



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

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

BWF OPERATIONS MEMO					
No:	22-20				
DATE:	11/14/2022				
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: *Policy Clarifications to Emergency Assistance*

CROSS REFERENCE: [EA Policy Manual Section 1.4.1 Referral and Case Management](#)
[EA Policy Manual Section 2.6.4 Impending Homelessness](#)
[EA Policy Manual Section 2.6.5 Energy Crisis](#)
[EA Policy Manual Section 4.4.3 EA Documentation in Electronic Case File \(ECF\)](#)

EFFECTIVE DATE: December 12, 2022

PURPOSE

The purpose of this operations memo is to announce policy clarifications to the Emergency Assistance (EA) program.

BACKGROUND

The Bureau of Working Families is updating sections of the EA Policy Manual to provide clarification.

POLICY

EA policy updates are summarized below. The relevant policy manual sections are 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.

The following updates were made:

1. The term "Budgeting" was updated to "Financial Education classes" in section [1.4.1.1](#) to better reflect the full range of financial education classes that can be considered;

2. The phrase “The substantial depletion/loss of” was updated to “The substantial reduction in or loss of” in sections [2.6.4.4](#) (referring to child support income) and [2.6.5.3](#) (referring to income tax refunds) to better describe the intention of the circumstance described; and
3. A requirement was added to specify that the ACCESS application tracking number must be added to documents scanned in the Electronic Case File when applicable.

[See attached the updated EA Manual Sections 1.4.1, 2.6.4, 2.6.5, and 4.4.3](#)

AGENCY ACTION

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

ATTACHMENTS

[EA Policy Attachment](#)

CONTACTS

For W-2 Policy Questions: [BWF Policy Question SharePoint](#)

For W-2, CARES and WWP Functionality Questions: BWF Work Programs Help Desk
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DCF/DFES/BWF/AP