

Emergency Assistance Policy and Process

Purpose

The purpose of this course is to provide Emergency Assistance case managers with information to complete an application.

Objectives:

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

- Identify the difference between the EA group and household members.
 - Accurately verify non-financial and financial eligibility requirements as well as the documents used for verification.
 - Discuss the importance of processing the application within the timeframe.
 - Describe the different types of payment amounts based on various scenarios.
 - Correctly complete a scenario from determining eligibility through deciding the payment amount.
-

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W-2 Contact Information

Questions regarding this training material should be directed via your local agency process to the Partner Training Team,

Email: PTTTrainingSupp@wisconsin.gov

A contact person is available to answer e-mailed questions related to this training material, assist you in completing any activity that you are having difficulty with, and/or provide explanation of anything else about this training material.

Questions regarding W-2 production cases and systems should be directed via your local agency process to the BWF Work Programs Help Desk at:

Email: bwfworkprogramshd@wisconsin.gov

Telephone: (608) 422-7900.

W-2 Policy questions should be directed to your Regional Office staff.

DCF is an equal opportunity employer and service provider. If you have a disability and need information in an alternate format, or need it translated to another language, please contact (608) 266-3400 or the Wisconsin Relay Service (WRS) – 711.

For civil rights questions call (608) 422-6889 or the Wisconsin Relay Service (WRS) – 711.

Homelessness in Wisconsin

According to HUD, as of January 2019, there are _____ individuals experiencing homelessness on any given day in Wisconsin. Of that total, _____ were family households, _____ were Veterans, and _____ were unaccompanied young adults aged 18-24.



Emergency Assistance Overview

What are the types of emergencies EA can pay for?

-
-
-
-

Who is eligible for EA?

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-
-
-

What can EA pay for?

-
-
-
-

How much is an EA payment for families?

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-
-
-



EA is just one resource for emergency housing needs for Wisconsin families. Proactive case management services are also necessary. W-2 agencies must provide information to all EA applicants regarding other local housing and emergency financial resources.

EA Group and Eligibility Criteria



A qualified **caretaker relative** is an adult who is the:

-

AND

Each caretaker relative in the group **must**:

- Be at least 18 years of age (unless the individual is a Minor Caretaker Relative); and
- Be currently living with the dependent child(ren) or have lived with the dependent child(ren) at sometime within the six months prior to the emergency; and
- Be anticipated to live with the dependent child(ren) during the one-month period after the date of the EA Application; and
- Exercise care and control for that dependent child(ren). For purposes of EA policy, exercising care and control of the child(ren) includes decisions about the child's education, health care, and any treatment, hospitalization, and long-distance travel.

Non-Financial Criteria

- All members of the EA group **must** be a _____ of Wisconsin and intend to reside in Wisconsin, but a migrant worker is not required to intend to reside in Wisconsin.
- All members of the EA group **must** be a _____ or qualified _____ - _____
- All _____ members of the EA group **must** provide an SSN or apply for an SSN.
- _____ relatives in the EA group **must** not have received an EA payment within the last _____ months.

Minor Caretaker Relative

An individual under 18 years of age is ineligible to be a qualified caretaker relative unless **one** of the following applies:

- The _____ is or has ever been married;
- The minor has no parent, legal guardian, or other appropriate adult _____ who is living or whose whereabouts are known;
- No living parent, legal guardian, or other appropriate adult relative allows the minor to _____ in their _____;
- The minor or the minor's child for whom assistance is requested is being or has been subjected to serious _____ or _____ harm, sexual abuse, or exploitation in the residence of the minor's own parent or legal _____;
- Substantial _____ exists that an act or failure to act would present imminent or serious harm if the minor and his or her child lived in the same residence with the minor's own parent or legal _____; or
- The W-2 agency otherwise determines that it is in the best interest of the minor's child to waive the prohibition on assistance to unmarried caretakers who are under 18 years of age.

EA 12 Month Time Limit and Verification

W-2 Agencies **must** use WWP to verify whether the caretaker relative has received EA in the past 12 months.

Children may be included in more than one EA group within a 12-month EA payment period if they live with a different qualified caretaker relative(s) during that time.

Dependent Child

A **dependent child** is a child who is:

- Anticipated to live with the caretaker relative(s) during the one-month period after the date of the EA Application; and
- Currently living with the caretaker relative(s), or has lived with the caretaker relative(s) at sometime within the six months prior to the emergency; and
- Under the age of 18, or if age 18, is a full-time student at a secondary school or a vocational or technical equivalent and is reasonably expected to complete the program before attaining the age of 19.

Who Is Included in the EA Group?

Karla and her twin boys, Klark and Kevin, age 6, live with Karla's boyfriend Jordan. Jordan is not the father of Klark and Kevin.

Who is included in the EA Group and why?

Who is not included in the EA Group and why?

Dorothy has her two grandchildren living with her and her husband, Gus, while their mother is overseas in the military. Troy is 17 and Gary is 14. Dorothy and Gus make all decisions on health and schooling for the boys.

Who is included in the EA Group and why?

Who is not included in the EA Group and why?

Jake and Gloria are married and have 4 children, Susan age 10, Kaleb age 8, Sadie age 6 and Adam age 2. Jake and Gloria were separated for a year; they had shared placement of the children, one week on, one week off. Gloria had requested EA 9 months ago when she lost her job and was issued an EA grant for Impending Homelessness. Jake and Gloria are back living together, Jake has lost his job, and the family is in your office requesting EA.

Who is included in the EA Group and why?

Who is not included in the EA Group and why?

Case Management

What does Case Management mean to you?

What Community Agencies do you partner with?

-
-
-
-



It takes a community as a whole to help families. Every agency should be working together to help families as a part of individualized case management services. Collaboration and coordination of agency referrals are vital when working with families.



Verifying Non-Financial Eligibility

-
-
-
-
-

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

- Someone who does not have custody or placement of his/her children but has included them on the EA Application.
- The applicant does not provide an SSN.
- The EA applicant or a member of the EA group is a relative of the property owner or is living with the property owner.



Workers may use the list in the EA Manual for suggested sources of verification. Contact appropriate agencies such as child support or economic support to determine if the caretaker relative(s) has custody or placement of the child(ren) listed on the EA Application, or query information systems such as CWW or KIDS. Verification document must be in ECF in order to use it as verification for EA.

Financial Eligibility

At or below _____ of the Federal Poverty Level and not exceed the asset limit of _____.

EA follows the same income and asset limits and disregards as W-2. Refer to the EA Manual chapter 3.



Being in a W-2 placement or receiving other benefits does not make a person financially eligible for EA.

What is counted? What is disregarded?

Income	Assets
Counted:	Counted:
Disregarded:	Disregarded:

Verification for Eligibility

Within **five working days** after the receipt of the complete EA Application, workers **must** attempt to verify:

- The _____ group;
- The caretaker relative(s) has not received EA in the past _____ months;
- Financial _____;
- The _____ emergency; and
- For energy crisis and impending homelessness/financial crisis **only**: that the emergency was caused by a financial crisis that is _____ the control of the _____.



Qualifying Emergencies

1. _____, _____, or _____

2. _____

3. _____

4. _____



Fire, Flood, or Natural Disaster

Examples of natural disasters:

- Tornadoes
- Earthquakes
- Electrical storms
- Wind storms
- Hail
- Sleet
- Mud or rock slides
- Explosions or fires caused by lightning strikes



How to Verify:

-
-
-
-
-
-

Homelessness

- _____ Living Accommodations including _____ -

_____ Housing



- _____ Housing



- Domestic _____



How to Verify:

-
-
-
-
-
-
-
-

Impending Homelessness

- _____ housing
- Domestic _____
- Foreclosure of _____ housing
- _____ Notice (Requires Qualifying Financial Crisis)
- _____ Foreclosure (Requires Qualifying Financial Crisis)



Workers must verify whether the current landlord is willing to accept the EA payment and stop the eviction. If the landlord is unwilling to stop the eviction process, the W-2 agency must not pay the landlord for that eviction notice. Instead, the worker can help the applicant obtain new permanent housing.

How to Verify:

-
-
-
-

Financial Crisis



Examples of qualifying financial crises:

- Involuntary loss of employment
- Lost wages from illness or injury
- Lost wages from domestic violence
- Lost wages from lack of child care
- Lost wages from transportation breakdown
- Employer reduction of hours
- Lost income due to a parent leaving
- Car repair expenses
- Medical expenses
- Lost W-2 benefits due to overturned sanction
- Lost child support
- Lost unemployment insurance
- Lost financial aid for housing



The financial crisis and the notice to terminate tenancy do not need to occur in the same month, but the emergency must be a result of the financial crisis.

How to Verify:

-
-
-
-
-
-
-
-

Energy Crisis



Has exhausted available _____, and still needs financial assistance for

_____, _____, _____, or

_____ service



The EA group must pursue services and assistance from the Wisconsin Home Energy Assistance Program (WHEAP), the local utility company, and any other available programs. The worker must assist the applicant.

Beyond caretaker's _____, or there is _____

_____.

How to Verify:

-
-
-

Processing the Application



You **must** process the application within **five** working days after receiving the completed application.

Two processing steps:

- Step 1: _____
- Step 2: _____ the _____

Gwen's Story

Gwen is a single mother with two children, Kassandra (7), and Jacob (2). She is in your office applying for Emergency Assistance due to an eviction notice she received for non-payment of rent last week.

Gwen fell behind in her rent when she lost her job four months ago due to attendance issues; she had to miss work because Jacob developed pneumonia and she couldn't take him to day care. Even though she was well liked and always had good attendance, the company she worked for has very strict attendance policies. She does have family in the area, but they were not able to care for Jacob.

Gwen had been getting by on her savings, but now she is worried because she is running out of money and could not afford to pay her most recent rent payment.

Gwen has a steady work history and had been working at Costco as a shift supervisor for the past 8 years. She worked 35 hours/week at \$16/hour and provided verification of her last day worked along with her paystub. She has a 2017 Honda CRV worth \$22,293.00 but owes \$17,200.00 on it. Gwen has a checking account of \$400.00. Kassandra's father pays \$300.00/month in child support; Jacob's father pays occasionally, but Gwen said she hasn't gotten any child support from him in six months. Gwen provided all necessary verification that the worker did not find in ECF.

Gwen's eviction notice is for one-month unpaid rent totaling \$700.00. She wants to stay in her current home because it's close to Kassandra's schools and Jacob's day care, and she likes the yard space. She said her utilities are included in her rent. She has lived at this address for the past six years. The landlord is willing to work with her, but she said he can't afford for her not to pay.

She has applied for several jobs, and has had a few interviews, but no offers yet. She applied for MA/FS two weeks ago.

Emergency Assistance in WWP

Log In

Income Maintenance / Workforce Development Systems Gateway

[EM Home](#) [CC Home](#) [Help](#) [Add this Page to Favorites](#)

ACCESS
Access to Eligibility Support Services
[ACCESS for State Staff](#)
Login for state staff
[ASSET](#)
Employment and Training System
[SAVE](#)
Alien Verification System
[DWD IDs](#)
DWD/Wisconsin Logon Management System

WAMS
Web Access Management System
[Child Care Provider Portal](#)

CSAW
Child Care Statewide Administration (Web)
[Genesys](#)
[Agent Training](#)
[Admin Training](#)
[Supervisor Training](#)
[Supervisor/Admin Training](#)
[CCA for Worker](#)
[CCA Administration](#)

CARE
[CARE Worker Web / Availability Calendar](#)
[CARE - Training](#)
Training Environment
Electronic Case File
[ECF Capture](#) (Scan Documents / Fax Processing)
[ECF View](#) (View / Search Documents)

ForwardHealth interChange
[IM Agencies](#)
[State Staff](#)
[Mainframe](#)

WWP
Wisconsin Work Programs
WISCCRS
Wisconsin Child Care Regulatory System
Learning Center
[DCE / DHS Learning Center](#)

BRITS
Benefit Recovery Investigation Tracking System
MyWICChildCare Parents
MyWICChildCare Parent Portal
TIES
[TIES](#)
Training Interface Emulator System
WISA
Wisconsin Integrated Security Application
YoungStar
Child Care Provider Ratings

Reports
[ACD](#)
Automated Case Directory
[ControlD](#)
[FSDW](#)
FoodShare Data Warehouse
[IMMR](#)
Income Maintenance Management Reporting
[Analytics for CARES](#)
Tableau Reports/Dashboards
[Web](#)
Web Intelligence

ALM Tools
[CARES Connect](#)
CARES Project and Application Lifecycle Management Tool
[JIRA](#)
CARES Application Lifecycle Management Tool
[CELS Online](#)
CARES Electronic Library System
[Release Governance Portal](#)
[iRise](#)

Technical Information

- [Agency Workstation Requirements](#)
- [Agency IE-11 Settings Guide for IT Staff](#)
- [Agency Edge Settings Guide for IT Staff](#)
- [Agency Chrome Settings Guide for IT Staff](#)
- [ECF Capture Technical Requirements](#)

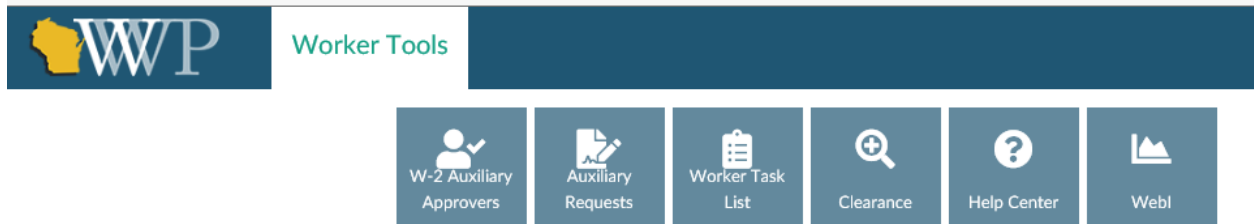
WWP

Username Password [Login](#)

You are about to access a State of Wisconsin computer system. This is a restricted computer system for authorized users only. All equipment, systems, services, and software connected to this system are intended only for official business use of the State of Wisconsin, and may contain U.S. Government information. All data contained on this system is owned by the State of Wisconsin. The State of Wisconsin reserves the right to audit, monitor, record and/or disclose all transactions and data sent over this system in a manner consistent with State and federal law. Use of this system by any user, authorized or unauthorized, constitutes consent to monitoring, recording, reading, copying, or capturing and disclosure of data and transactions by authorized personnel. Only software and/or hardware approved, scanned, and licensed for State of Wisconsin use is permitted on this system. Any illegal, unauthorized use or modification of the State of Wisconsin data, equipment, systems, services, or software by any person(s) is prohibited and may be subject to civil or criminal prosecution under state and/or federal laws.

[Lost Password](#) [Request ID](#)

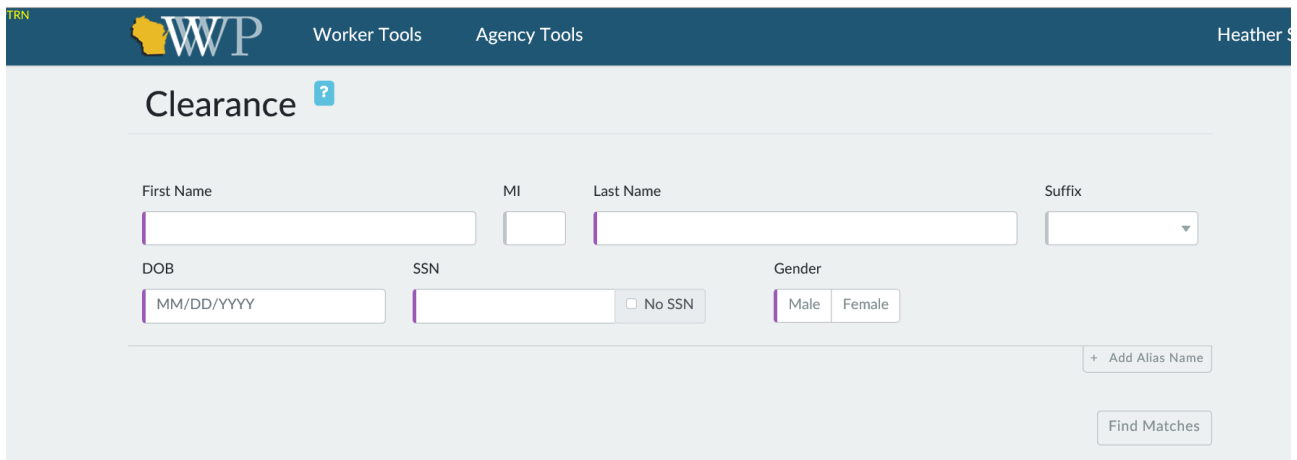
Clearance



Worker Tools

- W-2 Auxiliary Approvers
- Auxiliary Requests
- Worker Task List
- Clearance
- Help Center
- WebI

Notes:



TRN WWP Worker Tools Agency Tools Heather S

Clearance ?

First Name MI Last Name Suffix

DOB SSN Gender

MM/DD/YYYY No SSN Male Female

+ Add Alias Name

Find Matches

Notes:

Client Registration

Client Registration ?

- Personal Information
- Ethnicity / Race
- Alias Information

Personal Information

First Name	MI	Last Name	Suffix
<input type="text" value="Maria"/>	<input type="text"/>	<input type="text" value="Johnson"/>	<input type="text"/>

DOB	Gender	SSN	SSN Verification Status
<input type="text" value="10/15/1993"/>	<input type="radio"/> Male <input checked="" type="radio"/> Female	<input type="text" value="154-87-5187"/>	<input type="checkbox"/> No SSN <input type="text"/>

Ethnicity

<input type="radio"/> Hispanic or Latino	<input type="radio"/> Not Hispanic or Latino
--	--

Race

American Indian / Alaskan Native	Hawaiian / Other Pacific Islander	Asian
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
White	Black / African American	
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	

Alias

[+ Add Alias Name](#)

Make PIN Confidential

Yes
 No

Save & Exit

Notes:

EA Application History

Worker Tools Case Management Emergency Assistance

EA Application History ?

MARIA JOHNSON
558529552

Individual may be eligible for Emergency Assistance. X

No Results Found

+ New EA Application

EA IPV History

No Results Found

Notes:

Demographics

Demographics ?

Application Date CARES Case Number

Application Initiated Method

County of Residence

Household Information Homeless

Address

City State ZIP

Is your household address the same as your mailing address?

Best way to reach you?

Applicant Phone Can you receive messages at this number?

Applicant Email

Do you take care of and make decisions for either your child or a relative's child in your home?

Will this child(ren) stay in your care in the future?

Notes:

Type of Emergency

« New EA Application MARIA JOHNSON
6205482266

+ Add EA Comment

- Demographics ✓
- Type of Emergency
- Household Members
- Household Financials
- Agency Summary

Type of Emergency ?

Emergency Type ▼

Describe the emergency you have. For example, what happened and when the emergency happened.

Details

380 characters remaining

Save + Continue

Notes:

Impending Homelessness

Impending Homelessness

Describe the emergency you have. For example, what happened and when the emergency happened.

Details

380 characters remaining

Notes:

Impending Homelessness

Do you have an eviction notice or foreclosure notice? Yes No

When did you get the eviction or foreclosure notice?

Describe what happened to make it difficult to pay your rent or mortgage payment.

Details

380 characters remaining

Notes:

Current Landlord/Management Company Unknown

Name Contact Person Phone

Address

City State ZIP

Do you need a different home because of domestic abuse?

Do you need a different home because your rental housing is in foreclosure?

Has a building or housing inspector or public health official decided your home is not safe to live in?

Notes:

Do you need a different home because of domestic abuse?

Do you need a different home because your rental housing is in foreclosure?

When does your family have to leave?

Has a building or housing inspector or public health official decided your home is not safe to live in?

When did the building or housing inspector or public health official decide this?

Do you have a housing inspection report?

Notes

EA Comments

Add EA Comment

Comment

Notes

1000 characters remaining

Comment Type (Select all that apply.)

Select

Notes:

Household Members

Household Members ? Last Edited by Kim D. Satterfield
10/23/20, 8:27 AM

Group members

Name/Date of Birth	Individual Type	Relationship	SSN	Include in EA Group
MARIA JOHNSON 10/15/1993	Caretaker Relative	Self	XXX-XX-XXXX	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Notes:

Household Financials

Household Financials ?

Last Edited by Kim D. Satterfield
 12/4/20, 3:59 PM

Income No Income Add Income Back To 11/04/2020.

Type of Income	Monthly Income	Verification	Group Member
<input style="width: 90%;" type="text"/>	\$ <input style="width: 80%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/> <input style="width: 20px; height: 20px; border: none; background: #eee; border-radius: 50%; text-align: center; font-size: 0.8em;"/> ✕

Total Income
\$
+ Add Income

Financial Assets No Financial Assets

Type of Asset	Current Value	Verification	Asset Owner
<input style="width: 90%;" type="text"/>	\$ <input style="width: 80%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/> <input style="width: 20px; height: 20px; border: none; background: #eee; border-radius: 50%; text-align: center; font-size: 0.8em;"/> ✕

Total Financial Assets
\$
+ Add Asset

Vehicles No Vehicles KBB Value Look-Up NADA Value Look-Up

Type of Vehicle	Vehicle Owner	Verification	
<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 20px; height: 20px; border: none; background: #eee; border-radius: 50%; text-align: center; font-size: 0.8em;"/> ✕
Vehicle Value	\$ <input style="width: 80%;" type="text"/>	<input style="width: 90%;" type="text"/>	
Amount Owed	\$ <input style="width: 80%;" type="text"/>	<input style="width: 90%;" type="text"/>	
Vehicle Equity	\$ <input style="width: 80%;" type="text" value="0.00"/>		

Total Vehicle Equity
\$
+ Add Vehicle

Disregard \$

Total Vehicle Equity Counted Toward Assets
\$

Total Assets
\$

Save + Continue

Notes:

Agency Summary

Agency Summary

Last Edited by Kim D. Satterfield
12/10/20, 3:39 PM

Financial Eligibility: PASS
Group Size: 2 Total Income: \$ 0.00 Total Assets: \$ 0.00

Approved Emergency Assistance payment in last 12 months: Yes Active IPV: No

Selected Emergency Types

	Reason
Impending Homelessness	<input type="text"/>

Financial Need	Amount	
<input type="text"/>	\$ <input type="text"/>	<input type="button" value="🗑"/>
Total Financial Need		\$ 0.00 <input type="button" value="+ Add Need"/>
Maximum Payment Amount		\$ 516.00
Lesser Amount		\$ 0.00

Approved Payment Amount
\$

Application Status

Notes:

EA Payment

New EA Payment

Voucher/Check #

Voucher/Check Date

Voucher/Check Amount

Payee Name

Address

City State ZIP

Notes

1000 characters remaining

Notes:

Notice of Decision

FORWARD SERVICE CORP.
1402 Pankratz Street
Suite 101
Madison, WI 53704



Date: 11/24/2020

000006
PHILLIP JENNEY-TEST
10001 W Bluemound Rd
Milwaukee, WI 53226-4346

The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your EA benefits. If you need this material in a different format because of a disability, or if you need this letter translated or explained in your own language, please call the number below. These services are free.
EA: 608-535-3665 TTY: 711

Emergency Assistance Notice of Eligibility

This notice tells you about your eligibility for Emergency Assistance (EA). If you have questions, please call the number listed at the top of this page.

Your application for Emergency Assistance has been approved as of 11/23/2020.

Your EA check in the amount of \$516.00 will be sent in the next 7-10 business days.

Notes:

Payment Delays

There are two exceptions to the five working days requirement for issuing EA payments.

1.

The agency **must** issue a payment within five working days of the date the EA group notifies the W-2 agency that permanent housing has been obtained.

2.

The W-2 agency **must** issue the EA payment within five working days after receiving confirmation from the property owner, bank or local government agreeing to waive any right to proceed with the eviction/foreclosure for non-payment in exchange for the EA payment. The worker may receive the confirmation verbally or in writing.

Payment Delay Scenarios

Scenario 1: Benny and his 6-year-old daughter, Lily, are living in a homeless shelter. He applied for EA on February 2, which is also the date the agency received the complete EA Application. His application was approved on February 6. However, he has not found a place yet, and he is waiting for his housing assistance application to be processed.

Scenario 2: Joe and Kassie have two children (ages 2 and 5). Four months ago, Joseph worked at a meat packaging company until he had a car accident that permanently injured his right arm and hand. He no longer could do his job, so he was released from the company. Joe and Kassie have not paid their rent for two months and received an eviction notice. Last week, Kassie applied for W-2 and EA, and they have been found eligible for both programs. Their property owner will not waive the right to proceed with the eviction. Therefore, Joseph and Naomi are looking for a new home, but have not found one yet.

Scenario 3: JoAnna applied for EA because she received a notice from the bank that her home is being foreclosed. She lives with her baby and is three months behind in her mortgage. Her hours were reduced at work. She was approved for EA. She is still waiting to hear from the bank whether they will accept her payment and negotiate a payment plan; otherwise, she may have to find a new place to live. If the bank proceeds with the foreclosure, JoAnna may use her EA to find a new place to live.

Wrap Up

Fact: Write down one fact you now know that you didn't know before this training.



Question: Write down one question you still have.



Aha! Write down one or more new ideas you now have.



Action: Write down the actions you will take as a result of your new discoveries.



Appendix A – Learning Activities

Scenario 1: Emergency Questions

What is one way to verify a fire, flood, or natural disaster?

What is one type of impending homelessness?

What is one type of qualifying emergency that does *not* require a financial crisis?

What is one way to verify impending homelessness?

What is one sub-category of homelessness?

What is one example of a financial crisis?

Scenario 2: Wayne



To save money, Wayne and his children moved in with his sister seven months ago. Wayne, his sister, and the landlord all signed a new lease to allow Wayne and his children to legally reside in the apartment. Wayne would like to find housing of his own for himself and his two children.

Based on what you know so far, could Wayne be eligible for EA?

If no, why not?

If yes, what is the qualifying emergency, and what kind of verification do you need?

Scenario 3: Adriana



Adriana received an eviction notice for unpaid rent of \$1,400. Adriana stated that she was in a car accident and was unable to work for the past year. She stated that her grandmother had been paying her rent, but a few months ago, her grandmother went into the nursing home and could no longer pay Adriana's rent. Adriana was able to provide documentation of her car accident. She is not able to get any documentation from her grandmother, as her grandmother is incapacitated.

Based on what you know so far, could Adriana be eligible for EA?

If no, why not?

If yes, what is the qualifying emergency, and what kind of verification do you need?