

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

From: Autumn Arnold, Bureau Director
Bureau of Eligibility and Enrollment Policy

Re: **FSET Handbook Release 25-02**

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Effective Date: 08/13/2025

EFFECTIVE DATE	The following policy additions or changes are effective 08/13/2025 unless otherwise noted. Underlined text denotes new text. Text with a strike through it denotes deleted text.
POLICY UPDATES	
2.1 FSET and FoodShare Eligibility	Updated FSET age limit for consistency with section 1.3.2.
6.8 Decision to Deny Participant Access and/or Services	Reorganized section. Effective 07/01/2025.
6.8.1 Decision to Deny Participant Access to the FSET Office	New section. Effective 07/01/2025.
6.8.2 Provider Determinations	New section. Effective 07/01/2025.
10.6 Appendix F: FSET Worker Time Frames	Added new time frame '10 Calendar Days'. Effective 07/01/2025.

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2.1 FSET and FoodShare Eligibility

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

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

Determine FoodShare Eligibility and ABAWD Status and Referral Type

IM workers are responsible for determining FoodShare eligibility, determining ABAWD status, and referring FoodShare members to the FSET program.

ABAWDs may choose to meet the FoodShare work requirement through participation in FSET. Non-ABAWDs and ABAWDs with a Non-Time Limited Benefit (TLB) referral type may participate in FSET, but do not need to meet the FoodShare work requirement. See Section 6.3 FSET Participation Requirements for more information on ABAWD status and FSET participation.

Determine Exemptions from the FoodShare Work Requirement

IM workers have primary responsibility for determining exemptions from the FoodShare work requirement. However, FSET workers must understand the criteria for exemptions from the FoodShare work requirement and be aware of changes in participant's circumstances that may qualify the individual for an exemption. FSET workers may identify that an individual qualifies for an exemption from the FoodShare work requirement once they begin working with a participant. When an exemption is identified, the FSET worker must notify the IM agency of the exemption. If the IM agency determines that the exemption is questionable, the FSET worker must help with verifying the exemption.

For more information on exemptions from the FoodShare work requirement, see Section 6.2.1 Non-ABAWD.

Provide FSET Information to FoodShare Applicants and Members

IM workers are responsible for providing information about the FSET program to all FoodShare applicants and members during the FoodShare interview process at application and renewal, including:

- Explaining the benefits of the FSET program including a brief overview of the available employment and training opportunities and supportive services.
- Explaining how the FSET program can help an ABAWD meet the monthly FoodShare work requirement, in order to maintain ongoing FoodShare benefits.
- Asking ABAWDs meeting the work requirement, ABAWDs with a non-TLB referral type, and non-ABAWDs if they would like to be referred to the FSET program.

6.8 Decision to Deny Participant Access and/or Services

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

Offenses or threats against FSET property or any other person on FSET premises.

Actions that disrupt or interfere with FSET operations and processes.

A continued pattern of violation of agency rules after a notice of the rules has been given.

6.8.1 Decision to Deny Participant Access to the FSET Office

In certain instances, the FSET agency may determine that the FSET participant behavior warrants prohibiting access to the FSET office, but the FSET agency can continue providing services.

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

6.8.2 Provider Determinations

When an FSET agency denies a participant access to FSET services due to their behavior, the decision is called a provider determination.

The FSET agency must provide the participant with notification of the provider determination, including: explaining the term “provider determination”, that the IM agency will provide written notification of the provider determination, and that the IM agency will attempt to contact the participant the month they are notified of the provider determination to initiate action on their case. The FSET agency may use the notification method that best fits the participant’s situation, including in-person, telephone, written explanation, email, or text.

Within 10 calendar days of making a provider determination decision, the FSET agency manager must follow a previously established process to notify the IM agency manager of the provider determination, including the reason for the provider determination. The FSET agency manager may also provide a recommendation for the most suitable action for the IM agency to take in response to the provider determination, if applicable.

The IM agency is responsible for providing formal written notification of the provider determination to the participant. The IM agency is also responsible for taking action on the provider determination by either reassessing the individual to determine their fitness for employment or collaborating, to the best of their ability, with an alternate federal, state, and local work or assistance programs to identify program or service that may be a better fit for the individual.

The FSET worker must also document the provider determination in PIN comments, including the reason for the provider determination and if applicable, recommendations for the most suitable action by the IM agency. The FSET worker must end all assigned activity components via the Assign Activity page in the CWW FSET Tool using the new “R” activity end code that is only to be used to end FSET activities in the event of a provider determination.

10.6 Appendix F: FSET Worker Time Frames

Time Frames	Required Action
1st of the month	Pull FSET enrollees detail report for expiring employment plans or schedule employment plan review appointments.
5th of the month	Update the "Work Requirement Met" field indicating the prior month's participation.
6th of the month	Begin disenrolling individuals who are no longer eligible for FoodShare as of the end of the prior month.
No later than the 2nd Saturday of the month	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	CWW pulls information from the "Anticipated to Meet Work Requirement" field and uses it to update the FoodShare clock.
5 Business Days	An FSET participant must be contacted by telephone within five business days of the FSET agency receiving a referral.
10 Business Days	FSET initial appointments must be scheduled to occur within 10 business days from the date the referral is received (or effective date of FoodShare eligibility- if the referral is sent early). Initial employment plan must be developed at initial appointments.
<u>10 Calendar Days</u>	<u>FSET agency managers must notify the IM manager of a provider determination within 10 calendar days of the provider determination decision.</u>
12 Calendar Days	Workers will be able to preview an appointment letter when the appointment is scheduled- within 12 calendar days of the actual appointment.- CWW will generate and send the letter overnight upon scheduling. If an appointment is scheduled for a date 13 days or more in advance of the actual appointment, workers will be unable to- preview the letter. CWW- will generate and the appointment letter 12 days before the appointment date.

2 Months	<p>Non-ABAWDs and ABAWDs with non-time limited benefits (TLB) referrals may be disenrolled from FSET if they have not participated in FSET for two months without agency contact.</p> <p>FSET workers have up to two calendar months from the FoodShare eligibility end date to override a disenrollment.</p>
90 Calendar Days	<p>FSET participants may receive up to 90 days of job retention services after securing employment through FSET.</p> <p>Participants must be offered the opportunity to participate in job retention for up to the full 90 days.</p>
3 Months	<p>The longest duration of an ABAWD with a TLB referral's employment plan (90 days). ABAWD with a TLB referral's employment plans must be reviewed every three months, at minimum.</p> <p>The number of TLB months an ABAWD may receive without meeting the FoodShare work requirement.</p> <p>The number of additional months an ABAWD may earn after exhausting their three TLBs (if criteria is met to qualify for additional months).</p>
180 Days	<p>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.</p>
3 Years	<p>The duration of the statewide, fixed three-year clock for ABAWDs subject to the time limit of the FoodShare work requirement.</p>