

# FDSH and FoodShare Unclear Information

## HOW DO WE APPROACH FDSH REGARDING FOODSHARE UNCLEAR?

### *Permission*

- Per DHS clarification, FDSH cannot be used in any way for FoodShare Unclear unless the client gives permission. This includes situations where we can see wages that suggest the client has exceeded earned income reporting requirements. In other words, if you have FDSH available and the client has not agreed to its accuracy, you cannot use toward Unclear Rule processes.
- FDSH information can also not be used for prospective budgeting to determine if this was required to report per reduced reporting rules.
- If the client calls and gives permission to use FDSH information, this is now clear information and can be resolved. Please clearly comment that the client gave permission to use FDSH.
- Example: Client who has Health Care and FoodShare submits an online change report for a new job, but the online change report does not include hours worked or hourly rate. FDSH is available for this new job, but the worker cannot use this data for Unclear Rule purposes. At this point, the worker will HOLD this change report for FoodShare and pend for verification for Health Care.

### *Resolving Held Information*

- If acceptable verification is received after being pended for a non-FoodShare program, this now becomes clear information and held information can be resolved.

### *Other programs*

- The FoodShare Unclear rule does not change any other program's rules. Continue to act and verify for the other programs per that program's requirements.

### *Case Example*

- Case is open for HC and FS.
- Client reports a change per ACCESS showing an end of employment that is not questionable. Client also reports a new employment, however new employment on ACCESS change does not show hours, rate of pay or start date. FDSH shows gross wages for the last 30 days for the new EI.

#### **Actions required:**

- End employment as reported.
- Add new employment with \$0 overrides, pend for HC, and hold for FS. FDSH wages may not be used in this scenario without client permission, even for prospective budgeting.
- If verification is received, information is now clear and held information can be resolved. If verification is not received, FoodShare will remain open until next renewal or SMRF.
- If verification is not received and these are the only two employments on the case, the budget will show \$0 and there may be a substantial benefit increase. This is correct per guidance from the state.