

Emergency Assistance Policy and Process

Trainer's Notes

Expected Outcome:

This training will provide instruction in Emergency Assistance (EA) policy and the EA Application process, using non-financial and financial requirements to accurately determine eligibility and the steps to determine an EA payment amount.

Objectives:

Upon completion of the course, you will be able to:

- Establish the EA group from household members
- Identify non-financial and financial eligibility requirements and determine eligibility
- Identify recommended items of verification
- Outline the timeframe for Application processing
- Determine the payment amount for the EA group
- Identify other resources to assist in the emergency

Trainer Materials

- Flip Chart Paper or Whiteboard
- Markers
- Name Tents
- Laptop Access
- LCD Projector
- Speakers
- Video “Home Is Where We Start From: Experiencing Family Homelessness in Brown County” obtain a copy of this DVD from Mark
- Copy of W-2 Manual Chapter 3 available, or be very familiar with W-2 financial eligibility criteria
- Copies of EA Application, Part 1- Jake/Lynn Scenario and Blank Copies of Part 2, Pages 1 & 2 of the EA Application (Financial Pages) These are updated when the FPL is updated
- Copies of the EA Forms Desk Aid and EA Systems Desk Aid
- Copies of Evaluations
- Copies of EA Training Q&A Document
- Trainer should review resources in Appendix
- Copies of Op’s Memos
 - 13-48 W-2 Contractor Payment Structure for 2014 W-2 and Related Program Contracts
 - 13-47 EATS Updates to Support EA Application Processing
 - 13-46 CARES and EATS Updates for 2014 Payment Outcome Payments
 - 13-11 EA Intentional Program Violations Automation
 - 12-55 W-2 and Related Programs Intentional Program Violations (Updated EA Application)
 - 12-52 Updates to EA Policy
 - 12-02 EATS (EATS Self-Study Guide)
 - 15-03

Optional (or project in class):

- Copies of the Notice of Decision Form
- Copies of the Stay of Eviction Court Forms
- Copy of Emergency Assistance Q&A Document

	Suggested Timeline
Introduction & Video	9:00-9:30 am
Non-Financial Eligibility & EA Group Scenarios	9:30-10:15 am
<i>Break</i>	10:15-10:30 am
Qualifying Emergencies & Scenarios	10:30-noon
Lunch	noon-1:00 pm
Financial Eligibility	1:00-2:15pm
<i>Break</i>	2:15-2:30 pm
EA Application Process	2:30-3:15 pm
EA Application Scenario	3:15-3:30 pm
EA Policy & Process Review & Evaluation	3:30-4:00 pm

Introduction

Introduce yourself, goal, and objectives (**PPT SLIDE OBJECTIVES**) for class. **Explain** general housekeeping, name tents, silence cell phones, bathrooms, breaks, and lunch. **Share** please be respectful to others in class especially when they are speaking and avoid side conversations.

Optional- have folks introduce themselves: name, agency, and role in EA.

Explain all questions are welcome, and if the topic is covered later in training, we may postpone the answer until we reach that section of the training.

Note the text boxes with stars indicate important new/updated policy throughout the PG. **Share** that policy references are provided in the PG.

Review Op's Memo with the class:

- 13-48 W-2 Contractor Payment Structure for 2014 W-2 and Related Program Contracts
- 13-47 EATS Updates to Support EA Application Processing
- 13-46 CARES and EATS Updates for 2014 Payment Outcome Payments
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Explain this is a summary of EA to help class members who are brand new to the program to understand EA. We will go into greater detail about the policy and process.

Write the following points on flip chart:

- The timeframe for processing EA applications is five working days.
- Four EA emergency types: impending homelessness, homelessness, energy crisis, and fire, flood and natural disaster.
- EA Group must have at least one caretaker relative and a dependent child.
- EA Group must meet 2 financial tests: be at or below 115% FPL and \$2500 asset limit.
- EA payment amounts: \$516 2-4 group members, \$645 for 5 group members, and \$110 per group member for groups 6 or more, \$500 for Energy Crisis regardless of group size.
- Applicants are eligible for EA once per 12-month period.

Introduce the issue of homelessness. (**PPT SLIDE INTRO**) According to the National Coalition for the Homeless, 1.3 million children are homeless each year and 200,000 children are homeless on any given day. Homelessness is a serious issue. In Wisconsin, 16,000 families spent the night in an emergency shelter in 2010; this is up

4% from the year before and does not include families who are doubled-up (WI Division of Housing).

Stress that agencies should collaborate, communicate and coordinate services with other agencies, to help families who are facing this major crisis. Working together with other community resources, we can help address the issue of homelessness. We know that these situations are extremely difficult. **Mention** that agencies should focus on consistency and being equitable to all families.

Case Management

(PPT SLIDE CM) Share that W-2 agencies **must** provide as much information as possible to families when making appropriate referrals. **Review** that agencies are encouraged to offer appropriate case management services to families, especially for those who apply every year. Collaboration and coordination of services will greatly benefit your relationship with other community resources and the families who apply for EA.

Read the text box; **share** that W-2 agencies **must** document the referral/resources in EATS.

Add that for EA, there usually is not any ongoing case management, so assisting the EA applicant as much as possible during the intake appointment will be extremely beneficial in helping the applicant.

Show the video, “Home Is Where We Start From: Experiencing Homelessness in Brown County.” **Ask** if anyone would like to share what s/he found interesting about the video. Let the class know that there may be references about the video throughout the day.

Talking points from Most families are working/single parents balancing work, school etc.

- Example of the mom and her sister being the “surrogate father”
- “Doubled up” usually means too many people in a home/unit, it’s too small of a space for that many people
- Some families are still paying for the mistakes they’ve made
- Example of the mom expressing, “If I know where I or my kids, will lay our heads at night. Or my kids worrying about their friends seeing them leaving the shelter etc. Makes me feel better”
- Example of the mom, who was living at home with her baby, her boyfriend, her sister’s boyfriend and her own kids, her brother and her parents
- Some families are not eligible for different housing programs for several years, they need a plan to clean up their credit or a plan to change their situation
- First step in treatment in their situation is a stable home

Stress that the issue of homelessness is not just about having a stable home. Usually the cause of a family becoming homeless stems from a greater issue, such as DV, loss of employment, AODA issue, mental health issue, financial issue of some sort, etc. We may be working with families that have several barriers that need to be addressed, not just a loss or pending loss of a home. We have to evaluate the cause and impact of the situation they are in now, such as hunger, loss of employment, family separation, etc.

Explain the format of the training (**PPT SLIDE FORMAT**): Non-Financial, Financial and Application Process, with activities throughout the day. We'll start with non-financial eligibility.

Non-Financial Eligibility

(PPT SLIDE EA GROUP)

The EA Group

Emphasize that in order to be eligible for EA; the EA group **must** consist of at least one qualified caretaker relative and one dependent child of that caretaker relative. There may be more than one caretaker relative in the home. These caretaker relatives do not need to be related to each other; however, each caretaker relative needs to be related to a dependent child in the EA group and meet the definition of the caretaker relative.

Reminder not everyone in the household will always be part of the EA group, but all household members **must** be listed on the EA Application. **Reminder** that not all adults in the household, even those that are related to the child(ren), will meet the definition of caretaker relative. Only members in the EA Group are entered in EATS.

Review the definition of a dependent child and caretaker relative.

Care and Control Examples

Explain that we'll look at two examples of exercising care and control. Have the trainees work with a partner, and then debrief as a class. These examples are meant for discussion to determine who is considered an eligible EA caretaker relative and what is considered care and control of a dependent child. **Draw and write** sociograms/responses on flip chart paper during group discussion.

Example 1: *Vena has been living with her Uncle Cheng for 3 months. Vena is in 8th grade and attends the middle school nearby. Vena's mother lives in San Diego. Before moving to San Diego, Vena's mother signed a statement giving Uncle Cheng "care and control" of Vena. No kinship care or legal guardianship took place. Uncle Cheng makes decisions regarding Vena's health care, education and long distance travel. Does Uncle Cheng meet the definition of a qualified caretaker relative?*

- *Yes, Uncle Cheng meets the definition of a caretaker relative.*
- *He makes important decisions about Vena's health care, education and long distance travel.*

Example 2: *Toua and his girlfriend applied for EA because he has been living with his Aunt Mai for 2 weeks. Toua has three children, ages 3, 6 and 10. He had to move out of his apartment immediately because it was condemned due to high levels of lead. His Aunt Mai has a daughter, age 3. Mai also has two other nephews: Jeb, age 7, and Devin, age 16, living with her in a 2-bedroom apartment. When Toua finds a place to live, Devin is going to move in with him to help babysit. Who should be included in Toua's EA group?*

- *Toua and his three children should be included.*
- *Toua's girlfriend is not included in the EA Group unless she has a child in common with Toua.*
- *Devin may be included in the EA Group, depending if Toua will be exercising care and control of Devin.*
- *You may want to find out under what circumstances Devin is living with Aunt Mai to see if Aunt Mai will have care and control of Devin.*

Additional Caretaker Relative Non-Financial Criteria

Review all the bullet points.

Stress those household members in the EA Group who do not meet all EA non-financial eligibility requirements are excluded, such as: not a caretaker relative, not a dependent child, not accepting employment and training, not pursuing other payment options (only in an Energy Crisis emergency) or already received an EA payment within the last 12 months. In addition, any income or assets from any excluded household member are not counted.

Trainer Note: If the issue comes up, the fifth bullet states *refuses* employment, not quitting employment. Therefore, this only applies when a caretaker relative refuses employment or employment training. For example, an applicant received a job at local grocery store, but did not accept the job, because it was first shift and s/he prefers a second shift job. This would not be good cause; therefore, s/he is refusing employment. Agencies may use the criteria for financial crisis, which states that the emergency has to be beyond the control of the application and the financial crisis is caused by one of the reasons listed in EA Manual 4.8.

Mention that the child(ren) of an excluded Caretaker relative also would be excluded from the EA group, unless there is another qualified caretaker relative in the EA group who meets all of the caretaker relative requirements with those dependent children.

EA 12-Month Time Limit and Verification

Explain the information about 12-month time limit and text box.

Minor Caretaker Relative

Explain that in *some* situations, a minor caretaker relative may be eligible for EA. The minor caretaker may be eligible for EA if s/he has no legal parents, guardians, or appropriate adult relatives, if s/he is not allowed to live in the home by the parent, if s/he is subject to serious harm, danger or abuse in the home, etc. If someone is under 18 and is married (can be married to someone of any age – even another minor), s/he may be eligible for EA.

EA Group Verification

(PPT SLIDE EA GROUP VERIFICATION) Review this section; the EA group **must** be verified. **Emphasize** that W-2 agencies **must** document information received from the EA group in EATS. **Stress** that agencies **must** use CARES, ECF and KIDS to verify household information as a step process.

Stress that when W-2 agencies are checking systems for verification items, make sure to check in ECF that the verification actually exist in ECF. In addition, making sure that the correct verification is used for example, a birth certificate will not verify WI residency.

For EA, custody and placement is not a requirement; however, the dependent child and caretaker relative **must** meet the definitions: live/lived with at sometime within the 6-month period, be anticipated to live within the one-month period after the date of application and exercise care and control of the dependent child(ren).

Suggested Verification Items from W-2 Manual 4.1.2

Identity

Driver's License, state-issued ID card, employee ID card, student ID card, US government ID card, military ID card, Native American ID card issued by a federally recognized tribe, any photo id document issued by USCIS, US passport, CARES birth query (WI births only), paycheck displaying the applicant's name, any unexpired immigration document, any other reliable document that verifies identity

U.S. Citizenship (verify citizenship only once)

Certified copy of birth certificate (must be marked "For Administrative Use"), baptismal certificate if place of birth is shown, hospital birth record, CARES birth query (WI births only), Native American ID card or other tribal membership documentation issued by a federally recognized tribe, certificate of naturalization (should be marked "for administrative use"), certificate of citizenship (should be marked "for administrative use")

Wisconsin Residency (verify residency each time a change is made)

Lease agreement, utility bill for water, gas, electricity, or telephone that includes name and address, mortgage receipt, subsidized housing program approval, weatherization program approval, pay check stub including name, address, employer's name, address and phone number, WI driver's license, WI id card, signed statement from a shelter or individual providing temporary residence, WI motor vehicle registration, and any other reliable document that verifies WI residency

Special Note (in the W-2 Manual): Do not require residence verification for homeless or migrant assistance groups newly arrived to the area. **Trainer Note:** If the issue comes up, for EA we just want to make sure the person is homeless in WI and not from another state; EA is intended for WI residents.

Children in the Group and Relationships

Query CARES, ECF and KIDS and review other household configurations.

Ask What steps might your agency take to authenticate questionable information, as in these examples?

Possible Answers

1. Someone who does not have custody or placement of his/her children, but has included them on the EA Application.
 - *Check w/ CSA or KIDS, home visit, check to see if they are on FS/CC/Badgercare/W-2 case, check case comments or household member's page in CWW.*
2. The applicant does not provide an SSN.
 - *Check CARES/CWW, name search in EATS.*
3. The EA applicant or a member of the EA group is a relative of the property owner or living with the property owner.
 - *Do an address search for tax records to see whose name the property is in.*
 - *Confirm with the court if there is a legal eviction notice, only in situations where the property owner filed the eviction in court.*
 - *Proof of rent receipts, checking/saving statements showing rental payments.*

Other issues of questionable information - children/adults listed on another EA group or SSN does not match CARES or EATS.



EA Group Scenarios

Activity: Divide the class into 5 groups (if the class is large, may need to have more groups). Assign each group one of the scenarios and ask them to discuss their scenario. **Tell** each group to appoint a recorder and a reporter.

State that for the purposes of this activity, we are only trying to determine who is in the EA Group. After 5-10 minutes of discussion, each group will be asked to share their scenario and answers to the entire class. Trainer should write responses on flip chart paper.

Is there an eligible EA group? Who is excluded and why? **Share** that we are only looking at whether or not there is an eligible EA Group.

Scenario 1: Lucinda applied for EA 6 months ago when she lost her job and received an eviction notice. She and her two children (ages 4 and 9) received an EA payment of \$516. Two weeks ago, her sister, Maria, and her 2 children moved in with Lucinda because Maria received a 5-day eviction notice. Maria lost her job 2 months ago, so she is applying for EA.

Yes, there is an eligible EA group, Maria and her 2 children. Lucinda and her children would be excluded because she already received EA within the past 12 months. There is no indication that Maria exercises care and control for Lucinda's children, so they would be excluded as well, even though Maria potentially could meet the definition of a caretaker relative.

Note: Questions may come up about: what if they are moving in together, is it one or two groups, how many payments do we make, what if they move separately etc. trainer can process the questions, answers will vary depending on the questions from the class.

Scenario 2: George has applied for EA. He lives with his wife, Laurie, and their four children. Nine months ago, George and Laurie separated. George moved to a different county with the two oldest children (ages 10 and 13). George and those two children received EA in that county 8 months ago. At about the same time, Laurie and the other two children (ages 2 and 5) also received an EA payment. George and Laurie have reconciled, and they all have been living together for the past two (2) months.

No, there is not an eligible group because both adults already received EA in the past 12 months. The children also are excluded because there is no eligible caretaker relative in the EA group.

Scenario 3: Troy and his son Kyle (age 16) are living with Troy's best friend, Ken, and his wife, Amy, because Troy's apartment building burned down a month ago. Ken and Amy have 4 children and live in a 3-bedroom house. Troy and Kyle are living in the basement. Troy is collecting UC. He has come in to apply for EA.

Yes, there is an eligible EA group. Troy and Kyle both would be eligible in the EA group as long as they were living with Ken for less than one month (because this is doubled-up housing).

Scenario 4: Crystal and her son Justin (age 17) live with Crystal's boyfriend, Tom. Two weeks ago, Crystal got into a huge fight with Tom and he kicked her out of the apartment. Crystal and Justin are staying with Crystal's friend, Belinda. Belinda has 3 children and lives in a 3-bedroom duplex, but Belinda just received an eviction notice. Belinda has come in to apply for EA.

Yes, there is an eligible group for Belinda's family. In addition, if Crystal applied for EA, this also would be an eligible group. Even if they move in together, this should be 2 separate applications. **Reminder:** they would each have to have a qualifying emergency to be eligible for EA. Both groups would have to meet all non-financial and financial criteria. If both groups were moving in together the EA payment would only pay the unmet needs for both groups moving to the same housing.

Scenario 5: Pedro and Jacinda have 2 sons, Jesus and Julio (ages 2 and 3). Jacinda's mom, Anita, watches the children when Pedro and Jacinda are at work. Pedro and Jacinda are migrant workers. The 2-bedroom apartment they are living in has been condemned by the city. Pedro is applying for his social security card. Jacinda has come in to apply for EA because she is nervous about where they are going to live.

Yes, there is an eligible EA group. Jacinda, Jesus, Julio will be included. Pedro could be included because he is applying for his SSN and if he provided verification of this. Anita (grandma) could be included, as long as Anita meets the definition of a caretaker relative. More than likely, Anita would not meet the definition of care and control. However, be culturally sensitive/awareness that in some cultures, extended family members play a significant role in the family. This should be taken into consideration that Anita may exercise care and control and counted in the EA Group. In this situation, there could be 3 caretaker relatives. (Especially because parents may be away working weeks at a time). If questions arise about if, other family members have SSNs- yes, they do.

EA Verification

Explain this is updated/new policy. (*PPT SLIDE VERIFICATION*)

The W-2 agency **must** attempt to verify that an emergency has occurred. How that information is verified will differ depending on the unique circumstances of the reported emergency type. We will look at those requirements separately.

Remind trainees that the EA Application **must** be processed within 5 working days because the applicants are facing an emergency. **Request** that verification be submitted ASAP so that agencies can meet all the requirements as part of processing the EA Application.

When the EA applicant submits his/her verification ASAP, the agency **must** determine eligibility ASAP so that Step 2 of the EA Application processing is within the five working days timeframe. W-2 agencies cannot give the applicant a deadline of less than 5 working days to submit verification; however, the W-2 agency should encourage/explain that the faster verification is submitted, the faster the application/payment can be processed. In addition, the application cannot be denied if verification is submitted on working day 5. Worker **must** document in EATS all efforts made to verify information.

Emphasize that information required by the W-2 agency such as a W-9 form, for accounting or tax purposes, is not required for determining eligibility or issuing the payment. The W-2 agency may request this information, but it cannot be required, delay determining eligibility or delay issuing the payment.

When information appears questionable or inconsistent, the agency **must** take additional steps to verify its authenticity or accuracy (EA Manual, 2.1, 2.2).

The policy has been revised to require the completion of a CARES and KIDS query as a step in the verification process (EA Manual 2.1).

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EA Documentation

(PPT SLIDE DOCUMENTATION) Explain that verification **must** be scanned into ECF within 30 days (W-2 Policy 4.4.2). This should be done in a timely manner to ensure appropriate documentation is in the ECF.

For scanning documents into ECF, they should only scan documents into ECF for the EA applicant; if the EA applicant has or had a case in CARES (it could be an open case or a closed case). If the EA applicant did not have an open case (say they were a group member in someone else's case--like an AG member or AP on someone else's case), the agency worker should not scan documents into ECF using someone else's case.

The EA Application and verification should be attached and scanned in ECF under Document Type "APP" (non-CAF) and notices under "Notice of Decision" (NOD) (EA Manual 7.2).

Remember to document on the verification item what it is used for prior to scanning.

Review that this section is updated/new policy.

Review the text box. **Note/share** the comments section has been expanded to 3,500 characters.

Share information in text box and sample screen shots of EATS.

Remind folks that there are two comments fields in EATS—one in EA Details, and one in Payment Details. They can use both fields.

Qualifying Emergency

Explain that there are four overarching qualifying emergencies even though there are sub categories in some of the four categories; each one will be reviewed. (**PPT SLIDE QUALIFYING EMERGENCIES**)

State that we will cover each qualifying emergency listed, starting with impending homelessness. For each emergency, we'll review the definition/explanation of the qualifying emergency and the verification required.

1. Impending homelessness
 - Financial Crisis and Terminate Tenancy
 - Eviction
 - Home Foreclosure
 - Foreclosure of a Rental Housing
 - Uninhabitable Housing
 - Domestic Abuse
2. Homelessness
 - Temporary Living Accommodations including doubled-up housing
 - Uninhabitable Housing
 - Domestic Abuse
3. Energy Crisis
4. Fire, Flood or Natural Disaster

Impending Homelessness

For impending homelessness, each condition will be reviewed. Impending homelessness due to uninhabitable housing and domestic abuse will be combined with homelessness because the definition and verification is the same for both qualifying emergencies whether it is impending homelessness or homelessness.

Impending Homelessness: Financial Crisis and Notice to Terminate Tenancy

Explain that we will review the first category, financial crisis/notice to terminate tenancy. **Review** the conditions 1 and 2. **Explain** that each situation is different. Agencies will have to look at the details of each circumstance. If W-2 agencies are unsure, consult with their supervisor or Regional Administrator.

Additional notes for 1) a), d), e) and f), and 2) below:

1)

a) This should be loss of employment. Examples include laid off, hours reduced, job quit or fired w/ good cause, etc.

d) Examples include family member with a terminal illness that caused the caretaker relative to lose income, car broke down and had no alternative transportation to get to work, therefore had to quit/was fired, etc.

*e) This means they have a loss of W-2 benefits. It could take 10 days to get a payment after the overturn from a Fact Finding. It's not a pending W-2 case. A Fact Finding **must** be requested and overturned (in favor of the participant).*

f) Other similar reasons as determined by the W-2 agency that the group is experiencing a financial crisis. This criterion is intended to cover reasons similar to the above reasons and not to cover general reasons for a group needing rent assistance. The bullet points are examples that could be covered in F.

2) An eviction notice **must be due to non-payment of rent or mortgage payment. It may include other reasons in addition to non-payment of rent, but **must** include non-payment of rent.**

Explain in summary, eligibility for impending homelessness due to financial crisis and a notice to terminate tenancy requires **a qualifying crisis that was not a result of an event or a choice within the control of the adult caretaker relative**, financial crisis that resulted in non-payment of rent/mortgage and an eviction/foreclosure notice.

Review the example in the text box. This relates to the month of the emergency.

Explain the following two points:

1. The financial crisis and the emergency do not have to be in the same month.
2. What is the “month of the emergency?” EA Manual 1.2 states that the person **must** apply in the month of the emergency or the month following the emergency. In the case of an eviction, the month that the eviction notice is **received** is the month of the emergency. So the person could apply for EA in the month s/he receives the eviction notice or in the month following.

Requirement One:

Verification of Financial Crisis for Impending Homelessness

Review the verification list. Verification **must** be scanned into ECF (for known CARES cases) or stored in paper file. **Remind** class to write what is being verified on the document prior to scanning.

Reminder that the application and the Notice of Decision(s) **must** be scanned in ECF (if known to CARES). **Point** out the last bullet, copies of relevant CARES screens documenting good cause for non-participation or Fact Finding decision.

Requirement Two:

Verification of Notice to Terminate Tenancy Eviction Notice

Review this section. Agencies are encouraged to request a review of their most commonly received eviction notices by the agency's legal counsel to ensure the notices comply with WI Statutes Chapter 704.17 and 704.10.

Legal eviction notices are not necessarily filed with the court.

Explain bullet points:

- The agency **must** verify that the eviction notice meets the policy (has to have A and B).
- The timeframe for the eviction does not matter (it could be 5 days, 14 days or whatever); it just **must** meet the requirements listed for A and B.
- It doesn't matter whether or not the eviction notice has the "right to cure" it could be possible that the property owner may forgo the eviction in exchange for EA.
- In some situations, where there is a sheriff's notification to remove property, the property owner still can forgo the eviction in exchange for EA. However, we **must** verify with the property owner before issuing the payment. If the tenant has a sheriff's notice of removal of property and s/he has already moved out of the property, then the W-2 agency **must** not issue EA payment to that property owner.
- The agency **must** verify whether the existing property owner will or will not accept the EA and waive the eviction.

Verification of Current or New Housing

Explain this section: This is **new policy**. This section pertains to verification of current housing, if the family plans to stay in their current home. **Review** the verbal and written confirmation information.

Mention that if the property owner will not forgo the eviction in exchange for EA, the family may use EA for security deposit/rent for new housing. Before issuing a payment for impending homelessness, verification of the new housing **must** be verified.

Review the text box.

Verification of Notice to Terminate Tenancy Foreclosure

Review this section. This is when an owner (caretaker relative) is facing a foreclosure and verification is needed for home foreclosure.

Stay of Eviction Proceedings in Impending Homelessness

Review this section; this is new policy and process for Stay of Eviction Proceedings.

Review the **new** court forms process.

Ask if the applicant doesn't inform the court that the EA Application has been denied or approved, what happens with the Stay of Eviction?

Possible Answers

If the EA Application was denied, the eviction proceedings will continue. The case manager may check with his/her local court for information. If the EA Application was approved, it is up to the EA applicant to inform the court so the eviction will not go forward. The EA agency may check with the court, and will need to confirm with the property owner that they will accept the EA payment and allow the person to stay.

Explain that steps that agency **must** take steps 1-3. They may assist the applicant with the court forms listed in the bullet points however, this is optional.

Mention you can google the forms and have them available at your agency.

Stay of Eviction Proceedings Example

Review the bullet point. **Share** new policy, that W-2 agencies **must** document in EATS if they provided assistance for the EA applicant in a court ordered eviction process.

Review example in the text box of the notice process and an agency assisting the applicant with the court forms for Stay of Eviction Proceedings (which is optional for the W-2 agency).

Impending Homelessness and Foreclosure of Rental Housing

Review the updated policy conditions 1-3 and text box policy (EA Manual 4.7.3). This situation is when the caretaker relative is renting a home and there is a foreclosure against the property owner.

Verification of Impending Homelessness and Foreclosure of Rental Housing

Review this section.

Impending Homelessness and Homelessness Due to Uninhabitable Housing

EA for impending homelessness and homelessness due to uninhabitable housing does **not** require a financial crisis or eviction/foreclosure notice, although there **must** be a need for housing assistance

Emphasize that W-2 workers cannot determine if a house is uninhabitable. This determination **must** come from a housing inspector, a health and safety inspector, City Hall, etc.

Verification of Impending Homelessness and Homelessness Due to Uninhabitable Housing

State that the W-2 Agency is not an appropriate agency to verify if a home is uninhabitable.

Impending Homelessness, Homelessness Due to Domestic Abuse

Explain that this definition is the same for impending homelessness and homelessness.

Review the definition of domestic abuse and **review** text box.

Verification for Impending Homelessness, Homelessness Due to Domestic Abuse

Ask What verification may be used for domestic abuse, if it is available?

Possible Answers:

*Supporting documents can include police report, restraining order or a sworn statement. However, **stress** that we should never need the person to verify DV. If the person claims it, then we **must** trust that it is the truth. We take the person's word for it. This should be on the EA Application, and/or the agency may request a signed statement.*

Mention that EA's goal is to provide safe and permanent housing for families. W-2 agencies are encouraged to provide case management and referral services in domestic abuse situations.

Remind W-2 workers that they are mandatory reporters for abuse against children, but not against adults.

Ask Does the abuser have to be on the lease, but is for example, a live-in boyfriend?

Answer: No, as long as they reside together, formerly resided together, is an adult, a spouse or a former spouse, or there is a child in common.

Review the text box that an eviction notice is not required for domestic abuse.

Homelessness

Explain homelessness criteria 1-4.

Mention for numbers one (and 2), the purpose of the current residence is that it is temporary.

Share text box that homelessness does not require a financial crisis.

Temporary Living Accommodations, including “Doubled-Up” Housing

Review “doubled-up” definition.

A family residing in a “doubled-up” housing meets the temporary housing requirement for EA eligibility due to homelessness when the EA group: is not on the lease/mortgage; has been asked to leave by the property owner/landlord, housing authority etc.; is using “doubled-up” housing as a short-term housing solution to avoid homelessness; and has been residing in the “doubled-up” housing for one month or less.

Refer to the video’s example of the mom talking about her doubled-up living arrangement with her parents and her sister’s kids.

Mention a family living in a temporary doubled-up living arrangement residing in a home has more people living in it than the house was designed for.

Verification of Homelessness, Temporary Living Accommodation including “Doubled-Up” Housing

Review the verification. Remember that if verification were not possible, a signed statement would be preferred.

Reminder that for doubled-up housing, it is 30 consecutive calendar days.

How Do We Verify Homelessness?

We **must** attempt to verify homelessness.

Ask/List some methods your agency may have used to verify homelessness.

Possible Answers: *Reliable 3rd party report; police reports; if they are receiving benefits such as FS, W-2, Medicaid, etc., then their address might be listed in CWW as a “homeless” address of a shelter that allows people to receive mail or at a Job Center; sworn statement. The signed application itself is a sworn statement. If they are homeless because their home was found uninhabitable, then that verification could be used.*

Energy Crisis

Energy Crisis - will not have an eviction notice, but will have a utility shut off notice, late/failure to pay notice or some similar form of documentation. The maximum payment for any size group is \$500.

Emphasize that for Energy Crisis, the EA applicant **must** meet all four requirements. Keep in mind that all four criteria **must** be met.

Example Jeannine, Review using 1-4 criteria:

1. *Jeannine is on a payment plan with We Energies and received LIHEAP last December for \$386.00*
2. *Jeannine has a 3-month-old baby in the house and needs electricity for heat. Heat is essential for the baby's health.*
3. *Yes, this could be a threat to her baby's health.*
4. *She was on bed rest for 2 months and now is on unpaid maternity leave. These situations are beyond her control.*

Ask what might your agency consider good cause of a financial crisis for energy crisis?

*The financial crisis **must** be similar to financial crisis and impending homelessness.*

The group is experiencing a financial crisis that is due to reasons beyond the control of the caretaker relative(s) of the group or that constitutes 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 appropriate employment without good cause; or*
- 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; or*
- c) *Loss of income due to a second parent leaving the group; or*
- 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 medical expenses not covered by insurance; or*
- e) *Loss of W-2 benefits due to a sanction that is subsequently overturned through a Fact Finding; or*
- f) *Other reasonable circumstances that constitute good cause, including but not limited to:*
 - *Child support;*
 - *Support from another caretaker relative or adult household member, relative or other person outside the home who provided financial support to the EA group;*
 - *Unemployment Insurance (UI);*
 - *Student financial aid for housing;*
 - *The depletion/loss of income from the 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*

Ask How has your agency verified if other resources have been accessed or exhausted?

- *Confirm with other energy crisis agencies.*
- *Check with local electric/water company.*
- *Collaborate with other agencies by having meetings, or communicate through emails.*

Verification of Energy Crisis

Review this section. Stress that all four conditions of Energy Crisis **must** be met and the W-2 agency **must** attempt to verify all four conditions listed on PG page 28.

Emphasize for those applying for EA due to an energy crisis, prior to determining EA eligibility, the W-2 agency **must** ensure that the EA group has completed the pursuit of other payment options from the local Wisconsin Home Energy Assistance Program (WHEAP), the local utility company/companies and any other available programs. The W-2 agency **must** assist the EA group in completing the pursuit of other payment options for energy crisis.

Remind the class that energy crisis is the only emergency type that requires the applicant to pursue other payment options as a condition of eligibility (text box). If the person receives Energy Assistance, s/he still has to have a financial need in order to receive EA.

List resources that may be available in your local area for energy crisis.

Possible Answers *Red Cross, Salvation Army, Faith Based Organizations, Family Centers, Energy Assistance, CAP/HUD Housing, Mental Health facilities, W-2, FS, Medical Assistance, SSI, SSDI, DV Shelters and other housing assistance programs.*

Ask If resources, such as Salvation Army, are clearly not available, should agencies be requiring applicants to apply there first just to get verification? Is that necessary?

Answer No, emphasize that if other resources are not available, or the agency makes other referrals, this should be documented.

Resources may be different in each county. Workers should know what resources are available. If the EA applicant hasn't already applied, he/she should, and the EA worker should help him/her if needed.

Fire, Flood, or Natural Disaster

Stress that because families can receive EA only once per 12-month period for fire or flood, etc., there are several resources that specifically address these housing issues, such as Red Cross or Federal Emergency Management Agency (FEMA), so the applicant may want to consider how best to use EA. However, s/he should apply for EA if other community resources are not available.

State that eligibility for fire, flood and natural disaster does **not** require a financial crisis.



Approved or Denied Scenarios

Example 1 – *Approved and we should be working with the family to apply for other resources, such as Red Cross.*

Trainer Note: *If questions come up about “natural” causes versus other causes, remember that EA is meant for housing and not intended to replace a broken sump pump, or furnace that was just broken by wear and tear, etc. If it wasn’t necessarily caused by “nature” then EA probably should not be approved for. In this scenario because the broken pipes were cause by extreme cold weather conditions, it would be approved.*

Example 2 – *Approved and we should be working with the family to apply for other resources, such as Red Cross and FEMA.*

Verification of Fire, Flood or Natural Disaster

Ask how do we verify fire, flood or natural disaster?

Possible Answers: *Verification ideally consists of a reliable report from an independent source, such as a police or fire department report, or newspaper article. If a document is not available, the agency may call the police or fire department to verify the emergency. Verification may come from the agency's direct observation. The W-2 agency may accept valid and current photos of the property that was damaged (by camera or cell phone) or a signed statement in lieu of missing information. If the EA applicant applied for resources through the Federal Emergency Management Agency (FEMA), the W-2 agency may be obtain verification from FEMA.*



Qualifying Emergency Scenarios

Activity: Divide the class into 5 groups (if the class is large, you may need to have more groups). Assign each group one of the qualifying scenarios and ask them to discuss their scenario. **Tell** each group to appoint a recorder and a reporter.

After 5-10 minutes of discussion, each group will be asked to share their scenario and answers with the entire class. Trainer **writes** responses on flip chart paper.

Is there a qualifying emergency? Why or Why not? What case management services could be offered?

Scenario 1: Roberta has applied for EA to pay rent for a new apartment. She and her 3-year old daughter used to live with her husband. Last week, her husband tried to choke her. Roberta and her daughter have been sleeping in her car for the past 4 nights.

Yes, the qualifying emergency is homelessness and DV. Roberta could be referred to DV services, housing, temporary shelter, legal aid, income maintenance (IM) programs such as Foodshare, Badgercare, childcare, child support etc. and W-2.

Scenario 2: Brooke received a 5-day eviction notice. She could not pay her rent because she was fired from her job. She has 2 sons (ages 3 and 12). Two weeks ago, they moved in with her boyfriend until she can find her own place. Her boyfriend has 2 daughters and his apartment has only 2 bedrooms.

Yes, the qualifying emergency is homelessness and doubled-up (less than one month). Brooke could be referred for UC, housing, W-2, IM programs, child support etc. **Note:** If questions arise about should this be impending homelessness- it is not because she vacated and is not returning.

Scenario 3: Manny applied for EA to help pay for his electricity and gas bills. He has 3 children (ages 2, 3 and 5). Manny was laid off from his job 3 months ago. He has been using his unemployment income to pay his mortgage. His bill is \$780.00. He received a notice from the electric company that his March and April bills are past due. They will cut off service by the end of this month if a payment is not made.

Yes/No- the qualifying emergency is energy crisis. Manny has young children in the home. Because he does have young children, heating/electricity is a basic essential need. This also meets the financial crisis and energy crisis - Manny was laid off.

He must apply for other energy programs as part of eligibility criteria.

Manny could be referred to W-2 for case management services, FEMA, energy assistance, IM programs (FS, CC, Badgercare) etc.

Scenario 4: Tyrone and his son Cole (age 7) have been living with Tyrone's mother for 3 months, because his home was foreclosed. Tyrone's mom has been helping with childcare and taking Cole to and from school. Tyrone just got a job at Ace Hardware Store and is looking for a place to live. His job is 20 hours a week. He is paid weekly, and his hourly pay is \$8.00.

No, this does not meet a qualifying emergency. Tyrone is living with his mother. This could be a doubled-up situation, but he has been living there for more than 30 days. In addition, in this situation, it does not indicate this is a temporary living arrangement or a doubled-up. Tyrone could be referred for W-2, JAL, CS, child care, housing etc.

Scenario 5: Felicia is 17 years old. She has a 1-year old daughter and is 8 months pregnant. Currently she is living in the Neighborhood Home, which is a temporary homeless shelter (up to 1 year) for young parents. Felicia's parents kicked her out of their home, which is why she is in the Neighborhood Home. Felicia is graduating from high school next month. She has been in the Neighborhood Home for 11½ months and needs help getting her own place.

Yes, the qualifying emergency is homelessness. Felicia does meet the definition of a minor caretaker relative because she is considered an "abandoned" person because she does not have any help from her parents or any other legal adult relative. She will be homeless. Felicia should be referred for W-2 CMN, housing, W-2, IM programs, etc.

Financial Eligibility

Stress that if EA non-financial eligibility requirements are met, the next step is to determine financial eligibility. **Hand** out EA Application Scenario for trainees. **Explain** that we will be using this for an activity later in training and you may **show** the EA application on projector, too throughout the next sections (Application process).

In order to be financially eligible, the applicant **must** be at or below 115% of the Federal Poverty Level (FPL) and not exceed the asset limit of \$2500. Assets **must** be available in order to be counted. You cannot count a payment as an asset and income in the same month. (**PPT SLIDE FINANCIAL ELIGIBILITY**)

Explain that W-2 agencies should be using income information at the time of application. This means determining financial income information for the 30 days prior to the date of application, to estimate the income in the month of application (W-2 Manual 3.2.3).

Explain that EA workers must know W-2 financial eligibility in order to input the information correctly on the Financial Eligibility Worksheet, Part 2, Page 1.

Remind the trainees that Part 2, Page 1 and Page 2 must be attached to the EA Application and scanned into ECF.

If the EA applicant is in any W-2 placement (including CMJ) except CMF at the time of EA Application, financial eligibility has been met. Workers will need to gather financial information if the placement is less than 30 days. You will not need to complete Part 2, Page 1 of the EA Application. (**PPT FINANCIAL ELIGIBILITY**)

Remind that CMF is not included because W-2 participants do not need to be financially eligible to receive W-2 follow-up services. **CWW Placement Page** should be attached to the application as verification.

Hand out the Financial Worksheets or pull up on overhead projector.

Verification of Financial Eligibility

Review Chapter 3 in the W-2 Manual, then review and write on flip chart what is counted and disregarded income. This is not an all-exclusive list. Have a copy of Chapter 3 available, or access this online.

Explain this section; trainer should write responses on flip chart. **Stress** what an asset is and what is considered income (earned and unearned). A payment may not be counted as an asset and income in the same month.

Income

Counted-

- Only income that is actually available may be counted; income is available when the individual has a legal interest in it and has legal ability to make it available. Income is unavailable when the applicant can reasonably document that it cannot be accessed for 31 days or more (W-2 Manual 3.2.4).
- Most earned and unearned income is counted in the 115% gross income test unless listed as disregarded/not counted in W-2 policy.
- SSI, SSDI, UC and Caretaker Supplement (CTS) are counted.
- Farm & self-employment are counted.

Disregarded-

- Regular child support, maintenance or family support (combination of child support and maintenance) payments are disregarded.
- Kinship care, foster care, earned income of a dependent child, W-2, etc., is disregarded.

**Retroactive CTS counts as income in the month received and any amount remaining as an asset in the following month.

Assets

Counted-

- Only assets that are actually available for use may be counted; an asset is available when the individual has a legal interest in it and has legal ability to make it available. An asset is unavailable when the applicant can reasonably document that it cannot be accessed for 31 days or more (W-2 Manual 3.3.2).
- Any equity value amount over \$10,000 **must** be counted as an asset, tested against the \$2,500 limit.
- Mopeds, motorized boats, junk cars, airplanes, snowmobiles, motorcycles and farm tractors (nonfarm use) are counted.

Disregarded-

- The value of one home that serves as the homestead (living in the home as the primary residence) for the W-2 group **must** be disregarded.

- The first \$10,000 of combined equity value of the W-2 group's vehicle **must** be disregarded.
- Non-motorized camping trailer/trailer home, non-motorized boat, nonfarm livestock trailer, riding lawn mower, log skidder, farm truck/tractor, or other farm vehicle used to produce income are disregarded.

**Non-regular CS collections of arrears are counted as an asset.

Financial Eligibility Worksheet Part Two, Page One of the EA Application

(PPT SLIDE FINANCIAL ELIGIBILITY PAGE 1) The worksheet will automatically calculate financial eligibility using the data entered by the worker. **Explain** that the W-2 agency **must** know how to determine W-2 financial eligibility because everything entered in the worksheet will be counted.

Stress that W-2 agencies **should** use Part 2 of the EA Application online instead of printing the forms because the information entered into the Excel spreadsheets will be calculated automatically to ensure accuracy.

Option: Review the worksheet. **Ask** for situations that arise where agencies are unsure how to enter in the wages (e.g., tips, salary, bonus, etc.).

Payment Calculation Worksheet Part Two, Page Two of the EA Application

(PPT SLIDE PAYMENT PAGE 2) **Stress** that agencies should not complete the Payment Calculation Worksheet until the group has passed both financial and non-financial eligibility.

EA Payment Amounts

Review EA payment amount for family size.

Reminder that for EA groups of six or more, it is not \$645 (5 members) plus \$110. When the group is 6 or more members, each eligible member is multiplied by \$110 (6 x \$110 = \$660).

For Energy Crisis, the maximum payment is \$500 regardless of the group size. When the family meets energy crisis and another qualifying emergency, use the greater EA maximum payment amount. For example, if the EA group family size of five meets both impending homelessness and energy crisis, use the greater payment amount up to the financial need **OR** included expenses.

EA can be used to pay for different things depending on the emergency type. If a family has had a fire, and is homeless (because the home was destroyed in a fire), you could use the listed expenses for a fire or use the list for homelessness—whichever category will benefit the family most.

Multiple EA Payments

Review this section and the two situations when multiple payments would apply.

Example - After a fire in their home, a family of six received an EA payment of \$425. A week later, the family discovered additional needs totaling \$360 that resulted from the fire. Because the EA group has not received the maximum EA payment amount, the EA group may receive an additional EA payment as part of the same EA payment. How much would that amount be?

Ask what would that amount be?

Answer: *The total maximum amount for fire, for a family of six is $\$110 \times 6 = \660 . They received \$425 already, so they could receive an additional payment up to **\$235**, as long as the additional needs were allowable uses for a Fire EA Payment and within 30 calendar days from the application date.*

$$\$660 - \$425 = \$235$$

Reminder that the applicant may request additional payments as long as the payment is within the 30 calendar days from the application date and s/he has not exceeded the maximum EA payment amount. The payment(s) **must** be recorded in EATS. W-2 agencies will use the same application, not process a new EA Application.

EA Payment: Emergency Types and Allowable Uses

Review each emergency type. **Discuss** possible included expenses for the emergency types.

The worker should be working with the applicant to discuss other resources, budgeting or financial workshops, etc. In addition, workers should emphasize to the applicant that EA can be received only once in a 12-month period.

- Homelessness - Necessary household items can include a crib, bed, couch, refrigerator, stove, etc.
- Fire, Flood or Natural Disaster - Temporary housing can be paid only in one of these three situations. The receipt of the hotel bill could be used as verification.
 - Clothing, medical care, and transportation are allowable EA costs only in fire, flood and natural disaster in unusual situations; however, it could happen (e.g., if the family needed transportation to the hotel if their house and car burned down and no other means/resources are available). Keep in mind non-financial and financial eligibility should be met. The worker should be working with the family to provide referrals and other resources that may be more appropriate than using EA to pay for clothing, medical care or transportation. May want to mention that food is not an allowable cost.

EA Application Process

(PPT SLIDE EA APPLICATION PROCESS)

Explain that a representative for EA is the same as for the W-2 Program. The qualifications the W-2 agency is using now to verify this for a W-2 application are the same qualifications for EA. DCF-F-DSWP 2375 “Wisconsin Works and Related Programs Authorization of Participant Representative” form is an option to use (also available in Spanish DCF-F-DWSP-2375-S and Hmong DCF-F-DWSP2375-H).

For any qualifying emergency (updated policy), the EA group may choose to complete an EA Application either in:

1. The geographical area where the group is homeless or impending homeless; or
2. The geographical area where the group has found permanent housing.

The W-2 Agency that receives the EA Application **must** process that application and issue the EA Payment. Later in the training, we will walk through an EA Application with an example scenario.

Review the best practice; this is new policy (EA Manual 1.2) regarding W-2 Emergency Payment.

Review the text box.

EA Application Form

(PPT SLIDE EA APPLICATION FORM)

Search by Form Title, type in Emergency Assistance; or search by using the form numbers.

- DCF-F-DWSP2010 EA Application Part 1 English Print Version
- DCF-F-DWSP2010-E Part 2 Financial Eligibility Worksheet and Payment Determination Worksheet
- DCF-F-DWSP2010-H Hmong Print Version
- DCF-F-DWSP2010-S Spanish Print Version
- DCF-P-DWSP16313 Applying for Emergency Assistance: What You Need to Know

Reference: EA Manual Chapter 1, EA Overview and Application

Reminder it is best practice to provide SSNs for children, but it is required for all adults in the EA group.

Stress that an application is considered **complete** on the date it has a legible name, address and signature by the applicant or his/her representative, and is completed to the best of his/her ability. All the information may not be on the application, as long as it is completed to the best of his/her ability. The 5-working days timeframe starts the first working day after the date the complete application is received. There still may be some information that needs to be completed/filled in.

Stress the importance of the assurance statements and reviewing each statement with the applicant. This is required, EA Manual 1.2.

Mention that the agency certainly can offer assistance even if the applicant has not asked for it.

Review the text box PG page 39.

Five Working Days Timeframe for Processing EA Step One: Determining Eligibility

(PPT SLIDE 5 WORKING DAYS TIMEFRAME AND JULY EXAMPLE CALENDAR)

Explain that there are two parts of the Application Process. For approved applications, Part Two includes processing the payment, which **must** also be done in the same 5 working days timeframe. **Review** the example box of the 5 working days timeframe.

Five Working Days Timeframe for Processing Approved EA Step One: Determining Eligibility

Continued-

Explain each bullet point. **Review** the second text box about Notice of Decision Forms (new policy). **Show** the NOD forms on projector to the class.

For all applications, everything listed as Step 1 **must** be completed within 5 working days of the Application date.

Share EATS will count CARES holidays (when state offices are closed) as non-working days when counting the five working days to delete unconfirmed EA applications. The reference is Op's Memo 13-46; workers should read this Op's Memo. This only applies to On-Hold status or unconfirmed EA applications- will be deleted in 5 working days of the application date.

Explain that all necessary application materials and verification **must** be scanned into ECF (if the EA applicant is known to CARES) within 30 calendar days (EA Manual 7.2 and W-2 Manual 4.4.2). If not known to CARES, then copies **must** be in a paper file.

Five Working Days Timeframe for Processing Approved EA Step Two: Issuing the Payment

Explain information on this page; Step 2 is updated policy.

Payment Delay Exception One

(PPT SLIDE PAYMENT DELAY) Review the first Payment Delay Exception; this is updated/new policy for impending homelessness and homelessness.

Mention the updated process for EATS. If there is a payment delay they **must** enter in EATS as Approved; then if the person does **not** find housing they have to change it to Denied.

Review text box. In addition, the W-2 agency **may** consider an emergency W-2 payment for Joseph and Naomi.

Explain that the next page explains the payment delay exception process notices.

Payment Delay Exception One: Notice Process

Explain the updated policy and new process for Payment Delay Exceptions Notice Process. **Write** an example on flip chart paper to explain the process.

Note that the state form, Notice of Decision, **must** be used. Documentation **must** be recorded in EATS.

Payment Delay Exception Two

Explain the second Payment Delay Exception. **Review** example in text box.

Payment Delay Exceptions: Notice Process Example

Review the example in the text box of the Payment Delay Exception, (have a class member read it out loud or have them read it on his/her own.).

EA Application Process Five Working Days Summary

Review the EA timeframe overview. The W-2 agency **must** complete the listed requirements within 5 working days from the date the W-2 agency receives the complete EA Application. Day one is the day after the agency receives the complete application.

Mention additional note.

- *This does not necessarily mean completion of the entire application, only what is required during the initial application process. This date stamps the application and starts the Day 1. The entire application should be completed to the best of the applicant's ability. If things are missing, the worker should work with the applicant.*

Review text box.

Fact Finding

Review this section. The fact-finding process is the same as W-2.

Overpayment

Recoupment is a local agency decision. The local agency can do a voluntary process.

The recoupment may be from the applicant or the property owner or a rental management group – or whoever received the payment.



Activity: EA Application Scenario PG Appendix

(PPT SLIDE EA SCENARIO)

Activity: After the EA Application Scenario is completed, **show** the EA Policy and Process Review PPT slides and have the trainees answer the questions as a group activity. Answers are provided in TN Appendix,

Distribute evaluations and have the class complete the evaluation.

Appendix

EA Application Scenario, Jake and Lynn Dumont

Activity: Divide the class into 5 groups (if the class is large, may need to have more groups). Tell each group to appoint a recorder and a reporter.

Ask what is the first thing the worker should do when they receive the completed application? **Date Stamp** the upper left corner of the EA application. The box is checked **No** – Will this child(ren) stay in your care in the future. Discuss this during the review if not mentioned by class. A very important reminder to go over the application with the applicant.

After 10-20 minutes of discussion, each group will be asked to discuss non-financial and financial eligibility criteria. Share their answers with the entire class. Trainer can write responses on flip chart paper and if internet is available, they can bring up the online financial worksheets on the computer and projector and fill them out with the class.

Jake and Lynn Dumont, and their two sons, Alex (age 6) and Luke (age 3), are living with Jake's best friend Marco and his wife, Isabel. Marco and Isabel have 4 children and live in a 4-bedroom house. They have stayed with Marco and Isabel for three weeks because the local shelter was full. They have found a new potential apartment to live in at ABC Apts. Jake's hours were cut at work and he is only working 20 hours/week. Jake is paid weekly and makes \$11.00 an hour at One Warehouse. Lynn was laid off and is collecting Unemployment benefits. She receives \$128.00 a week. Jake and Lynn are applying for EA to help pay for security deposit (\$580) and the first month's rent (\$580), for a total of \$1160. They have \$200.00 in their savings account and \$565.00 in their checking account. Lynn has a 2005 Cadillac CTS, valued at \$7,750.00, and a motorcycle, valued at \$950.00. They are trying to make ends meet with buying food, clothes and gas.

1. **Read and review the EA Scenario and Application.**
2. **Discuss Non-Financial and Financial Eligibility Criteria for EA.**
3. **Part 1 of the EA Application has been completed already. Complete Part 2 of the EA Application.**
4. **Is the group eligible for EA? If found eligible, what is the payment amount?**
5. **Complete the EA Application Processing Step 1 and Step 2 on the following pages. Space provided is for writing notes for each step.**

Yes, the group is eligible for EA. They are eligible for \$516.00, which is the maximum payment for their group size of four.

Non-Financial:

The qualifying emergency is homelessness and doubled-up (less than one month). Jake's hours were cut in half and Lynn was laid off from work, reasons they could not afford their rent any more. They moved out of their rental home to avoid eviction. They

stayed in an emergency shelter for the first week but had to leave and now staying with Marco and Isabel.

Reminder that for homelessness qualifying emergency, a financial crisis is not required.

Financial:

Jake's employment at One Warehouse would be counted and Lynn's UC would be counted.

Financial Eligibility Worksheet, EA Application Part 2, Page 1:

Earned Income

- Jake Dumont is the Owner
- Income Source is One Warehouse
- Frequency of Pay is Weekly
- Hours per Pay Period is 20
- Rate of Pay (Hourly/Monthly) is \$11.00
- Gross Monthly Value \$946.00, which is 20 hours X \$11.00 X 4.3 = \$946.00

Unearned Income

- Lynn Dumont is the Owner
- UC is the Income Source
- Frequency of Pay is Weekly
- Hours per Pay Period is Grayed Out, No Entry
- Rate of Pay is \$128.00
- Gross Monthly Value \$550.40, which is \$128.00 X 4.3 = \$550.40

Total Monthly Income is \$946.00 + \$550.40 = \$1496.40

- Group size is 4
- PASS, 115% FPL Monthly Income for 2012 is \$2209.00

Financial Assets:

- Jake and Lynn Dumont-Owners, for Checking Account \$565.00 and Savings Account \$200.00 both counted, total of \$565 + \$200 = \$765.00
- Lynn's car valued at \$7,750 and her motorcycle valued at \$950 total \$8,700. This is still under \$10,000 equity value.
- PASS for Financial Assets Test, below \$2500

Financial Payment Determination Worksheet, EA Application, Part 2, Page 2

- Emergency Type - Homelessness
- First Month's Rent - \$580
- Security Deposit - \$580
- Group Size 4
- Maximum Payment Amount is \$516.00

Five Working Days Timeframe for Processing EA: Step One and Two

Share that there are two steps of processing an EA Application (new policy). Now have the trainees go through the next two pages of the Five Working Days: Processing an EA Application Steps One and Two. This is a walk through discussion using the Jake and Lynn scenario.

Explain that this activity is to help gain experience in the Five Working Days Timeframe for Processing for EA Steps One and Two. These next two pages can be used as a tool to help understand the process.

The blank lines are to take notes, and check boxes are to confirm what is done. It is recommended to cross off the steps that are not applicable. The answers may vary, but should be within EA policy of the Five Working Days Timeframe.

Five Working Days Timeframe for Processing EA: Step One

- Have at least one person in contact w/ the EA applicant and review the EA Application and the assurance statements on Part 1, Page 3 of the EA Application.
 - 10/18/2012, Reviewed Application/Assurance Statements, Initialed
- Determine Non-Financial Eligibility.
 - Meets all non-financial eligibility
- Determine Financial Eligibility and complete Part 2, Page 1 of the EA Application.
 - Completed Lynn's UC and Jake's Part-time Employment, Car, Checking and Savings Account
- Request and complete all necessary information and verification.
 - EA Group
 - EA 12 Month Time Limit checked in EATS
 - Qualifying Emergency
 - Financial Eligibility
 - Energy Crisis/Financial Crisis

- Copies of UC, Bank Statements, Car/Motorcycle Title, Employment Stubs, Foreclosure Notice, Letter from Marco/Isabel doubled-up- scanned into ECF, Checked in EATS for both parents and confirmed EA group from CWW 1/18 and 1/19
- ~~For Energy Crisis Only: Assist the EA Group in completing the pursuit of other payment options for utility expense. N/A~~
- ~~Determine if a Payment Delay Exception for Impending and Pending Homelessness~~
- Eligibility Determination: Issue the Notice of Decision for all approved/denied applications. Issued on 1/20/12, copy scanned to ECF
 - ~~If Payment Delay Exception applies, Notice of Decision **must** include information about the Payment Delay Exception. Valid for 30 calendar days from the date of the application. N/A~~
 - ~~The EA payment **must** be issued within 5 working days of the notification by the EA applicant of new housing found. N/A~~
 - ~~**If the EA applicant has been in contact** with the agency and still unable to find housing the application may be extended for another 30 calendar days. N/A~~ **OR**
 - ~~**If the EA applicant has made no contact** after 30 calendar days of the EA Application date regarding their attempts to find housing, the EA Application will lapse. A negative notice **must** be issued and an EATS Denial Entry **must** be entered. N/A~~
- Enter EATS entry and appropriate case comments of the EA Application into EATS (1000 Characters Space Limit). All necessary paperwork/verification including the EA application and Notice of Decision is scanned into ECF (if known to CARES within 30 calendar days) or stored in paper file. Case comments in CARES/CWW are optional.
 - Entered on 1/18/12 as On Hold and updated/confirmed to Approved Reason entered into EATS on 1/20/12
- For all Approved EA Applications: Step 2 **must** be completed within the same five working days timeframe. Approved, Step Two

Five Working Days Timeframe for Processing EA: Step Two

- ~~**Impending Homelessness due to eviction/foreclosure only:** Obtain confirmation from property owner, bank or local government agreeing to waive~~

~~the right to proceed with the eviction/foreclosure in exchange for the EA payment. N/A~~

- **For those moving to a new residence**, prior to issuing the payment, the W-2 agency **must** obtain verification regarding the new residence.
 - Received copy of lease/application from new apartment manager
- **Determine the payment amount** by completing Part 2, Page 2 of the EA Application.
 - \$516 for family of 4, Homelessness
- **Issue the EA Payment** and enter documentation of the payment into EATS.

Voucher 1234 issued to ABC Apartments, entered payment details into EATS

If time permits, discuss what case management services could be offered.

EA Policy and Process Answers

If time permits, complete the Emergency Assistance Questions Review with the class.

Activity: Ask each question, and provide the class time to answer each question.
Review the answers. These questions are intended only to review knowledge of EA Policy.

1. The W-2 agency **must** process an EA Application within _____ after the agency receives the signed EA Application.
 - a) 10 working days
 - b) 2 working days
 - c) 5 working days**
 - d) 7 working days
2. If the EA applicant has already initialed the assurance statements on the EA Application, before meeting the EA worker, the EA worker is not required to review them.
 - a) True
 - b) False, the EA worker must review the assurance statements, and the applicant should initial each statement again.**
3. To meet the definition of a Caretaker Relative, s/he must:
 - a) Have custody of the dependent child
 - b) Live or lived with the dependent child at sometime within six months prior to the emergency- and anticipated to live with the**

- caretaker relative during the one-month period after the date of the application.**
- c) Anticipated to live with the caretaker relative during the six-month period after the date of the application
 - d) Anticipated to live with caretaker relative during the three-month period after the date of the application
4. A single pregnant individual who has no other dependent children has applied for EA. Does she meet the definition of a caretaker relative?
- a) Yes
 - b) No; however, case management services should be offered (W-2 CMP).**
5. The W-2 agency cannot make the determination that a dwelling is uninhabitable.
- a) True, W-2 agencies obtain this from the housing inspector, health and safety inspector, etc.**
 - b) False
6. An 18 year old may be considered a dependent child if:
- a) S/he is a full-time student at a secondary school, technical school, or vocation school and is reasonably expected to graduate before turning age 19.**
 - b) S/he is a part-time student in a GED program and is expected to complete the program before turning age 19.
 - c) S/he is a full-time student enrolled in a four-year university and working part time.
 - d) S/he is a part-time student enrolled in a technical/vocational program and is expected to complete the program before turning age 19.
7. For EA eligibility purposes, a migrant worker must intend to reside in Wisconsin.
- a) True
 - b) False; same as W-2 policy**
8. There are ____ categories of a qualifying emergency for EA eligibility.
- a) 4 – 1) Impending homelessness, 2) Homelessness, 3) Energy crisis, 4) Fire, flood and natural disaster; add that fire, flood and natural disaster has been combined as one category.**
 - b) 5
 - c) 6
 - d) 7
9. The Notice to Terminate Tenancy for impending homelessness (according to State Statute 704.17) must:
- a) Include eviction date

- b) Indicate “Tenancy is terminated” and eviction is due to nonpayment of rent**
- c) Be filed with the court
 - d) Be a legal document
10. EA can only be used to pay for temporary shelter in emergencies due to:
- a) Energy Crisis
 - b) Impending homelessness
 - c) Fire, flood or natural disaster**
 - d) Homelessness
11. SSI and CTS payments are counted types of income for EA Applications.
- a) True**
 - b) False
12. To be found financially eligible for EA, the EA group must meet the following criteria:
- a) At or below 115% FPL
 - b) At or below 185% FPL
 - c) Not exceed assets limits of \$2500
 - d) A and C**
13. The EA Application may be denied for failure to pursue other payment for Energy Crisis.
- a) True, but the W-2 agency must assist them in pursuing other payment options if they haven’t done so already.**
 - b) False
14. After an EA payment is issued, how many days does the W-2 agency have to enter the payment details into EATS?
- a) 5 calendar days
 - b) 10 calendar days**
 - c) 3 calendar days
 - d) 7 calendar days
15. The EA worker must complete the following within 5 working days:
- a) Have at least one in-person contact with the EA applicant**
 - b) Enter payment details into EATS
 - c) Scan EA application and verification into ECF if known to CARES
 - d) Enter case comments into CARES
16. The EA Payment must be issued within _____ after the receipt of the completed EA Application unless there is a payment delay exception.
- a) 2 working days
 - b) 5 working days**
 - c) 7 working days

d) 10 working days

17. W-2 agencies must scan the EA Application and verification (if known to CARES) or stored in paper files within 30 calendar days.

- a) **True, new policy**
- b) False

18. In a Payment Delay Exception, if the EA applicant has been found eligible, but has not found new permanent housing, the agency must issue a negative notice of eligibility.

- a) True
- b) **False, the agency must issue a positive notice with the correct information as outlined in the EA policy.**

19. Offering case management services to EA applicants can result in families:

- a) Receiving information on local resources and Supportive Services
- b) Learning budgeting skills and developing problem solving
- c) Recognizing the strengths within their family
- d) **All of the above**