



TO: **W-2 Agencies
Training Staff**

FROM: Patara Horn, Director
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Division of Family and Economic Security
Department of Children and Families

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| BWF OPERATIONS MEMO | | | | | |
| No: | 21-02 | | | | |
| DATE: | 01/22/2021 | | | | |
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| W-2 | <input type="checkbox"/> | EA | <input checked="" type="checkbox"/> | CF | <input type="checkbox"/> |
| | | JAL | <input type="checkbox"/> | | |
| RAP | <input type="checkbox"/> | TMJ | <input type="checkbox"/> | TJ | <input type="checkbox"/> |
| | | Other EP | <input type="checkbox"/> | | |

SUBJECT: 30-day Calculation for Emergency Assistance Payment Delays

CROSS REFERENCE: [EA Policy Manual Section 5.4.1](#)
[EA Policy Manual Section 5.4.2](#)
[EA Policy Manual Section 5.4.3](#)

EFFECTIVE DATE: Immediately

PURPOSE

The purpose of this memo is to provide an update and clarification on the 30-day calculation when an applicant is eligible for an Emergency Assistance (EA) payment delay because the group has not yet obtained new permanent housing.

BACKGROUND

EA payments must be made for eligible applicants within 5 working days after the application date, unless a payment delay is necessary in the following situations:

1. The EA Group is moving to new permanent housing but has not yet obtained new housing . (See EA Manual [5.4.2](#))
2. The EA Group plans to remain in its current housing, but the Wisconsin Works (W-2) agency has not yet verified that the landlord, bank, or local government agency agrees not to proceed with the eviction or foreclosure if the payment is issued. (See EA Manual [5.4.3](#))

If the applicant is in a payment delay due to the need to verify with the landlord, bank, or local government, and they are unresponsive or unwilling to stop the eviction or foreclosure process, the W-2 agency must inform the applicant of the option to move to new permanent housing. If

the applicant chooses to pursue new housing, then a 30-day payment delay to look for new housing would apply.

The policy update described in this memo ensures that an applicant switching from a payment delay to verify with the landlord, to a payment delay to look for new permanent housing, has a full 30 days to look for new housing.

POLICY

EA policy updates are summarized below. The relevant policy manual section is attached to this memo and will be incorporated into the EA Manual. Policy that was removed is struck through and policy that was added is underlined.

5.4.1 TIMEFRAME FOR ISSUING PAYMENT

Updated language to be consistent with subsequent sections.

[See attached the updated EA Manual Section 5.4.1](#)

5.4.2 PAYMENT DELAY DUE TO NEW HOUSING NOT YET OBTAINED

Current Policy

When an EA Group qualifies for a payment delay because the group does not have new permanent housing at the time of application, the group has 30 calendar days from the date of the application to find new housing.

Updated Policy

Policy was updated so that the applicant has 30 days from the date the W-2 agency determines the group is eligible for a payment delay.

[See attached the updated EA Manual Section 5.4.2](#)

5.4.2 PAYMENT DELAY DUE TO LACK OF VERIFICATION THAT EVICTION OR FORECLOSURE WILL NOT PROCEED

Added a second example to demonstrate when an applicant might switch between payment delay reasons.

[See attached the updated EA Manual Section 5.4.3](#)

WWP

WWP calculates the 30 days for the payment delay when a user updates an application status to "Pending – Payment Delay (No New Housing Initial 30 Days)". A deadline is populated in WWP and on the notice sent to the applicant by adding 30 calendar days to the date the application's status was updated.

If the application is subsequently updated to a new status of "Pending - Payment Delay (No New Housing Additional 30 Days)", the status deadline adds an additional 30 days from the previous status deadline.

AGENCY ACTION

W-2 agencies must familiarize staff with the policy changes as described in this memo and update any relevant local agency procedures.

ATTACHMENTS

[5.4.1 Timeframe for Issuing Payment](#)

[5.4.2 Payment Delay due to New Housing Not Yet Obtained](#)

[5.4.3 Payment Delay due to Lack of Verification that Eviction or Foreclosure Will Not Proceed](#)

CONTACTS

For W-2 and EA Policy Questions: DCFW2PolicyQuestions@wisconsin.gov

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DCF/DFES/BWF/AP