

4.1.1 Introduction

As part of determining eligibility for [EA](#), the [W-2](#) agency must attempt to verify, within ten 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 when 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 ten 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 ten working days timeframe, an eligibility determination must be made based upon available information.

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 by the end of the working day after following the day the action or contact with the applicant occurred.