

4.1.1 Introduction

As part of determining eligibility for [EA](#), the [W-2](#) agency must attempt to verify, within five working days after receipt of the application date, the following items:

1. The [EA Group](#) information (see [2.4](#));
2. That the applicant has not received EA in the past 12 months (see [2.5](#));
3. The qualifying emergency (see [2.6](#));
4. Financial eligibility (see [Chapter 3](#));
5. For energy crisis and impending homelessness/financial crisis only: That there is a financial crisis beyond the control of the applicant (see [2.6.4.4](#) and [2.6.5.3](#)).

Additionally, the W-2 agency must verify housing in the following situations: **when**

1. The EA Group is moving to new permanent housing (see [5.3.3](#)); and
2. The EA Group is experiencing impending homelessness due to financial crisis and notice to terminate tenancy and plans to remain in its current housing (see [5.3.2](#)).

For information on the timeframes for issuing payments, see [5.4](#).

W-2 agencies may not impose stricter verification requirements or require applicants to verify items outside the eligibility and housing items listed in sections 4.2 and 4.3.

The W-2 agency must request any required verification from the applicant as soon as possible in order to allow the applicant sufficient time to obtain and provide the verification, while still allowing the agency to determine eligibility within the five working days timeframe. (See [1.3.1](#))

If information that would typically be required for verification cannot be provided by the applicant or cannot be obtained with the assistance of the W-2 agency (see [4.1.3](#)) within the five working days timeframe, an eligibility determination must be made based upon available information. Verification of eligibility must not delay the provision of assistance. Verification documents date stamped as received within the five working days timeframe but discovered after a decision was made must be used to determine if a change in the initial eligibility decision is needed. If an eligibility change is needed based on the verification documents, [WWP](#) must be updated to reflect this change.

Applications changing to an “Approved” status must make a payment as soon as possible, but no later than within 5 working days of the discovery of the document. Comments regarding verification must be entered in EA comments in WWP within 24 hours after the action or contact with the applicant.

4.2.2 Verification of Eligibility Criteria for All EA Groups

Agencies must verify all applicable eligibility criteria in the following list for all EA groups.

Eligibility Criteria	Sources of Verification
Identity	See W-2 Manual 4.1.2
Birth Date	See W-2 Manual 4.1.2
Wisconsin Residency (See 2.1.1)	See W-2 Manual 4.1.2
U.S. Citizenship (See 2.2.1)	See W-2 Manual 4.1.2
Qualifying Non-Citizen Status (See 2.2.1)	See W-2 Manual 4.1.2
Social Security Number (See 2.3.1)	See W-2 Manual 4.1.2
SSN Application Date (See 2.3.1)	See W-2 Manual 4.1.2
Previous EA Payments (See 2.5)	EA application history in WWP
Earned and Unearned Income (See 3.2.2)	See W-2 Manual 4.1.2 *
Assets (See 3.3.2)	See W-2 Manual 4.1.2

*Documentation must include income received in the prior 30 days (See [3.2.2](#))

4.3.1 Verification of Housing Prior to Payment Issuance

Agencies must verify the applicant's housing prior to payment in certain situations. (See [5.3.2](#) and [5.3.3](#))

Item to Verify	Sources of Verification
New Permanent Housing (See 5.3.3)	Lease agreement for the new housing
	Mortgage records, title records, or other documentation verifying purchase of the new housing

	Written or verbal statement by landlord, lending institution, or other third party responsible for the housing transaction
Verification that Eviction or Foreclosure Will Not Proceed (See 5.3.2)	<p>Written or verbal statement by landlord, lending institution, or other third party responsible for the housing transaction. When the agreement is verbal, the agency must document this conversation in EA comments in WWP and must follow up by sending a cover letter enclosed with the EA payment to the landlord, bank, or local government agency, which states:</p> <ul style="list-style-type: none"> • For eviction: “You already agreed to not proceed with the eviction. Your acceptance and retention of this payment further ratifies this agreement and constitutes a stipulation to dismiss the eviction.” • For foreclosure: “You already agreed to not proceed with the foreclosure for non-payment of mortgage. Your acceptance and retention of this payment further ratifies this agreement.” <p>This cover letter language means the landlord, bank, or local government agency agrees to end any pending eviction action or stop any pending foreclosure action if payment is received.</p>

5.2.3 Multiple Payments

[5.2.3.1 Multiple Payments to Address Multiple Emergencies](#)

[5.2.3.2 Multiple Payments to Address Additional Expenses](#)

The [W-2](#) agency may issue more than one payment only in the following situations:

1. When the [EA](#) Group is experiencing multiple emergencies (see [5.2.3.1](#)); or
2. When the EA Group discovers additional eligible expenses after the first payment is issued (see [5.2.3.2](#)).

Agencies must issue all payments within 30 calendar days of the application date.

5.2.3.1 Multiple Payments to Address Multiple Emergencies

When the applicant lists more than one emergency type on the application, the worker must identify the maximum payment amount for each emergency type and use the higher amount as the maximum payment amount for the EA Group. The total amount of payments cannot exceed the maximum payment amount.

EXAMPLE: An EA Group with three members is experiencing an energy crisis and impending homelessness. The agency has determined the group is eligible for EA under both emergency types. The maximum payment amount for an energy crisis is \$750. The maximum payment amount for impending homelessness for an EA Group

with three members is \$1,200. Therefore, the maximum payment amount for the EA group is \$1,200. In this situation, the W-2 agency may issue one payment towards the energy emergency to the utility company (up to \$750) and one payment towards the housing emergency, to the landlord as long as the total amount of the payments does not exceed \$1,200.

5.2.3.2 Multiple Payments to Address Additional Expenses

When an EA group receives a payment and later discovers additional eligible expenses related to the same emergency type, the agency may issue an additional payment(s) as long as the total amount of the payments do not exceed the maximum payment amount for the emergency type.

EXAMPLE: Anna and Peter have two children. After a fire in their home, they applied for EA on September 9 and received a payment of \$400 on September 13. On September 20, Anna and Peter discovered additional eligible expenses totaling \$100 that resulted from the fire. Because they had not already received the maximum payment amount of \$1,200 for a household of 4, Anna and Peter may receive an additional payment to cover the additional expenses.

5.3.1 Determining How and Where to Send the Payment

The [W-2](#) agency may issue the payment:

1. By check to the applicant;
2. By check to the landlord, or vendor; or
3. By voucher to the landlord or vendor.

The W-2 agency will determine must ask the applicant to identify their preferred EA payee. whether to send the payment to the applicant, landlord, or vendor. The worker must have a discussion with the applicant about their circumstances and may advise the applicant, but it is ultimately the applicant's decision. The discussion must consider: based on

- The type of emergency;
- and/or the planned living arrangement;
- The cooperation of the landlord or vendor; and
- The applicant's specific situation.

W-2 agencies must document their rationale in EA comments on how the payment recipient decision was made.

See [5.3.2](#) and [5.3.3](#) for required steps prior to payment for homeless and impending homelessness emergencies.

5.3.2 Verification that Eviction or Foreclosure Will Not Proceed

If an EA Group is experiencing impending homelessness due to financial crisis and notice to terminate tenancy and plans to remain in its current housing, the W-2 agency must verify that the landlord, bank, or local government agency that issued the notice agrees not to proceed with the eviction or foreclosure if the payment is **received** issued. See 4.3.1 for sources of verification. The worker must obtain this verification prior to issuing the payment. For information on the timeframes for issuing payments, see 5.4.

If the landlord, bank, or local government agency is unwilling to stop the eviction or foreclosure process, the W-2 agency must inform the applicant of the option to move to new housing and provide referral information and case management services to assist the EA Group in obtaining permanent housing. (See 1.4)

5.3.3 Verification of New Permanent Housing Reported

If an EA Group is moving to new permanent housing, **the applicant must report having new permanent housing before payment is issued.** The W-2 agency must verify with the landlord that the EA Group has secured housing with that landlord. See [4.3.1](#) for sources of verification. The worker must obtain this verification prior to issuing the payment. **If an applicant has not yet obtained housing at the time of application, see section 5.4.2 for information on a payment delay.**

For information on the timeframes for issuing payments, see [5.4.1](#).

5.4.1 Timeframe for Issuing Payment

The payment must be made 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 [5.4.2](#))
2. The EA Group plans to remain in its current housing, but the 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 **received** issued. ([5.4.3](#))

Information regarding the rationale for a payment delay must be recorded in EA comments in [WWP](#). (See [4.4.2](#))

5.4.2 Payment Delay due to New Housing Not Yet Obtained

When an [EA](#) Group qualifies for a payment delay because the group is moving to new permanent housing but has not yet obtained new housing, the group has 60 calendar days from the date the W-2 agency determines the group is eligible for a payment delay to find new housing.

When the applicant notifies the W-2 agency that he or she has found new permanent housing after qualifying for a payment delay, the W-2 agency must update the application status in WWP to “Approved” and include the amount of the approved payment amount. The agency must issue a payment within 5 working days of the date the EA Group notifies the W-2 agency that a permanent living arrangement has been obtained.

If the group is not able to find housing within the 60 calendar days timeframe, the group can receive an additional 60 calendar days to find housing. If the applicant has not already contacted the W-2 agency to request additional time, the agency must contact the applicant before the initial 60-day deadline to:

1. Discuss if they are still looking for new permanent housing and need the additional 60 days to continue searching; and
2. Offer resources and discuss possible referrals the W-2 agency deems appropriate to assist the applicant in their search for housing.

If the applicant requires an additional 60-day payment delay, the W-2 agency must update the application status reason in [WWP](#) to generate a new notice with the new payment delay timeframe.

If the W-2 agency is unable to reach the applicant prior to the status deadline after varied contact attempts including phone calls, e-mail, text message, etc. over several days, the worker must still update the application status reason in WWP to provide the additional 60 days to continue searching for housing. Contact attempts with the applicant must be clearly documented and detailed specifically in PIN comments. If the applicant did not find housing within either the 60 calendar day timeframe or the additional 60 calendar days, the W-2 agency must update the application status to “Denied”.

EXAMPLE 1: Harriet applied for EA on November 5th. Within five working days of her application, the W-2 agency verified nonfinancial and financial eligibility criteria and determined that Harriet was eligible for EA due to impending homelessness. At the

time of application, Harriet informed the W-2 agency that she had not yet found new permanent housing. Harriet qualifies for a payment delay and has 60 days to find housing and inform the agency. On November 20th, Harriet contacted the W-2 agency to give them the name and address **notify them** of her new housing. The W-2 agency verified the housing arrangement with the landlord and a payment was **issued a payment** to the landlord on November 22nd.

EXAMPLE 2: James applied for EA on May 15th. Within five working days of his application, the W-2 agency verified nonfinancial and financial eligibility and James was found eligible for EA due to homelessness. When James applied for EA, he provided the W-2 agency with the name and address of his new landlord **he already had new permanent housing pending assistance from EA**. As James **already had housing** was able to provide the name and address of his landlord at the time of application, a payment delay does not apply. The W-2 agency verified the housing arrangement with the landlord and a payment in the form of a check was sent to the landlord **issued a check** on May 22nd, within five working days of the application date.

EXAMPLE 3: Kim applied for EA on September 14th and was found eligible on September 16th. It was determined that she qualified for a payment delay to search for new permanent housing. By November 9th, Kim had not contacted the W-2 agency to inform the agency of new permanent housing. The EA worker attempted to contact Kim various times throughout the week via phone and e-mail to check in on her housing search status and offer resources and discuss possible referrals that may help her search. The W-2 agency was unable to reach Kim despite multiple contact attempts. On November 15th, the EA worker updated the application status reason to "Payment Delay (No New Housing Additional 60 days)" and documented the specific types of contact and number of attempts in PIN comments in WWP. On November 26th, Kim contacted her EA worker with the information about new housing she secured. The W-2 agency proceeded to **verify the housing arrangement and issue the** payment.

5.4.3 Payment Delay due to Lack of Verification that Eviction or Foreclosure Will Not Proceed

An **EA** Group qualifies for a payment delay when the group:

1. Is facing impending homelessness due to a financial crisis and has received a notice to terminate tenancy; and
2. The agency has not verified that the landlord, bank, or local government that issued the notice agrees not to proceed with the eviction or foreclosure if the payment is **received** issued.

Within five working days after verifying that the landlord, bank, or local government agency that issued the notice agrees not to proceed with the eviction or foreclosure if the payment is **received** issued, the W-2 agency must issue the payment and update the application status to “Approved” in WWP. The W-2 agency may receive the confirmation verbally or in writing. (See [4.3.1](#))

If the landlord, bank, or local government is 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 new payment delay to search for permanent housing would apply. (See [5.4.2](#))

No change to the remainder of 5.4.3