

1.4.1.1 Referrals

Referrals may be made at the time of application (~~prior to processing the EA application~~) to address immediate needs or at any time during the EA application process, including during a payment delay. Potential referrals include but are not limited to:

- W-2 emergency payments for W-2 participants awaiting a first W-2 payment (see [W-2 Manual 19.1](#));
- Wisconsin Home Energy Assistance Program (WHEAP);
- Counseling;
- Securing family shelter funded through other assistance programs;
- General housing resources;
- ~~Budgeting Financial education classes~~;
- Wisconsin Shares child care; and
- Other resources such as FoodShare, Medicaid/BadgerCare, W-2, and other local services.

No change to the remainder of 1.4.1.1

2.6.4.4 Impending Homelessness due to Financial Crisis and Notice to Terminate Tenancy

An EA Group is eligible under the condition of impending homelessness for reasons of financial crisis if the group meets the following two criteria:

1. The EA Group is experiencing a financial crisis that is due to reasons beyond the control of the caretaker relative(s) or that constitute good cause as determined by the ~~W-2~~ agency. The financial crisis must be caused by one of the following:
 - a. Loss of employment that does not include voluntarily leaving employment without good cause;
 - b. Substantial loss of wages due to illness or injury of an EA Group member, domestic violence, lack of child care, a transportation breakdown, or a reduction of work hours by an employer, including temporary employment;
 - c. Loss of income due to a second parent leaving the EA Group;
 - d. Exceptional, unexpected, and necessary expenses that are not the responsibility of a third party, such as car repair expenses necessary for transportation to work or out-of-pocket medical expenses required to be paid;
 - e. Loss of W-2 benefits due to a sanction that is subsequently overturned through the Fact Finding process; or
 - f. Other reasonable circumstances that constitute good cause as determined by the W-2 agency, including but not limited to:
 - i. ~~The substantial depletion reduction in / or loss of~~ child support payments;

- ii. Loss of support from another caretaker relative, other adult household member, relative or other person outside the home who provided financial support to the EA Group;
 - iii. Loss of Unemployment Insurance (UI);
 - iv. Loss of student financial aid for housing;
 - v. ~~The substantial depletion~~ **reduction in / or loss of** an income tax refund; or
 - vi. Decrease in a W-2 payment due to a sanction for which the W-2 participant is subsequently found to have good cause.
2. As a result of the financial crisis, the EA Group received a notice in the name of the applicant to terminate tenancy because of non-payment of rent, mortgage, or property taxes. The financial crisis and the notice to terminate tenancy do not need to occur in the same month. However, the emergency must be a result of the financial crisis.

No change to the remainder of 2.6.4.4

2.6.5.3 Financial Crisis due to Reasons Beyond the Control of the Caretaker Relative(s)

The energy crisis must be a result of a financial crisis due to reasons beyond the control of the caretaker relative(s), or that constitute good cause as determined by the W-2 agency. The financial crisis and the energy crisis do not need to occur in the same month. However, the emergency must be a result of the financial crisis.

The financial crisis must be caused by one of the following:

- a. Loss of employment that does not include voluntarily leaving employment without good cause;
- b. Substantial loss of wages due to illness or injury of an EA Group member, domestic violence, lack of child care, a transportation breakdown, or a reduction of work hours by an employer, including temporary employment;
- c. Loss of income due to a second parent leaving the EA Group;
- d. Exceptional, unexpected, and necessary expenses that are not the responsibility of a third party, such as car repair expenses necessary for transportation to work or out-of-pocket medical expenses required to be paid;
- e. Loss of W-2 benefits due to a sanction that is subsequently overturned through the Fact Finding process; or
- f. Other reasonable circumstances that constitute good cause as determined by the W-2 agency, including but not limited to:
 - ~~The substantial depletion~~ **reduction in / or loss of** child support payments;
 - Loss of support from another caretaker relative, other adult household member, relative or other person outside the home who provided financial support to the EA Group;

- Loss of Unemployment Insurance (UI);
- Loss of student financial aid for housing;
- ~~The substantial depletion~~ reduction in / or loss of an income tax refund; or
- Decrease in a W-2 payment due to a sanction for which the W-2 participant is subsequently found to have good cause.

4.4.3 EA Documentation in Electronic Case File (ECF)

For applicants known to [CWW](#), applications, verification documents, and any other document relevant to the application must be scanned and stored in [ECF](#). For all other applicants, all documents must be retained in a paper file. The [W-2](#) agency must not create a Request for Assistance (RFA) in CWW for the purpose of storing [EA](#) application materials in ECF.

Documents must be scanned into ECF according to policy in [W-2 Manual 4.4.2](#), with the exception of confidential information. (See [4.5](#)) Information received as verification for an EA application is considered a part of the EA application and should be attached to and scanned with the application in the ECF with the Document Code APP (Applications-non CAF).” EA notices generated in [WWP](#) will be automatically saved in CWW correspondence history and do not need to also be scanned into ECF.

If the EA application is completed in ACCESS, it is automatically saved in ECF under the ACCESS tracking number. W-2 agencies will still be responsible for scanning and storing remaining application documents and notices as described in this section. The ACCESS tracking number must be written on all additional application documents scanned into ECF.