FSET agencies must offer a variety of activities to comprehensively address the unique needs of each participant (see [SECTION 10.3 APPENDIX C: FSET FUNDABLE COMPONENT ACTIVITIES](#)).

1.4.1 Supervised Job Search

The Supervised Job Search is for participants interested in finding employment. Supervised Job Search:

- Occurs at State-approved locations
- Involves participant activities being supervised at approved locations and is tracked*
- Is a non-qualifying activity

*Supervised Job Search locations can vary by location and Supervised Job Search does not need to be physically supervised in-person if technology is available for the FSET agency to monitor the job search.

FSET workers must assist Supervised Job Search participants in applying job seeking skills with the goal of securing employment. This includes:

- Providing local labor market information
- Conducting employability assessments
- Providing job leads and job referrals
- Assisting with job development and job placement, as needed
- Working directly with employers and establishing relationships to advocate for FSET participants

Before assigning Supervised Job Search, FSET workers must ensure the participant has the skills required to participate including necessary technological skills, websites, and other resources. If individuals do not meet the required criteria, FSET workers should assign the participant to a different activity to gain the required skills for Supervised Job Search.

FSET workers may only assign an ABAWD participant to Supervised Job Search and other non-qualifying activities for less than half of the total required hours, in total. However, job search is considered a qualifying activity when offered as a part of workfare or through an allowable work program (see [SECTION 6.4 CO-ENROLLMENT IN FSET AND ANOTHER ALLOWABLE WORK PROGRAM](#) and [SECTION 10.5 APPENDIX E: QUALIFYING WORK PROGRAMS FOR ABAWDS](#)).

FSET workers must reassess assignment to activities within Supervised Job Search during regular employment plan reviews (see [SECTION 8.1 EMPLOYMENT PLAN REVIEWS](#)). During employment plan reviews, FSET workers should discuss with participants whether participation in assessment, training, or education activities would help the participant better achieve employment goals.

1.4.2 Job Search Training

Job Search Training is for participants who need general guidance with the job search process. FSET workers must assist Job Search Training participants in developing, practicing, and applying job seeking skills with the goal of becoming proficient in searching for employment. This includes providing assistance with:

- Application and resume development
- Interviewing skills, including mock interviewing

Individuals need limited skills to participate in this component. FSET workers will evaluate whether forward momentum is being made through ongoing assessments. FSET workers may also assist participants with developing the computer literacy skills required to move into the Supervised Job Search component.

Job Search Training is a non-qualifying activity; therefore, FSET workers must not assign ABAWDs to Job Search Training for more than half of their total required hours.

Typically, FSET participants would be assigned Job Search Training before Supervised Job Search. It is allowable to a participant to be assigned both Job Search Training and Supervised Job Search in the same month.

Example 1	Dawn enrolls in the FSET program. The FSET worker collaborates with Dawn to create an Employment Plan (EP) that meets her employment goals. They agree that for the first month Dawn will participate in two weeks of Job Search Training to learn necessary computer skills for applying for jobs online. Dawn is then assigned two weeks of Supervised Job Search for that month.
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1.4.3 Self-Employment Training

Self-Employment Training is a qualifying activity in which FSET participants receive technical assistance for designing and operating their own business. This includes a new business idea as well as an existing business.

Individualized technical assistance for self-employment 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 to start a business or expand an existing business
- Resolving credit problems
- Navigating state and federal regulations

To participate in this component, individuals must have a self-employment business idea or an existing business. FSET workers must independently evaluate the skills required to operate a self-employment business on a case-by-case basis. FSET workers should refer individuals to additional activities to build the skills required for the individual's self-employment plan, if appropriate.

1.4.4 Education Components

All activities within the Education Components are qualifying activities. All educational activities must have a direct link to employment. The Education Components include the following:

- Basic/Foundational Skills Instruction
- Career/Technical Education Program
- English Language Acquisition
- Integrated Training or Bridge Program
- Work Readiness Training

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

- The educational activity must be on the participant's employment plan.
- FSET funding cannot be used to replace non-Federal funds for existing educational services and activities. This includes costs associated with programs or courses offered through public high schools. While there are instances when it may be appropriate to provide FSET services to students after school or on the weekends (that is, outside of a high school setting), the costs must be reasonable and necessary.
- Charges for FSET students cannot exceed the cost applied to non-FSET students for the same service or activity.
- A FoodShare member who is an eligible student already attending the institution prior to FSET participation may volunteer to participate in another FSET activity. However, it is not appropriate to use FSET funds to subsidize those education expenses.

Example 1	Frida is an FSET participant. Frida is interested in fork lift training. The FSET worker determines Frida has the necessary skills to participate and helps Frida enroll in an upcoming fork lift training. The FSET worker adds the training to Frida's Employment Plan (EP). There are no other funds available to pay for this training, Frida was not enrolled prior to participating in FSET and the charges for Frida are the same as for non-FSET students. FSET funds can be used to pay for the cost of this training.
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See [SECTION 10.3 APPENDIX C: FSET FUNDABLE COMPONENT ACTIVITIES](#) for a full description of the activities listed in the subsections below.

1.4.4.1 Basic/Foundational Skills Instruction

Basic/Foundational Skills Instruction activities include:

- Adult Basic Education
- High School Equivalency
- Job Readiness/Motivation
- Job Skills Training Program
- Driver’s Education

Criteria for participation will vary based on the assigned Basic/Foundational Skills Instruction activity. Often, there are not prerequisites for participation in these activities as they are programs to develop basic skills.

1.4.4.2 Career/Technical Education Program

The Career/Technical Education Program component includes the Credential or Certificate Receiving Program activity. These activities are generally short-term and competency-based with hands-on experience and a quantifiable measurement of success. The measurements of success will vary depending on the career/technical education program. Criteria for participation in this component will vary on the assigned Career/Technical Education Program.

Classes taken for personal development outside of an established program curriculum do not qualify under the Career/Technical Education Program.

Courses taken to earn a traditional four-year or higher college degree do not qualify under the Career/Technical Education Program.

Example 2	Enrique is enrolled in FSET and is currently employed part-time at a local restaurant. Enrique is interested in becoming a manager at a restaurant. The FSET worker and Enrique agree that pursuing a credential in restaurant management will help Enrique reach his career goals. Enrique enrolls in a Restaurant Management Technical Diploma Program through Wisconsin Technical College System (WTCS). Credential or Certificate Receiving Program activity is added to Enrique’s EP.
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Example 3	Three months later, Enrique informs his FSET worker that in addition to his courses for the Restaurant Management Technical Diploma Program, he has signed up for a class for ballroom dancing. Enrique is taking ballroom dancing for personal development, and it is outside of an established program curriculum. The FSET worker does not add ballroom dancing to Enrique’s EP.
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1.4.4.3 English Language Acquisition

The English Language Acquisition component includes the Language/Literacy activity. FSET workers should assign this activity to participants who need assistance learning English to expand their employment opportunities.

1.4.4.4 Integrated Training or Bridge Program

Integrated Training or Bridge Programs vary depending on the sector and population served. Bridge programs are offered to upper-level students in high school soon to be entering their first year of

college. Bridge programs are also transitional programs for students who typically hold a two-year college degree and seek to obtain a four-year or graduate degree. The criteria for participation in this component will vary greatly by the Integrated Training or Bridge Program that is assigned. For example, if a nursing bridge program is offered, FSET workers must research the skills, knowledge, and experience necessary to participate in the nursing bridge program. If a participant does not meet the standards for the program, the FSET case manager must work with the participant to assign other activities to gain the required skills for the nursing program.

1.4.4.5 Work Readiness Training

The Work Readiness Training component includes the Career Planning activity and is intended for FSET participants exploring their career interests and advancement opportunities.

1.4.5 Workfare

Workfare is a qualifying activity for ABAWDs who need to develop the basic skills, work history, or both necessary to enter the job market successfully. Non-ABAWDs and employed ABAWDs cannot be assigned to workfare.

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 may not replace or prevent regular employment and must provide the same benefits and working conditions provided to regular employees performing comparable work for comparable hours.

Workfare is a household-level component. Required hours of participation for a household 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 in workfare beyond that maximum (see [SECTION 6.3.2.4 DETERMINING REQUIRED HOURS OF WORKFARE PARTICIPATION](#))).

In the first 30 days of a workfare placement, FSET participants may be assigned to Workfare Job Search. Workfare Job Search is a qualifying activity for ABAWDs. Workfare job search does not have to be supervised. Required hours of participation are calculated the same as for Workfare.

Prior to assigning a participant to a Workfare site, the FSET agency must establish a formal relationship with the employer. Workfare sites may be established with public or private non-profit employers, including work sites:

- 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.
- Available through non-profit community organizations in the human services field.
 - Examples include community non-profits, religious organizations, hospitals, schools, and government agencies.

Workfare placements are unpaid opportunities for FSET participants. Subsidizing participant wages with FSET funds is not allowable under any circumstances.

1.4.6 Work Experience

Work Experience is designed to improve the employability of FSET participants through actual work experience, training, or both, and to enable individuals employed or trained under such programs to move promptly into regular public or private employment. Work Experience must be a planned, structured learning experience that occurs in the workplace for a limited time and may be arranged within the private for-profit sector, the non-profit sector, or the public sector. A Work Experience assignment is a qualifying activity and includes either Work Activity or Work-based Learning Activity.

1.4.6.1 Work Activity

FSET workers may assign Work Activity to individuals seeking an opportunity to acquire the general skills, knowledge, and work habits necessary to obtain employment. The purpose of Work Activity is to improve the employability of those who cannot find unsubsidized full-time employment.

Work Activity is specifically for working off the household benefit; therefore, it is not possible for an individual to volunteer for additional hours of work activity beyond the number of hours equal to the household's allotment for that month divided by the higher of the applicable federal or state minimum wage. Work Activity ends when the household benefit has been worked off for the month.

While Work Activity ends when the household benefit has been worked off, this would not be sufficient for an ABAWD to meet the FoodShare work requirement. The ABAWD must work hours in addition to the assigned Work Activity hours to meet the 80-hour work requirement.

Example 1	The FSET case manager assigns Sadie, an ABAWD, the equivalent of her monthly benefit divided by minimum wage. For Sadie, this equals 24 hours per month and is the maximum number of hours that she can participate in Work Activity each month. To meet the FoodShare work requirement, the case manager must assign Sadie an additional 56 hours per month in other activities.
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1.4.6.2 Work-Based Learning

Another area of subcomponents under the Work Experience component are the Work-Based Learning Components. Work-based Learning emphasizes employer engagement, includes specific training objectives, and leads to regular employment.

Work-Based Learning components include:

- Internship
- On-the-Job Training
- Pre-Apprenticeship/Apprenticeship
- Transitional Employment
- Trial Employment Match Program (TEMP)

FSET workers may assign FSET participants to Work-Based Learning Activities for a sustained interaction with industry or community professionals in real world settings to the extent practicable, or simulated environments at an educational institution that fosters in-depth, firsthand engagement aligned to curriculum and instruction. Work-based Learning emphasizes employer engagement, includes specific training objectives, and leads to regular employment.

If a participant chooses to participate in a work-based learning component for beyond the hours equal to the household allotment divided by minimum wage, including hours spent in a work activity assignment, then the FSET participant must receive the same compensation earned by non-FSET

participants while performing comparable work for comparable hours and in compliance with minimum wage laws. FSET participants do not need to be paid for those additional hours if others participating in the work-related activity are also not paid while performing comparable work for comparable hours and the work does not fall under state or federal minimum wage requirements.

1.4.6.3 Internship

The Internship component should be assigned to participants seeking short-term work experience that provides entry-level exposure to a particular industry or field. It is as much of a learning experience as it is work. Ideally, interns spend their time working on relevant projects, learning about the field, making industry connections, and developing both hard and soft skills. Internships sometimes even lead to full-time job offers.

The criteria for participation will vary depending on the internship industry or field. For example, if a marketing internship is offered, FSET workers must research the skills, knowledge, and experience necessary to participate in the marketing internship. If a participant does not currently meet the standards for the program, the FSET worker will assign the participant to other activities to gain the required skills for the marketing internship program.

1.4.6.4 On-the-Job Training

The On-the-Job Training component is typically used to broaden an employee's skill set and to increase productivity. FSET workers may assign On-the-Job Training when an FSET participant is performing tasks or processes related to their occupation. The FSET participant typically performs tasks that are essential to their job function with the supervision of a manager, coach, or mentor.

The criteria for the On-the-Job Training component will vary by employment sector. However, the FSET participant will generally have a base level of knowledge for the sector in which they are entering on-the-job-training. FSET Case Managers must use information provided by DWD and the specific employer to inform them of the skills necessary for a particular on-the-job training placement and work with participants to ensure they meet required criteria.

1.4.6.5 Pre-Apprenticeship/Apprenticeship

FSET workers may assign Pre-Apprenticeship/Apprenticeship for individuals interested in career paths that require apprenticeship training. Pre-Apprenticeship is an opportunity to help FSET participants gain the necessary skills for an apprenticeship. These programs can play a valuable role in preparing FSET participants for a career, while contributing to the development of a diverse and skilled workforce.

Apprenticeships offer numerous benefits to both employers and participants. Apprenticeship is post-secondary education like a college or university, but apprentices learn only a portion of their skills in a traditional classroom. They receive most of their training on-the-job while working for an employer who pays a good wage. The employment is the primary requirement for an apprenticeship – a job must exist for the apprentice to be trained.

The criteria for participating in a pre-apprenticeship/apprenticeship will vary depending on the field of interest. If an FSET participant is interested in becoming an arborist or working in construction but doesn't have the developed skills, a pre-apprenticeship or apprenticeship (depending on skill level and requirements of the trade) can connect the participant with local employers and begin their training toward career goals.

Many apprenticeship and pre-apprenticeship programs are offered through the Wisconsin Technical College System. FSET workers should reference criteria for participation that can be found online or by contacting the college directly. These criteria will vary based on program and are evaluated as a part of case management.

1.4.6.6 Transitional Employment

Transitional Jobs programs are government-sponsored employment programs where the state subsidizes short-term work opportunities – which can include placement and training as well as pay – to previously unemployed individuals in the public, private, or non-profit sectors.

Criteria for participating will depend on the employment sector. FSET workers must collaborate with their local workforce development board as well as employers to ensure FSET participants have the skills, knowledge, and experience required to fulfill the duties of their transitional employment placement.

1.4.6.7 Trial Employment Match Program (TEMP)

Trial Employment Match Program (TEMP) is a W-2 employment position that provides subsidized work for applicants or ongoing W-2 participants. An individual working in a TEMP job earns at least minimum wage, and the W-2 agency subsidizes all or a portion of the hourly wages paid to the individual by the employer. A TEMP job can last for a maximum of six months with an opportunity for a three-month extension. A custodial parent may take part in more than one TEMP job but may not exceed a total of 24 months of participation in TEMP. A non-custodial parent (NCP) meeting eligibility for W-2 case management services may take part in only one TEMP job, provided that the NCP has not exceeded the 24-month TEMP time limit.

FSET participants must meet the requirements of the W-2 program to qualify.

1.4.7 Job Retention

The only activity under the job retention component is job retention. It is a qualifying activity that provides services for a minimum of 30 days and each job retention service assignment may be offered for no more than 90 days to participants who have secured employment while enrolled and participating in the FSET program.

A good faith effort must be made to provide at least 30 days of job retention services to FSET participants enrolled in the job retention component. Good faith efforts may include informing participants in the job retention component of the 30-day minimum and developing a job retention case management plan that extends at least 30 days. When offering job retention, workers must document in PIN comments that the job retention activity was explained, offered, and whether job retention was accepted or declined.

Both of the following must be true for an individual to participate in job retention:

- The individual was enrolled in FSET prior to obtaining employment.
- The individual received FoodShare benefits the month of or the month prior to when job retention services would begin.

The criteria above must be met each time the job retention component is assigned. The start date of the job retention activity assignment must be on the day that job retention is accepted by the participant or

the start date of the employment, whichever is later. Individuals may accept job retention services while they maintain employment at any time prior to disenrollment.

Example 1	Sam participates in adult basic education and obtains their GED, gains full time employment, and declines job retention services. The following month, while still enrolled in FSET, Sam received feedback from their employer and needs to work on time management. Sam is again offered and accepts job retention services.
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Example 2	Mark participates in career planning, gains full time employment, declines job retention services, and requests to end services. Mark is disenrolled from FSET. Later that year, Mark re-enrolls in FSET and asks for job retention for the employment gained prior to re-enrollment in FSET. The FSET case manager denies job retention services.
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Example 3	Paco is enrolled in FoodShare. On November 9, Paco receives and accepts a job offer at a local bakery. On November 11, Paco enrolls in FSET. Paco is not eligible for job retention services for employment at the bakery since the employment was obtained prior to enrollment in FSET.
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An individual, who received job retention services for employment and then obtained new employment, may be eligible for additional job retention services if the individual participated in an FSET component in addition to job retention prior to gaining the new employment. If the individual is currently participating in an FSET component and obtains another job while receiving job retention services, the individual may be assigned a second period of job retention.

Example 4	Sheena participates in supervised job search, gains employment, and receives 90 days of job retention services. Sheena remains enrolled in FSET and later participates in supervised job search and job skills training to find a better job. Sheena obtains another job and qualifies for an additional 90 days of job retention services.
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Example 5	Juan participates in job skills training, gains part-time employment, and begins job retention services. Juan continues to participate in supervised job search while in job retention services, and after 70 days, they obtain a second part-time job. The FSET case manager may provide case management services to help Juan maintain both part-time jobs. The FSET case manager may assign a second period of job retention services once the first 90-day period ends because Juan was participating in an FSET activity in addition to job retention services at the time that he obtained the second employment.
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There is no limit on the number of times an individual may receive job retention services if the individual participated in FSET activities, other than job retention, prior to obtaining the new employment.

Job retention includes:

- Job retention reimbursement for reasonable and necessary expenses to assist individuals in maintaining employment
- Case management services that address workplace demands and employer expectations

Individuals receiving job retention services sometimes will not continue to participate in other FSET components, but they have the option to choose to continue participation. In some cases, individuals may become FoodShare ineligible while enrolled in job retention services. Job retention services may continue after an individual becomes FoodShare ineligible as long as the individual became ineligible for a reason other than an intentional program violation (IPV) or failure to comply with FoodShare work

requirements without good cause. If an individual obtains employment but continues to participate in other allowable FSET components, they are eligible to receive supportive services if reasonable, necessary, and directly related to participation in the FSET components (see [CHAPTER 5 SUPPORTIVE SERVICES](#)).

See [SECTION 6.5.1 MONTHLY PARTICIPATION](#) for more information on recording monthly participation in job retention.

1.4.8 Case Management

Case Management must be on every Employment Plan for all FSET participants. The Case Management activity is a qualifying activity that must be used for all initial and ongoing case management appointments. FSET workers must also assign at least one activity in addition to case management for all FSET participants. For individuals who need to meet the FoodShare work requirement for able-bodied adults without dependents (ABAWD), this additional activity must be a qualifying activity.

FSET workers must track the actual time spent providing case management services while engaging directly with the participant. FSET worker tasks that do not involve direct contact with a participant are documented in PIN comments but are not tracked in the FSET tool. Direct contact may be face-to-face, via telephone, or virtual, which includes, but is not limited to, texting and emailing communication.

Example 6	Naiya, an FSET participant, calls the FSET worker after receiving three voicemails, multiple texts, and a letter encouraging agency contact. During the phone call with the worker, job retention was explained, offered, and accepted. Naiya's employment plan was also updated. The worker enters the actual time spent speaking directly with Naiya under case management. Attempts to reach Naiya by phone, text, and letter are entered in PIN comments but not tracked as time spent providing case management.
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2.1 FSET and FoodShare Eligibility

All individuals who are over the age of 16 and eligible for FoodShare benefits are eligible to participate in FSET.

The income maintenance (IM) agency is responsible for taking the following actions relating to FoodShare eligibility:

- **Determine FoodShare Eligibility and ABAWD Status and Referral Type**
IM workers are responsible for determining FoodShare eligibility, determining ABAWD status, and referring FoodShare members to the FSET program. ABAWDs may choose to meet the FoodShare work requirement through participation in FSET. Non-ABAWDs and ABAWDs with a Non-Time Limited Benefit (TLB) referral type may participate in FSET, but do not need to meet the FoodShare work requirement. See [SECTION 6.3 FSET PARTICIPATION REQUIREMENTS](#) for more information on ABAWD status and FSET participation.
- **Determine Exemptions from the FoodShare Work Requirement**
IM workers have primary responsibility for determining exemptions from the FoodShare work requirement. However, FSET workers must understand the criteria for exemptions from the FoodShare work requirement and be aware of changes in participant's circumstances that may qualify the individual for an exemption. FSET workers may identify that an individual qualifies for an exemption from the FoodShare work requirement once they begin working with a participant. When an exemption is identified, the FSET worker must notify the IM agency of the exemption. If the IM agency determines that the exemption is questionable, the FSET worker must help with verifying the exemption.

For more information on exemptions from the FoodShare work requirement, see [SECTION 6.2.1 NON-ABAWD](#).

- **Provide FSET Information to FoodShare Applicants and Members**
IM workers are responsible for providing information about the FSET program to all FoodShare applicants and members during the FoodShare interview process at application and renewal, including:
 - Explaining the benefits of the FSET program including a brief overview of the available employment and training opportunities and supportive services.
 - Explaining how the FSET program can help an ABAWD meet the monthly FoodShare work requirement, in order to maintain ongoing FoodShare benefits.
 - Asking ABAWDs meeting the work requirement, ABAWDs with a non-TLB referral type, and non-ABAWDs if they would like to be referred to the FSET program.

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2.2 Reserved

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2.3 Reserved

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3.1 Overview of Referrals

Some FSET referrals are generated by the CWW system after FoodShare 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 in CWW. FSET workers may also refer FoodShare eligible individuals to the FSET program via the Individual Summary page within CWW.

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3.2 FSET Referral Process

An individual can be assigned one of the following four FSET referral statuses:

- **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. See the [FSET HANDBOOK 3.5 INITIAL CONTACT, APPOINTMENT SCHEDULING, AND NOTIFICATION](#) for the requirements for contacting and scheduling participants.
- **Enrolled:** Once an individual is enrolled, the referral will stay in enrolled status until the individual is disenrolled from FSET. See the [FSET HANDBOOK 4.1 FSET ENROLLMENT PROCESS](#).
- **Disenrolled:** An FSET referral changes to 'disenrolled' status when the FSET worker selects the disenroll option on the Participant Summary page. An individual can only be disenrolled from FSET if he or she is currently in 'enrolled' status. For more information see the [FSET HANDBOOK 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 the [FSET HANDBOOK 3.6 WITHDRAWING A REFERRAL](#) for requirements for withdrawing a referral.

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3.3 New Referrals

A new referral is systematically generated when a FoodShare member is determined to be an ABAWD who is not meeting the work requirement outside of FSET. This is called a time-limited benefit (TLB) referral. Individuals with a TLB referral will only exhaust a TLB in months when the work requirement is not met.

A new referral is also generated when a non-ABAWD, an ABAWD who is meeting the work requirement outside of FSET, an ABAWD who is living in an area or on tribal lands with a suspension of the time limit, or an ABAWD who received a discretionary exemption intended to function as a suspension of the time limit requests a referral to be sent. These are called non-TLB referrals. ABAWDs with a non-TLB referral due to meeting the FoodShare work requirement will exhaust a TLB if they stop meeting the FoodShare work requirement (see [SECTION 6.2 FSET ABAWD STATUS AND REFERRAL TYPE](#)).

CWW is designed to send new FSET referrals from IM workers 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 FoodShare eligibility start date. Only FoodShare eligible individuals can participate in FSET. FSET agencies must carefully monitor referrals for the effective date of FoodShare eligibility. FSET agencies must not enroll or begin providing FSET services to participants prior to the date in which the individual is eligible for FoodShare.

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3.4 Referral Updates

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

- Has a change in ABAWD status
- Relocates to a different FSET region
- Becomes ineligible for FoodShare

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

Note: *FoodShare eligibility and FSET referral statuses are impacted by the timing of FoodShare eligibility processing initiated by the Income Maintenance (IM) agency and CWW.*

Example 1	A change is entered in CWW in September. If FoodShare eligibility is run with dates in September, the change is applied to September forward. If FoodShare eligibility is run before adverse action in September, the change is applied to October forward. If FoodShare eligibility is run after adverse action in September, the change is applied to November.
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3.5 Contacting the Participant

3.5.1 Initial Contact, Appointment Scheduling, and Notification

The FSET worker must attempt to contact the referred FoodShare member by telephone within five business days of the FSET referral. The five business days start the day after the FSET referral date.

As part of the initial contact, the FSET worker must:

- Give a high-level overview of the FSET program.
- Attempt to schedule an initial appointment for FSET orientation at an agreed upon time and location.
 - The worker should schedule enrollment and orientation for the same date/time when possible.
 - The worker should also explain what to expect at the scheduled appointment, such as an estimate of the duration of the appointment.

If the FSET worker attempts, but is unsuccessful, in making initial contact by phone, the FSET worker must schedule an appointment within five business days of the FSET referral. The initial appointment must include, but is not limited to, FSET orientation. The FSET worker may be unsuccessful in making an initial contact due to the FoodShare member not responding to contact attempts or because there is no phone number provided and available in the case record.

The FSET worker must schedule the initial appointment for FSET orientation to occur within 10 business days of either the FSET referral or the FoodShare eligibility effective date if the referral is sent prior to the FoodShare eligibility effective date. The 10 business days start the day after the FSET referral date or the FoodShare eligibility effective date, whichever is later.

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

- The FSET worker must contact the member within five business days of the referral date.
- If the FSET worker tries to contact the individual by phone but is unable to reach the individual, the FSET worker must send an appointment letter within 5 business days of the FSET referral.
- The FSET worker must schedule the initial appointment so that it occurs within 10 business days of the referral date.

For appointments scheduled to occur within 12 calendar days of the current date, CWW

Note: *will automatically send the FSET appointment letter the day after the FSET worker schedules the appointment. For appointments scheduled to occur greater than 12 calendar days of the current date, CWW will send the FSET appointment letter 12 days prior to the appointment.*

Example 1	On October 7, a TLB referral is received for an ABAWD with a FoodShare effective date of October 1. The FSET worker calls the member on October 8 and schedules an orientation and enrollment appointment for October 14. CWW will systematically send an appointment letter on October 9 for the scheduled appointment on October 14. The worker contacted the member within the five business day time frame, which expires on October 14. The worker also scheduled the appointment within the 10 business day time frame, which expires on October 21.
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Example 2	On October 7, a TLB referral is received for an ABAWD with a FoodShare effective date of October 1. The FSET worker attempts to reach the member by phone on October 8 and October 10 but it is unsuccessful. On October 10, the worker schedules an initial orientation and enrollment appointment for October 19 so that the member receives the appointment letter prior to the date of the appointment. The appointment letter will systematically be sent on October 11. The worker attempted to contact the member within the five business day time frame, which expires on October 14. The worker also scheduled the appointment within the 10 business day time frame, which expires on October 21.
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For referrals in which the ‘Effective Date’ of FoodShare eligibility is after the date the referral was received:

- The FSET worker must contact the member within five business days of the referral date.
- The initial appointment must be scheduled to occur within 10 business days of the FoodShare eligibility effective date.

Example 3	On October 7, a TLB referral is received for an ABAWD with a FoodShare effective date of November 1. The FSET worker calls the member on October 9 and schedules an orientation and enrollment appointment for November 4, as the member is ineligible for FoodShare in October and cannot begin participating in FSET until at least November 1. The worker complied with the five business day requirement, which expires on October 14. The worker also complied with the 10 business day requirement, which expires on November 15. CWW will systematically send an appointment letter 12 days prior to the date of the appointment.
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If a member misses their initial appointment, the FSET worker must schedule a second appointment. The second appointment must be scheduled to occur within 10 business days of the initially scheduled missed appointment.

For more information about appointment correspondence, see Process Help, [Section 1.8.9 Client Scheduling – Appointment Correspondence](#).

3.5.2 Number of Contacts

At a minimum, FSET workers must schedule a second appointment for individuals who miss their initial appointment.

Other than multiple attempts to schedule enrollment and orientation, which may be documented under one PIN comment, the FSET worker must document in PIN comments information relating to each contact that is attempted.

See [SECTION 4.6 PIN COMMENTS](#) for detailed policy requirements regarding PIN commenting.

FSET agencies are strongly encouraged to continue scheduling additional appointments beyond the required two appointments for ABAWDs with a TLB referral type who fail to attend these scheduled appointments.

3.5.3 Ceasing Contact

If a non-ABAWD or an ABAWD with non-TLB referral type states at any time during this process that they do not wish to participate or be contacted further, the referral must be withdrawn and any existing appointments or other scheduled communications cancelled (see [SECTION 3.6 WITHDRAWING A REFERRAL](#)).

If an ABAWD with a TLB referral type informs the FSET agency they do not want to be contacted further about FSET, the FSET agency must:

- Provide the ABAWD information about the FSET program, including qualifying activities and supportive services, consequences of not meeting the FoodShare work requirement, and the right to enroll in the future as long as they continue to be eligible for FoodShare.
- Document the request from the ABAWD and information provided to the ABAWD in PIN comments.
- Cease initiating contact with the person.
- Cancel any existing appointments or other scheduled communications from the FSET agency.

A TLB referral must not be withdrawn prior to the ABAWD exhausting their three TLBs or three additional months. All other referrals must be withdrawn if a person requests to not be contacted further (see [SECTION 3.6 WITHDRAWING A REFERRAL](#)).

Example 4	Michelle is an ABAWD with a TLB referral type and was referred to FSET. The FSET agency attempted to contact Michelle to schedule an orientation and enrollment appointment, but they do not reach Michelle and leave a voicemail. Michelle was sent a notice about the referral and another notice about a scheduled appointment. A few days later, Michelle contacts the FSET worker back and states that the appointment time doesn't work for her schedule, and she doesn't know if FSET is the right fit for her. The FSET worker continues to communicate with Michelle and schedules another appointment.
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Example 5	Caleb is an ABAWD with a TLB referral type and was referred to FSET. The FSET agency called Caleb to schedule an initial appointment. Caleb states he does not want to be contacted by the FSET agency anymore and is not going to enroll. The FSET worker explains the FSET program, including qualifying activities and supportive services, and that Caleb is an ABAWD subject to the time limit. The FSET worker explained the FoodShare clock period, ways to meet the FoodShare work requirement, and that if Caleb did not meet the work requirement or have a qualifying exemption, he could lose eligibility after three months. Caleb confirmed he understood and again states he does not want any further information about FSET or contact from the FSET agency. The FSET worker explained Caleb could enroll in FSET in the future as long as he remained eligible for FoodShare. The FSET worker does not withdraw the referral but cancels the currently scheduled appointment and documents details of the communication in PIN comments. The FSET agency does not initiate further contact with Caleb.
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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 by the end of the month if one of the following applies:

- An updated referral from the income maintenance (IM) worker is received indicating that the individual's ABAWD status has changed to 'FoodShare Ineligible'.
- An updated referral from the IM worker is received indicating that an ABAWD's status has changed to 'Non-ABAWD' or to an ABAWD with a non-TLB referral status. 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.
- A non-ABAWD or an ABAWD with a non-TLB referral status notifies the FSET worker that he or she is not interested in participating in FSET.
- A non-ABAWD or an ABAWD with a non-TLB referral status has not communicated with the FSET worker for a period of two months after the referral date.

The requirements in the [FSET HANDBOOK 3.5 CONTACTING THE PARTICIPANT](#) do not apply once a referral has been withdrawn.

The FSET worker may not withdraw a referral for an ABAWD with a TLB referral type prior to the individual exhausting his or her three TLBs or three additional months and becoming ineligible for FoodShare.

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4.1 FSET Orientation and Enrollment Process

All FSET participants must attend an orientation to the FSET program and participate in an initial enrollment appointment. During FSET enrollment and orientation, FSET agencies must provide individuals with detailed information about the FSET program and the FoodShare work requirement to allow them to make well-informed decisions about participating in FSET.

FSET agencies must offer FSET participants the opportunity to complete the orientation and initial appointments in person. FSET agencies also have the option to also offer participants the opportunity to complete the orientation and initial appointments virtually or via telephone. FSET agencies may not schedule participants for an orientation or enrollment appointment virtually or via telephone without first discussing and receiving consent from the participant.

FSET participants may face barriers that make it difficult to access the FSET agency or participate in FSET activities, including limited access to transportation, computers, and telephones. FSET agencies are required to provide reasonable accommodations and supportive services to FSET participants to enable the participant to enroll and participate in FSET activities. Reasonable accommodations include:

- Using community resources to provide transportation, if available.
- Traveling to a mutually agreed-upon location that is conducive to providing confidential services to the participants.
- Providing services one-on-one rather than in a group setting.

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 to complete FSET activities (see [CHAPTER 5 SUPPORTIVE SERVICES](#)).

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4.3 Orientation

At orientation, FSET agencies must provide participants with detailed program information including the benefits of FSET participation and an overview of available FSET activities and supportive services. The FSET agency must also accurately explain the FoodShare work requirement including the time-limited benefit policy, allowable ways to meet the FoodShare work requirement, and exemptions from the FoodShare work requirement in accordance with FoodShare Handbook [Section 3.17.1 FoodShare Work Requirements for ABAWDs](#). The FSET agency should avoid describing the FSET program as required or mandatory, as it is a voluntary program and only one way individuals could meet the FoodShare work requirement.

The FSET agency must discuss participant rights and responsibilities using the FoodShare Employment and Training (FSET) Participation Agreement ([F-00136](#)). Individuals who choose to participate in FSET must sign the FoodShare Employment and Training (FSET) Participation Agreement (F-00136) at either orientation or the initial enrollment appointment. Prior to signing the agreement, participants must have the opportunity to review and ask questions about the agreement. The signed agreement must be given to the participant and scanned into the electronic case file (ECF).

Assessment tools, barriers to participation, and a discussion of available community programs and resources may be introduced at orientation. If the FSET agency uses a form to collect barrier information, the FSET agency must inform FSET participants that questions regarding barriers are optional.

At either the orientation or enrollment, FSET agencies may discuss the services available through the job retention component. Individuals often stop communicating with the FSET agency after gaining employment, making it difficult to provide follow-up support and to gather the information needed to claim an Entered Employment. Emphasizing services available through the job retention component during the enrollment process may increase the likelihood that the participant will keep communicating with the FSET worker after they gain employment.

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4.4 Initial Enrollment Appointment

The enrollment appointment must consist of a comprehensive participant assessment and the development of an initial employment plan.

4.4.1 Assessment

During the initial appointment, the FSET worker must conduct a comprehensive, individualized participant assessment to identify the strengths, needs, and preferences of each FSET participant. The FSET worker must inform the FSET participant 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. The FSET worker must explain that participants can opt out of answering questions related to barriers.

Individualized assessments must 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. FSET agencies are encouraged to develop their own assessment tools or may use existing assessment tools for conducting a comprehensive, individualized assessment.

For the assessment at the initial appointment, the FSET worker must review past and present information about the following areas:

- **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.

Information gathered through the assessment process is the driving force behind the development of an employment plan (EP). Once the initial EP is developed, the FSET worker must reassess participant progress in employment and training activities to determine if any additional support, changes to the EP, or changes to assigned activities are needed. Follow-up assessments may indicate if current activities or support should be increased, decreased, or eliminated. Assessment and re-assessment are ongoing FSET processes.

Assessment results may also reveal the need for FSET supportive services or for a referral to other community programs to address participant needs that are outside the scope of FSET. FSET workers must be aware of available community programs and resources that commonly serve FSET participants. The FSET worker must assist the participant in connecting with community programs, if necessary.

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4.5 Initial Employment Plan

An Employment Plan (EP) is a written agreement developed jointly by a participant and their 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. An initial EP must be completed at the initial enrollment appointment.

Following the assessment, the FSET worker must collaborate with the participant to develop an EP. The FSET worker must engage in a career planning process in partnership with the participant, the outcome of which is an individualized EP integrating the participant's career interests with local labor market conditions. Each participant's EP must include 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 use the S.M.A.R.T. criteria outlined below when setting participant goals:

- **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 to accomplish each goal.
- Be maintained at all times while a participant is enrolled in FSET.
- Be reviewed and updated as necessary (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
2. Individualized activities

Together, the FSET worker and participant must 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 choosing to meet the FoodShare work requirement through FSET participation are required to comply with qualifying activities to maintain FoodShare 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 eligibility, as long as completing those activities is realistic and directly related to an achievable goal.

4.5.1.1 Goals and Action Steps

The FSET worker should collaborate 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 worker to collaborate with the participant to develop secondary and long-term employment goals and action steps to reach those goals, as applicable to the participant's needs.

4.5.1.2 Assign Component Activities

After completing goals and action steps, the FSET worker must collaborate with the participant to assign one or more individualized activities that will facilitate progress toward reaching identified employment and training goals. The FSET worker must discuss the FSET agency's policies for collecting and turning in participation information for the assigned activities. The FSET worker should also explain the good cause policy for FSET participation in accordance with [SECTION 6.6 GOOD CAUSE](#).

When assigning activities, the FSET worker must consider the individual's ABAWD status and any allowable activities that the participant is already engaged in. For ABAWDs, the FSET worker should account for the following when assigning activities:

- **Qualifying Components for ABAWDs:** To meet the FoodShare 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 the FoodShare work requirement (see [SECTION 10.5 APPENDIX E: QUALIFYING WORK PROGRAMS FOR ABAWDs](#) for a list of other allowable work programs). If a participant is co-enrolled in another program, the FSET agency must make contact with the other program to establish a collaborative partnership for serving the participant. Participation hours in an allowable work program must be included on the participant's EP and must be tracked monthly.
- **FSET Participation Hours:** ABAWDs must meet the FoodShare work requirement by working or participating in a work program for at least 80 hours per month (see [SECTION 6.3.2.2 FOODSHARE WORK REQUIREMENT](#)). Some ABAWDs need to participate in FSET for 80 hours a month to meet the FoodShare work requirement because they are not engaged in any other type of work or work program. Other ABAWDs are referred to FSET because, although they are already partially meeting the FoodShare work requirement, participation in FSET would allow them to make up the difference between their current hours and the 80-hour requirement. When assigning activities on the EP, the FSET worker must determine each ABAWD's current work hours and other allowable activities outside FSET that must be counted on the EP prior to determining additional FSET participation hours. Activities that must be included on the EP include co-enrollment in an allowable work program, employment, or participation in other activities that may be categorized as FSET components on the participant's EP, such as an educational program (see [SECTION 6.3.2.3 DETERMINING REQUIRED HOURS OF PARTICIPATION](#)).
- **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 DETERMINING REQUIRED HOURS OF WORKFARE PARTICIPATION](#) 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. This activity counts toward meeting the FoodShare work requirement (see [SECTION 6.3.2.5 WORKFARE JOB SEARCH](#) for more information on workfare job search).

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 (see [SECTION 10.3 APPENDIX C: FSET FUNDABLE COMPONENT ACTIVITIES](#) for a detailed list of assignable component activities).

FSET education and work activity sites must not discriminate against the individual because of race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, familial/parental status, income derived from any public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity. All FSET participation sites must be in compliance with federal, state, and local health and safety standards.

4.5.2 Employment Plan Summary and Participant Signature

The EP summary must be signed by the participant and FSET worker each time an EP is created or updated. Both electronic and written signatures are acceptable. 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.

If a participant disagrees with and refuses to sign the EP summary, the FSET worker should explore other available FSET activities and participation options consistent with the results of the assessment and the goals of the FSET program. 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 FoodShare work requirement and maintain FoodShare eligibility, as long as completing those activities is realistic and directly related to an achievable goal.

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4.6 PIN Comments

General Info regarding PIN Comments

FSET agencies should PIN comment all interactions with FSET participants. All FSET workers and DHS employees should be easily able to chronologically understand the participant's progress in the FSET program when reading the PIN comments. All PIN comments should stay professional and avoid workers' personal opinions about FSET participants.

1. Orientation and Enrollment and Ongoing Assessments

All information gathered during the orientation and enrollment process as well as ongoing assessments must be summarized into PIN comments. This includes information that is entered into other pages of CWW including but not limited to the barriers, assessments, and the participants' strengths, needs and preferences.

All discussions of supportive services, and referrals to community resources, even if declined by the participant, must be included in PIN comments. If an FSET agency loses contact with an FSET participant, the FSET agency must include any known information as to why the participant discontinued communicating with the FSET agency.

2. Employment Plan Development

Details related to a participant's Employment Plan should be captured through PIN Comments. Case workers should help participants brainstorm short-, medium-, and long-term goals related to employment activities. All relevant Assigned Activities as well as any changes made to the EP should be documented in PIN comments.

All discussions of the participants' short- and long-term goals and activity assignments must be included in PIN comments. This means that if a participant's employment plan is updated, a narrative of employment plan discussion must be included in PIN comments. If a participant has a short-term goal of immediately obtaining employment, the FSET worker should encourage the participant to explore long-term goals that lead to sustainable employment and document this conversation in PIN comments.

3. Communication with Outside Organizations

Communication with outside organizations including IM, other work programs, training providers, and employers, should be documented in PIN comments. If a participant is co-enrolled in other work programs, this should also be documented along with any interaction case worker has with contacts in the co-enrolled program. All interactions with IM agencies should be documented in PIN comments. This includes, but is not limited to, interactions assisting participants with obtaining exemptions, working with IM to update the ABAWD clock, and any other relevant updates provided.

4. Template PIN Comments

Template PIN commenting is not generally encouraged by DHS but is acceptable. To ensure that

correct templates and correct information are being used for each participant, it is best practice to double check templates and the information contained within. If DHS finds consistent errors in template PIN commenting, an agency may be directed to discontinue use of template PIN comments.

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5.1 FSET Participant Expense Reimbursement

FSET agencies must provide supportive services to ABAWD and non-ABAWD participants for reasonable and necessary expenses that directly relate to FSET participation in allowable FSET activities. An ABAWD cannot be penalized for not meeting the FoodShare work requirement if the FSET agency fails to provide supportive services that are reasonable and necessary for meeting the FSET participation requirement. Good cause hours should be provided if required supportive services are unavailable to the participant.

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 their finances would pay.
- Provides a program benefit generally in line with its cost.
- Is comparable to other similar types of program costs.
- 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.
- Is clear there is a greater need for this expense compared to other competing needs for administrative resources.
- 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 (for example, charitable donations).

Supportive services must be both reasonable and necessary for FSET participation. FSET workers cannot under any circumstances provide supportive services as incentives or rewards for enrollment or participation in FSET.

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

Example 1	Phil, a FoodShare-eligible student, is referred to FSET. Phil requests help with interviewing skills and finding work after graduation. He also needs help paying for textbooks. Phil is assigned to an educational component and is enrolled in interviewing and job-seeking workshops. Supportive services for textbooks is allowable because Phil is assigned to at least one allowable FSET component with allowable activities, and he is not enrolling in FSET for the sole purpose of receiving supportive services.
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Supportive services for an FSET participant must be tracked on the Track Supportive Services page in the CARES Worker Web (CWW) FSET Tool. This page 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. Supportive services provided by the FSET agency, but funded by an outside source, must be tracked on this page with a zero-dollar amount entered for the cost.

5.1.1 FSET Participant Expense Reimbursement

FSET participants are eligible for assistance to cover the cost of transportation and other 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 [SECTION 10.4 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
- Textbooks, including GED/HSED test fees and training materials
- Job Attainment Costs (job specific clothing and work-related tools)
- Items required for maintaining employment obtained:
 - As a result of participating in FSET
 - Prior to participating in FSET if both statements are true:
 - Current employment is included as an assigned activity on the Employment Plan
 - Other activities are assigned in addition to current employment

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-

Note *FSET participants for free (see*

*[SECTION 10.3 APPENDIX C: FSET FUNDABLE COMPONENT ACTIVITIES](#)
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 or expand 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-time 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 they 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.*

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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.

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5.3 Job Retention Expense Reimbursement

FSET agencies may provide reimbursement for items that are reasonable, necessary, and directly related to maintaining employment that was obtained after enrolling in FSET. Participants may participate for up to 90 days in the job retention services component. Participants who obtained employment prior to FSET enrollment may not receive job retention expense reimbursement. 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
- Relocation expenses
- Licensing and bonding fees
- Transportation
- Child care

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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 the participant is unable to perform an assigned activity or his or her employment status changes, the participant should contact the FSET case worker to re-evaluate and update the employment plan.

Note *Assigned FSET activities must adhere to federal non-discrimination requirements as well as federal, state, and local health and safety standards.*

- The participant must attend and participate in scheduled, assigned appointments. If the participant is unable to keep an appointment or anticipates being late for an appointment, he or she must notify the FSET case manager before the appointment. If the participant is unable to make contact before the appointment, he or she must do so as soon as possible.
- The participant or FSET activity service provider should turn in attendance information for assigned activities in-person, over the phone, via email, via fax, etc. The participant should work with the FSET case manager to determine the type of documentation that 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 he or she is no longer interested in participating in the FSET program.

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6.2 FSET ABAWD Status and Referral Type

FoodShare members are assigned an Able-Bodied Adults without Dependents (ABAWD) status and referral type. The status and referral types are determined by the Income Maintenance (IM) agency and provided to FSET agencies as part of a referral or referral update. FSET workers must take necessary action on notifications from the IM agency regarding changes in ABAWD status or referral type as these changes impact FSET participation requirements. The three participation statuses include Non-ABAWD, ABAWD, and FoodShare Ineligible. The two referral types include Non-Time Limited Benefit (TLB) referral type and TLB referral type.

6.2.1 Non-ABAWD

A FoodShare member is a non-ABAWD if they meet any one of the following criteria, as determined by the IM agency:

- Under age 18 or age 55 and older
 - Age 18: ABAWD status is applied the month following the month the FoodShare applicant or member turns age 18.
 - Age 55: ABAWD status is lost the first day of the month an ABAWD turns age 55.
- Residing in a food unit with a child under age 18
 - An individual may be determined a non-ABAWD if they reside 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.
- Pregnant
- 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 Medical Exemption from Work Requirement for ABAWDs ([F-01598](#)) to verify)
- Experiencing homelessness

Note *The definition of homelessness for the FoodShare work requirement exemption is the same as the definition of homelessness used for FoodShare residency (see FoodShare Handbook, [Section 3.2.1.3 Homelessness](#) for the complete definition).*

- A veteran, including any individual who has served in any branch of the United States Armed Forces (including the Army, Marine Corps, Navy, Air Force, Space Force, Coast Guard, National Guard, and Armed Forces Reserve) regardless of discharge or release condition.
- Former Foster Care Youth, including any individual who is 18 to 24 years old who was previously in a foster care program at the time when they turned 18 years old. Foster care programs include court ordered kinship care, subsidized guardianship, and adoption assistance.
- Exempt from the FoodShare basic work rules, which includes someone who is:
 - 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 otherwise eligible for FoodShare (see the FoodShare Handbook, [Section 3.15.1 Student Eligibility](#)).
- A high school student 18 years of age or older, attending high school at least half-time. Enrollment in a GED or HSED program does not qualify for the exemption (though it might be an assigned activity that counts toward the required hours for an ABAWD choosing to meet the work requirement through FSET participation).
- Primary caretaker of a dependent child under age six or a person who can't care for themselves (may be a part of the food unity or in a separate household).
- Complying with Wisconsin Works (W-2) program requirements.
- Working 30 or more hours per week or earning wages equivalent to 30 or more hours per week at the federal minimum wage.

Non-ABAWDs who meet the exemption criteria are not subject to TLBs and do not need to meet the FoodShare work requirement during months in which they have an exemption. Exemptions only require verification if the reported exemption is deemed questionable by an IM agency.

Non-ABAWDs are referred to FSET only upon their request. However, individuals that have a pending exemption may be referred to FSET as ABAWDs. In such cases, once the exemption is verified, the IM agency will send a referral update to notify the FSET agency of the status change. ABAWDs may gain or lose exemptions for a variety of reasons (see [SECTION 10.7 APPENDIX G: FSET ABAWD STATUSES \(AND FSET REFERRAL TYPES\)](#)).

Although IM workers have primary responsibility for determining exemptions from the FoodShare work requirement, FSET workers may also identify that an individual qualifies for one of the ABAWD exemptions listed above once they begin working with a participant. When an exemption from the FoodShare work requirement is identified, the FSET worker must contact the IM agency to notify them of the exemption. If the IM agency determines that the exemption is questionable, the FSET worker must help the participant with verifying the exemption. The FSET worker may also serve as a collateral contact or provide an acceptable written statement to assist the IM agency in the determination of ABAWD exemptions.

For more information about exemptions from the FoodShare work requirement, see the FoodShare Handbook, [Section 3.17.1.4 Verification of Work Hours and Exemptions From FoodShare Work Requirement](#).

6.2.2 ABAWDs with a Non-TLB Referral Type

A FoodShare member is an ABAWD if they do not meet any of the criteria that make an individual exempt or a non-ABAWD as determined by the IM agency. ABAWDs with a non-TLB referral type meet at least one of the following criteria:

- Meet the FoodShare work requirement
- Not subject to TLBs due to living in an area or on tribal land where the time limit is suspended
- Not subject to TLBs due to receipt of a discretionary exemption intended to function as a suspension of the time limit for that month.

ABAWDs will be assigned a non-TLB referral type if they are living in an area of the state where the time limit is suspended or if they are living on tribal land where the time limit is suspended. ABAWDs living in an area or on tribal land where the time limit is suspended are not subject to TLBs during the months the suspension is in place.

ABAWDs will be assigned a non-TLB referral type if they have been granted a discretionary exemption that is intended to function as a suspension. Discretionary exemptions are a special federal flexibility that states may allocate to ABAWDs and may be used to function similar to a suspension of the time limit.

ABAWDs who are meeting the FoodShare work requirement outside of FSET, living in an area or on tribal land with a suspension of the time limit, or receiving a discretionary exemption intended to function as a suspension of the time limit will not receive a systematic referral to the FSET program. ABAWDs with a non-TLB referral type may choose to be referred to the FSET program.

6.2.3 ABAWDs with a TLB Referral Type

A FoodShare member is an ABAWD if they do not meet any of the criteria that make an individual exempt or a non-ABAWD as determined by the IM agency. ABAWDs with a TLB referral type need to meet the FoodShare work requirement to remain eligible for FoodShare for more than three months in the current three-year period. One of the ways these individuals can meet the FoodShare work requirement is through FSET participation.

ABAWDs with a non-TLB referral type due to meeting the FoodShare work requirement will have their referral status updated to the TLB referral type and will exhaust a TLB if they stop meeting the work requirement. ABAWDs with a TLB referral type status may lose eligibility for FoodShare due to failing to meet the FoodShare work requirement after exhausting three months of TLBs in the current three-year period.

The current three-year period establishes the same start-and-end date for all applicants and members who may be subject to the FoodShare work requirement, regardless of the date they first accrued a TLB or were determined eligible for FoodShare benefits. When the new or subsequent three-year period starts, applicants or members who have accrued TLBs will have their count reset to zero. A new three-year period will start after the current three-year period expires:

Three-Year Clock Start	Three-Year Clock End
January 1, 2022	December 31, 2024
January 1, 2025	December 31, 2027
January 1, 2028	December 31, 2030
January 1, 2031	December 31, 2033
January 1, 2034	December 31, 2036
January 1, 2037	December 31, 2039
January 1, 2040	December 31, 2042

Once three TLBs are received, FoodShare eligibility is lost for the remainder of the current three-year period unless an ABAWD becomes a non-ABAWD by meeting an exemption or begins meeting the work requirement.

For more information about ABAWD status and exemptions, see the FoodShare Handbook, [Section 3.17.1 FoodShare Work Requirements for ABAWDs](#).

Note *An individual may request a fair hearing if they disagree with the IM agency's determination of ABAWD status (see the FoodShare Handbook, [Section 6.4.1 Fair Hearings](#)).*

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6.3 FSET Participation Requirements

6.3.1 Non-ABAWD Participation

Non-ABAWDs may participate in FSET but are considered exempt and do not need to meet the FoodShare work requirement. Non-ABAWD or exempt FSET participants must be assigned to at least 12 hours of FSET activities per month but are not required to participate 12 hours per month. FSET agencies are required to work with the volunteer to establish reasonable expectations and hours of participation.

6.3.2 ABAWD Participation

ABAWDs who are subject to time-limited benefits (TLBs) and do not meet the FoodShare work requirement will only be allowed to receive up to three full months of time-limited FoodShare benefits in the current three-year time period. After exhausting three months of TLBs, ABAWDs may regain eligibility by either meeting the work requirement or having a qualifying exemption. ABAWDs subject to TLBs may choose to meet the FoodShare work requirement by participating in FSET.

6.3.2.1 Definition of Working for ABAWDs

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

- Work in exchange for money
- Work in exchange for goods or services ("in-kind")
- Unpaid work (such as, volunteer work, community service)
- Self-employed at any wage

6.3.2.2 FoodShare Work Requirement

An ABAWD is meeting the FoodShare 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
- 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 [SECTION 10.5 APPENDIX E: QUALIFYING WORK PROGRAM FOR ABAWDs](#) for information about 'allowable' work programs. This information is relevant when counting participation hours for ABAWDs who are co-enrolled in FSET and another allowable work program.

Participation in the FSET program is voluntary. ABAWDs subject to TLBs may choose to meet the work requirement by participating in FSET. An ABAWD with a TLB referral enrolled in FSET must participate in qualifying activities to meet the work requirement and maintain ongoing FoodShare eligibility.

6.3.2.3 Determining Required Hours of Participation

ABAWDs subject to TLBs who enroll and participate in FSET 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. Other individuals may be participating for fewer than 80 hours per month in other activities, such as an education program, that should be categorized as an FSET component and included on the participant employment plan. Individuals who are partially meeting the

FoodShare work requirement outside of FSET 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 to determine the number of FSET participation hours that would allow each ABAWD to meet the FoodShare work requirement.

ABAWDs who are not subject to TLBs and who have a non-TLB referral type may participate in FSET but are not subject to the time limit of the FoodShare work requirement. ABAWDs with a non-TLB referral type must be assigned to at least 12 hours of FSET activities per month but are not required to participate 12 hours per month. FSET agencies are required to work with the participant to establish reasonable expectations and hours of participation.

6.3.2.4 Determining Required Hours of Workfare and Work Activity Participation

FSET participation requirements differ for Workfare in terms of the number of hours needed for an ABAWD to meet the FoodShare work requirement. The number of required Workfare hours per month is equivalent to the household’s current monthly FoodShare allotment divided by the state or federal minimum wage, whichever is higher. 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 FoodShare 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 that follows the month the change in allotment becomes known to the FSET agency. The monthly hours of participation in Workfare can be rounded down to the nearest whole number. However, agencies should not round down weekly participation in Workfare.

Example 1	Mary is an ABAWD, enrolled in FSET, and participating in Workfare. Mary is a FoodShare household of one and is eligible for a monthly allotment of \$281. Both the state and federal minimum wage are \$7.25 per hour. $\$281 \div \$7.25 = 38.76$. Mary will be assigned 38 monthly Workfare hours to meet the FoodShare Work Requirement.
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Example 2	Mary reports and verifies a new source of income. Mary remains eligible for FoodShare, is still an ABAWD, but is now eligible for a monthly allotment of \$172. The FSET worker recalculates Mary’s Workfare hours. $\$172 \div \$7.25 = 23.72$. Mary will be assigned 23 monthly Workfare hours to meet the FoodShare work Requirement.
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The hours that a participant may participate in the Work Activity component are calculated in the same way. An individual may only participate in the Work Activity component for the number of hours per month that is equivalent to the household’s current monthly FoodShare allotment divided by the state or federal minimum wage, whichever is higher. However, unlike Workfare, this does not meet the FoodShare work requirement. To meet the FoodShare work requirement, ABAWDs must participate in another qualifying activity to meet the 80-hour per month work requirement.

Example 3	Nancy is an ABAWD, enrolled in FSET, and participating in Work Activity. Nancy is a FoodShare household of one and is eligible for a monthly allotment of \$281. Both the state and federal minimum wage are \$7.25 per hour. $\$281 \div \$7.25 = 38.76$. Nancy will be assigned 38 monthly Work Activity hours. In order to meet the FoodShare Work Requirement through FSET, Nancy must complete
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	42 hours of one or more different FSET activities. Nancy could also work or participate in another allowable work program for the additional 42 hours.
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When monthly Workfare and Work Activity hours do not divide into a whole number for weekly Workfare and Work Activity assignment, agencies may do one of the following:

- Use half and quarter hours for weekly Workfare and Work Activity assignment
- Assign varying weekly hours in Workfare or Work Activity on the Employment Plan (EP) (for example, the case manager can assign a certain number of hours for the first three weeks and assign the remaining hours in the final week, as long as the total hours equal the household's allotment divided by the minimum wage rounding down to the whole number)

Annual changes in allotment amounts, utility allowances, and other credits occur on October 1. FSET agencies should review Workfare and Work Activity participation calculations for all ABAWDs in October.

Workfare and Work Activity are household-level programs, meaning that all ABAWD household members share the hourly obligation each 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 or Work Activity participation requirements. ABAWDs are not required to report changes in household composition to their IM agency, except at the time of FoodShare 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 or Work Activity participant with a status of "FoodShare Ineligible," they must check the CARES Worker Web (CWW) case to see if there are or were other Workfare or Work Activity participants whose hourly participation requirement needs to be updated (see [SECTION 1.4.5 WORKFARE](#) or [SECTION 1.4.6.1 WORK ACTIVITY](#)).

6.3.2.5 Workfare Job Search

Prior to placing an ABAWD in a workfare position, a workfare job search period may be established for up to 30 days. An ABAWD may only participate in workfare job search during the first 30 days after enrollment in FSET at initial certification. ABAWDs who are employed should not be assigned to workfare job search. Non-ABAWDs should not be assigned to workfare job search (see [SECTION 1.4.5 WORKFARE](#) for more information on assigning participants to workfare).

Example 4	Andre is receiving \$180 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 \$180 by the minimum wage of \$7.25, and determines that Andre must participate in workfare job search for a combined total of 24 hours per month ($\$180 \div \$7.25 = 24.83$ or 24 hours per month) to meet the work requirement.
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6.3.3 Required Compensation in Work-Related Activities

FSET workers must assign only the number of hours calculated by household allotment divided by minimum wage in all work-related activities including Workfare, Work Activity, and Work-based Learning Activities. However, because Wisconsin operates a voluntary employment and training program, FSET participants can volunteer additional hours in a work-related activity beyond the hours equal to the household allotment divided by the minimum wage. In this scenario, the FSET participant must receive compensation earned by non-FSET participants while performing comparable work for comparable hours and be in compliance with minimum wage laws. FSET participants don't need to be paid for those additional hours if others participating in the work-related activity are also not paid while

performing comparable work for comparable hours and the work does not fall under state or federal minimum wage requirements.

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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 FoodShare work requirement. These work programs include:

- Refugee Employment and Training
- Wisconsin Works (W-2)
- Trial Employment Match Program (TEMP)
- Children First
- Workforce Innovation and Opportunity Act (WIOA) programs
- Refugee Cash Assistance programs
- Programs under section 236 of the Trade Act

When an ABAWD, who is 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. The FSET worker must accurately determine how many hours the ABAWD participates in the co-enrolled program and how many hours of FSET participation are required each month to meet the FoodShare work requirement. If an ABAWD is meeting the FoodShare work requirement through participation in another allowable work program, they also may be voluntarily referred to FSET with a non-TLB referral in order to co-enroll.

6.4.1 Participation in 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. The hours could assist the participant in meeting the FoodShare 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 participation tracked in the FSET Tool to meet the FoodShare work requirement.

Example 1	Charlotte is a newly referred FSET participant. 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 attend class 12 hours per week and complete 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 the job search.
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6.5 Tracking FSET Participation

Tracking FSET participation hours and indicating whether the monthly FSET participation requirement is met requires timely action by the FSET agency. Accuracy of FoodShare eligibility determinations for ABAWDs is dependent upon the FSET agency's timely entry of monthly participation hours into the CWW FSET Tool. FSET agencies are responsible for:

- 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.
- Indicating if ABAWDs are anticipated to meet the current month's work requirement by the second Saturday of the month, for ABAWDs in the third time-limited benefit (TLB) month.

It is critical that participation is entered timely so that ongoing FoodShare eligibility is determined correctly. If participation is not entered timely, the individual may exhaust their TLBs and no longer be eligible for FoodShare for the remainder of the current three-year time period (see [SECTION 10.6 APPENDIX F: FSET WORKER TIME FRAMES](#) 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 agencies must collect and record participation hours in CWW for assigned activities for all participants, including ABAWD and non-ABAWD participants.

All participation documentation must be obtained from the FSET participant, work site or other education and training providers on a monthly basis, at minimum. The documentation must be maintained in the participant's electronic case file (ECF). FSET agencies must provide participants with a variety of methods for submitting participation hours including, but not limited to, in-person, over the phone, email, 24-hour drop boxes, and fax.

A Track Participation page must be created for each month the individual is enrolled in FSET, including any months with zero participation hours.

FSET agencies are responsible for collecting group activity participation 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. FSET agencies can encourage participants to turn in participation hours on a weekly basis, however, FSET agencies must notify participants that they should at a minimum submit documentation of participation hours by the end of the current month of participation.

Individuals assigned to job retention should be assigned a minimum of one hour per month of job retention. However, tracking hours of participation in job retention depends on the actual number of hours the person receives job retention services. Track the actual number of hours of job retention that is completed by the participant as you would track any other assigned activity.

Example 1	Veng participates in post-secondary education, gains employment, and agrees to participate in job retention. Veng's FSET case manager updates his EP and assigns one hour of job retention for the current month. Veng participates in three hours of job retention services in March, so the FSET case manager tracks three hours of job retention.
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See [SECTION 1.4.7 JOB RETENTION](#) for more information on this activity. Record the number of work hours under the employment activity code. Any additional activities should be recorded under that specific activity code.

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 education and training 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 [SECTION 10.3 APPENDIX C: FSET FUNDABLE COMPONENT ACTIVITIES](#) 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 FoodShare benefits are determined prospectively at adverse action, knowledge of FSET participation compliance is retrospective. When an ABAWD has exhausted three months of TLBs, FoodShare eligibility will end unless they are meeting the work requirement or have an exemption. For individuals who have begun participating in FSET, the FSET worker must indicate whether it is reasonably anticipated that the ABAWD will meet the current month's work requirement through FSET participation so that the individual can continue receiving FoodShare (see [SECTION 6.5.4.3 ANTICIPATED TO MEET WORK REQUIREMENT](#) 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 FoodShare eligibility prospectively for the next month. Reasonable anticipation of FSET participation is designed to prevent FoodShare 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:

- An 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.
- An ABAWD met the FoodShare 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 FoodShare 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 an ABAWD and remains enrolled in FSET.

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 an 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 FoodShare benefits for that month. In these cases, the participant may be subject to an overpayment and may need to repay these benefits.

Example 1	Tamika, an ABAWD, received a TLB for July and another for August. Tamika enrolled in 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 FSET worker would indicate in CWW that the work requirement was not met. Tamika would receive her third TLB in September.
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6.5.4 Time Frames

FSET agencies are responsible for tracking the following within the specified time frames (see [SECTION 10.6 APPENDIX F: FSET WORKER TIME FRAMES](#) for details on FSET worker time frames):

- Monthly Participation
- Met Work Requirement
- Anticipated to Meet Work Requirement

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 consider FSET participation hours and any good cause granted.

This action should be taken only for ABAWD participants who must meet the FoodShare work requirement. The FSET agency's timely recording of this information is used by CWW to determine an ABAWD's ongoing eligibility for FoodShare. If the agency does not indicate timely whether the work requirement was actually met, an individual's eligibility for FoodShare 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 FoodShare work requirement by the end of the current month.

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

1. Third TLB month

2. 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 CWW that FoodShare benefits may be issued prospectively for the next month. If the agency does not indicate timely whether it is anticipated that the FoodShare work requirement will be met by the end of the month, an individual’s eligibility for FoodShare may end incorrectly, resulting in FSET disenrollment and a lapse in FSET services.

Recording whether a participant in the third TLB month, third additional month, or any extended benefit month is anticipated to meet the FoodShare work requirement must be completed each month for the

Note *remainder of the individual’s FSET participation period. This keeps an individual from inaccurately being determined FoodShare ineligible and allows CWW to issue benefits prospectively for the following month by updating the FoodShare clock to ‘Active in FSET’ status.*

Example 1	Susie is an ABAWD. In March, her third TLB month, Susie enrolls and is participating in FSET in order to meet the FoodShare work requirement. The FSET worker determines that Susie is anticipated to meet the March FoodShare 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 FoodShare eligibility and continue participating in FSET. After this question has been answered, the FSET worker should continue to update this indicator each month based on Susie’s current and expected FSET participation until she is disenrolled from the program.
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If the FSET worker enters 'No' to the "Anticipated to Meet Work Requirement?" question and then the FSET participant completes the FoodShare 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 member's case to reflect this new information.

Example 2	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 31. 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 FoodShare 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 FoodShare work requirement and 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 Mary’s case. This process is only necessary for members who are in their third TLB month, the “Anticipated to Meet Work Requirements?” question is answered 'No,' and the individual meets the FoodShare work requirement in that month.
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6.6 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.

Good cause should only be applied to participants that are subject to meeting the FoodShare work requirement. Granting good cause may allow an ABAWD participant to maintain FoodShare eligibility if they remain enrolled in FSET but are 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.

Good cause hours may be granted for temporary circumstances beyond the participant's control that resulted in the participant missing assigned activity hours such as, but not limited to:

- Work activity was cancelled
- Illness or personal health reasons
- Inclement weather
- Lack of transportation

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 must consider all facts and circumstances and seek additional information from other sources for clarification, as needed. Good cause hours do not require verification unless the reported good cause reason is questionable. If the reported good cause reason is questionable, request verification. IM and FSET workers can only apply up to a combined total of 40 good cause hours per month toward a member's TLB month.

If a participant requests greater than 40 hours of good cause, the FSET worker must have a conversation with the participant to determine if the issue is temporary or chronic and if the participant meets the criteria for an exemption. The participant's circumstances may align with a qualifying exemption (see FoodShare Handbook, [Section 3.17.1.3 Determining Exemptions from the FoodShare Work Requirement](#)).

Example 1	Lindsey is an ABAWD subject to TLBs. Lindsey is enrolled in FSET and assigned 80 hours per month of activities to meet the work requirement. Lindsey failed to complete 30 hours of activities in December. Lindsey tells the FSET worker that she was ill for about two weeks and unable to complete her assigned activities. The FSET worker determines that Lindsey's circumstance is not questionable and applies 30 hours of good cause for December.
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If the FSET participant is not attending their activities without valid good cause, their participation hours should reflect the lack of participation. Non-participation of an ABAWD participant without good cause will result in use of one of the three TLB months. If all three TLB months have been exhausted, non-participation without good cause may result in loss of FoodShare eligibility, unless the participant meets an exemption has a change in circumstance for which they no longer have a TLB referral type.

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 participant'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 their 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 FoodShare ineligible, but FoodShare never truly closed)
- Unavailability of participant reimbursement for expenses reasonable and necessary to participate in FSET

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 day period.

The FSET agency must determine whether there is a reasonable explanation on a case-by-case basis using their knowledge, experience, and familiarity with the case.

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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, determining ABAWD status, monitoring the participation of ABAWDs, and collaborating on good cause granted to ABAWDs subject to the FoodShare work requirement. 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 follow 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 an ABAWD may have an exemption from the monthly FoodShare 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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6.8 Decision to Deny Participant Access and/or Services

The FSET agency has the right to deny a participant access to the FSET office and no longer provide employment and training services to a participant whose behavior is determined to be detrimental to FSET operations and/or puts the safety and progress of other participants and staff at risk. FSET participant behavior that warrants prohibiting access to the office and/or services includes but is not limited to:

- Offenses or threats against FSET property or any other person on FSET premises.
- Actions that disrupt or interfere with FSET operations and processes.
- A continued pattern of violation of agency rules after a notice of the rules has been given.

The FSET agency management staff must follow a previously established internal process for determining whether a participant will be denied access to the office and/or services due to his or her behavior. The process must include providing the participant with written documentation that includes a description of the detrimental behavior and the timeframe that the participant will be denied access to the FSET office and/or services. The written explanation must be sent to the participant. The written explanation must also include the ability for the individual to request an appeal of the decision to deny access and/or services. The decision to deny access and/or services shall maintain in effect until the end of the specified timeframe or until FSET agency management terminates the decision to deny access and/or services, whichever occurs first.

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7.1 Employment

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

An FSET participant who is subject to the general FoodShare basic work rules should accept an offer of suitable employment if the position is within the scope of their employment goal as defined by their employment plan. An offer is considered suitable employment if all of the following apply:

- Pay is equivalent to minimum wage or higher.
- The employee is not required to join, quit, or refrain from joining a union or trade organization.
- The job is not obtained due to strike or lockout.
- The job does not pose health risks.
- The job matches a person's physical and mental ability to perform the job.
- If employment is offered on a piece-rate basis, the expected average hourly pay (piece-work average hourly output) is at least minimum wage.
- The daily round-trip commuting time is less than two hours, excluding time transporting a child to or from child care.
- The distance to the job allows for walking, or public or private transportation is available.
- The hours of work or nature of work doesn't interfere with the person's religious observations, convictions, or beliefs.
- Within the first 30 days of the application filing date, the employment must be in the person's field of experience.

7.1.2 Entered Employment

An Entered Employment should be assigned when a job is obtained while enrolled and participating in FSET. The new job must meet all of the below criteria:

- Meets the definition of part-time employment, full-time employment, or self-employment (see [SECTION 10.1 APPENDIX A: FSET DEFINITIONS](#))
- Has a start date on or after the FSET enrollment start date
- Is gained prior to disenrollment from FSET
- Is gained as a result of FSET participation
- Is not a job change while employed by a temporary agency
- 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 (see SECTION 10.1 APPENDIX A: FSET DEFINITIONS)

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
- Any ONE of the following:

Initial Condition	New Condition
From no job	To a subsidized job (update -- OJ or WX (SECTION 10.3 APPENDIX C: FSET FUNDABLE COMPONENT ACTIVITIES)
From a job	To a subsidized job (update -- OJ or WX (SECTION 10.3 APPENDIX C: FSET FUNDABLE COMPONENT)
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 layoff status or medical leave	To return to same employer regardless of change in job title (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:

- Self-employment
- Employment through a temporary agency
- Work study
- Internship

7.1.3.1 Self-Employment

Self-employment is considered an Entered Employment if it meets the criteria as described above. Divide the gross 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 - Seasonal Employment' 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 positions are subsidized employment designated to assist students in meeting their educational financial needs. Work study jobs do not meet the definition of Entered Employment, whether working part-time or full-time.

7.1.3.4 Internship

An 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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7.2 Reserved

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8.1 Employment Plan Reviews

FSET workers are expected to conduct regular Employment Plan (EP) reviews, in collaboration with participants. An EP review must include a review of changes in employment, educational attainment, and barriers to employment. It must 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.

FSET workers may contact participants through in person appointments, telephone, or other methods, including by email, to schedule the EP review appointment. EP reviews can be done in person, via telephone or virtual appointment. EP reviews cannot be conducted via email, text, or similar methods. The EP review is an interactive conversation with the participants. FSET agencies may not schedule participants for an EP review appointment virtually or via telephone without first discussing and receiving consent from the participant.

8.1.1 Time Frames for Employment Plan Reviews

For ABAWDs who are participating in FSET to meet the FoodShare work requirement, the EP must be reviewed at least once every 90 days. For non-ABAWDs and ABAWDs with a non-TLB referral, the EP must be reviewed at least once every 180 days.

A new EP can be created earlier than the original end date. A new EP must be created when there is a change in ABAWD status or ABAWD referral status. When a change in ABAWD status or ABAWD referral status results in the participant needing to meet the FoodShare work requirement, FSET workers must contact the ABAWD as soon as possible to create an EP with enough activity hours to meet the work requirement.

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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 a 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 part of FSET case management that ensures that the FSET program is effectively addressing participant employment goals, supportive service needs, and barriers to employment.

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

When Non-ABAWDs and ABAWDs with a non-TLB referral type do not make progress towards their employment plan goals on a continual basis (6 months or longer), FSET workers should discuss whether the FSET program is meeting their employment and training needs. This conversation should be documented in PIN comments.

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8.3 Participant Appointment Scheduling

FSET agencies must offer FSET participants the opportunity to complete ongoing appointments in person. FSET agencies also have the option to offer participants the opportunity to complete ongoing appointments virtually or via telephone. FSET agencies may not schedule participants for any appointments virtually or via telephone without first discussing and receiving consent from the participant.

FSET workers must use the CARES Worker Web (CWW) Client Scheduling Tool to schedule appointments with FSET participants and send them proper notification. FSET workers must attempt to contact ABAWD participants at least once per month until the participant is disenrolled or withdrawn from FSET. FSET workers may also contact participants via email or text to schedule appointments. Process Help, [Section 1.8 Client Scheduling](#) has information regarding using client scheduling. FSET appointments may be scheduled using the following activity codes:

Appointment Code	Description
FE	FSET Enroll (Individual): This code is used to schedule an appointment for individual FSET enrollment and orientation.
FO	FSET Orientation (Group): This code is used to schedule an appointment for FSET group enrollment and orientation.
FS	FSET Enroll 2nd (Individual): This code is used to re-schedule an appointment for individual FSET enrollment and orientation when the participant missed the previously scheduled appointment.
FG	FSET Orientation 2nd (Group): This code is used to reschedule an appointment for FSET group enrollment and orientation when the participant missed a previously scheduled appointment.
FR	FSET EP Review (Individual): This code is used to schedule an appointment to conduct the regular employment plan review for an ABAWD participant.
FV	FSET EP Review Vol. (Individual): This code is used to schedule an appointment to conduct the regular employment plan review for a non-ABAWD or an ABAWD meeting the work requirement outside of FSET.
FW	FSET Workshop (Group): This code is used to schedule an appointment to attend an FSET workshop group activity.
FP	FSET Participation (Individual): 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 five automated FSET letters, which correspond to FSET-specific 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
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CSLW	<p><u>Initial Enrollment Appointment:</u></p> <p>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).</p>
CSLV	<p><u>Reschedule Enrollment Appointment:</u></p> <p>This letter is used to notify an individual that their initial enrollment appointment has been rescheduled because he or she missed the prior enrollment appointment. The letter corresponds to activity codes FS FSET Enroll 2nd (Individual) and FG FSET Orientation 2nd (Group).</p>
CSLX	<p><u>Employment Plan Review:</u></p> <p>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).</p>
CSLZ	<p><u>Employment Workshop:</u></p> <p>This letter is used to notify a participant that he or she is registered to attend an employment workshop. The letter corresponds to activity code FW FSET Workshop (Group).</p>
CSLO	<p><u>Participation Appointment:</u></p> <p>This letter is used to notify a participant that an appointment has been scheduled to review his or her participation in FSET. The letter corresponds to the activity code FP FSET Participation (Individual).</p>

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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 ABAWDs who are referred to or enrolled in FSET as a means to meet the work requirement and maintain FoodShare eligibility.

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8.5 Disenrollment

FSET disenrollment is completed on the Participant Summary page in the CWW FSET Tool. 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 ABAWD with a non-TLB referral, and chooses not to participate in FSET. Disenrollment should not occur while a participant is receiving job retention services for a job obtained as a result of participating in FSET. A participant is eligible to receive up to 90 days of job retention services through FSET even if he or she is no longer eligible for FoodShare.

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

2. Non-ABAWDs and ABAWDs with a non-TLB referral type who have not participated in FSET for two months without agency contact. Non-participation is defined as a complete lack of contact from the participant to the FSET agency. Non-ABAWDs and ABAWDs with a non-TLB referral type who participate fewer than 12 hours per month are considered to be participating in the FSET program and should not be disenrolled without their consent. This disenrollment reason does not apply to ABAWDs with a TLB referral type.

Prior to disenrolling a non-ABAWD or an ABAWD with a non-TLB referral type 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.

1. Non-ABAWDs or ABAWDs with a non-TLB referral type requests to end services. This disenrollment reason does not apply to ABAWDs with a TLB referral type.

Note *FoodShare 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 FoodShare benefits, an updated referral will be sent to the FSET worker showing that the participant is again eligible.*

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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:

- Income maintenance (IM) consortia or county departments of social or human services
- DHS-contracted county, tribal, and private agencies
- Wisconsin DCF staff for administering work participation requirements
- DWD, Division of Unemployment Insurance (DUI) for computer matching to Unemployment Insurance benefit payments
- 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
- USDA Food and Nutrition Service

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 or 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.

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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 the 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 or 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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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 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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9.4 Managing Fraud, Waste, and Abuse

FSET agencies should match supportive services to the activities in which the participant is involved. FSET agencies are required to provide payment to FSET participants for expenses that are reasonable, necessary, and directly related to participating in assigned FSET activities. Federal regulations allow payment to be provided as a reimbursement for expenses incurred, or in advance as payment for anticipated expenses in the coming month.

If an FSET agency suspects or has knowledge that a participant is using supportive services for something other than an FSET activity or is trading or selling supportive services, the following steps should be taken:

1. The FSET agency must discuss the matter with the participant.
2. If it is determined that the participant intentionally or unintentionally misused FSET funds, the participant must be notified in writing that they will only receive reimbursement for expenses that are reasonable and necessary, and directly related to completing assigned activities, after documentation of the expense is provided. FSET workers will seek supervisory approval prior to providing written notification to the participant. A copy of the written notice must be scanned into the Electronic Case File (ECF)
3. The participant must be informed that they are allowed to file for a fair hearing if they do not agree with this decision.
4. Details of the steps taken to resolve this issue and the outcome must be documented in PIN comments.

There is no means to recoup issued supportive services. If the FSET agency is notified that the IM agency is recouping a future month's benefits, the FSET agency should not issue supportive services in that month.

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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. A fair hearing must be requested within 90 days from the day FoodShare benefits were impacted by a specific action taken by the FSET or IM 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
- Received by DHA verbally or in writing

All hearing requests 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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10.1 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. See [FSET HANDBOOK 7.1.2 ENTERED EMPLOYMENT](#) for more information on entered employment criteria for FSET.

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.

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 or 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 (Unsubsidized Full-Time) and UP (Unsubsidized Part-Time) to be an Entered Employment. See [FSET HANDBOOK 10.3 APPENDIX C: FSET FUNDABLE COMPONENT ACTIVITIES](#) 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 (also known as staffing agency or employment 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 CWW 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. Temp to perm hires may be counted as an Entered Employment.

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

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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 eligibility and send referrals for Able-Bodied Adults Without Dependents (ABAWDs) and non-ABAWDs to the FoodShare Employment and Training (FSET) agency after FoodShare confirmation	X		Case Summary Eligibility Notice of Decision Referral to the FSET Program
Determine ABAWD status and collect verification of exemptions deemed questionable	X		FoodShare WR/ABAWD 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 Web FSET Tool and ensure final monthly participation is entered timely		X	
Complete FoodShare renewal	X		45-Day Renewal Notice of Decision
Send updated FSET referrals when changes in FoodShare eligibility or ABAWD 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	

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10.3 Appendix C: FSET Fundable Component Activities

Code	Description	Details
AP	Pre-Apprenticeship /Apprenticeship	<p>FSET workers may assign Pre-Apprenticeship/Apprenticeship for individuals interested in career paths that require apprenticeship training. Pre-Apprenticeship is an opportunity to help FSET participants gain the necessary skills for an apprenticeship. These programs can play a valuable role in preparing FSET participants for a career, while contributing to the development of a diverse and skilled workforce. Apprenticeships offer numerous benefits to both employers and participants. Apprenticeship is post-secondary education like a college or university, but apprentices learn only a portion of their skills in a traditional classroom. They receive most of their training on-the-job, while working for an employer who pays a good wage. The employment is the primary requirement for an apprenticeship – a job must exist for the apprentice to be trained.</p> <p>The criteria for participating in a Pre-Apprenticeship/Apprenticeship will vary depending on the field of interest. If an FSET participant is interested in becoming an arborist or working in construction but doesn't have the developed skills, a pre-apprenticeship or apprenticeship (depending on skill level and requirements of the trade) can connect the participant with local employers and begin their training toward career goals.</p> <p>Many apprenticeship and pre-apprenticeship programs are offered through the Wisconsin Technical College System. FSET workers should reference criteria for participation that can be found online or contacting the college directly. These criteria will vary based on program and are evaluated as a part of case management.</p>
A1	Credential or Certificate Receiving Program	<p>A Credential or Certificate Receiving Program is short-term, competency based, with a hands-on experience emphasis and a quantifiable measurement of success. The measurements of success will vary depending on the program.</p> <p>Criteria for participation in this activity will vary on the assigned educational program or other vocational training activity. FSET agencies will assist the participant through their activity assignment with at least monthly check-ins and provide any reasonable and necessary participant reimbursements for participation.</p> <p>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. A statement from the educational program indicating that an additional</p>

		amount of study time may be required to successfully complete the course can be included in the assigned number of hours.
BE	Adult Basic Education	Assign this activity to participants who are engaged in an adult basic education course or literacy skills courses in the areas of reading, mathematics, communication skills, social studies, physical sciences, and health. 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. 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.
BR	Integrated Training or Bridge Program	Integrated Training or Bridge Programs vary depending on the sector and population served. Bridge Programs are offered to upper-level students in high school soon to be entering their first year of college. Bridge Programs are also transitional programs for students who typically hold a two-year college degree and seek to obtain a four-year or graduate degree. The criteria for participation in this component will vary greatly by the Integrated Training or Bridge Program that is assigned. For example, if a nursing bridge program is offered, FSET workers must research the skills, knowledge, and experience necessary to participate in the nursing bridge program. If a participant does not meet the standards for the program, the FSET case manager will work with the participant to assign other activities to gain the required skills for the nursing program.
CE	Career Planning	Assign this activity if participant is receiving services to evaluate their career interests, guide the career planning process, or advance their career, as long as the participant has a realistic and viable goal. Examples include career exploration, job shadowing; evaluations for aptitude, skills, reviewing labor market information and training opportunities; and career guidance and counseling.
CM	Case Management	<p>Case Management must be on every Employment Plan for all FSET participants. The Case Management activity is a qualifying activity and should be used for all initial and ongoing case management appointments. FSET workers must also assign at least one activity in addition to case management for all FSET participants. For individuals who need to meet the FoodShare work requirement for able-bodied adults without dependents (ABAWDs), this additional activity must be a qualifying activity.</p> <p>Count hours as the actual time spent providing case management while engaging directly with the participant. FSET worker tasks that do not involve direct contact with a participant are documented in PIN comments but are not tracked in the FSET tool.</p>

DR	Driver's Education	Assign this activity when a participant is enrolled in a course of study that includes both classroom and behind-the-wheel instruction designed to prepare the student to pass the Wisconsin Driver's License Examination.
EL	Language/Literacy	FSET workers assign this activity to participants who need assistance learning English to expand their employment opportunities. This activity may be assigned to participants enrolled in English as a Second Language (ESL) course or trainings and activities meant to prepare participants for ESL courses. This code can be used when someone is enrolled in literacy classes that assist with their ability to read or write. 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. 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.
EO	Enrollment with Orientation	Use this code for individuals who participate in a set of activities designed to orient and enroll the individual into the FSET program. Assign this activity if a participant is participating in a non-qualifying activity for ABAWDs, unless it makes up less than half of an ABAWD's total monthly FSET participation hours.
ES	Supervised Job Search	Assign this activity to participants engaged in supervised job 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; 5) interviewing for jobs; and 6) workshops on effective job seeking and interviewing skills. This is a non-qualifying activity for ABAWDs, unless it makes up less than half of an ABAWD's total monthly FSET participation hours.
HE	High School Equivalency	Assign this activity for participants who are receiving instruction and study time designed to prepare for the tests of General Educational Development (GED) or High School Equivalency Diploma.
IN	Internship	Assign this activity to participants seeking short-term work experience to get entry-level exposure to a particular industry or field. It is as much of a learning experience as it is work. Ideally, interns spend their time working on relevant projects, learning about the field, making industry connections, and developing both hard and soft skills. Internships sometimes lead to full-time job offers. The criteria for participation will vary depending on the internship industry or field. For example, if a marketing internship is offered,

		workers will research the skills, knowledge, and experience necessary to participate in the marketing internship. If a participant does not meet the standards for the program, the FSET worker will assign the participant to other activities to gain the required skills for the marketing internship program.
JR	Job Retention	Job Retention can be provided for up to 90 days to an individual who has secured employment after enrolling in FSET. The individual may also be participating in other FSET components or assigned activities, however, participation in additional activities is not required. Job Retention services may include: 1) job retention reimbursement; 2) reviewing workplace demands and employer expectations; 3) strategies to help the individual stay employed; 4) job-specific problem solving; and 5) crisis resolution.
JS	Job Skills Training Program	Assign this activity when a participant is enrolled in a training arranged to meet the specific needs of an employer or a general training that prepares an individual for a specific occupation within a particular employment sector where they will not earn an industry recognized credential. The training will provide skills to help the participant obtain employment or to advance or adapt to the changing demands of the workplace. Count the number of hours the person is in the training and up to one hour of unsupervised study time for each hour of training time. Supervised study time may also be assigned under this activity. A statement from the training program indicating that an additional amount of study time may be required to successfully complete the training can be included in the assigned number of hours.
JT	Job Search Training	<p>Job Search Training is for participants who need general guidance with the job search process. FSET workers must assist Job Search Training participants in developing, practicing, and applying job seeking skills with the goal of becoming proficient in searching for employment. This includes:</p> <ul style="list-style-type: none"> • Assistance with applications and resume development • Interviewing skills, including mock interviewing <p>Individuals need limited skills to participate in this component. FSET workers will evaluate on an ongoing basis whether forward momentum is being made through ongoing assessments. FSET workers will assist participants with computer literacy skills required to move into the Supervised Job Search component leading to employment.</p> <p>Job Search Training is a non-qualifying activity; therefore, FSET workers must not assign ABAWDs to non-qualifying activities including Job Search Training for more than half of their total required hours.</p>
MO	Job Readiness/ Motivation	Assign this activity to participants engaged in group or individual activities specifically designed to prepare them for work.

		<p>Activities are geared toward learning general workplace expectations, work behavior and skills necessary to compete successfully in the labor market. High-quality job readiness activities use various techniques and approaches to build self-esteem and increase self-confidence. Activities may include, but are not limited to:</p> <ol style="list-style-type: none"> 1. Instruction in workplace expectations (including instruction on appropriate attire). 2. Workshops or coaching on self-esteem, goal setting, etc. 3. Lessons or courses on basic computer skills and use of internet. Job readiness activities may be completed independently or in a group setting. <p>If an individual is assigned to a comprehensive job readiness program that is designed to prepare them for work, the program may include other activities such as financial literacy, household management techniques, and assistance with other life skills that help an individual's circumstances, so they are a better able to obtain or maintain employment.</p> <p>When MO is individualized, case managers must document the content of their one-on-one MO activities/discussions in PIN comments to support why this activity was selected rather than case management.</p>
OJ	On-the-Job Training	<p>FSET workers may assign On-the-Job Training when an FSET participant is performing tasks or processes related to their occupation. The FSET participant typically performs tasks that are essential to their job function with the supervision of a manager, coach, or mentor. This type of training is typically used to broaden an employee's skill set and to increase productivity.</p>
SE	Self-Employment Training	<p>Assign this activity 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.</p>
SF	Full-Time Employment: Subsidized	<p>Assign this activity when a participant is employed or self-employed in a subsidized position full-time (30 or more hours per week).</p>
SP	Part-Time Employment: Subsidized	<p>Assign this activity when a participant is employed or self-employed in a subsidized position part-time (fewer than 30 hours per week).</p>

TE	Transitional Employment (Co-Enrollment)	<p>Transitional Jobs programs are government-sponsored employment programs where the state subsidizes short-term work opportunities – which can include placement and training as well as pay – to previously unemployed individuals in the public, private, or non-profit sectors.</p> <p>Criteria for participation depends on the employment sector.</p>
TJ	Trial Employment Match Program (TEMP)	<p>Trial Employment Match Program (TEMP) is a W-2 employment position that provides subsidized work for applicants or ongoing W-2 participants. An individual working in a TEMP job earns at least minimum wage, and the W-2 agency subsidizes all or a portion of the hourly wages paid to the individual by the employer.</p> <p>A TEMP job can last for a maximum of six months with an opportunity for a three-month extension. A custodial parent may take part in more than one TEMP job, but may not exceed a total of 24 months of participation in TEMP.</p> <p>An NCP meeting eligibility for W-2 case management services may take part in only one TEMP job, provided that the NCP has not exceeded the 24-month TEMP time limit.</p>
UF	Full-Time Employment: Unsubsidized	Assign this activity when a participant is employed or self-employed full-time (30 or more hours per week).
UP	Part-Time Employment: Unsubsidized	Assign this activity when a participant is employed or self-employed part-time (fewer than 30 hours per week).
WE	Work Experience/W-2	Assign this activity for participants who are job shadowing or learning work skills in an unpaid work experience as part of the W-2 program.
WF	Workfare	<p>Assign this activity to ABAWD-TLB 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. FSET agencies should not assign employed participants to Workfare. Workfare positions may be established with public or private non-profit employers, 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. 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>
WJ	Workfare Job Search	Workfare Job Search may be assigned to ABAWDs during the first 30 days after enrollment at initial certification prior to making a

		<p>Workfare site placement. Workfare Job Search includes activities outlined in the Supervised Job Search activity component, with the exception that Workfare Job Search does not need to be completed at approved locations or be supervised. The household's Workfare hourly requirement is determined by dividing the FoodShare benefit amount by the minimum wage. Workfare participants are considered to be participating in and complying with Workfare requirements during this 30-day job search period and are meeting the FoodShare work requirement. An FSET participant who has more than one initial certification may be assigned to Workfare Job Search at each initial certification but cannot be assigned Workfare Job Search at recertification.</p>
WX	Work Activity	<p>Work Activity involves working off the household benefit, therefore it is not possible for an individual to volunteer for additional hours of Work Activity beyond the number of hours equal to the household's allotment for that month divided by the higher of the applicable federal or State minimum wage. Work Activity ends when the household benefit has been worked off, but this would not be sufficient for an ABAWD to meet the FoodShare work requirement. If an ABAWD does work activity for their benefit divided by the minimum wage and it is, for example, only 6 hours a week, then the ABAWD must find 14 additional hours per week of work or a different qualifying activity.</p>

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10.4 Appendix D: Supportive Services Allowable Expenses

Item	Almost Always	Sometimes	Never	Other Details
Auto insurance			X	
Auto ownership tag, title, licensing		X		Only if required for FSET participation and no other transportation option is available.
Auto purchase			X	
Auto repairs		X		<u>ONLY UNDER SPECIFIC CONDITIONS.*</u>
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 as a part of job retention.
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. Dental work costs are limited to minor work, such as a cleaning. Major work, such as oral surgery, bridge work, braces, and dentures, are not allowable expenses.
Dependent care costs	X			
Driver license applications and renewal fees		X		Must be reasonable and necessary for participation in an employment and training component or employment as a part of job retention.

Drug/alcohol counseling			X	Refer participant to another agency.
Drug tests		X		Only if required for employment.
Equipment		X		Must be reasonable and necessary for participation in an employment and training component or employment as a part of job retention.
Fines			X	No exceptions for any type.
Fingerprinting		X		Only if required for employment.
Gas	X			Includes reimbursement for gas when it is reasonable and necessary for the participant to rely on someone else to provide transport to and from assigned FSET activities.
Incentives			X	Supportive services must be both reasonable and necessary for FSET participation. FSET workers cannot provide supportive services as incentives or rewards for enrollment or participation in FSET under any circumstances.
Legal services		X		Must be very minor (such as, notary services) and directly related to employment.
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 participant to appropriate agency.
Relocation expenses		X		Must be reasonable and necessary for employment as part of a job retention component.
Safety items (on the job)	X			
Student activity fees		X		Only if required to participate in class.

Student loans			X	Participants should 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.
Temporary housing		X		Housing assistance may be provided on a case-by-case basis for emergency situations, and only when all other funding sources have been exhausted. The rationale for housing assistance must also be documented in PIN comments in the FSET Tool. Housing assistance may be provided for a period of one month maximum per an individual's FoodShare certification period.**
Tools		X		Must be reasonable and necessary for participation in an employment and training component or employment as part of job retention.
Training materials	X			
Transportation expenses (gas, bus fare)	X			
Tuition and fees		X		
Uniforms	X			
Union dues		X		Only if required for employment.
Vision needs (glasses or eye exam)		X		Must be reasonable and necessary for participation in an employment and training component or employment as a part of job retention.

*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
- The FSET volunteer resides in a rural county or area of the state where there is no or very limited public transportation
- Carpooling is not a realistic option
- Cost estimates are verified from at least two auto repair shops
- The title of the auto is registered in the name of the FSET volunteer
- The FSET volunteer holds a valid driver's license

- The cost of the repairs will not exceed the value of the auto
- Repairs are not for cosmetic reasons
- Reimbursement is limited to a one-time expense
- The agency can guarantee that the repairs cannot be paid by another source

Example 1:	Lenny applies and becomes eligible for FoodShare in January 2019 and maintains eligibility until his next recertification in December 31, 2019. Lenny received temporary housing assistance in May 2019. Lenny would again become eligible for another month of temporary housing assistance on January 1, 2020, the first month of the new certification period.
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Example 2:	Ivy applies and becomes eligible for FoodShare in January 2019 and receives temporary housing assistance in February 2019. Ivy loses FoodShare eligibility in May 2019 and reapplies and regains eligibility in August 2019. Ivy is again eligible for temporary housing assistance after her new application in August 2019.
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Example 3:	Chrissy and her husband, Phil, apply and become eligible for FoodShare in January 2019. Chrissy receives temporary housing assistance in February 2019. In June 2019 Chrissy loses FoodShare eligibility due to three TLBs while her husband, Phil, remains eligible through December 2019. Chrissy regains eligibility for FoodShare by meeting the FoodShare work requirement in June 2019. Chrissy would not be eligible for temporary housing assistance until January 2020, the first month of the new certification period.
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10.5 Appendix E: Qualifying Work Program for ABAWDs

Qualifying Work Program	Qualifying ABAWD Activities	Hours Required	Funding
Workforce Innovation and Opportunity Act (WIOA) 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.	80 hours per month, approximately 20 hours per week	U.S. Department of Labor
Programs under section 236 of the Trade Act of 1974	Training programs for workers that have lost or may lose their job. Example: Dislocated work programs administered through Department of Workforce Development funding.	80 hours per month, approximately 20 hours per week	U.S. Department of Labor
FSET	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.	80 hours per month, approximately 20 hours per week (except workfare). 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.	Federal Supplemental Nutrition Assistance Program
Temporary Assistance to Needy Families (TANF) Work Programs	Work programs must be approved by the state. Example: W-2, Tribal TANF, Children First, Transform Milwaukee Jobs Program, TEMP	Participating and complying with any work requirement under title IV of Social Security Act	U.S. Department of Health and Human Services

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10.6 Appendix F: FSET Worker Time Frames

Time Frames	Required Action
1st of the month	<ul style="list-style-type: none"> • Pull FSET enrollees detail report for expiring employment plans 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 as of the end of the prior month.
No later than the 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 FoodShare 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 FoodShare clock.
5 Business Days	<ul style="list-style-type: none"> • An FSET participant must be contacted by telephone within five business days of the FSET agency receiving a referral.
10 Business Days	<ul style="list-style-type: none"> • FSET initial appointments must be scheduled to occur within 10 business days from the date the referral is received (or effective date of FoodShare eligibility if the referral is sent early). • Initial employment plan must be developed at initial appointments.
12 Calendar Days	<ul style="list-style-type: none"> • Workers will be able to preview an appointment letter when the appointment is scheduled within 12 calendar days of the actual appointment. CWW will generate and send the letter overnight upon scheduling. • If an appointment is scheduled for a date 13 days or more in advance of the actual appointment, workers will be unable to preview the letter. CWW will generate and the appointment letter 12 days before the appointment date.
2 Months	<ul style="list-style-type: none"> • Non-ABAWDs and ABAWDs with non-time limited benefits (TLB) referrals may be disenrolled from FSET if they have not participated in FSET for two months without agency contact. • FSET workers have up to two calendar months from the FoodShare eligibility end date 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. Participants must be offered the opportunity to participate in job retention for up to the full 90 days.

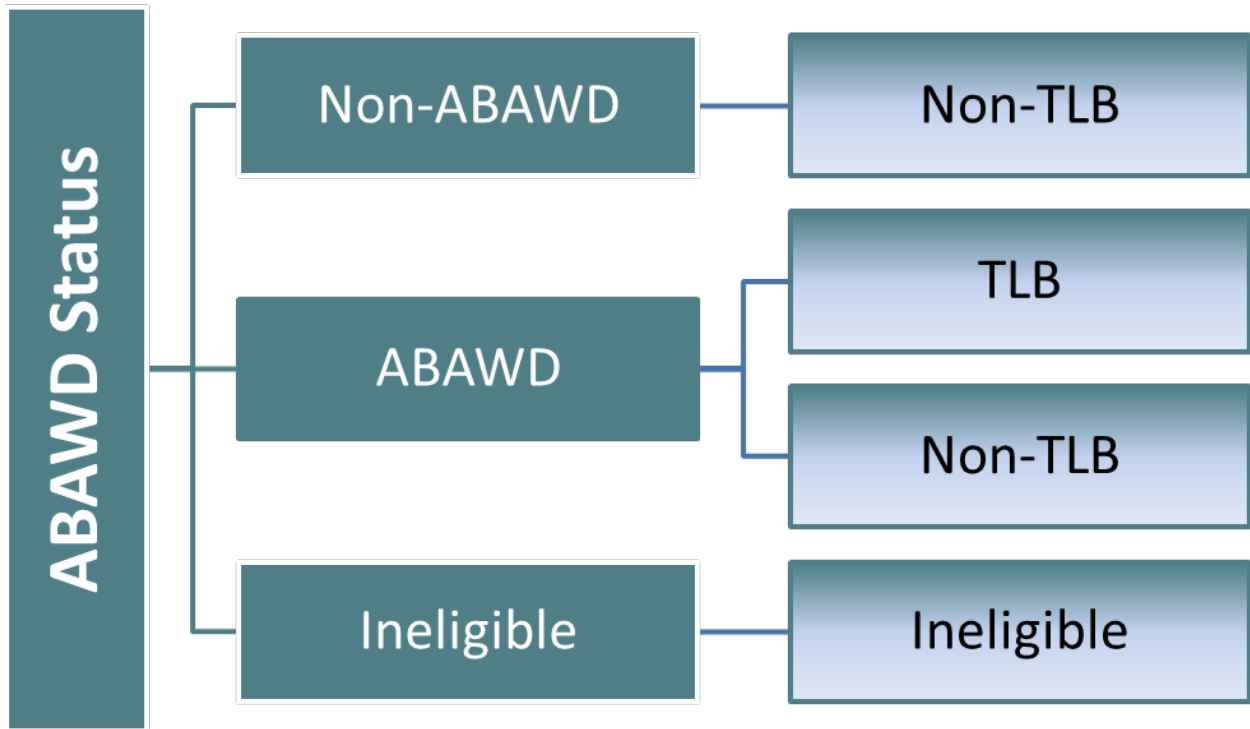
3 Months	<ul style="list-style-type: none"> • The longest duration of an ABAWD with a TLB referral's employment plan (90 days). ABAWD with a TLB referral's employment plans must be reviewed every three months, at minimum. • The number of TLB months an ABAWD may receive without meeting the FoodShare work requirement. • The number of additional months an ABAWD may earn after exhausting their three TLBs (if criteria is met to qualify for additional months).
180 Days	<ul style="list-style-type: none"> • The longest duration of an FSET participant's employment plan. Non-ABAWDs and ABAWDs with a non-TLB referral must have employment plans reviewed every six months, at minimum.
3 Years	<ul style="list-style-type: none"> • The duration of the statewide, fixed three-year clock for ABAWDs subject to the time limit of the FoodShare work requirement.

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10.7 Appendix G: FSET ABAWD Statuses (and FSET Referral Types)



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Glossary

ABAWD

Able-Bodied Adults Without Dependents

AODA

Alcohol and Other Drug Abuse

CARES

Client Assistance for Re-employment and Economic Support

CORe

Central Office Reporting System

CWW

CARES Worker Web

DCF

Department of Children and Families

DHS

Department of Health Services

DPI

Department of Public Instruction

DVR

Division of Vocational Rehabilitation

DWD

Department of Workforce Development

E & T

Employment and Training (generic)

Entered Employment

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

EP

employment plan

ESA

Economic Support Agency

ESL

English-as-a-Second Language

FEP

Financial and Employment Planner

FFP

Federal Financial Participation

FNS

Food and Nutrition Service

FS

FoodShare

FSET

FoodShare Employment & Training Program

FSH

FoodShare Handbook

HOH

Head of Household

NOA

Notice of Adverse Action

PRWORA

Personal Responsibility and Work Opportunity Reconciliation Act

SEO

State Employment Options

SOFSP

State Option FoodShare Program

TANF

Temporary Assistance for Needy Families

TLB

time-limited benefits

USDA

United States Department of Agriculture

W-2

Wisconsin Works

WIA

Workforce Investment Act

WP

Work Program (FSET, W-2, Learnfare, Children First)

WTCS

Wisconsin Technical College System