

1.2.2 Completing the Emergency Assistance Application

1.2.2.1 Applicant Signatures

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 on the same day as the request or inquiry. (See [1.2.2.1](#)) ~~If an application is submitted via ACCESS, the agency must contact the applicant within one working day of receiving the application to continue the EA application process. If the application in ACCESS is submitted after 4:30 p.m. or on a non-working day, the agency must contact the applicant 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. 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.

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 their representative (see [1.2.2.1](#)); and
5. Been completed to the best of the applicant's ability.

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](#).

During the meeting with the applicant, 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.

~~Applicants applying in ACCESS have the option to schedule the required meeting in ACCESS or directly with their local W-2 agency. If an applicant does not schedule an appointment in ACCESS, the W-2 agency must contact the applicant within one working day of the application date to continue the application process. (See [1.3.2.1](#))~~

~~Applicants using ACCESS to complete an EA application cannot schedule an interview in ACCESS. Instead, the agency must contact the applicant to determine eligibility within five working days. (See [1.3.2](#))~~

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](#))

1.3.1 Application Processing Timeframe

Within five working days of the application date, the W-2 agency must process the EA application, which includes:

1. Determining Eligibility (see [1.3.2](#));
2. Entering all EA applications in WWP (see [4.4.2](#));
3. Issuing an Eligibility Notice of Decision (see [1.3.3](#)); and
4. Issuing Payments (see [1.3.4](#)).

The application date is used to determine the five working days timeframe. Day one is the first working day after the application date. Day five ends at the close of business on the fifth working day after the application date. If the agency date stamp is different from the date the applicant signed the application, the date stamp is the date that is used to calculate the five working days timeframe for processing EA.

EXAMPLE 1: Inez inquired about EA on Tuesday, May 29th. She completed an EA application on the same day and the W-2 agency date stamped the completed EA application as received on May 29. Inez had to pick up her children from school, so she was unable to wait to meet with an EA worker that day to complete the meeting. Inez met with an EA worker on Thursday, May 31st, when the worker reviewed the EA application and Inez reviewed each assurance statement. The W-2 agency used the date of the agency date stamp (May 29th) to begin the five working days timeframe for processing the EA application, therefore Tuesday, June 5 is day five of the five working days timeframe for processing the EA application.

EXAMPLE 2: Jonathan applied in ACCESS the morning of Wednesday, February 23rd. ACCESS processes the application with an application date of that day, 2/23. The W-2 agency contacts him the Jonathan also scheduled a phone meeting in ACCESS for the following day (2/24, day 1) to continue with the application process at a time and explain his options for conducting the meeting. He prefers to meet over the phone, and they set up a time for later that day when he is able to take the call in private, to ensure his attention and confidentiality. The EA worker has until Wednesday, March 2 to process the EA application in the five working days timeframe.

1.3.2 Determining Eligibility

1.3.2.1 Meeting Options

The first step in processing the [EA](#) application is determining eligibility. To determine eligibility within the five working days timeframe, the [W-2](#) agency must:

1. Have at least one meeting with the applicant or their representative (see [1.3.2.1](#));
2. Determine nonfinancial eligibility (see [Chapter 2](#));
3. Determine financial eligibility (see [Chapter 3](#)); and
4. Request and complete all necessary information and verification (see [Chapter 4](#)).

1.3.2.1 Meeting Options

Agencies must maintain their client scheduling availability in CWW for at least five working days into the future. The number of appointments available must be consistent with the average number of ACCESS applications. Before submitting an EA application in ACCESS, applicants will be given the option of selecting from available phone appointment times to meet with an EA worker.

The EA worker must meet with the applicant during their scheduled appointment time. If an ACCESS applicant does not schedule an interview appointment, agencies must contact the applicant within one working day of the application date to continue the application process.

In the event an applicant misses their scheduled appointment, agencies must contact the applicant. Contact attempts must be varied, including phone calls, e-mail, text message, etc. over several days. Contact attempts with the applicant must be clearly documented and detailed specifically in EA comments.

The required meeting with an applicant can be conducted in one of three ways below. W-2 agencies must provide the option to meet in whichever acceptable meeting format the applicant prefers.

1. **In-person:** The applicant meets physically in-person with an EA worker.
2. **Video call:** The applicant and EA worker use a video platform to meet where each person can see and hear one another.
3. **Telephonically:** The applicant and EA worker use a telephone to meet.

EA workers must document in [PIN EA](#) comments which meeting format was used.