**Operations Memo 23-18**

Presented by Erin Heiman

Subject: Updates to SSI Caretaker Supplement (CTS) Signature and Filing Date Policy

Effective Date: June 24, 2023

Electronic and telephonic signatures will be considered valid signatures for CTS applications. Telephonic signatures will also be valid for CTS renewals, and new telephonic scripts will be added to CWW. Written signatures will no longer be needed for applications submitted electronically or telephonically.

Case summaries must be sent to the applicant following a telephonic signature. The applicant will have 10 days to notify the agency if corrections are needed.

For CTS applications submitted through ACCESS, the filing date is the date the ACCESS application is submitted. For CTS applications by phone, the filing date is the date of the telephonic signature.

The time frame for processing applications remains 30 days after the date the application is received by the agency. When CTS applications are submitted through ACCESS after business hours or on weekends or holidays, the 30-day processing period will start on the first business day after the CTS filing date.

**Operations Memo 23-22**

Presented by Erin Heiman

Subject: Travel Time Verification for Wisconsin Shares

Effective: Immediately

Any requests of more than two hours of travel time per day must be verified via an internet map or public transportation schedule. Travel time less than two hours per day does not need to be verified. Travel time of any amount that is questionable must be verified.

**Cares Bulletin June 2023**

Presented By Erin Heiman

Effective Date: June 24, 2023

Generate Case Summary Automation

CWW was updated to automatically send summaries at application and renewal when all program(s) that are part of the application or renewal are confirmed and at least one program is open. This includes ACCESS, telephonic and paper applications, paper renewals, and PPRFs. CWW will also send summaries for CTS at application and renewal. Workers will rarely need to manually send summaries. When the generate summary page is scheduled, CWW will default to different options based on what is being processed. System Generated (SD) will be the default option and CWW will send the summary once all criteria are met. CWW will also populate the signature type based on worker entered signature types.

Increase Caretaker Supplement (CTS) Enrollment Among Eligible Families

The Increase CTS Enrollment among Eligible Families project will encourage potentially eligible families to apply for CTS, enable people to apply for CTS in ACCESS when applying for Food Share or health care, and implement changes to collect telephonic signature for CTS. If applicants meet certain criteria, CWW will prompt workers during Food Share interviews to ask the applicant if they would like to apply for CTS. When processing ACCESS applications with a CTS request, CWW will default questions on the Asset Gatepost so workers can send a VCL to request answers to asset information. A new letter will be automatically sent annually to potentially eligible CTS households encouraging them to apply.

ABAWD Changes Phase II

CWW will be enhanced to make it easier for IM workers to track applicant or member reports of meeting the work requirement, good cause hours, and work requirement exemptions for ABAWDS. In addition, the worker alert 510 will be renamed. Effective June 24th, 2023 Workers will need to update the Met 30-Day Work Requirement page of the FoodShare Clock page in CWW when ABAWD applicants or members report they have met the work requirement, report good cause hours, or exemptions that apply to a month when they received a TLB.

* The new Met 30-Day Work Requirement page in CWW allows IM workers to record work hours for an ineligible month(s) for any member who lost their FoodShare eligibility due to three TLBs. From this page workers can generate a VCL. Once the work hours are verified and the page is updated, FoodShare eligibility can be confirmed open and ongoing for the member. If the member is not meeting the work requirement in the month of reapplication, CWW automatically updates the FoodShare Clock page to give the member their three additional months (AMs). The page can be accessed directly from the left Navigation Menu under “FoodShare” or is scheduled when the new question “Has any individual lost benefits after 3 TLBs and then met the FoodShare work requirement during any 30-day period while they were ineligible?” is answered Yes on the FoodShare Gatepost page.
* The FoodShare Clock page is being enhanced to allow IM workers to record and collect verifications for exemptions and up to 40 hours of good cause (if questionable) by generating the FoodShare Work Registrant/ABAWD Verification Checklist (FVCL). Workers will be able to collect this information for past and current TLB months.
* Worker alert “510: Potential FoodShare Recoupment” will be renamed, “510: Update FS Clock Status.” The alert is set when a member’s FoodShare Clock has a status of “TB - To be determined” in a past month and it needs to be updated by a worker.

**Process Help 23-03**

The following updates/enhancements have been made to CWW.

* A new alert, 605- pend for drug test date, has been created to alert workers to pend a case for verification of the drug test and results.
* CWW will now only display current relevant information on the SMRF scheduler page
* No change SMRFS will be processed by RPA- including SMRFs that are flagged with a signature mismatch.
* SMRFS submitted through ACCESS will no longer include the middle initial when determining if there is a signature mismatch.
* The search criteria in the Inbox Search Criteria- RFA/Applications/Cases page for FFM application was updated to search unassigned FFM application based on the received date instead of the application filing date. FFM applications received within 90 days of the current date will display when searching by “Any Date”.
* Currently, CWW incorrectly includes the community spouse’s assets in the eligibility determination, after initial eligibility is established, during the asset transfer period. CWW was updated so only the eligible individual’s assets will be counted after the initial eligibility determination until when/if they become eligible for a new Asset Transfer Period. Then the community spouse’s assets will again be considered at the initial eligibility determination of that Asset Transfer Period.
* Currently, the Long-Term Care Enrollment Information – Tracked Outside CARES page displays LTC enrollment information for any member who was part of the case, including deleted members. CWW was updated to only display LTC enrollment information for current, active household members.

**Operations Memo 23-21**

Presented by: Erin Heiman

Subject: Changes to FoodShare Overpayment Policy Following the End of the COVID-19 Public Health Emergency

Effective: May 12, 2023

Overpayments that occurred during the PHE 3/20/20 to 5/11/23 are not recoverable unless the OP was caused from IPV or PC review.

All errors, client or non-client, are now recoverable if made on or after the last day of the PHE and meet criteria. (FSH 7.3.1.3)

Reminder: As of 12/2021 Wisconsin changed its OP establishment criteria to $500

**Operations Memo 23-19**

Presented by Kathy King

Subject: Good Cause Hours for Not Meeting the FoodShare Work Requirement

Effective: July 1, 2023

IM and FSET agencies can now apply good cause hours for applicants and members that need to meet the FS work requirements after considering all the facts and circumstances. Agencies **may** request verification of good cause hours if it is questionable.

The worker can apply up to a combined total of 40 good cause hours toward a member’s TLB month. If the member meets the work requirement with the additional 40 hours, the TLB month can be removed.

ABAWDs can report to the IM Agency good cause hours for a month they didn’t meet the FS work requirement and a TLB was applied. Good cause hours can be reported at any time, even after FS closed due to receiving 3 TLB’s.

Examples of good cause beyond the member’s control:

* Work activity cancelled.
* Discrimination
* Family issues
* Illness or personal health reason
* Inclement weather
* Legal issues
* Lack of transportation
* Unreasonable job demands.
* Unanticipated emergency

**Operations Memo 23-20**

Presented by Kathy King

Subject: Reinstatement of FoodShare Work Requirement

Effective: July 1, 2023

The FS work requirement time limit policy is being phased in over a 9-month period. After the 9-month phase in period, all ABAWDs will have to meet the work requirement, or have an exemption to keep getting benefits. Members will be notified in advance of them needing to meet the work requirement during the phase in period.