

# FoodShare Reporting Requirements Call Script for Income Maintenance Agencies

## Timeline

Starting March 1, 2019, income maintenance workers must use this revised script to verbally explain FoodShare reporting requirements to applicants and members during a FoodShare interview.

## Background

To comply with the U.S. Department of Agriculture Food and Nutrition Service, workers must verbally provide reporting requirement information to applicants and members. This includes information about the reporting timeframe for changes to income, household composition, and expenses; the requirement to complete a Six-Month Report form; and changes to an able-bodied adult without dependent's (ABAWD's) work hours.

## English Script

*[This script should be read while a worker is on the FoodShare Budget page. The worker will need to reference this page to identify which section to read to the applicant or member.]*

### **Introduction**

*[Read this section for **all** interviews.]*

I am going to tell you about application processing standards and reporting requirements for FoodShare. Other benefit programs you are applying for or getting benefits from have different requirements. You will get a letter that lists your reporting requirements based on the benefit programs you are enrolled in.

If you are determined eligible for FoodShare benefits, you have the right to be notified of your enrollment status within 30 days of applying. If you qualify for faster services, you may get benefits within seven days.

*[Read **one** of the following sections based on household income level.]*

### **Section 1: Reporting requirements for HREG, EBD/FEED, SHOM, and SMIG households**

*[Read this section if the food unit is below 130% of the federal poverty level.]*

For FoodShare, you are required to report if your household's monthly gross income goes over 130% of the federal poverty level for your household size. You will get a letter telling you the exact dollar amount for your household. Your change in income must be reported by the 10<sup>th</sup> of the following month.

You are also required to complete a Six-Month Report form to provide updates on your household membership, address, income, and expenses. You will get this form in about five months. You must complete either the paper form or the online version through the ACCESS

website to keep getting benefits. If you do not submit this report by the sixth month of your certification period, your benefits will end.

Please note that migrant and homeless households do not need to complete a Six-Month Report form since they must complete a renewal every six months. In addition, elderly, blind, and disabled households with no earned income do not need to complete a Six-Month Report form.

You or someone in your household may need to meet a work requirement at some point in your certification period to keep getting FoodShare benefits. To meet the work requirement, you must work or participate in a work program at least 80 hours a month. If your work hours go below 80 hours per month, you must report the change by the 10<sup>th</sup> of the following month.

## **Section 2: Reporting requirements for HCAT households**

*[Read this section if the household is at or above 130% of the federal poverty level.]*

You are required to complete a Six-Month Report form to provide updates on your household membership, address, income, and expenses. You will get this form in about 5 months. You must complete either the paper form or the online version through ACCESS to keep getting benefits. If you do not submit this report by the sixth month, your benefits will end.

You or someone in your household may need to meet a work requirement to keep getting FoodShare benefits. To meet the work requirement, you must work or participate in a work program at least 80 hours a month. If your work hours go below 80 hours per month, you must report the change by the 10<sup>th</sup> of the following month.

## **Closing**

*[Read this section for **all** interviews.]*

These reporting requirements are only for your FoodShare benefits. You will need to review your letters to see your specific reporting requirements based on any other benefits you get. If you have any questions or need to report changes, please log into your ACCESS account at [access.wisconsin.gov](http://access.wisconsin.gov), or call our office at **<consortium number>**. If you don't submit needed proof of required reported changes, your benefits will end. You will get a letter if your benefits are ending. If you don't report a required change and get benefits you were not eligible for, you may have to repay those benefits.

Do you have any questions about reporting changes?

## Spanish Script

*[This script should be read while a worker is on the FoodShare Budget page. The worker will need to reference this page to identify which section to read to the applicant or member.]*

### **Introduction**

*[Read this section for **all** interviews.]*

Le voy a informar sobre las normas de procesamiento de solicitudes y los requisitos de informes para FoodShare. Otros programas de beneficios para los que solicite u obtenga beneficios tendrán diferentes requisitos. Usted recibirá una carta que indica sus requisitos de informes en función de los programas de beneficios en los que está inscrito.

Si se determina que usted es elegible para los beneficios de FoodShare, tiene derecho a que se le notifique su estado de inscripción dentro de los 30 días posteriores a la solicitud. Si califica para servicios más rápidos, puede recibir beneficios dentro de siete días.

*Read **one** of the following sections based on household income level.]*

### **Section 1: Reporting requirements for HREG, EBD/FEED, SHOM, and SMIG households**

*[Read this section if the food unit is below 130% of the federal poverty level.]*

Para FoodShare, debe informar si el ingreso bruto mensual de su hogar supera el 130% del nivel de pobreza federal para el tamaño de su hogar. Recibirá una carta que le indicará la cantidad exacta en dólares que recibirá su hogar. El cambio en sus ingresos se tiene que informar antes del día 10 del mes siguiente.

También debe completar un formulario de Informe de seis meses para proporcionar actualizaciones sobre la membresía, la dirección, los ingresos y los gastos de su hogar. Usted recibirá este formulario en unos cinco meses. Usted tiene que completar el formulario en papel o la versión en línea a través del sitio web de ACCESS para seguir recibiendo beneficios. Si no presenta este informe antes del sexto mes de su período de certificación, sus beneficios concluirán.

Tenga en cuenta que los hogares de migrantes y personas sin hogar no necesitan completar un formulario de Informe de seis meses, ya que tienen que completar una renovación cada seis meses. Además, los hogares de personas mayores, ciegas y discapacitadas sin ingresos ganados no necesitan completar un formulario de Informe de seis meses.

Es posible que usted o alguien en su hogar deba cumplir con un requisito de trabajo en algún momento durante su período de certificación para seguir recibiendo los beneficios de FoodShare. Para cumplir con el requisito de trabajo, usted tiene que trabajar o participar en un programa de trabajo al menos 80 horas al mes. Si trabaja menos de 80 horas al mes, usted tiene que informar dicho cambio antes del día 10 del mes siguiente.

## **Section 2: Reporting requirements for HCAT households**

*[Read this section if the household is at or above 130% of the federal poverty level.]*

Usted deberá completar un formulario de Informe de seis meses para proporcionar actualizaciones sobre la membresía, la dirección, los ingresos y los gastos de su hogar. Usted obtendrá este formulario en aproximadamente 5 meses. Debe completar el formulario en papel o la versión en línea a través de ACCESS para seguir recibiendo beneficios. Si no presenta este informe antes del sexto mes, sus beneficios finalizarán.

Es posible que usted o alguien en su hogar deba cumplir con un requisito de trabajo para seguir recibiendo los beneficios de FoodShare. Para cumplir con el requisito de trabajo, usted tiene que trabajar o participar en un programa de trabajo al menos 80 horas al mes. Si trabaja menos de 80 horas al mes, usted tiene que informar dicho cambio antes del día 10 del mes siguiente.

### **Closing**

*[Read this section for **all** interviews.]*

Estos requisitos de informes son solo para sus beneficios de FoodShare. Usted tendrá que revisar sus cartas para ver sus requisitos específicos de informes en función de cualquier otro beneficio que reciba. Si tiene alguna pregunta o necesita informar cambios, inicie sesión en su cuenta ACCESS en [access.wisconsin.gov](https://access.wisconsin.gov), o llame a nuestra oficina al **<número de consorcio>**. Si no envía la prueba necesaria de los cambios informados requeridos, sus beneficios concluirán. Usted recibirá una carta si se concluyen sus beneficios. Si no informa un cambio requerido y obtiene beneficios para los que no era elegible, es posible que tenga que reembolsar esos beneficios.

¿Tiene alguna pregunta sobre el informe de cambios?

## Hmong Script

*[This script should be read while a worker is on the FoodShare Budget page. The worker will need to reference this page to identify which section to read to the applicant or member.]*

### **Introduction**

*[Read this section for **all** interviews.]*

Kuv yuav qhia koj txog cov txheej txeem lis ntaub ntawv thov nyiaj pab thiab cov kev tswj kom ceeb toom nyob rau ntawm FoodShare. Lwm cov kev pab muaj txiaj ntsim zoo uas koj thov los yog koj tau yuav muaj cov kev tswj txawv. Koj yuav tau txais ib tsab ntawv teev qhia txog cov kev tswj kom ceeb toom raws li cov hom kev pab muaj txiaj ntsim zoo uas koj muaj npe tau.

Yog txiav txim pom tias koj tsim nyog tau cov nyiaj muas noj FoodShare, koj muaj txoj cai yuav tsum txais ntawv faj seeb qhia rau koj txog kev lis koj cov ntaub ntawv ua npe thov nyiaj txog qib twg ua ntej li peb caug hnuv tom qab koj ua ntawv thov tag. Yog tias koj tsim nyog tau cov kev pab kom ceev dua, tej zaum koj yuav tau cov nyiaj pab li xya hnuv.

*Read **one** of the following sections based on household income level.]*

### **Section 1: Reporting requirements for HREG, EBD/FEBD, SHOM, and SMIG households**

*[Read this section if the food unit is below 130% of the federal poverty level.]*

Rau FoodShare, koj yuav tsum tau ceeb toom qhia yog koj lub tsev neeg qhov nyiaj hli tau ntau tshaj ib puas peb caug feem pua ntawm tsoom fww teb chaws qib kev txom nyem rau lub tsev neeg muaj zoo li koj lub. Koj yuav tau txais ib tsab ntawv qhia rau koj txog qhov nyiaj uas koj lub tsev neeg tau kiag. Yuav tsum ceeb toom qhia kev hloov ntawm koj qhov nyiaj tau ua ntej li hnuvkaum ntawm lub hlis yuav los.

Koj puav leej yuav tsum tau ua tsab ntawv Ceeb Toom Rau Hli Ib Zaug Twg qhia txog cov muaj tshiab ntawm koj lub tsev neeg muaj pes tsawg leej, chaw nyob, nyiaj txiag tau thiab cov nuj nqis muaj. Koj yuav tau txais tsab ntawv no li hauv tsib lub hlis. Koj ua tau tsab ntawv sau los yog ua hauv tshuab hluav taws xob saum huab cua ntawm ACCESS qhov vas sab kom tau cov nyiaj pab no txuas mus ntxiv. Yog koj tsis xa tsab ntawv ceeb toom no ua ntej lub hli thib rau hauv lub caij nyoog txuas ntaub ntawv tau nyiaj pab, yuav muab koj cov nyiaj txiav tu.

Thov faj seeb tias cov tsev neeg nquag tsiv thiab cov tsev neeg tsis muaj vaj tse nyob tsis tag yuav ua tsab ntawv Ceeb Toom Rau Hli Ib Zaug Twg vim lawv yuav tau txuas ntaub ntawv tau nyiaj pab rau lub hlis ib zaug twg lawm. Ntxiv mus, cov laus neeg, cov neeg dig muag thiab cov tsev neeg puas ib ce tsis taus uas tsis khwv tau nyiaj tsis tag yuav ua tsab ntawv Ceeb Toom Rau Hli Ib Zaug Twg.

Koj los yog ib tug neeg hauv koj lub tsev neeg yuav tsum muaj raws li cov kev tswj txog kev ua hauj lwm rau ib lub sijhawm twg hauv koj lub caij nyoog txuas ntaub ntawv tau nyiaj pab kom koj tau cov nyiaj muas noj FoodShare txuas mus ntxiv. Kom muaj faws li cov kev tswj txog kev ua hauj lwm, koj yuav tsum ua hauj lwm los yog koom ib txoj kev pab txog kev ua hauj lwm tsawg kawg li yim caum teev hauv ib hlis twg. Yog koj cov sijhawm ua hauj lwm tsawg dua yim caum teev ib hlis twg, koj yuav tsum tau ceeb toom qhia qhov hloov ua ntej hnuvkaum ntawm lub hlis yuav los.

## **Section 2: Reporting requirements for HCAT households**

*[Read this section if the household is at or above 130% of the federal poverty level.]*

Koj yuav tsum tau sau kom tiav Daim Ntawv Hais Qhia Txog Rau-Hli uas yuav nug txog koj tsev neeg, chaw nyob, nyiaj khwv tau los, thiab cov kev siv nyiaj. Koj yuav tau txais daim ntawv no li uas 5 lub hlis tom qab. Koj yuav tsum sau kom tiav daim ntawv lossis teb daim ntawv hauv internet ntawm ACCESS es koj thiaj yuav tau txais kev pab txuas ntxiv. Yog tias koj tsis xa daim ntawv hais qhia no thaum lub hli thib 6, koj cov nyiaj pab yuav xaus.

Koj los yog ib tug neeg hauv koj lub tsev neeg yuav tau muaj raws li cov kev tswj txog kev ua hauj lwm thiaj li yuav tau cov nyiaj muas noj FoodShare txuas mus ntxiv. Kom muaj raws li cov kev tswj txog kev ua hauj lwm, koj yuav tsum ua hauj lwm los yog koom ib txoj kev pab txog kev ua hauj lwm tsawg kawg li yim caum teev hauv ib hlis twg. Yog koj cov sij hawm ua hauj lwm tsawg dua yim caum teev ib hlis twg, koj yuav tsum tau ceeb toom qhia qhov hloov ua ntej hnuvkaum ntawm lub hlis yuav los.

### **Closing**

*[Read this section for **all** interviews.]*

Cov kev tswj kom ceeb toom no tsuas yog rau koj cov nyiaj muas noj FoodShare xwb. Koj yuav tau muab koj cov ntawv los tshab xyuas kom paub tseeb txog cov kev tswj kom ceeb toom rau lwm cov kev pab muaj txiaj ntsim zoo uas koj tau txais. Yog koj muaj lus nug los yog xav ceeb toom qhia tej yam kev hloov, thov txuas mus rau koj qhov account hauv ACCESS ntawm [access.wisconsin.gov](http://access.wisconsin.gov), los yog hu rau peb lub chaw khiav dej num ntawm **<consortium number>**. Yog koj tsis xa cov ntaub ntawv pov thawj rau cov kev hloov uas yuav tsum muaj, yuav muab koj cov nyiaj txiav tu. Koj yuav tau txais ib tsab ntawv qhia yog tias yuav txiav tu koj cov nyiaj. Yog koj tsis ceeb toom qhia txog yam kev hloov uas yuav tsum tau qhia thiab koj tau cov nyiaj uas koj tsis tsim nyog tau, tej zaum koj yuav raug them rov qab cov nyiaj no.

Koj puas muaj lus nug txog kev ceeb toom qhia cov kev hloov?