

1.2.2 Completing the Emergency Assistance Application

The W-2 agency must provide an opportunity to complete an Emergency Assistance (EA) application to all persons who request EA. If EA is requested in person or over the phone, the W-2 agency must provide applicants the opportunity to complete and sign the EA application in the presence of a W-2 agency worker on the same day as the request or inquiry. If requested via ACCESS, the agency must contact the applicant within one working day of receiving the request for assistance to allow completion of the EA application. If the request for assistance in ACCESS is submitted after 4:30 p.m. or on a non-working day, the agency must contact the applicant to complete the EA application within one working day of the next working day.

Applicants can submit an EA application by submitting a completed [Emergency Assistance \(EA\) Application \(2010\)](#) to the W-2 agency or by submitting the application in the ACCESS web portal, when available. The W-2 agency must date stamp the completed EA application on the date it is received by the agency, which is used as the application date. For applications received via ACCESS, the application date is determined in ACCESS based on the time and date of application submittal. The applicant signature will be obtained via an electronic signature as part of the application process. (See [1.3.1](#))

An EA application is considered complete when it has:

1. A legible name;
2. An address, if available;
3. A reason for the emergency;
4. A signature by the applicant or his or her representative; and
5. Been completed to the best of the applicant's ability.

Note: A request for assistance in ACCESS is not considered an EA application.

The applicant, or that person's representative, must complete the Emergency Assistance (EA) Application (2010) or the online ACCESS application to the best of his or her ability. A W-2 agency worker must complete any missing information from the EA application with information provided by the applicant. Any information added or updated by the W-2 agency must be clearly explained in EA comments in WWP.

A W-2 agency worker must review each of the assurance statements in the Emergency Assistance (EA) Application (2010) with the applicant to ensure that the applicant has an opportunity to ask for clarification of each item. The applicant must initial each statement in the presence of the W-2 agency worker to verify that he or she understands each statement and sign the form. If the applicant already initialed the statements, then the applicant must initial each statement again.

Applicants using ACCESS to complete an EA application cannot currently schedule an interview in ACCESS. Instead, the agency must contact the applicant to determine eligibility within five working days. (See [1.3.2](#)) ACCESS applicants will review and initial the assurance statements

~~and sign to them~~ through their electronic signature on the online application. The W-2 agency staff person must review these assurance statements with the applicant during the application process to ensure that the applicant has the opportunity to ask for clarification.

The W-2 agency must scan and store all pages of each application in *ECF* or place a copy in the paper file if an Emergency Assistance (EA) Application (2010) is submitted. (See [4.4.3](#))

1.3.3 Issuing an Eligibility Notice of Decision

Once eligibility has been determined, the W-2 agency must issue a notice of decision regarding eligibility to all applicants within the five working days timeframe, including when a payment delay is required or an applicant chooses to withdraw their application. WWP will automatically generate and send notices at the close of business when an application is submitted. The notice type depends on the status selected when submitting the application. If there is a status change, a new notice will generate and send to the applicant. Multiple status changes on the same business day will only result in one notice according to the application status at close of business.

Notices will be sent to the applicant's mailing address in WWP. W-2 agency workers must discuss with the applicant their current living situation to determine the appropriate mailing address to use so the applicant can receive notices.

A copy of the notice will automatically be saved in CWW correspondence history.