

Talking Points for Emergency FoodShare Allotments, April 24, 2020

Background

Under the federal Families First Coronavirus Response Act, the Wisconsin Department of Health Services is able to give households eligible for FoodShare benefits the maximum monthly benefit amount.

Households eligible for FoodShare benefits who do not usually receive the maximum monthly benefit amount will receive additional FoodShare benefits for March and April bringing them up to the maximum amount.

Some FoodShare members will receive additional FoodShare benefits on their QUEST card on April 26.

Note: Households already receiving the maximum amount will not get additional benefits. If the household is currently repaying benefits due to an error (overpayment), this will also impact the benefit amount.

Timeline

- Additional March benefits were put on QUEST cards on April 12, 2020.
- Additional April benefits will be put on QUEST cards on April 26, 2020.
- March and April benefits may also be issued in May. We will be validating that all cases eligible for the March and April benefits received them and will be issuing benefits if not.
- If the public health emergency continues, FoodShare members may receive additional benefits for May and June.

Member Notification

Members will get a [letter](#) for each issuance, either by mail or through their ACCESS account, notifying them that they will be receiving additional FoodShare benefits and how many benefits they will receive. There is also a [flyer](#) about the food benefits to give members more information.

Member Questions Regarding Emergency FoodShare Allotments

1. Why did I get more FoodShare benefits than usual?

We were able to give FoodShare members the maximum monthly benefit amount for FoodShare in March and April. The benefits are to protect your health and safety during the COVID-19 pandemic. You will get a letter in the mail or through your ACCESS account letting you know about the additional benefits.

2. How much will I get?

The amount you get is based on the number of eligible people in your household during March and April. If your household is currently repaying benefits due to an error, this may make a difference in the amount you get.

3. When will I get these benefits?

- Additional March benefits were put on your QUEST card on April 12, 2020.
- Additional benefits for April will be put on your QUEST card on April 26.
- We will be checking to make sure everyone who should have gotten these benefits did in May. Some people may get benefits at that time as well.

We sent you a letter if you were able to get these benefits.

4. Why didn't I get more FoodShare benefits?

The amount you get is based on the number of eligible people in your household during March and April and if you already get the maximum allotment amount you will not get additional benefits. If your household is currently repaying benefits due to an error, this may make a difference in the amount you get.