

WISCONSIN DEPARTMENT OF HEALTH SERVICES
Division of Medicaid Services
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To: FSET Handbook Users

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

Re: **FSET Handbook Release 20-03**

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Effective Date: 11/23/2020

EFFECTIVE DATE	The following policy additions or changes are effective 11/23/2020 unless otherwise noted. Underlined text denotes new text. Text with a strike through it denotes deleted text.
POLICY UPDATES	
6.6 Good Cause	Moved Good Cause policy from 9.4 to 6.6
8.3 Participant Appointment Scheduling	Added reference to process for ABAWD participant contacts
9.4 Managing Fraud, Waste, and Abuse	Moved good cause policy to 6.6 from 9.4
10.3 Appendix C: FSET Fundable Component Activities	Clarified policy for Work Experience/FSET WX code
10.4 Appendix D: Supportive Services Allowable Expenses	Updated auto policies in Appendix D

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6.6 GOOD CAUSE

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

Granting good cause allows an ABAWD 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. FSET agencies also have the ability to question good cause when it seems questionable and request verification.

If the FSET participant is not attending their activities without valid good cause, their participation hours should reflect the lack of participation. Non-participation of an ABAWD participant without good cause will result in use of one of the three 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 a non-ABAWD.

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. FSET workers should attempt to contact ABAWD participants at least once per month until the participant is disenrolled or withdrawn from FSET. 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.
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 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).
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).

9.4 MANAGING FRAUD, WASTE, AND ABUSE

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

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

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

~~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.~~ If the FSET agency is notified that the IM agency is recouping a future month's benefits, the FSET agency should not issue supportive services in that month.

10.3 APPENDIX C: FSET FUNDABLE COMPONENT ACTIVITIES

Code	Description	Details
A1	Post-Secondary Ed. – Two Years or Less	Assign this activity for educational courses with an industry-recognized credential that can be completed in two years or less. This typically includes short-term certificates or diplomas that may be earned through a local technical college. Count the number of hours the person is in the classroom and up to one hour of unsupervised study time for each hour of class time. Supervised study time may also be assigned under this activity. A statement from the educational program indicating that an additional amount of study time may be required to successfully complete the course can be included in the assigned number of hours.
BE	Adult Basic Education	Assign this activity to participants who are engaged in an adult basic education course or literacy skills courses in the areas of reading, mathematics, communication skills, social studies, physical sciences, and health. Count the number of hours the person is in the classroom and up to one hour of unsupervised study time for each hour of class time. Supervised study time may also be assigned under this activity. A statement from the educational program indicating that an additional amount of study time may be required to successfully complete the course can be included in the assigned number of hours.
CE	Career Planning	Assign this activity if participant is receiving services to evaluate their career interests, guide the career planning process, or advance their career, as long as the participant has a realistic and viable goal. Examples include: career exploration, job shadowing; evaluations for aptitude, skills, reviewing labor market information and training opportunities; and career guidance and counseling.
CS	Community Service	Assign this activity if participant is engaged in service hours done for the benefit of the public or its institutions. This activity is set up by the participant or another organization outside of FSET.
DR	Driver's Education	Assign this activity when a participant is enrolled in a course of study that includes both classroom and behind-the-wheel instruction designed to prepare the

		student to pass the Wisconsin Driver's License Examination.
EL	English as a Second Language	This activity may be assigned to participants enrolled in English as a Second Language (ESL) course or trainings and activities meant to prepare participants for ESL courses. This code can be used when someone is enrolled in literacy classes that assist with their ability to read or write. Count the number of hours the person is in the classroom and up to one hour of unsupervised study time for each hour of class time. Supervised study time may also be assigned under this activity. A statement from the educational program indicating that an additional amount of study time may be required to successfully complete the course can be included in the assigned number of hours.
EO	Enrollment with Orientation	Use this code for individuals who participate in a set of activities designed to orient and enroll the individual into the FSET program. Assign this activity if a participant is participating in a non-qualifying activity for ABAWDs, unless it makes up less than half of an ABAWD's total monthly FSET participation hours.
ES	Supervised Employment Search	Assign this activity to participants engaged in employment search that is tailored to individual needs, such as 1) time used to research prospective employers; 2) making contact with prospective employers to learn of job openings, whether by phone, in person, or via the internet; 3) completing applications for job vacancies; 4) preparing for job interviews; 5) interviewing for jobs; and 6) workshops on effective job seeking and interviewing skills. This is a non-qualifying activity for ABAWDs, unless it makes up less than half of an ABAWD's total monthly FSET participation hours.
HE	High School Equivalency Diploma or GED	Assign this activity for participants who are receiving instruction and study time designed to prepare for the tests of General Educational Development (GED) or High School Equivalency Diploma.
JR	Job Retention	Job retention 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.
JS	Job Skills Training	Assign this activity when a participant is enrolled in a training arranged to meet the specific needs of an employer or a general training that prepares an individual for a specific occupation within a particular employment sector where they will not earn an industry recognized credential. The training will provide skills to help the participant obtain employment or to advance or adapt to the changing demands of the workplace. Count the number of hours the person is in the training and up to one hour of unsupervised study time for each hour of training time. Supervised study time may also be assigned under this activity. A statement from the training program indicating that an additional amount of study time may be required to successfully complete the training can be included in the assigned number of hours.
MO	Job Readiness/ Motivation	Assign this activity to participants engaged in classes and activities specifically designed to prepare them for work. Activities are geared toward learning general workplace expectations, work behavior and skills necessary to compete successfully in the labor market. A high-quality job readiness program uses various techniques and approaches to build self-esteem and increase self-confidence. Activities may include: 1) instruction in workplace expectations (including instruction on appropriate attire); 2) workshops on self-esteem, goal setting, etc.; and 3) courses on basic computer skills and use of internet. Job readiness activities may be completed independently or in a group setting. If an individual is enrolled in a comprehensive job readiness program curriculum, as long as the intent of the component is met, it can include additional activities, such as financial literacy, household management techniques, and assistance with other life skills, that help an individual's circumstances so they are a better able to obtain or maintain employment.
SE	Self-Employment	Assign this activity when a person is involved in a self-employment training or individualized technical assistance program. In general, individuals assigned to this component have sound business ideas but lack the skills to successfully create and implement a plan for

		successful self-employment. Participants receive help to develop their business, create sound financial and marketing plans, access grant and local self-employment funds and provide other business support services.
SF	Full-Time Employment: Subsidized	Assign this activity when a participant is employed or self-employed in a subsidized position full-time (30 or more hours per week).
SP	Part-Time Employment: Subsidized	Assign this activity when a participant is employed or self-employed in a subsidized position part-time (fewer than 30 hours per week).
UF	Full-Time Employment: Unsubsidized	Assign this activity when a participant is employed or self-employed full-time (30 or more hours per week).
UP	Part-Time Employment: Unsubsidized	Assign this activity when a participant is employed or self-employed part-time (fewer than 30 hours per week).
WE	Work Experience/W-2	Assign this activity for participants who are job shadowing or learning work skills in an unpaid work experience as part of the W-2 program.
WF	Workfare	<p>Assign this activity to ABAWD-TLB participants. Workfare is a qualifying activity for ABAWDs who need to develop the basic skills and/or work history necessary to enter the job market successfully. FSET agencies should not assign employed participants to workfare. Workfare positions may be established with public or private non-profit employers, such as housing authorities, parks and recreations, and sanitation departments. The goal of workfare is for participants to learn new job skills and establish work references.</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>
WJ	Workfare Job Search	Workfare job search may be assigned to ABAWDs during the first 30 days after enrollment at initial certification prior to making a workfare site placement. Workfare- job search includes activities outlined in the employment search activity component. The household's workfare hourly requirement is determined by dividing the FoodShare benefit amount by the

		<p>minimum wage. Workfare participants are considered to be participating in and complying with workfare requirements during this 30-day job search period and are meeting the ABAWD work requirement. An FSET participant who has more than one initial certification may be assigned to Workfare job search at each initial certification but cannot be assigned Workfare job search at recertification.</p>
WX	Work Experience/FSET	<p>Assign this activity for participants who are job shadowing or learning work skills in unpaid work experience at a private, public, or not-for-profit business.</p>

10.4 APPENDIX D: SUPPORTIVE SERVICES ALLOWABLE EXPENSES

Item	Almost Always	Sometimes	Never	Other Details
Auto insurance		X	X	Only if required for FSET participation and no other transportation option is available. The insurance payment should be limited to no more than two months.
Auto ownership tag, title, licensing		X	X	<u>Only if required for FSET participation and no other transportation option is available.</u>
Auto purchase			X	
Auto repairs		X		Only under specific conditions.*
Background checks		X		Only if required for employment and training.
Books	X			
Clothing for job interview	X			
Clothing required for a job		X		Uniforms almost always. Otherwise clothing costs are limited and must be reasonable and necessary for employment as a part of job retention.
Commercial driver's license		X		Only if required for employment.
Computers, laptops, etc.			X	
Course registration fees	X			
Dental work		X		To the extent that it is required for employment and as funds allow for reimbursement. Dental work costs are limited to minor work, such as a cleaning. Major work, such as oral surgery, bridge work, braces, and

				dentures, are not allowable expenses.
Dependent care costs	X			
Driver license applications and renewal fees		X		Must be reasonable and necessary for participation in an employment and training component or employment as a part of job retention.
Drug/alcohol counseling			X	Refer participant to another agency.
Drug tests		X		Only if required for employment.
Equipment		X		Must be reasonable and necessary for participation in an employment and training component or employment as a part of job retention.
Fines			X	No exceptions for any type.
Fingerprinting		X		Only if required for employment.
Gas	X			
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.
Temporary housing		X		Housing assistance may be provided on a case-by-case basis for emergency situations, and only when all other funding sources have been exhausted. The rationale for housing assistance must also be documented in PIN comments in the FSET Tool. Housing assistance may be provided for a period of one month maximum per an individual's FoodShare certification period.**
Tools		X		Must be reasonable and necessary for participation in an employment and training component or employment as part of job retention.
Training materials	X			
Transportation expenses (gas, bus fare)	X			
Tuition and fees		X		
Uniforms	X			
Union dues		X		Only if required for employment.
Vision needs (glasses or eye exam)		X		Must be reasonable and necessary for participation in an employment and training component or employment as a part of job retention.

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

- The repairs are reasonable and necessary for participation in an approved FSET activity, 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.

****Example 1:** Lenny applies and becomes eligible for FoodShare in January 2019 and maintains eligibility until his next recertification in December 31, 2019. Lenny received temporary housing assistance in May 2019. Lenny would again become eligible for another month of temporary housing assistance on January 1, 2020, the first month of the new certification period.

Example 2: Ivy applies and becomes eligible for FoodShare in January 2019 and receives temporary housing assistance in February 2019. Ivy loses FoodShare eligibility in May 2019 and reapplies and regains eligibility in August 2019. Ivy is again eligible for temporary housing assistance after her new application in August 2019.

Example 3: Chrissy and her husband, Phil, apply and become eligible for FoodShare in January 2019. Chrissy receives temporary housing assistance in February, 2019. In June 2019 Chrissy loses FoodShare eligibility due to three TLBs while her husband, Phil, remains eligible through December 2019. Chrissy regains eligibility for FoodShare by meeting the ABAWD work requirement in June 2019. Chrissy would not be eligible for temporary housing assistance until January 2020, the first month of the new certification period.