

WISCONSIN DEPARTMENT OF HEALTH SERVICES
Division of Medicaid Services
1 W. Wilson St.
Madison WI 53703

To: FoodShare Wisconsin Employment and Training (FSET) Users

From: Rebecca McAtee, Bureau Director
Bureau of Enrollment Policy and Systems

Re: **FSET Release 20-01**

Release Date: 2/3/2020

Effective Date: 2/3/2020

EFFECTIVE DATE	The following policy additions or changes are effective 2/3/2020 unless otherwise noted. Underlined text denotes new text. Text with a strike through it denotes deleted text.	
POLICY UPDATES		
1.4	FSET Component Activities	Updated job search terminology
1.4.1	Job Search and Job Search Training	Updated job search terminology
1.4.6	Job Retention	Updated policy for providing job retention services to FSET participants
3.1	Overview of FSET Referrals	Clarified how eligible individuals are referred to the FSET program
3.3	New Referrals	Clarified how referrals are created
3.4	Referral Updates	Clarified effect of FoodShare eligibility processing on FSET referrals
3.5.1	Initial Contact, Appointment Scheduling, and Notification	Updated FSET initial appointment scheduling requirements
5.1	FSET Participant Expense Reimbursement	Added example
6.1	FSET Participant Responsibilities	Clarified policy for submission of attendance information
6.3.1	Non-ABAWD Participation	Clarified policy for non-ABAWD participation in FSET activities
6.5.1	Monthly Participation	Clarified policy for collecting FSET participant attendance information
6.5.4.3	Anticipated to Meet Work Requirements	Updated example and Supportive Services Allowable Expenses table
7.1.2	Entered Employment	Updated policy for assigning an Entered Employment
8.2	Ongoing	Updated policy for discussing FSET program meeting members employment

	Assessment	needs
8.3	Participant Appointment Scheduling	Updated Appointment Code and Correspondence Code tables
8.5	Disenrollment	Clarified non-participation terminology
10.3	Appendix C: FSET FUndable Component Activities	Updated job search terminology
10.6	Appendix F: FSET Worker Time Frames	Updated FSET initial appointment scheduling requirements

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1.4 FSET COMPONENT ACTIVITIES

The Food and Nutrition Service (FNS) structures the SNAP employment and training program into components including supervised 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 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, 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 ABAWDs to non-qualifying activities for more than half of their total required hours.

Employment search, which falls within the supervised 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 Supervised Job Search and Job Search Training

The supervised 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
- Employability assessments
- ~~Job clubs~~
- Job leads and job referrals
- Job development and job placement, as needed

Supervised job search:

- Occurs at State approved locations.
- Involves participant activities being supervised, and is tracked in accordance with guidelines issued by the State.
- The activities under the supervised job search component include supervised employment search and workfare job search.
- Supervised employment ~~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. ABAWDs who are employed should not be assigned to workfare job search. Non-ABAWDs should not be assigned to workfare job search. See FSET Handbook 1.4.3 Workfare for more information on assigning participants to workfare.~~

- ABAWDs who are employed should not be assigned to workfare job search.
- Non-ABAWDs should not be assigned to workfare job search.
- See FSET Handbook 1.4.3 Workfare for more information on assigning participants to workfare.

Note: Job Search activities that precede a workfare assignment are considered part of the workfare component and do not have to be supervised.

FSET workers may only assign an ABAWD participant to employment search and other non-qualifying activities for less than half of the total required hours, in total. However, supervised 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 supervised 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.

1.4.6 Job Retention

The only activity under the job retention component is job retention. It is a qualifying activity that provides services for a minimum of 30 days and no more than ~~up to~~ 90 days to participants who have secured employment.

A good faith effort must be made to provide at least 30 days of job retention services to FSET participants enrolled in the job retention component. Good faith efforts may

include informing participants in the job retention component of the 30-day minimum and developing a job retention case management plan that extends at least 30 days.

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

- The individual was 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. The start date of the job retention activity assignment must be on the day that job retention is accepted by the participant or the start date of the employment, whichever is later.

An individual, who received job retention services for employment and then obtained new employment, may be eligible for additional job retention services, if the individual participated in an FSET component in addition to job retention prior to gaining the new employment.

Example: 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.

See FSET Handbook Section 6.5.1 for more information on recording monthly participation in job retention.

3.1 OVERVIEW OF REFERRALS

Some FSET referrals are generated by the *CWW* system after FoodShare eligibility is run and confirmed by an income maintenance (IM) worker. The 'Refer to FSET' page in CWW sends both new referrals and updates to existing referrals that the FSET agency already received. All FSET referrals are sent to the FSET Tool in CWW. FSET workers may also refer FoodShare eligible individuals to the FSET program via the Individual Summary page within CWW.

3.3 NEW REFERRALS

A new referral is systematically generated when a FoodShare member is determined to be an ABAWD who is not meeting the work requirement outside of FSET. This is called a TLB (time-limited benefit) referral. Individuals with a TLB referral will only exhaust a TLB in months when the work requirement is not met. A new referral is also generated when a non-ABAWD or an ABAWD who is meeting the work requirement outside of FSET requests a referral to be sent. This is called a non-TLB referral. ABAWDs with a non-TLB referral will exhaust a TLB if they stop meeting the ABAWD work requirement. ~~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 from IM workers to the FSET Tool when an IM worker confirms eligibility and processes the referral. As a result, a new referral may be sent to the FSET agency prior to or after the FoodShare eligibility start date. Only FoodShare eligible individuals can participate in FSET. FSET agencies must carefully monitor referrals for the effective date of FoodShare eligibility. FSET agencies must not enroll or begin providing FSET services to participants prior to the date in which the individual is eligible for FoodShare.

3.4 REFERRAL UPDATES

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

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

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

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

Example: A change is entered in CWW in September.

If FoodShare eligibility is run with dates in September, the change is applied to September forward.

If FoodShare eligibility is run before adverse action in September, the change is applied to October forward.

If FoodShare eligibility is run after adverse action in September, the change is applied to November.

3.5 CONTACTING THE PARTICIPANT

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 10 business~~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 10 business~~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 10 business~~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 ~~7/10/07/2019~~10/07/2019~~17~~, a TLB referral is received for an ABAWD with a FoodShare effective date of 10/01/2019~~7/1/17~~. The FSET worker calls the member on 10/08/2019~~7/11/17~~ and schedules an enrollment appointment for 10/14/2019~~7/17/17~~. *CWW* will automatically send an appointment letter on 10/09/2019~~7/12/17~~ for the scheduled appointment on 10/14/2019~~7/17/17~~. The worker contacted the member within the five business day time frame, which expires on 10/14/2019~~7/17/17~~. The worker also scheduled the appointment within the 10 business~~12 calendar~~ day time frame, which expires on

10/21/2019~~7/22/17~~.

Example 2: On ~~7/10/07/2019~~10/07/2019~~17~~, a TLB referral is received for an ABAWD with a FoodShare effective date of 10/01/2019~~7/1/17~~. The FSET worker is unable to reach the member by phone on 10/08/2019~~7/11/17~~ and 10/10/2019~~7/13/17~~. On 10/10/2019~~7/13/17~~ the worker schedules the initial enrollment appointment for 10/19/2019~~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 10/11/2019~~7/14/17~~. The worker contacted the member within the five business day time frame, which expires on 10/14/2019~~7/17/17~~. The worker also scheduled the appointment within the 10 business~~12-calendar~~ day time frame, which expires on 10/21/2019~~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 10 business~~12-calendar~~ days of the FoodShare eligibility effective date.

Example 3: On ~~7/10/07/2019~~10/07/2019~~17~~, a TLB referral is received for an ABAWD with a FoodShare effective date of 11/01/2019~~8/1/17~~. The FSET worker calls the member on 10/09/2019~~7/12/17~~ and schedules an enrollment appointment for 11/04/2019~~8/2/17~~ (the member is ineligible for FoodShare in October~~July~~ and so cannot begin participating in FSET until November~~August~~ 1). The worker complied with the five business day requirement, which expires on 10/14/2019~~7/17/17~~. The worker also complied with the 10 business~~12-calendar~~ day requirement, which expires on 11/15/2019~~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 10 business~~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.

5 SUPPORTIVE SERVICES

FSET agencies must provide supportive services to ABAWD and non-ABAWD participants for reasonable and necessary expenses that directly relate to FSET participation in allowable FSET activities. An ABAWD cannot be penalized for not meeting the 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 or 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.

Example: Phil, a FoodShare eligible student, is referred to FSET. Phil requests help with interviewing skills and finding work after graduation. He also needs help paying for textbooks. Phil is assigned to an educational component and is enrolled in interviewing and job seeking workshops. Supportive services for textbooks is allowable because Phil is assigned to at least one allowable FSET component with

allowable activities, and he is not enrolling in FSET for the sole purpose of receiving supportive services.

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Supportive services for an FSET participant must be tracked on the Track Supportive Services page in the CARES Worker Web (CWW) FSET Tool. This 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, including GED/HSED test fees and training materials; ~~*~~
- Job Attainment Costs (job specific clothing and work-related tools); and
- Items required for maintaining employment obtained
 - As a result of participating in FSET, or
 - Prior to FSET if both statements are true:
 - Current employment is included as an assigned activity on the Employment Plan, and
 - Other activities are assigned in additional to current employment

* Reimbursement for assistance with textbooks, training materials, school supplies, tuition, lab fees, and other education-related costs necessary for training, is not allowable if the same assistance is provided to non-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 or expand their own business. Participant reimbursement for minor items such as business cards and transportation expenses are allowable FSET expenses. Reimbursement for the purchase of equipment, such as a computer or vehicle, is not an allowable FSET expense.

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

6.1 FSET PARTICIPANT RESPONSIBILITIES

FSET participants must carry out the following responsibilities:

- The participant must be capable of performing the assigned FSET activities as agreed upon in the employment plan. If the participant is unable to perform an assigned activity or his or her employment status changes, the participant should contact the FSET case worker to re-evaluate and update the employment plan.

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

- The participant must attend and participate in scheduled, assigned appointments. If the participant is unable to keep an appointment or anticipates being late for an appointment, he or she must notify the FSET case manager before the appointment. If the participant is unable to make contact before the appointment, he or she must do so as soon as possible.
- The participant or FSET activity service provider should turn in attendance information for assigned activities in-person, over the phone, via email, via fax, etc. The participant should work with the FSET case manager to determine the type of documentation that is required for each assigned activity.
- The participant must notify the FSET case manager immediately of any issues that prevent participation in assigned activities or that prevent participation in the FSET program overall. The FSET case manager may request verification of missed participation in order to determine good cause for non-participation.
- The participant should inform the FSET case manager if he or she is no longer interested in participating in the FSET program.

6.3 FSET PARTICIPATION REQUIREMENTS

6.3.1 Non-ABAWD Participation

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

6.5 TRACKING FSET PARTICIPATION

6.5.1 Monthly Participation

FSET agencies must collect and record attendance information in CWW for assigned activities for all ~~ABAWD~~ABAWDs and non-ABAWD 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 (at minimum). The documentation must be maintained in the participant's electronic case file (ECF). FSET agencies must provide participants with a variety of methods for submitting participation hours including, but not limited to, in-person, over the phone, email, 24-hour drop boxes, and fax.

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.

Individuals assigned to job retention should be assigned to exactly one hour per month of job retention See FSET Handbook 1.4.6 Job Retention for more information on this activity. Record the number of work hours under the employment activity code. Any additional activities should be recorded under that specific activity code.

6.5.4.3 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 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 CWW that FoodShare benefits may be issued prospectively for the next month. If the agency does not indicate timely whether it is anticipated that the 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 CWW to issue benefits prospectively for the following month by updating the FoodShare clock to 'Active in FSET' status.

Example 2: Susie is an ABAWD. In March, her ~~third~~~~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. ~~After this question~~~~Now that the policy~~ has been ~~answered~~~~applied~~, the FSET worker should continue to update this indicator each month based on Susie's current and expected FSET participation until she is disenrolled from the program.

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.

7.1 EMPLOYMENT

7.1.2 Entered Employment

An Entered Employment should be assigned when a job is obtained while enrolled and participating in FSET. ~~The new~~ ~~and the~~ job must meet ~~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 gained as a result of FSET participation.
- Is not a job change while employed by a temporary agency, and
- Fits one of the following:

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

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

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

Initial Condition	New Condition
From no job	To a subsidized job (update -- OJ or WX (Appendix C)
From a job	To a subsidized job (update -- OJ or WX (Appendix C)
From a job	To the same job with an increase in gross pay due to regular pay increases and not a job

	promotion.
From on strike	To return to same employer
From layoff status or medical leave	To return to same employer regardless of change in job title (even if held another job in-between) if the employee/employer relationship had not been severed and the employee did not have to reapply to return to work.

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

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

8.2 ONGOING ASSESSMENT

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

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

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

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8.3 PARTICIPANT APPOINTMENT SCHEDULING

FSET 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 an 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 non-ABAWD or an ABAWD meeting the work requirement outside of FSET.
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 ~~five~~^{six} automated FSET letters, which correspond to FSET-specific activity codes, and are automatically generated when appointments are scheduled. Details regarding appointment correspondence can be found in Process Help 1.8.9. These letters are as follows:

Correspondence Code	Description
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 he or she missed the prior enrollment appointment. The letter corresponds to activity codes FS FSET Enroll 2nd (Individual) and FG FSET Orientation 2nd (Group).
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 he or she 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 he or she 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 or her participation in FSET. The letter corresponds to the activity code FP FSET Participation (Individual).

8.5 DISENROLLMENT

FSET disenrollment is completed on the Participant Summary page in the CWW FSET Tool. The primary reasons for disenrolling a participant from the FSET program include:

1. A participant met the work requirement by obtaining unsubsidized employment for 80 hours per month, has been verified to be an ABAWD with a non-TLB referral, and chooses not to participate in FSET. Disenrollment should not occur while a participant is receiving job retention services for a job obtained as a result of participating in FSET. A participant is eligible to receive up to 90 days of job retention services through FSET even if he or she is no longer eligible for FoodShare.

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

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

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

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

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

10.3 APPENDIX C: FSET FUNDABLE COMPONENT ACTIVITIES

Code	Description	Details
A1	Post-Secondary Ed. – Two Years or Less	<p>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, unless additional study time is warranted. 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. Take into consideration any barriers to learning that may result in a participant needing additional study time.</p>
BE	Adult Basic Education	<p>This activity may be assigned for participants who are engaged in an adult basic education course that is not tied to participation in job skills training. Adult basic education is instruction designed to focus on the areas of reading, mathematics, communication skills, social studies, physical sciences, health, and career education. The purpose of assigning adult basic education is to prepare participants for employment. Count the number of hours the person is in the classroom and up to one hour of unsupervised study time for each hour of class time, unless additional study time is warranted. 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. Take into consideration any barriers to learning that may result in a participant needing additional study time.</p>
CE	Career Planning	<p>This activity may be assigned for participants receiving services to assess their career interests and guide the</p>

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		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.
CR	Career Advancement	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.
CS	Community Service	This activity may be assigned for participants engaged in community service or unpaid work; which is service done for the benefit of the public or its institutions. Community service may be required by the government as a part of citizenship requirements, typically in lieu of military service. Courts may demand community service in lieu of, or in addition to, other criminal justice sanctions. Schools may mandate community service to meet the requirements of a class, such as in the case of service-learning or to meet the requirements of graduation. Community service can also be assigned for participants who are co-enrolled in another program.
CT	Customized Skills Training	This activity may be assigned when training is arranged to meet the specific needs of an employer. This type of training addresses labor shortages for a specific occupation, where the employer is involved in developing the training program.
DR	Driver's Education	This activity may be assigned when a participant is enrolled in a course of study which includes both classroom and behind-the-wheel instruction designed to prepare the student to pass the Wisconsin Driver's License Examination. 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.
EL	English as a	This activity may be assigned for participants who are

	Second Language	<p>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 an ABAWD's total monthly FSET participation hours.</p>
EO	Enrollment with Orientation	<p>This activity may be assigned when an individual participates in a set of activities designed to orient the individual to the FSET program. Orientation is the process of providing comprehensive information to the participant about the FSET program, including offered activities and supportive services available, as well as other information related to community services.</p> <p>This activity is a non-qualifying activity for ABAWDs, unless it makes up less than half of an ABAWD's total monthly FSET participation hours.</p>
ES	<u>Supervised</u> 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 <u>67</u>) Resume writing workshops.</p> <p>This is a non-qualifying activity for ABAWDs, unless it makes up less than half of an ABAWD's total monthly</p>

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		FSET participation hours.
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	<p>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 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"> • Clothing required for the job • Equipment or tools required for a job • Relocation expenses • Transportation • Child care
JS	Job Skills Training	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

		<p>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: 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 Innovation and Opportunity Act (WIOA) 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>

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		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.
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 an ABAWD's total monthly FSET participation hours.</p>
PS	Part-Time Student	This activity may be assigned for FSET participants who are part-time students and whose education is being paid for outside of the FSET program.
SE	Self-Employment	This activity may be assigned when a person is involved in a self-employment training or individualized technical assistance program. In general, individuals assigned to this component have sound business ideas but lack the skills to successfully create and implement a plan for successful self-employment. Participants receive help to develop their business, create sound financial and marketing plans, access grant and local self-employment funds and provide other business support services.
SF	Full-Time Employment: Subsidized	This activity may be assigned if a participant is employed more than 30 hours a week and the employment is subsidized by another program.
SP	Part-Time Employment: Subsidized	This activity may be assigned if a participant is employed less than 30 hours a week and the employment is subsidized by another program.
TE	Transitional Employment (Co-Enrollment)	This activity may be assigned when a participant is engaged in activities through a transitional jobs program, as a co-enrollment with FSET. The transitional job program activities should be recorded under this activity code.
TJ	Trial Job (Co-Enrollment)	This activity may be assigned when a participant is engaged in activities through the trial jobs program, as a co-enrollment with FSET. The trial job program activities should be recorded under this activity code.
UF	Full-Time Employment: Unsubsidized	This activity may be assigned when a participant is employed full time (30 or more hours per week).
UP	Part-Time Employment: Unsubsidized	This activity may be assigned when a participant is employed part-time (fewer than 30 hours per week).

VA	Vocational Adult Basic Education	This activity may be assigned for participants in an adult basic education course that is completed as a part of a job skills training program. Study time that is required for vocational adult basic education should also be assigned under this activity. Study time can be assigned and tracked for attendance purposes.
VE	Vocational English as a Second Language	This activity may be assigned for participants in an English as a Second Language (ESL) course that is completed as part of a job skills training program. Study time that is required for Vocational ESL should also be assigned under this activity. Study time must be supervised and tracked for attendance purposes.
VL	Vocational Literacy	This activity may be assigned for participants in a literacy skills course that is completed as part of a job skills training program. Study time that is required for vocational literacy should also be assigned under this activity. Study time must be supervised and tracked for attendance purposes.
WE	Work Experience/W-2	This activity may be assigned for participants who are job shadowing or learning work skills in unpaid work experience at a public or not-for-profit business as part of the W-2 program.
WF	Workfare	<p>This activity may be assigned to ABAWD participants. Workfare is a qualifying activity for ABAWDs who need to develop the basic skills and/or work history necessary to enter the job market successfully. 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</p>

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		“WJ”.
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.

10.6 APPENDIX F: FSET WORKER TIME FRAMES

Time Frames	Importance
1st of the month	<ul style="list-style-type: none"> • Pull FSET enrollees detail report for expiring employment plans and/or schedule employment plan review appointments.
5th of the month	<ul style="list-style-type: none"> • Update the “Work Requirement Met” field indicating the prior month’s participation.
6th of the month	<ul style="list-style-type: none"> • Begin disenrolling individuals who are no longer eligible for FoodShare as of the end of the prior month.
2nd Saturday of the month	<ul style="list-style-type: none"> • Update the “Anticipated to Meet Work Requirement” field. • CARES Worker Web (CWW) pulls information from the “Work Requirement Met” field and uses it to update the FoodShare clock.
Adverse Action	<ul style="list-style-type: none"> • CWW pulls information from the “Anticipated to Meet Work Requirement” field and uses it to update the FoodShare clock.
5 Business Days	<ul style="list-style-type: none"> • An FSET participant should be contacted either by letter or telephone within five business days of the FSET agency receiving a referral.
<u>10 Business Days</u>	<ul style="list-style-type: none"> • <u>FSET initial appointments should be scheduled to occur within 10 business days from the date the referral is received (or effective date of FoodShare eligibility, if the referral is sent early).</u> • <u>Initial employment plan should be developed at initial appointments.</u>
12 Calendar Days	<ul style="list-style-type: none"> • FSET initial appointments should be scheduled to occur within twelve calendar days from the date the referral is received (or effective date of FoodShare eligibility, if the referral is sent early). • Workers will be able to preview an appointment letter created within 12 calendar days of the actual appointment, and CWW will send the letter overnight (If letters are created within 13 days of the actual appointment, workers will be unable to view the letter, but the system will automatically send it 12 days before the appointment date).

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	<ul style="list-style-type: none"> • Initial employment plan should be developed at initial appointments.
2 Months	<ul style="list-style-type: none"> • Non-ABAWDs and ABAWDs meeting the work requirement outside of FSET (non-TLB referrals) may be disenrolled from FSET if they have not participated in FSET for two months without good cause. • FSET workers have up to two calendar months from the FoodShare eligibility end date to override a disenrollment.
90 Calendar Days	<ul style="list-style-type: none"> • FSET participants may receive up to 90 days of job retention services after securing employment through FSET.
3 months	<ul style="list-style-type: none"> • The longest duration of an ABAWD's employment plan. ABAWD employment plans must be reviewed every three months, at minimum. • The number of time-limited benefits (TLBs) an ABAWD may receive without meeting the work requirement. • The number of additional months an ABAWD may earn after exhausting his or her three TLBs.
6 months	<ul style="list-style-type: none"> • The longest duration of an FSET participant's employment plan. Non-ABAWDs and ABAWDs with a non-TLB referral must have employment plans reviewed every six months, at minimum.
36 months	<ul style="list-style-type: none"> • The duration of an ABAWD's FoodShare clock.