

**FoodShare Employment and Training  
Handbook Release 17-02**

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# 1 FSET PROGRAM OVERVIEW

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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 work requirements. See the [FoodShare Handbook 3.16.1 Work Requirements](#) and [3.17.1 Able-Bodied Adults without Dependents](#) for more information on work requirements.

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## 1.2 RESERVED

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## 1.3 FSET PROGRAM DELIVERY IN WISCONSIN

[1.3.1 FSET Administrative Regions](#)

[1.3.2 Voluntary FSET Program](#)

[1.3.3 Service Delivery to ABAWDs](#)

### 1.3.1 FSET Administrative Regions

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

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

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

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

### **1.3.2 Voluntary FSET Program**

Since 2008, Wisconsin has operated a voluntary FSET program, an allowable state option under federal SNAP regulations. The shift to a voluntary FSET program was a provision of Wisconsin's 2007-2009 biennial budget.

A voluntary FSET program means that a non-exempt **ABAWD** may choose to meet the ABAWD work requirement through participation in FSET. See the [FoodShare Handbook 3.17.1.7 ABAWD Work Requirement](#) for the complete list of ways that non-exempt ABAWDs may meet the ABAWD work requirement. ABAWD eligibility for FoodShare is limited to three months of **TLB** in a 36-month period if an ABAWD is not meeting the ABAWD work requirement and does not have a qualifying exemption. The three TLB months do not have to be consecutive.

Non-ABAWDs and exempt ABAWDs may also choose to participate in FSET, but do not need to meet the ABAWD work requirement. See the [FoodShare Handbook 3.17.1 Able-Bodied Adults without Dependents](#) for more information on the ABAWD work requirement and ABAWD status determination.

A voluntary FSET program also means that FoodShare work registrants are not required to participate in FSET in order to meet the work registration requirements. See the [FoodShare Handbook 3.16.1 Work Requirements](#) for more information on the FoodShare work registration requirements.

### **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 36-month time period for ABAWDs who do not meet the work requirement or meet an exemption from the work requirement.

From 2002 through 2014, the State of Wisconsin was granted approval from the federal Food and Nutrition Service (FNS) to waive the federal time limit on **FoodShare** benefits for ABAWDs who failed to meet ABAWD work requirements. As specified in the Wisconsin 2013-2015 biennial budget, the state will implement the federal time limit on FoodShare benefits for ABAWDs statewide effective April 1, 2015. For more information about ABAWD TLBs and the 36-month period, see [FoodShare Handbook 3.17.1 Able-Bodied Adults without Dependents](#).

During a 36-month period, an ABAWD may continue receiving **FoodShare** benefits as long as the ABAWD is meeting the work requirement, **has a verified exemption**, or is later determined to be a non-ABAWD. Participating in the FSET program is one way for ABAWDs to meet the work requirement and maintain ongoing eligibility for **FoodShare**. Once **FoodShare** eligibility is confirmed, an ABAWD who needs to meet the work requirement will receive a referral to FSET, so that he or she has the opportunity to choose to participate right away and not exhaust his or her time-limited benefit months.

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

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## **1.4 FSET COMPONENT ACTIVITIES**

[1.4.1 Job Search and Job Search Training](#)

[1.4.2 Education](#)

[1.4.3 Workfare](#)

[1.4.4 Work Experience](#)

[1.4.5 Self-Employment](#)

[1.4.6 Job Retention](#)

[1.4.7 Formal Assessment](#)

[1.4.8 On-the-job Training](#)

The Food and Nutrition Service (FNS) structures the SNAP employment and training program into components including job search, job search training, workfare, work experience, education, self-employment, and job retention. Wisconsin's FSET components also include formal assessment and on-the-job training. FSET workers assign participants to program activities that each fall within one of the program components.

FSET activities are classified as qualifying and non-qualifying activities. In order to meet the ABAWD work requirement through FSET participation, non-exempt 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 are able to meet the work requirement by participating in FSET, if they choose. FSET workers must not assign non-exempt ABAWDs to non-qualifying activities for more than half of their total required hours.

Employment search, which falls within the job search component, is a non-qualifying activity. Job readiness and motivation, the only activity within the job search training component, is also a non-qualifying activity. Enrollment and orientation do not fall within any of the components and are also non-qualifying activities. All other component activities are qualifying activities.

FSET agencies must offer a variety of activities in order to comprehensively address the unique needs of each participant. See [FSET Handbook 10.3 Appendix C: FSET Fundable Component Activities](#) for a complete list of FSET fundable activities.

### **1.4.1 Job Search and Job Search Training**

The job search and job search training components are for participants engaged in employment search and participants who need general guidance with the job search



process. Agencies assist job search and job search training participants in developing, practicing, and applying job seeking skills with the goal of securing employment. This includes:

- Assistance with applications and resume development
- Interviewing skills, including mock interviewing
- Labor market information
- Job clubs
- Job leads and job referrals
- Job development and job placement, as needed

The activities under the job search component include employment search and workfare job search. Employment search is a non-qualifying activity. Workfare job search is a qualifying activity that may be assigned to workfare participants in the first 30-days of a workfare placement. Non-exempt ABAWDs who are employed should not be assigned to workfare job search. Non-ABAWDs and exempt ABAWDs should not be assigned to workfare job search. See [FSET Handbook 1.4.3 Workfare](#) for more information on assigning participants to workfare.

Job readiness and motivation is the only activity within the job search training component. It is a non-qualifying activity.

FSET workers may only assign a non-exempt ABAWD participant to employment search, job readiness and motivation, and other non-qualifying activities for less than half of the total required hours, in total. However, job search and job search training activities are considered qualifying activities when offered as a part of workfare or through an allowable work program. See [FSET Handbook 6.4 Co-Enrollment in FSET and Another Allowable Work Program](#) and [10.5 Appendix E: Qualifying Work Programs for ABAWDs](#) for more information on qualifying work programs for ABAWDs.

FSET workers must reassess assignment to activities within job search and job search training during regular employment plan reviews in accordance with [FSET Handbook 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 Education**

All activities within the education component are qualifying activities. Educational activities must have a direct link to employment.

Allowable activities within the education component include:

- Adult Basic Education (ABE)
- Driver's Education
- Customized Skills Training
- English as a Second Language

- General Educational Development
- High School Equivalency Diploma
- Higher Education - Full-time Student
- Higher Education - Part-time Student
- Job Skills Training
- Job Readines/Motivation
- Literacy Skills
- Post-secondary Education (2 years or less)
- Regular School (K-12)
- Vocational Adult Basic Education
- Vocational English as a Second Language
- Vocational Literacy

See [FSET Handbook 10.3 Appendix C: FSET Fundable Component Activities](#) for a full description of the activities listed above.

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

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

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

### 1.4.3 Workfare

Workfare is the only activity within the workfare component. Workfare is a qualifying activity for non-exempt ABAWDs who need to develop the basic skills and/or work history necessary to enter the job market successfully. Employed non-exempt ABAWDs should not be assigned to workfare. Non-ABAWDs and exempt ABAWDs should not 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 the [FSET Handbook 6.3.2.4 Determining Required Hours of Workfare Participation](#) for more information on determining required hours of participation 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.
- Work sites 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.

#### **1.4.4 Work Experience**

Allowable activities under the work experience component include: FSET work experience, community service, transitional employment (co-enrollment), W-2 (co-enrollment), and trial job (co-enrollment). These are qualifying activities that offer the opportunity for job shadowing or short-term placement in a work or training setting. The benefits of work experience include exposing participants to a variety of job options, improving employability, and helping ease the participant's transition into regular employment.

Non-exempt ABAWDs participating in work experience must meet the 80-hour per month work requirement. Non-exempt ABAWDs enrolled in work experience may meet the work requirement by voluntarily participating in work experience for 80 hours per month, or by participating in work experience in combination with other qualifying activities for a combined total of 80 hours per month. The calculation used to determine workfare participation hours for non-exempt ABAWDs cannot be used for work experience.

Prior to assigning a participant to a work experience site, the FSET agency must establish a formal relationship with the employer. Work experience sites can include placement with private, for-profit companies, public non-profit employers, and private non-profit employers. Work experience 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. FSET agencies must monitor the quality of work experience sites to ensure they provide participants with adequate experience and skills.

#### 1.4.5 Self-Employment

The only activity within the self-employment component is self-employment. It is a qualifying activity in which FSET participants receive technical assistance for designing and operating their own business.

Individualized technical assistance is provided in the following areas:

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

#### 1.4.6 Job Retention

The only activity under the job retention component is job retention. It is a qualifying activity that provides services for up to 90 days to participants who have secured employment. **Both** of the following must be true in order for an individual to participate in job retention:

- The individual enrolled in FSET prior to obtaining employment; and
- 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.

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 besides job retention prior to gaining the new employment.

**Example 1:** Sheena participates in employment search, gains employment, and receives 90 days of job retention services. Sheena later participates in employment 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.

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, and case management services that address workplace demands and employer expectations.

Individuals receiving job retention services usually will not continue to participate in other FSET components, but they may 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 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, he or she is eligible to receive supportive services if reasonable, necessary, and directly related to participation in the FSET components. For more information on supportive services, see FSET Handbook Chapter 5.0 Supportive Services.

#### **1.4.7 Formal Assessment**

Formal assessment is intended for FSET participants exploring their career interests and advancement opportunities. Activities within the formal assessment component are qualifying activities. They include:

- Occupational testing
- Career planning
- Career advancement

#### **1.4.8 On-the-job Training**

The only activity under the on-the-job training component is on-the-job training. It is a qualifying activity and may be assigned when a participant is in a paid job subsidized by a program other than W-2 including:

- Workforce Innovation and Opportunity Act (WIOA) on-the-job training
- Division of Vocational Rehabilitation (DVR) work experience
- Economic Dislocation and Worker's Adjustment Assistance Act (EDWAA) on-the-job training
- Adult Apprenticeship
- Employment subsidized by Green Thumb, Senior Aides Older Worker Program, the Wisconsin Youth Conservation Corps (YCC), and Volunteers in Service to America (VISTA) workers.

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## 2 FSET AND FOODSHARE ELIGIBILITY

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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**

IM workers are responsible for determining FoodShare eligibility, determining ABAWD status, and referring FoodShare members to the FSET program. Non-exempt ABAWDs may choose to meet the ABAWD work requirement through participation in FSET. Non-ABAWDs and exempt ABAWDs may participate in FSET, but do not need to meet the ABAWD work requirement. See the [FSET Handbook 6.3 FSET Participation Requirements](#) for more information on ABAWD status and FSET participation.

- **Determine Exemptions from the ABAWD Work Requirement**

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

For more information on exemptions from the ABAWD work requirement, see the [FSET Handbook 6.2.2 Exempt 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 a non-exempt ABAWD meet the monthly ABAWD work requirement, in order to maintain ongoing FoodShare benefits.
- Asking non-ABAWDs and exempt ABAWDs if they would like to be referred to the FSET program.

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## **2.3 RESERVED**

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## 3 FSET REFERRALS

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### 3.1 OVERVIEW OF REFERRALS

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.

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

**CWW** is designed to send new FSET referrals to the FSET Tool when an IM worker confirms eligibility and processes the referral. As a result, a new referral may be sent to the FSET agency prior to or after the 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 in FoodShare eligibility information that needs to be communicated to the FSET agency. A referral update is generated when the income maintenance (IM) agency re-determines eligibility and one of the following changes have occurred for a FoodShare member who is currently referred to or enrolled in FSET:

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

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

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## 3.5 CONTACTING THE PARTICIPANT

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

#### [3.5.2 Number of contacts](#)

#### **3.5.1 Initial Contact, Appointment Scheduling, and Notification**

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

The FSET worker must schedule the initial appointment for FSET enrollment and orientation to occur within 12 calendar 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 12 calendar 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 12 calendar days of the referral date.

**Note:** For appointments scheduled to occur within 12 calendar days of the current date, **CWW** 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 7/10/17 a referral is received for a non-exempt ABAWD with a FoodShare effective date of 7/1/17. The FSET worker calls the member on 7/11/17 and schedules an enrollment appointment for 7/17/17. CWW will automatically send an appointment letter on 7/12/17 for the scheduled appointment on 7/17/17. The worker contacted the member within the five business day time frame, which expires on 7/17/17. The worker also scheduled the appointment within the 12 calendar day time frame, which expires on 7/22/17.

**Example 2:** On 7/10/17 a referral is received for a non-exempt ABAWD with a FoodShare effective date of 7/1/17. The FSET worker is unable to reach the member by phone on 7/11/17 and 7/13/17. On 7/13/17 the worker schedules the initial enrollment appointment for 7/21/17 so that the member receives the appointment letter prior to the date of the appointment. The appointment letter will automatically be sent on 7/14/17. The worker contacted the member within the five business day time frame, which expires on 7/17/17. The worker also scheduled the appointment within the 12 calendar day time frame, which expires on 7/22/17.

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 12 calendar days of the FoodShare eligibility effective date.

**Example 3:** On 7/10/17 a referral is received for a non-exempt ABAWD with a FoodShare effective date of 8/1/17. The FSET worker calls the member on 7/12/17 and schedules an enrollment appointment for 8/2/17 (the member is ineligible for FoodShare in July and so cannot begin participating in FSET until August 1). The worker complied with the five business day requirement, which expires on 7/17/17. The worker also complied with the 12 calendar day requirement, which expires on 8/13/17. CWW will automatically send an appointment letter 12 days prior to the date of the enrollment appointment.

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

For more information about appointment correspondence, see [Process Help 1.8.9 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.

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

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

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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 if one of the following applies:

- An updated referral from the income maintenance (IM) worker is received indicating that the individual's participation status has changed to 'FoodShare Ineligible'.
- An updated referral from the IM worker is received indicating that a non-exempt ABAWD's participation status has changed to 'Non-ABAWD' or 'Exempt ABAWD'. In these cases, the referral may only be withdrawn if two additional conditions are met, as follows:
  - The FSET worker has not yet contacted the member by phone or mail to schedule the initial appointment and
  - The member has not indicated to the IM worker that they want to participate in FSET.
- A non-ABAWD or exempt ABAWD notifies the FSET worker that he or she is not interested in participating in FSET.
- A non-ABAWD or exempt ABAWD 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 a non-exempt ABAWD prior to the individual exhausting his or her three *TLBs* or three additional months and becoming ineligible for FoodShare.

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## 4 FSET ORIENTATION AND ENROLLMENT PROCESS

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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 should provide individuals with detailed information about the FSET program and the ABAWD work requirement to allow them to make well-informed decisions about participating in FSET.

FSET participants may face barriers that make it difficult to access the FSET agency and/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; or 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 in order to complete FSET activities. See [FSET Handbook 5.0 Supportive Services](#).

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### 4.2 RESERVED

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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 ABAWD work requirement including the time-limited benefit policy, allowable ways to meet the ABAWD work requirement, and ABAWD exemptions in accordance with [FoodShare Handbook 3.17.1 Able-Bodied Adults without Dependents \(ABAWDs\)](#). 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 ABAWD 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 also 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 the barriers form is 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 he or she gains 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

## 4 FSET Orientation and Enrollment Process

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

### [4.5.1 Components of an Employment Plan](#)

#### [4.5.2.1 Goals and Action Steps](#)

#### [4.5.2.2 Assign Component Activities](#)

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

An *EP* is a written agreement developed jointly by a participant and his or her case manager. The EP should be a mutually agreed upon plan based on the job seeker's strengths, needs and preferences, within the confines of policy and efficient use of funding. 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, and;
- Be reviewed and updated as necessary. See the [FSET Handbook 8.1 Employment Plan Reviews](#) for information on requirements for completing EP reviews.

### 4.5.1 Components of an Employment Plan

The EP consists of two main components: 1) goals and action steps and 2) individualized activities. Together, the FSET worker and participant 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, non-exempt ABAWDs choosing to meet the ABAWD work requirement through FSET participation are required to comply with qualifying activities in order to maintain FoodShare eligibility. If a non-exempt 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.

### 4.5.2.1 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.

### 4.5.2.2 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 the [FSET Handbook 6.6 Good Cause](#).

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

- **Qualifying Components for ABAWDs:** In order to meet the ABAWD 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 the [FSET Handbook 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 ABAWD work requirement (see the [FSET Handbook 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:** Non-exempt ABAWDs must meet the ABAWD work requirement by working (see the [FSET Handbook 6.3.2.1 Definition of Working for ABAWDs](#)) or participating in a work program for at least 80 hours per month. See FSET Handbook 6.3.2.2 ABAWD Work Requirement for more information on the ways to meet the ABAWD work requirement. Some non-exempt ABAWDs need to participate in FSET for 80 hours a month in order to meet the ABAWD work requirement because they are not engaged in any other type of work or work program. Other non-exempt ABAWDs are referred to FSET because although they are already partially meeting the ABAWD 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 FSET handbook section 6.3.2.3 Determining Participation Hours.
- **Workfare and Workfare Job Search:** When placing a non-exempt ABAWD in workfare, the FSET worker should keep in mind that participation hours are determined differently for this activity type. See FSET Handbook 6.3.2.4 Determining Required Hours of Workfare Participation for details on determining participation hours for workfare. In addition, federal regulations allow non-exempt ABAWDs assigned to workfare to complete a 30-day job search period prior to starting their workfare placement, and this activity counts toward meeting the ABAWD work requirement. For more information on workfare job search, see FSET Handbook 6.3.2.5 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 the [FSET Handbook 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.

### 4.5.3 Employment Plan Summary and Participant Signature

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

If the FSET worker mails the EP summary to the participant for a signature, it is requested that the participant sign and return a copy within 10 days of the receipt of the summary.

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 a non-exempt ABAWD disagrees with the activities assigned, the FSET worker should offer other types of qualifying activities from which the non-exempt ABAWD may choose in order to meet the ABAWD 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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## 5 SUPPORTIVE SERVICES

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FSET agencies must provide supportive services to non-exempt ABAWD, exempt ABAWD, and non-ABAWD participants for reasonable and necessary expenses that directly relate to FSET participation in allowable FSET activities. A non-exempt ABAWD cannot be penalized for not meeting the ABAWD 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 his/her finances would pay,
- Provides a program benefit generally in line with its cost,
- Is comparable to other similar types of program costs, and
- Is within the scope of FSET.

**Necessary Cost:** A cost is considered necessary if it:

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

Supportive services are not allowable as a stand-alone service. FoodShare 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 in order to be eligible for supportive services.

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

Supportive services for an FSET participant must be tracked on the Track Supportive Services page in the CARES Worker Web (CWW) FSET Tool. This screen is used to list all instances of support services being requested, provided, or referred to a participant, along with the cost of each FSET-provided supportive service.

## 5.1 FSET PARTICIPANT EXPENSE REIMBURSEMENT

FSET participants are eligible for assistance to cover the cost of transportation and other 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 [FSET Handbook Appendix D – Supportive Services Allowable Expenses](#);
- Child care and related costs, including enrollment fees;
- Clothing suitable for job interviews;
- Uniforms needed to participate in an assigned training/activity;
- Licensing and bonding fees, and
- Textbooks, GED/HSED test fees and training materials.\*

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

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

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

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

## 5 Supportive Services

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

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## 6 PARTICIPATION

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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, or 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. 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.
- FSET participants who are subject to the work registration requirements should accept an offer of suitable employment if the position is within the scope of their employment goal as defined by his or her 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-rate multiplied by the average hourly output) is at least minimum wage.
  - The daily round-trip commuting time is less than 2 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 does not interfere with the person's religious observations, convictions, or beliefs.
- Within the first 30 days of work registration, the employment must be in the person's field of experience.

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## 6.2 FSET PARTICIPANT STATUS

### [6.2.1 Non-ABAWD](#)

### [6.2.2 Exempt ABAWD](#)

### [6.2.3 Non-Exempt ABAWD](#)

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

### 6.2.1 Non-ABAWD

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

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

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

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

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

All other FoodShare members are ABAWDs.

Non-ABAWDs are not subject to time-limited FoodShare benefits (TLBs). See [FSET Handbook Appendix G – FSET Participant Statuses](#) for more information.

For more information about ABAWD status and exemptions, see [FoodShare Handbook 3.17.1 Able-Bodied Adults without Dependents \(ABAWDs\)](#).

### 6.2.2 Exempt ABAWD

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

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

Exempt ABAWDs are not subject to TLBs during months in which they have a verified exemption. Individuals that have a pending exemption may be referred as non-exempt ABAWDs. Once an 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.

Exempt ABAWDs are referred to FSET only upon their request. They do not need to meet the ABAWD work requirement.

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

For more information about ABAWD status and exemptions, see [FoodShare Handbook 3.17. Able-Bodied Adults without Dependents \(ABAWDs\)](#).

### 6.2.3 Non-Exempt ABAWD

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

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

For more information about ABAWD status and exemptions, see [FoodShare Handbook 3.17. Able-Bodied Adults without Dependents \(ABAWDs\)](#).

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

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## 6.3 FSET PARTICIPATION REQUIREMENTS

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

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

##### [6.3.2.1 Definition of Working for ABAWDs](#)

##### [6.3.2.2 ABAWD Work Requirement](#)

##### [6.3.2.3 Determining Required Hours of Participation](#)

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

##### [6.3.2.5 Workfare Job Search](#)

### [6.3.3 FSET Monthly Participation Limit](#)

### 6.3.1 Non-ABAWD and Exempt ABAWD Participation

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

### 6.3.2 Non-Exempt ABAWD Participation

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

#### 6.3.2.1 Definition of Working for ABAWDs

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

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

#### 6.3.2.2 ABAWD Work Requirement

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

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

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

**Note:** Participation in the FSET program is voluntary. ABAWDs subject to TLBs may choose to meet the work requirement by participating in FSET. A non-exempt ABAWD enrolled in FSET must participate in qualifying activities in order to meet the work requirement and maintain ongoing FoodShare eligibility.

### 6.3.2.3 Determining Required Hours of Participation

Non-exempt ABAWDs who enroll and participate in FSET as a way to meet the work requirement may or may not need to participate in FSET for the full 80 hours per month. Some individuals may be partially meeting the work requirement through part-time work or participating in a work program other than FSET for fewer than 80 hours per month. 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 ABAWD 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 non-exempt ABAWD to meet the work requirement.

### 6.3.2.4 Determining Required Hours of Workfare Participation

FSET participation requirements differ for workfare, in terms of the number of hours needed for a non-exempt ABAWD to meet the work requirement. The number of required workfare hours per month is equivalent to the household's current monthly 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.

Annual changes in allotment amounts, utility allowances, and other credits occur on October 1. FSET agencies should review workfare participation calculations for all non-exempt ABAWDs in October.

Workfare is a household-level program, meaning that all non-exempt 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 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 participant with a status of "FoodShare Ineligible," they should check the CARES Worker Web (CWW) case to see if there are or were other workfare participants whose hourly participation requirement needs to be updated. See the [FSET Handbook 1.4.3 Workfare](#) for more information on assigning participants to workfare.

**Example 1:** Tim and Joe are receiving \$200 in FoodShare benefits per month. Minimum wage is \$7.25 per hour. The FSET agency divides the monthly allotment of \$200 by the minimum wage of \$7.25, and determines that Tim and Joe must participate in workfare for a combined total of 27 hours per month. ( $\$200 \div \$7.25 = 27.59$  or 27 hours per month)

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

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

#### 6.3.2.5 Workfare Job Search

Prior to placing a non-exempt ABAWD in a workfare position, a workfare job search period may be established for up to 30 days. A non-exempt ABAWD may only participate in workfare job search during the first 30 days after enrollment in FSET at initial certification. Non-exempt ABAWDs who are employed should not be assigned to workfare job search. Non-ABAWDs and exempt ABAWDs should not be assigned to workfare job search. See the [FSET Handbook 1.4.3 Workfare](#) for more information on assigning participants to workfare.

**Example 3:** 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.

#### 6.3.3 FSET Monthly Participation Limit

Because Wisconsin operates a voluntary FSET program, FSET participants are not subject to the 120 hour-a-month participation limit or the requirement that the number of hours of participation cannot exceed the household's FoodShare allotment divided by the minimum wage. This allows individuals who work part-time or full-time to participate in FSET.

A FoodShare member may receive employment and training services to increase opportunities for job security, career enhancement and/or advancement.

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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 ABAWD 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 a non-exempt 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 to accurately determine how many hours he or she participates in the co-enrolled program and how many hours of FSET participation are required each month in order to meet the ABAWD work requirement. If an ABAWD is meeting the work requirement through participation in another allowable work program, he or she also may be voluntarily referred to FSET as an exempt ABAWD in order to co-enroll.

### 6.4.1 Participation in a non-qualified Employment and Training Programs

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

<b>Example 1:</b> Charlotte is a newly referred FSET participant and she informs her
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case manager that she is starting a certified nursing program funded by a local community service organization at the local technical college next week. She will go to class 12 hours per week and has four hours of study time. She spends 16 hours a week on her education. When her FSET case manager enters her activity information for this time period into the FSET Tool she counts the 16 hours under the post-secondary education component. Charlotte is also enrolled in four hours of job search a week. The FSET case manager must record participation information for both the certified nursing program and the job search.

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## 6.5 TRACKING FSET PARTICIPATION

### [6.5.1 Monthly Participation](#)

### [6.5.2 Education and Training Participation](#)

### [6.5.3 Reasonable Anticipation of FSET Participation](#)

### [6.5.4 Time Frames](#)

#### [6.5.4.1 Monthly Participation](#)

#### [6.5.4.2 Met Work Requirement](#)

#### [6.5.4.3 Anticipated to Meet Work Requirement](#)

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

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

It is critical that participation is entered timely so that ongoing FoodShare eligibility is determined correctly. If participation is not entered timely, the individual may exhaust his or her TLBs and no longer be eligible for FoodShare for the remainder of 36 months. See [FSET Handbook 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 attendance information in CWW for assigned activities for all non-exempt ABAWDs, exempt ABAWDs, and non-ABAWD FSET participants. All participation documentation must be obtained from the FSET participant, work site or other education and training providers on a weekly, bi-weekly or monthly basis. The documentation must be maintained in the participant's electronic case file (ECF).

FSET agencies are responsible for collecting group **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.

### 6.5.2 Education and Training Participation

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

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

See [FSET Handbook 10.5 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 issued prospectively at adverse action, knowledge of FSET participation compliance is retrospective. When a non-exempt ABAWD has exhausted three months of TLBs, FoodShare eligibility will end unless he or she is meeting the work requirement or is exempt. For individuals who have begun participating in FSET as described below, the FSET worker must indicate whether it is reasonably anticipated that the non-exempt ABAWD will meet the current month's work requirement through FSET participation so that the individual can continue receiving FoodShare. (See the [FSET Handbook 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:

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

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

**Note:** FSET workers should evaluate whether a participant is reasonably anticipated to meet the requirement by the end of the month on a case by case basis. If the FSET worker indicates that a non-exempt ABAWD is anticipated to meet the work requirement by the end of the month, but the participant does not follow through, the participant may have erroneously received 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, a non-exempt ABAWD, received a TLB for July and another for August. Tamika enrolled and began participating in FSET on September 2. On September 13, the second Saturday of the month, Tamika's FSET case manager determines that based on Tamika's participation during the first two weeks of September, she can reasonably anticipate that Tamika will meet FSET participation requirements for the month of September. If Tamika failed to meet the work requirement for September and did not have good cause, the IM worker would have to recover the FoodShare benefits for that month.

#### 6.5.4 Time Frames

FSET agencies are responsible for tracking the following within the specified time frames (see [FSET Handbook 10.6 Appendix F: FSET Worker Time Frames](#) for details on FSET worker time frames):

#### **6.5.4.1 Monthly Participation**

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

#### **6.5.4.2 Met Work Requirement**

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

This action should be taken only for non-exempt ABAWD participants who must meet the work requirement. The FSET agency's timely recording of this information is used by CWW to determine a non-exempt ABAWD's ongoing eligibility for 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 ABAWD work requirement by the end of the current month.

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

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

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

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

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

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

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

Since Mary met the ABAWD work requirement by the end of the month, Mary's FoodShare clock should be updated to reflect this participation. The FSET agency must contact the IM agency as soon as they become aware the individual met the ABAWD work requirement 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 the 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 ABAWD work requirement in that month.

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## 6.6 GOOD CAUSE

### [6.6.1 Good Cause Reasons](#)

### [6.6.2 Verification of Good Cause](#)

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

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

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

### 6.6.1 Good Cause Reasons

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

- Illness;
- Illness of another household member serious enough to require the 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 his or her control;
- The participant is unable to meet participation requirements because they were disenrolled and re-enrolled in FSET in the same month. This may occur if the FSET agency receives a referral update indicating that the participant is FoodShare ineligible, but FoodShare never truly closed; and

- 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 non-exempt ABAWDs, and collaborating on good cause granted to non-exempt ABAWDs subject to work requirements. It is important for the FSET and IM agencies to establish positive working relationships and regular channels for communication.

- The FSET worker should respond to notifications about FSET participants received from the IM workers and 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 a non-exempt ABAWD may have an exemption from the monthly work requirement.
- The FSET worker should provide all necessary documentation and appear with the IM agency to represent the Department of Health Services in the event of fair hearings that involve FSET participants.

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## **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 EMPLOYMENT AND RETENTION

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## 7.1 EMPLOYMENT

[7.1.1 Suitable Employment](#)

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[7.1.3 Special Types of Employment](#)

[7.1.3.1 Self-Employment](#)

[7.1.3.2 Employment through a Temporary Agency](#)

[7.1.3.3 Work Study](#)

[7.1.3.4 Internship](#)

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

### 7.1.1 Suitable Employment

An FSET participant should accept an offer of suitable employment if the position is within the scope of their employment goal as defined by **his or her** 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-rate multiplied by the average hourly output) is at least minimum wage.
- The daily round-trip commuting time is less than 2 hours, excluding time transporting a child to or from childcare.
- The distance to the job allows for walking, or public or private transportation is available.
- The hours of work or nature of work does not interfere with the person's religious observations, convictions, or beliefs.
- Within the first 30 days of work registration, 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 and the job meets all of the below criteria:

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

<b>Initial Condition</b>	<b>New Condition</b>
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 ( <a href="#">Appendix A</a> )

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

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

<b>Initial Condition</b>	<b>New Condition</b>
From no job	To a subsidized job (update -- OJ or WX ( <a href="#">Appendix C</a> ))
From a job	To a subsidized job (update -- OJ or WX ( <a href="#">Appendix C</a> ))
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.
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Before the FSET worker records an Entered Employment, the FSET worker must confirm that the employment began, and that Entered Employment conditions have been met in accordance with procedures established by the FSET agency. The FSET worker must inform the IM agency when the participant gains employment.

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

### 7.1.3 Special Types of Employment

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

#### 7.1.3.1 Self-Employment

Self-employment is considered an Entered Employment if it meets the criteria as described above. Divide the 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 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 ONGOING PROGRAM MAINTENANCE

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### 8.1 EMPLOYMENT PLAN REVIEWS

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

#### 8.1.1 Time Frames for Employment Plan Reviews

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

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### 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.

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### 8.3 PARTICIPANT APPOINTMENT SCHEDULING

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

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

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

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

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## 8.4 REFERRAL TRANSFERS

### 8.4.1 Referral Transfers within an FSET Region

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

### 8.4.2 Referral Transfers to a New FSET Region

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

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

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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 exempt ABAWD, 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 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-ABAWD or exempt ABAWD non-participation in FSET for two months without good cause. This disenrollment reason does not apply to non-exempt ABAWDs.

Prior to disenrolling a non-ABAWD or exempt ABAWD 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.

3. Non-ABAWD or exempt ABAWD requests to end services. This disenrollment reason does not apply to non-exempt ABAWDs.

**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 FSET PROGRAM ADMINISTRATION

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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:

1. Income maintenance (IM) consortia or county departments of social or human services.
2. DHS-contracted county, tribal, and private agencies.
3. Wisconsin DCF staff for administering work participation requirements.
4. DWD, Division of Unemployment Insurance (DUI) for computer matching to Unemployment Insurance benefit payments.
5. Persons directly connected with the administration or enforcement of the programs which are required to participate in the state income and eligibility verification system (IEVS), to the extent that the information is used to establish or verify eligibility or benefit amounts under those programs.
6. 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/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/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 and the Department of Health Services (DHS) CARES Call Center to correct the error. Document in case comments the steps the agency took to resolve the issue. Once the error is discovered it should be resolved within five business days.

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## 9.4 MANAGING FRAUD, WASTE, AND ABUSE

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

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## 9.5 FAIR HEARINGS

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

Fair hearing requests may be made in the following ways:

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

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

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

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

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## 10 APPENDIX

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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/her own business. Self-employment is considered an Entered Employment if it meets the criteria of an Entered Employment. Self-employment must also meet definitions of UF and UP to be an Entered Employment. See [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:** An agency that hires individuals to fulfill the employment needs of various employers for a limited time period. The agency pays wages to individuals while they work at different work sites and is therefore the employer of record. If the initial job assignment with the temporary agency meets the definition of an Entered Employment, the Entered Employment should be reported in CARES using the temporary agency as the employer.

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

**Temp to perm placements:** An employment hire resulting from an employee who was placed in a job by a temporary agency and subsequently being hired by that employer into a (permanent) job with that employer. 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 non-exempt Able Bodied Adults Without Dependents (ABAWDs) and volunteers to FoodShare Employment and Training (FSET) after FoodShare confirmation	X		Case Summary Eligibility Notice of Decision FSET Referral Letter
Determine ABAWD status and collect verification of claimed exemptions	X		FoodShare ABAWD Exemption VCL
Review FSET referrals, complete enrollment, and provide clear guidance of participant expectations		X	FSET Initial Appointment Letter
Create an employment plan with participants and provide ongoing case management of FSET participation		X	Employment Plan Summary Various Appointment Letters
Track ABAWDs' participation weekly within the CARES Worker Web FSET Tool and ensure final monthly participation is entered		X	

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

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### 10.3 APPENDIX C: FSET FUNDABLE COMPONENT ACTIVITIES

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



		<p>is not tied to participation in job skills training. Adult basic education is instruction designed to focus on the areas of reading, mathematics, communication skills, social studies, physical sciences, health, and career education. The purpose of assigning adult basic education is to prepare participants for employment. Count the number of hours the person is in the classroom and up to one hour of unsupervised study time for each hour of class time. Supervised study time may also be assigned under this activity and tracked for attendance purposes. A statement from the educational program indicating that an additional amount of study time may be required to successfully complete the course can be included in the assigned number of hours.</p>
CE	Career Planning	<p>This activity may be assigned for participants receiving services to assess their career interests and guide the career planning process. Examples include career assessment; educational needs assessment; career exploration job shadowing; reviewing labor market information and training opportunities; career guidance and counseling; and technical support to expedite self-employment (see activity code SE) success, as long as the volunteer has a realistic and viable goal.</p>
CR	Career Advancement	<p>This activity may be assigned for employed participants exploring and pursuing career advancement opportunities. An actual career advancement plan is to be developed, which describes the steps and actions required to meet career advancement goals. Other acceptable activities include: 1)Assisting the participant in accessing career advancement services, such as undergoing further occupational assessment; 2)Enrolling in appropriate education/training programs; and 3)Accessing career advancement opportunities offered through the employer, such as career ladders programs.</p>
CS	Community Service	<p>This activity may be assigned for participants engaged in community service or unpaid work; which is service done for the benefit of the public or its institutions. Community service may be required by the government as a part of citizenship requirements, typically in lieu of military service. Courts may demand community service in lieu of, or</p>

		<p>in addition to, other criminal justice sanctions. Schools may mandate community service to meet the requirements of a class, such as in the case of service-learning or to meet the requirements of graduation. Community service can also be assigned for participants who are co-enrolled in another program.</p>
CT	Customized Skills Training	<p>This activity may be assigned when training is arranged to meet the specific needs of an employer. This type of training addresses labor shortages for a specific occupation, where the employer is involved in developing the training program.</p>
DR	Driver's Education	<p>This activity may be assigned when a participant is enrolled in a course of study which includes both classroom and behind-the-wheel instruction designed to prepare the student to pass the Wisconsin Driver's License Examination. The use of FSET funds to pay for a driver's license is only allowable if it is reasonable and necessary for an employment and training component or employment as a part of job retention.</p>
EL	English as a Second Language	<p>This activity may be assigned for participants who are engaged in an English as a Second Language (ESL) course that is not tied to participation in job skills training. ESL is a course of study intended to teach English reading, writing, speaking, and listening skills to students whose primary language is not English. The purpose of assigning ESL is to prepare participants for employment. Count the number of hours the person is in the classroom and up to one hour of unsupervised study time for each hour of class time. Supervised study time may also be assigned under this activity and tracked for attendance purposes. A statement from the educational program indicating that an additional amount of study time may be required to successfully complete the course can be included in the assigned number of hours.</p>
EN	Enrollment	<p>This activity may be assigned when the FSET worker is conducting a pre-assessment followed by employment plan development that is completed during the enrollment appointment.</p> <p>This activity is a non-qualifying activity for ABAWDs, unless it makes up less than half of a non-exempt</p>

		ABAWD's total monthly FSET participation hours.
EO	Enrollment with Orientation	<p>This activity may be assigned when an individual participates in a set of activities designed to orient the individual to the FSET program. Orientation is the process of providing comprehensive information to the participant about the FSET program, including offered activities and supportive services available, as well as other information related to community services.</p> <p>This activity is a non-qualifying activity for ABAWDs, unless it makes up less than half of a non-exempt ABAWD's total monthly FSET participation hours.</p>
ES	Employment Search	<p>This activity may be assigned to participants engaged in individualized employment search or group employment search training. This includes 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; 6) Job club, and 7) Resume writing workshops.</p> <p>This is a non-qualifying activity for ABAWDs, unless it makes up less than half of a Non-Exempt ABAWD's total monthly FSET participation hours.</p>
FS	Full-Time Student	This activity may be used for FSET volunteers who are full-time students and their education is being paid with non-FSET funds.
GE	General Education Development	This activity may be assigned for FSET participant instruction and study time designed to prepare for the Tests of General Educational Development (GED).
HE	High School Equivalency Diploma	This activity may be assigned for FSET participant adult educational activities, including study time, designed to prepare adults to take the tests and courses that lead to a High School Equivalency Diploma (HSED). An HSED is earned by taking all of the GED tests and a health, citizenship, employability skills, and career-awareness program OR by completing any missing high school credits.
JR	Job Retention Services	Job retention services can be provided for up to 90 days to an individual who has secured employment after enrolling in FSET. In most cases the individual

		<p>is not participating in other FSET components or assigned activities. 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. Only individuals who have received other employment and training services under FSET prior to obtaining employment are eligible for job retention services.</p> <p>Job retention reimbursement can include:</p> <ul style="list-style-type: none"> <li>• Clothing required for the job</li> <li>• Equipment or tools required for a job</li> <li>• Relocation expenses</li> <li>• Transportation</li> <li>• Child care</li> </ul>
JS	Job Skills Training	<p>This activity may be assigned for FSET participants who are engaged in training for vocational skills required by an employer. The training will provide skills to help the participant obtain employment or to advance or adapt to the changing demands of the workplace. Training may include instruction to meet the needs of a specific employer or it can be general training that prepares an individual for a specific occupation within a particular employment sector. The training activity must be related to the participant's immediate employment goal. Study time that is required for training should also be assigned under this activity. Study time can be assigned and tracked for attendance purposes. Examples of job skills training programs include: welding, hospitality, data entry, medical assistants, and legal assistants.</p>
LS	Literacy Skills	<p>This activity may be assigned for participants who are engaged in a literacy skills course that is not tied to participation in job skills training. Literacy skills is a course of study aimed at teaching reading, writing, math, and communication skills necessary to prepare a participant to participate in adult basic education, occupational programs, or unsubsidized employment. Study time that is required for the literacy skills course should also be assigned under this activity and tracked for attendance purposes.</p>

MO	Job Readiness/ Motivation	<p>This activity may be assigned to individuals engaged in classes/activities specifically designed to prepare them for work. Activities are geared toward learning general workplace expectations, work behavior, and soft skills that enhance an individual's career prospects. Activities may include:</p> <p>1) Instruction in soft skills such as workplace expectations, adaptability, integrity, and cooperation; 2) Courses on reading for information, applied mathematics, locating information, problem solving, critical thinking, and basic computer skills including the use of the Internet. Job readiness activities may be completed independently or in a group setting.</p>
OC	Occupational Testing	<p>This activity may be assigned when a participant is engaged in testing related to employment. Occupational testing includes assessments for job exploration, aptitude, skills, and work interest testing and interpretation.</p>
OJ	On-the-job Training	<p>This activity may be assigned when a participant is in a paid job subsidized by a program other than W-2. Examples are 1) Workforce Investment Act (WIA) on-the-job training, 2) Division of Vocational Rehabilitation (DVR) Work Experience, 3) Economic Dislocation and Worker's Adjustment Assistance Act (EDWAA) on-the-job training, 4) Adult Apprenticeship, and 5) Employment subsidized by Green Thumb, Senior Aides Older Worker Program, the Wisconsin Youth Conservation Corps (YCC), and Volunteers in Service to America (VISTA) workers.</p> <p>If the on-the-job training contract term ends and the participant remains employed, the FSET worker should record an Entered Employment for this job, as of the date the contract ends.</p>
OR	Orientation	<p>This activity may be assigned when an individual participates in a set of activities designed to orient the individual to the FSET program.</p> <p>This activity is a non-qualifying activity for ABAWDs, unless it makes up less than half of a non-exempt ABAWD's total monthly FSET participation hours.</p>
PS	Part-Time Student	<p>This activity may be assigned for FSET participants who are part-time students and whose education is</p>

		being paid for outside of the FSET program.
SE	Self-Employment	This activity may be assigned when a person is involved in a self-employment training or individualized technical assistance program. In general, individuals assigned to this component have sound business ideas but lack the skills to successfully create and implement a plan for successful self-employment. Participants receive help to develop their business, create sound financial and marketing plans, access grant and local self-employment funds and provide other business support services.
SF	Full-Time Employment: Subsidized	This activity may be assigned if a participant is employed more than 30 hours a week and the employment is subsidized by another program.
SP	Part-Time Employment: Subsidized	This activity may be assigned if a participant is employed less than 30 hours a week and the employment is subsidized by another program.
TE	Transitional Employment (Co-Enrollment)	This activity may be assigned when a participant is engaged in activities through a transitional jobs program, as a co-enrollment with FSET. The transitional job program activities should be recorded under this activity code.
TJ	Trial Job (Co-Enrollment)	This activity may be assigned when a participant is engaged in activities through the trial jobs program, as a co-enrollment with FSET. The trial job program activities should be recorded under this activity code.
UF	Full-Time Employment: Unsubsidized	This activity may be assigned when a participant is employed full time (30 or more hours per week).
UP	Part-Time Employment: Unsubsidized	This activity may be assigned when a participant is employed part-time (fewer than 30 hours per week).
VA	Vocational Adult Basic Education	This activity may be assigned for participants in an adult basic education course that is completed as a part of a job skills training program. Study time that is required for vocational adult basic education should also be assigned under this activity. Study time can be assigned and tracked for attendance purposes.
VE	Vocational English as a Second	This activity may be assigned for participants in an English as a Second Language (ESL) course that is completed as part of a job skills training program.

	Language	Study time that is required for Vocational ESL should also be assigned under this activity. Study time must be supervised and tracked for attendance purposes.
VL	Vocational Literacy	This activity may be assigned for participants in a literacy skills course that is completed as part of a job skills training program. Study time that is required for vocational literacy should also be assigned under this activity. Study time must be supervised and tracked for attendance purposes.
WE	Work Experience/W-2	This activity may be assigned for participants who are job shadowing or learning work skills in unpaid work experience at a public or not-for-profit business as part of the W-2 program.
WF	Workfare	<p>This activity may be assigned for non-exempt ABAWD participants. Workfare is a qualifying activity for non-exempt ABAWDs who need to develop the basic skills and/or work history necessary to enter the job market successfully. FSET agencies should not assign employed participants to workfare. Workfare positions may be established with public or private non-profit employers and are similar to community service jobs in sectors such as housing authorities, parks and recreations, and sanitation departments. The goal of workfare is for participants to learn new job skills and establish work references.</p> <p>A household's monthly workfare participation requirement is determined by dividing the FoodShare benefit amount by the minimum wage. FSET agencies should document in PIN comments when the participant lives in a household that includes multiple ABAWDs sharing responsibility for meeting workfare participation requirements.</p> <p>A workfare participant may be initially assigned a 30-day job search period, which counts as a qualifying activity to meet the work requirement. This initial 30-day workfare job search period must be coded as "WJ".</p>
WJ	Workfare Job Search	This activity may be assigned for workfare participants in the first 30-days of a workfare assignment. Workfare participants are considered to be participating in and complying with workfare

		requirements during this 30-day job search period and are meeting the ABAWD work requirement. The job search period may only be conducted during the first 30 days after enrollment at initial certification prior to making a workfare assignment, but not at recertification. An FSET participant who has more than one initial certification may be assigned to workfare job search at each initial certification.
WX	Work Experience/FSET	This activity may be assigned for participants who are job shadowing or learning work skills in unpaid work experience at a public or for-profit business in the FSET program.

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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	
Auto purchase			X	
Auto repairs		X		<a href="#">Only under specific conditions.*</a>
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.



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

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## 10.5 APPENDIX E: QUALIFYING WORK PROGRAMS 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	20 hours per week	U.S. Department of Labor

	other employment and training services designed to help participants obtain employment.		
Programs under section 236 of the Trade Act of 1974	<p>Training programs for workers that have lost or may lose their job.</p> <p>Example: Dislocated work programs administered through Department of Workforce Development funding.</p>	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.	<p>20 hours per week, except workfare;</p> <p>Monthly hours for workfare are calculated by dividing a household's monthly FoodShare allotment by the higher of the applicable federal or state minimum wage.</p>	Federal Supplemental Nutrition Assistance Program
Temporary Assistance to Needy Families (TANF) Work Programs	<p>Work programs must be approved by the state.</p> <p>Example: W-2, Tribal TANF, Children First, Transform</p>	Participating and complying with any work requirement under title IV of Social Security Act	U.S. Department of Health and Human Services

	Milwaukee Jobs Program, TEMP		
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## 10.6 APPENDIX F: FSET WORKER TIME FRAMES

Time Frames	Importance
1st of the month	<ul style="list-style-type: none"> <li>Pull FSET enrollees detail report for expiring employment plans and/or schedule employment plan review appointments.</li> </ul>
5th of the month	<ul style="list-style-type: none"> <li>Update the “Work Requirement Met” field indicating the prior month’s participation.</li> </ul>
6th of the month	<ul style="list-style-type: none"> <li>Begin disenrolling individuals who are no longer eligible for FoodShare as of the end of the prior month.</li> </ul>
2nd Saturday of the month	<ul style="list-style-type: none"> <li>Update the “Anticipated to Meet Work Requirement” field.</li> <li>CARES Worker Web (CWW) pulls information from the “Work Requirement Met” field and uses it to update the FoodShare Clock.</li> </ul>
Adverse Action	<ul style="list-style-type: none"> <li>CWW pulls information from the “Anticipated to Meet Work Requirement” field and uses it to update the FoodShare Clock.</li> </ul>
5 Business Days	<ul style="list-style-type: none"> <li>An FSET participant should be contacted either by letter or telephone within five business days of the FSET agency receiving a referral.</li> </ul>
12 Calendar Days	<ul style="list-style-type: none"> <li>FSET initial appointments should be scheduled to occur within twelve calendar days from the date the referral is received (or effective date of FoodShare eligibility, if the referral is sent early).</li> <li>Workers will be able to preview an appointment letter created within 12 calendar days of the actual appointment, and CWW will send the letter overnight (If letters are</li> </ul>

	<p>created within 13 days of the actual appointment, workers will be unable to view the letter, but the system will automatically send it 12 days before the appointment date).</p> <ul style="list-style-type: none"> <li>Initial employment plan should be developed at initial appointments.</li> </ul>
2 Months	<ul style="list-style-type: none"> <li>Volunteer participants may be disenrolled from FSET if they have not participated in FSET for two months without good cause.</li> <li>FSET workers have up to two calendar months from the <b>FoodShare eligibility end date</b> to override a disenrollment.</li> </ul>
90 Calendar Days	<ul style="list-style-type: none"> <li>FSET participants may receive up to 90 days of job retention services after securing employment through FSET.</li> </ul>
3 months	<ul style="list-style-type: none"> <li>The <b>longest duration of a non-exempt ABAWD's employment plan. Non-exempt ABAWD employment plans must be reviewed every three months.</b></li> <li>The number of time-limited benefits (TLBs) a non-exempt ABAWD may receive without meeting the work requirement.</li> <li>The number of additional months a non-exempt ABAWD may earn after exhausting his/her three TLBs.</li> </ul>
6 months	<ul style="list-style-type: none"> <li>The <b>longest duration of a volunteer FSET participant's employment plan. Non-ABAWD and exempt ABAWD employment plans must be reviewed at least every six months.</b></li> </ul>
36 months	<ul style="list-style-type: none"> <li>The duration of a non-exempt ABAWD's FoodShare clock.</li> </ul>

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## 10.7 APPENDIX G: FSET PARTICIPANT STATUSES

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