

### FS CALL SCRIPT CHEAT SHEET

FS TYPE ON BUDGET PAGE	READ Script #
HCAT	1
ANY other type but HCAT	2

#### **English Script FS type: HCAT**

*[This script should be read while a worker is on the FoodShare Budget page.]*

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.

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 10th of the following month.

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 1-888-794-5556. 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?

## **English Script FS type: Reporting requirements for all food units except HCAT**

*[This script should be read while a worker is on the FoodShare Budget page.]*

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.

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 10th 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 10th of the following month.

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 1-888-794-5556. 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?