FoodShare Application Walkthrough

• A step-by-step guide through Wisconsin’s FoodShare application process.
What’s in this walkthrough?

Our FoodShare experts dissected the entire application, took screenshots of the parts that are either most important or most confusing, and provided context, notes, and tips so you have all the information you need to successfully complete the application.

Your application may look slightly different depending on how you answer the questions.

If you have additional questions, our contact information is at the end of the guide. Give us a call at 414-897-0460 and we’ll help you out!
Before you start

• Have some documents on hand
  • Social Security numbers for all members in family
  • Housing/utility information
  • Job information
  • Income information
  • Any other type of income (ex: child support, unemployment, social security)
  • Childs school information (ex: report card, statement from school)
When First starting an application, click on the apply now button.
Step 2:
Create a username and password. Make sure to write it down as you will need it when your case is opened.
The first screen you come to will ask who is applying. Click on the “For Yourself” button.

- The next question asks about Express Enrollment, if you are unsure what this means, click ‘No’ and continue on.
This guide is specific to Foodshare, but you are also able to apply for BadgerCare, Child Care or Family Planning Only services as well.

- Click on these additional options if these apply to you.
If you are homeless, you are only required to fill in a mailing address.

‘Homeless’ is defined by our state Department of Health Services as anyone who does not have a permanent nighttime residence. (more information about homeless situations on the next slide)

After entering demographics, you’ll reach the ‘Where You Live’ section.
A homeless individual is one who lacks a fixed, regular nighttime residence OR whose primary residence is:

- A **supervised shelter** designed to provide temporary accommodations,
- An institution that provides **temporary residence** for individuals intended to be institutionalized,
- A **temporary accommodation** for not more than 90 days in the residence of another individual,
- A place **not designed for** or ordinarily used as a regular **sleeping** accommodation.
Each time you complete a section, you’ll reach a ‘Summary.’ This is where you can go back and edit the information that you entered.

As you continue to work through the application, if you make a mistake keep going and then make edits when you reach the ‘Summary’ page.

If you are unable to manage your benefits yourself, you can add a trusted friend or family member as a Representative so they can assist in managing your benefits.
You will now provide some more information about yourself including how many people are in the household.

- For the number of people in the household, only mark down the people you want on your Foodshare case and make sure to include yourself in the total number.
- If they aren’t family, only include people who you share meals or food with.
- Note: If a child that is 22 or younger is living with you, they must be on the family's case and cannot have a separate case.

-If there are multiple people on your case, the next page will look the same as this and enter in the information for each of the members in your family.
Here is an example of what the additional household members information would look like.
After entering information for the members of your household, it will ask how everyone is related. If your relationship is not listed select ‘other’ to move on with the application.

Note: If you select yes for the sharing food question, they will be included in your Foodshare case, if you select no, they will not be included on your Foodshare case.
- If married: you can only pick one person as the primary caretaker of the child.
- If single parent: the parent who is with the child for more than 50% of the time will be able to add them to their case.

- After completing the caretaker question, you will come to a screen that shows who is all included in your Foodshare case.
Note, if you have everyone’s social security number with you put it in. But if you don’t have that information on hand you may continue the application without that information as you can confirm it in the interview portion.
Note: They will ask about schooling for every person on the case that is of school age or older.

**If you need help getting the needed documentation, please reach out to your school or school district.**
Fill in information about each person’s school enrollment.
The next page is about job information. Click the box next to the person's name for anyone who is currently working or who has had a job that has recently ended.

If you click yes to any of the questions, there will be a follow up page where you can provide specific job information.
Note: Only info needed for place of employment is the name of employer. The more detail you give may make verification of your job easier, however.

*If hours worked is inconsistent, put down an average for one total week.
The page following ‘Job Information’ addresses money or income that is not from a job. If you receive money that is not from a job, Social Security, SSI or child support, click on ‘Other Income’ and indicate who is receiving this other income.

Look below to see what screen appears if you select that you are receiving ‘other income.’
Note: If you are homeless but you pay for shelter you can include that as a bill you pay.

- When you select a ‘bill you pay’ you will be asked to provide more information on the next page. Please see the next slide for an example of this.

- For a family, only mark down one person paying the bills if it is a shared cost.
- Additionally, if you live in senior housing and heat/water/etc is included do not mark down that you are paying utilities.
Examples of utilities that you can get credit for include:
- Electric bill
- Water bill
- Phone bill
- A/C Surcharge

In this example, John pays rent. If there is no other housing bill, click ‘Next.’ The other three images show additional questions about expenses.
*You can submit medical bills from anyone in your FoodShare household. Significant unpaid medical expenses may potentially increase the amount of Foodshare you receive each month.

*Dependent Care Bills
Please check the box for anyone who pays someone to care for a child or adult who is living in your home. Keep in mind that you should only check the box if the person pays for care so they can go to work, school, or job training, or to look for a job.

- No one
- John
- Jane

*Support Payments or Obligations
Please check the box for anyone who makes payments to someone living in another household. These payments can include child support payments, maintenance, alimony, guardian fees or attorney's fees.

- No one
- John
- Jane

*Medical Bills
Please check the box for anyone who has had medical bills in the last four months, or who has unpaid medical bills.

- No one
- John
- Jane
- Jimmy
*If you or your family currently has Health Insurance that is not BadgerCare Plus, Medicaid or Medicare indicate that you do have a health insurance policy.

-If you indicated that you do have an insurance policy, you will be directed to this page where you can input information regarding your Health insurance coverage.
Note: This page may pop up indicating that something is missing from your application. In this example it is stating this due to only inputting the name of my employer for Job income.

Below is why it is stating that you are missing info. This does not have to be put in to submit the application. Click the next button to continue.
When you see this page you are almost done with the application. Many of the questions asked on this page you have already answered. Make sure to double check them, especially the income portion as the only income that should be there is income from the last 30 days.
This is the final page of the online application! Make sure to electronically sign at the bottom of the page and hit the submit button.
Once you have submitted the application it will take you to this screen. Make sure to take note of the tracking number as this is needed when you do the interview with your local agency.

To find out the contact info of your local agency to complete the interview, click on this button.

Once you have your local agencies contact info hit the next button as it will tell you the potential verification that will be needed.
**Note:** Not everything listed on needed documentation will be needed. It is a potential list of things that you should turn in. However if you have on hand any of the items listed you can turn them in just in case, they will be needed once the interview is complete.

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### Submitted Documents

To view documents you already submitted, click here.

### Next Steps

Please choose one of the options below to send us your documents.

- Fax your documents
- Mail your documents
- Drop off your documents in person
- Scan your documents using the ACCESS website
- Upload your documents using the ACCESS website
- Skip this step for now. You may log into the ACCESS website later and revisit this step.

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If you have electronic versions of these documents, click on the upload your documents using the Access website and you can upload electronic versions of documents right away.
**Next Steps**

- Once you complete the online application you need to complete an interview with your local agency. Please look below to find your local agencies contact information.

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<td>Lac du Flambeau Band of Lake Superior Tribe of Chippewa Indians</td>
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<td>Menominee Indian Tribe of Wisconsin</td>
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<td>MIIES</td>
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<td>- Stockbridge-Munsee Community</td>
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<td>- Western Region for Economic Assistance</td>
<td>888-627-0430</td>
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<td>- Clark</td>
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<td>- Wisconsin's Kenosha Racine Partnership (WKRP)</td>
<td>888-794-5820</td>
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<td>Racine</td>
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What to Expect During the Interview

• The interview is an overview of the answers you just submitted, verifying the information on your application.

• The length of the interview can vary on a number of factors, but typically takes between 15 and 45 minutes.

• Be sure to listen carefully to what you are being asked. If you do not understand the question, please ask for clarification.
What Else Should You Do?

• Download the MyAccess Mobile app to your phone to turn in needed verification. This app will help you easily manage your benefits!

• Below are links on how to work the app.
  • Video for creating an account: https://youtu.be/eIx54FvVXVw
  • Video for checking your benefits: https://youtu.be/4S0D0K2YMCQ
  • Video for submitting documents: https://youtu.be/wgY82KvnUac
Know Your Rights!

• Yes, you have rights! [Check out a full list, here.](#)

• If you think there has been a wrong decision about your Foodshare benefits, you can request a fair hearing.

• You can ask for a fair hearing up to 90 days after a specific decision is made, including if your benefits have ended or been reduced.

• You may bring a friend or family member with you to the hearing.

• You may also be able to get free legal help from legal action by calling 414-278-7722
Asking for Fair Hearing Requests

• In person or by telephone (Foodshare only) through Milwaukee Enrollment Services: 1-888-947-6583

• Through the Division of Hearings and Appeals by calling 608-264-9854

• Via written request:
  • [www.dhs.Wisconsin.gov/forwardhealth/resources.htm](http://www.dhs.Wisconsin.gov/forwardhealth/resources.htm)
  • Fax to: 608-264-9885
  • Mail to: Division of Hearings & Appeals
    • PO Box 7875
    • Madison, WI 53707
Questions or Need ??

Help with the application, call: **414-897-0460**

Need Emergency Food?

• **Click Here to view our Emergency Food Resource Map**