

# *Trainer's Notes*

## **Emergency Assistance Policy and Process Virtual Class**

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### **Purpose**

The purpose of this course is to provide Emergency Assistance (EA) workers with policy and process 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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## **Materials Needed**

- Sign in sheet
- Evaluation link
- Zoom Link
- Participant Guide
- WWP Training Environment
- WAMS ID and Password (with EA Access)

## Suggested Pace

### Day 1

9:00 – 9:10	Welcome
9:10 – 9:30	Homelessness in Wisconsin, What Shapes our perception of/biases toward homelessness
9:30 – 9:50	Emergency Assistance Overview, EA Group and Eligibility Criteria
9:50 – 10:10	EA Group and EA Group/Eligibility
10:10 – 10:20	Non-Financial Eligibility, Minor Caretaker Relative,
10:20– 10:30	12 Month Time Limit, Dependent Child
10:30 – 10:45	Who is Included in the EA Group Activity
10:45 – 11:00	Break
11:00 – 11:05	Case Management
11:05 – 11:35	Verifying Non-Financial Eligibility, Financial Eligibility
11:35 – 12:00	Qualifying Emergencies, Wrap Up Day 1

### Day 2

9:00 – 9:30	Welcome Day 2, Learning Activity
9:30 – 9:50	Processing the Application, Gwen's Story
9:50 – 10:30	EA in WWP (Log-in – EA Comments)
10:30 – 10:45	Break
10:45 – 11:25	EA in WWP (Household Members – EA Payment)
11:25 – 11:45	Notice of Decision, Payment Delays, Payment Scenarios
11:45 – 12:00	Wrap Up

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## Introduction

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### ☀ PPT 1


Welcome to Emergency Assistance Policy and Processes. This course is designed to help you gain knowledge regarding specific policy and processes for EA applications.

**Note to Trainer:** Have all three trainers turn on their webcams and introduce themselves prior to starting the Zoom walkthrough.

### ☀ PPT 2


Throughout this class, we will be using several different features in Zoom.

### ☀ PPT 3






Access the chat feature by  clicking on the Chat button at the bottom of your screen.

 This opens a conversation pane in your window.

### ☀ PPT 4




You can access additional features by  Reactions at the bottom of your screen. From here, you can use various buttons to provide us feedback.

### ☀ PPT 5

Sometimes, we'll ask you to mark on the screen using annotations. To access annotations,  click the View Options at the top of your screen.  Select Annotate to open the annotation tool bar. The  stamp annotation is one we plan to use. Go ahead and pick one of the stamp options and put a stamp on the screen. Another annotation we plan to use is  text. Use this to type text on the screen. After selecting the text annotation, use the format button to change the color or size of your text.  To stop using annotations, click the X button on the right-hand side of the annotation toolbar.

**Note to Trainer:** Clear annotations before moving on.

 PPT 6

You'll have a chance for some discussion in small groups during this class. When we send you to a breakout room,  you'll see this window pop up. Then, you and other learners will  join the room. If you need help from a trainer, click the  Ask for Help button to invite the host. When your time is up in the breakout room, Zoom automatically brings you back to the main session. If you leave the breakout room sooner, be sure to choose the option to leave the room and not the meeting.

 PPT 7

Since we are not together in person, let's take a look at where everyone is located throughout the state. Use your stamp tool to mark where your office is on the map.

**Note to Trainer:** Give a minute or two for all learners to put their locations on the map. Once all locations are marked, clear the annotations prior to moving onto the next slide. Thank you all for sharing your locations

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***Homelessness in Wisconsin***

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 PG 5

On any given night, many families and children lack fixed permanent housing.

**Purpose:** Recognize the reality of the homeless issues in Wisconsin.

**Estimated Length:** 10 minutes

**Directions to Trainer:** Put learners into breakout rooms (depending on class size it maybe 1 or 2) and come up with what they think is the average number of families and children who are homeless in Wisconsin. Learners may use the internet to provide assistance with coming up with the average number. Have one person in the group report out. Give the learners 4 minutes with a 60 second timer.

**Trainer Modification:** When there is a class from one county, ask learners to think of the average number of families and children who are homeless in the county they work in. Learners can use the internet. Then review the answers for Wisconsin.

**Trainer Instructions to Learners:** We will put you into breakout rooms to come up with what you think is the average number of families and children who are homeless in Wisconsin. You will have 5 minutes to come up with your guess. You may use the internet to help you. The person in your group who woke up the latest will report out.

**Ask** what can I clarify before we send you out?

**Debrief:**

Have each group report out their average number of families and children who are homeless in Wisconsin.

*Answers may vary*

 PPT 8

According to HUD, as of January 2019, there are 4,538 individuals experiencing homelessness on any given day in Wisconsin. Of that total, 592 were family households, 359 were Veterans, and 200 were unaccompanied young adults aged 18-24.

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**Our Perceptions or Biases Toward Homelessness**

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 PG 6

Let's take a look at our own perceptions and biases when it comes to homelessness. What comes to mind when you see a homeless person? Take a few minutes to write in your PG what you feel shapes your perceptions of or biases toward homelessness.

**Purpose:** Recognize any perceptions or biases learners may have regarding the homeless population.

**Directions to Trainer:** Put learners into breakout rooms of at least 2 people in each breakout room for 5 minutes.

**Directions to Learners:** We will put you in a breakout room and share with your group your perceptions or biases toward homelessness. You will have 5 minutes to share. The person in your group with the shortest last name will report out.

**Debrief Questions:**

1. How could your biases or perceptions impact your case management for the individuals applying for EA?

*Answers will vary*

We want to be aware of our perception or biases when working with families, so we can reflect back on this throughout the day.

Now write down your perception on a separate sheet of paper. Roll your paper into a ball and then toss your paper into the trash. We need to put our biases aside when working with families in crisis.

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## Emergency Assistance Policy Overview

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 PG 7

**Note to Trainer:** Stop sharing the PowerPoint and turn on your Zoom camera.

Before we dive into an overview of Emergency Assistance, also known as EA. Let's start by seeing if you have accessed the EA Manual. **Ask** Give me a thumbs up if you have accessed the EA Manual and thumbs down if you have not.

We are putting the link to the EA Manual in the chat. Make sure you click on it and bookmark it to have it as a resource.

**Note to Producer:** Put the EA Manual link in the chat.

([https://dcf.wisconsin.gov/manuals/ea-manual/Production/EA\\_Manual.htm](https://dcf.wisconsin.gov/manuals/ea-manual/Production/EA_Manual.htm))

Emergency Assistance is a program that provides a payment to individuals experiencing an emergency. For the next couple question, you can use the EA Manual to look these questions up if you don't know the answers.

**Ask** Unmute and let us know the types of emergencies EA can provide payments for.

**Answers:**

*Impending homelessness*

*Homelessness*

*Energy Crisis*

*Fire, flood, and natural disaster*

To be eligible for EA, a family must have at least one caretaker relative and one dependent child. A caretaker relative may receive EA once per 12 months. The EA group must be at or below 115% below the federal poverty level (FPL) and be at or below the \$2500 asset limit.

**Ask** Unmute and let us know what can EA pay for?

**Answers:**

*Rent, court fees, security deposit, utility bills, necessary household items, temporary housing, etc.*

 PPT 9

The amount of the EA payment depends on the EA group size.

- \$516 for 2-4 EA group members
- \$645 for 5 EA group members
- \$110 per group member for groups with 6 or more members

- \$500 for Energy Crisis regardless of the size of the EA group

 PG 8

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

Now that we know a little more about emergency types and payment amounts let's look at who is included in the EA group.

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### EA Group and Eligibility Criteria

 PPT 10 PG 9

The EA group is defined as a family that consists of at least one qualified caretaker relative and one dependent child. Let's look at what that really means.

A qualified caretaker relative is an adult who is the:

- Natural or legally adoptive parent; or spouse of the natural or adoptive parent; or whose relationship to either parent is: son, daughter, grandson, granddaughter, stepson, stepdaughter, brother, sister, stepbrother, stepsister, half-brother, half-sister, nephew, niece, uncle, aunt, first cousin, or grand, great-grand or great-great-grand son, daughter, nephew or niece; **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 living with the dependent child(ren) or have lived with the dependent child(ren) within six months prior to the emergency; and
- Be anticipated to live with the dependent child(ren) in the month following 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.



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**Non-Financial Criteria**

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 PG 10

Now that we know what a caretaker relative is, let's look at some additional caretaker relative criteria. First, let's discuss the non-financial criteria.

As we read through the criteria for caretaker relative, fill in the blanks in your PG.

 PPT 11

All members of the EA group **must** be a resident of Wisconsin and intend to reside in Wisconsin, but a migrant worker is not required to intend to reside in Wisconsin.

If the applicant is known to CARES Worker Web, you can view their Wisconsin residency verification information on the **Current Demographics** page. There must be a verification code entered for currently living and intends to reside in Wisconsin to use CWW to verify the EA group's residency. The document verifying Wisconsin Residency must be in ECF in order to use the **Current Demographics** page as verification for EA.

 PPT 12

All members of the EA group **must** be a citizen or qualified non-citizen.

If the applicant is known to CWW, you can view their citizenship verification information on the **Permanent Demographics** page. There must be a verification code entered for citizenship in order to use CWW to verify the EA group's citizenship. The document verifying citizenship must be in ECF in order to use the **Permanent Demographics** page as verification for EA.

 PPT 13

All household members of the EA group **must** provide an SSN or apply for an SSN.

If the individual is known to CWW, you can view their SSN verification information on the **Household Members** page. The V-Verified code must be in the **Verification** field for the SSN in order to use CWW to verify the adult member's SSN. If the individual has applied for an SSN, you can view the information on the **Permanent Demographics** page.

 PPT 14

Caretaker relatives in the EA group **must** not have received an EA payment within the last 12 months. The 12-month time frame starts the following calendar day from the date the EA application is signed.

Check WWP on the **EA Application History** page to determine if the applicant received an EA payment within the past 12 months.

**Minor Caretaker Relative** PG 11









**Directions to Trainer:** Put learners in pairs in a breakout room for 5 minutes. Have them review the EA Manual 2.4.4 and have them work together to fill in the blanks in the PG. Once learners return to the main room review the information.

**Directions to Learners:** We will put you into breakout rooms and you will work with a partner to complete the information in your Participant Guide. Use EA Manual 2.4.4 to fill in the blanks. You will have 5 minutes. We will review the answers once you return to the main room. Are there any questions we can clarify before we send you out to the breakout room?

Welcome back. Let's go over the answers. Feel free to shout out or type the answers in the chat as we review them.

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

 PPT 15

- The  minor is or has ever been married;
- The minor has no parent, legal guardian, or other appropriate adult  relative who is living or whose whereabouts are known;
- No living parent, legal guardian, or other appropriate adult relative allows the minor to  live in their  home;
- The minor or the minor's child for whom assistance is requested is being or has been subjected to serious  physical or  emotional harm, sexual abuse, or exploitation in the residence of the minor's own parent or legal guardian;
- Substantial  evidence exists that an act or failure to act would present imminent or serious harm if the minor and their child lived in the same residence with the minor's own parent or legal  guardian; 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.

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**EA 12 Month Time Limit and Verification**

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 PG 11

Now that we have covered the Caretaker Relative, we are going to look at the 12-month time frame. W-2 agencies **must** use WWP to verify whether the caretaker relative has received EA in the past 12 months.

**Ask** Where in WWP do you see if the applicant has received EA in the past 12 months? Unmute to let us know. *Answer: **EA Application History** page in WWP.*

 PPT 16

When a household includes a caretaker relative(s) who already received EA within the past 12 months and a caretaker relative(s) who did not receive EA within the past 12 months, the caretaker relative(s) who did not receive EA within the past 12 months may be the qualified caretaker relative and should be included in the EA group. The caretaker relative(s) who already received EA **must** be excluded from the EA group

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.

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**Dependent Child**

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 PPT 17 PG 12

Now let's take a look at the criteria for a dependent child.

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

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

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**Who Is Included in the EA Group?**

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 PG 13 - 14

**Purpose:** To help learners identify potential EA groups and reason why some individuals are included or not included in the EA group.

**Directions to Trainer:** Put learners in groups of two in breakout rooms and provide them with a scenario. Put their scenario name (Karla, Dorothy or Jake and Gloria) in the chat with the names of the groups so each group knows their scenario. They will have 5 minutes to answer the scenario on who is in the group. Learners will share answers in big group to the scenarios they were given.

**Directions to Learners:** In a moment, we will be putting you in breakout rooms. Each group is assigned a scenario. We have put the group members and scenarios in the chat. Read the scenario you were provided for Who Is included in the EA Group in your Participant Guide, and work with your group to come up with an answer. The person who has the longest full name will report out.

**Note to Trainer:** Stop sharing PowerPoint and turn on camera during debrief.

**Debrief:**

Let's review the answers together. I will call on each group and you can unmute yourself and give us the answer.

In Karla's scenario, who is included in the EA group?

**Answer:** *EA group is Karla and her twins, Klark and Kevin.*

Who is not included in the EA group, and why?

**Answer:** *Jordan is not included because he doesn't exercise care and control of the twins.*

In Dorothy's scenario, who is included in the EA group?

**Answer:** *Dorothy, Gus, Troy and Gary. All are included because Dorothy and Gus provide care and control of the boys because their mother is overseas in the military.*

Who is not included in the EA group, and why?

**Answer:** *No one, everyone is included in the group.*

In Jake and Gloria's scenario, who is included in the EA group, and why?

**Answer:** *Jake, Susan, Kaleb, Sadie and Adam.*

Who is not included in the EA group, and why?

**Answer:** *Gloria is not included at this time because she received EA within the past 12 months.*

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**Break**

Let's take a 15-minute break before we continue with the verifying non-financial eligibility.

**Note to Trainer:** Share your screen with one of the YouTube break timers below. Leave your screen shared so that learners can see how much time is left on break.

Productivity Arrows: <https://www.youtube.com/watch?v=PHJWV1SmPTc>

Calm Ambient Music: <https://www.youtube.com/watch?v=laJ51vYyXX0>

Electric Timer: <https://www.youtube.com/watch?v=cDPoW54kL1w>

Thank you for coming back from break! We will start back up and talk a little bit about case management in EA.

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## Case Management

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 PPT 18

 PG 15

Agencies **must** consider the needs and social supports of the family and provide appropriate resources for the family. When making referrals, the worker **must** give the applicant all available information about how to access these services.

Take a few moments and write what Case Management means to you in your PG. Keep in mind we are talking about case management as it relates to Emergency Assistance applicants.

**Ask** Who is willing to share what Case Management means to you? Unmute and let us know.

W-2 agencies are encouraged to provide appropriate case management services to families, especially for applicants who apply for EA every year and those who are found ineligible. As a best practice, when the EA applicant requires assistance, agencies should assist with any necessary paperwork, and/or schedule an appointment for the applicant with the referral agency. Appropriate case management services may include providing problem-solving strategies that involve utilizing the strengths of the family. These services may be able to assist the family in preventing future emergencies.

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

**Ask** Which community agencies do you partner with in your area? Unmute and let us know.

**Possible responses:**

- Budgeting classes;
- Other housing assistance;
- Energy Assistance (LIHEAP/WHEAP);
- Community Action Program (CAP);

- Supportive Services (FoodShare, Medicaid/BadgerCare and Child Care);
- Child Welfare;
- Domestic abuse shelters/services;
- Child Support Agency;
- Medical/mental health facilities;
- Legal assistance;
- W-2 services.

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## Verifying Non-Financial Eligibility

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 PPT 19

 PG 16

In addition to providing case management, we also need to consider verification.

Information regarding all EA group members **must** be verified within the five working day timeframe. This includes:

- EA group information;
- Applicant has not received EA in the past 12 months;
- Qualifying emergency;
- Financial eligibility; and
- Financial crisis beyond applicants' control for energy crisis and impending homelessness/financial crisis.

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.
  - **Possible Answer:** *Check with the child support agency or the school district to find out which parent the children live with.*
- The applicant does not provide an SSN.
  - **Possible Answer:** *Ask if they have applied for an SSN. Obtain verification that they have applied for an SSN.*
- The EA applicant or a member of the EA group is a relative of the property owner or living with the property owner.
  - **Possible Answer:** *Obtain copy of notice eviction or a copy of the eviction lease or mortgage.*

Workers should use the list of suggested sources for verification in EA Manual 4.2. 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. When using CWW or KIDS to verify EA eligibility requirements, the documents must be scanned into ECF in order to use that verification for EA.

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## Financial Eligibility

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 PG 17

Earlier, we discussed who is eligible in the EA group and other non-financial eligibility criteria. If non-financial eligibility requirements are met, the next step is to determine financial eligibility.

In order to be financially eligible, the EA group **must** be at or below 115% of the Federal Poverty Level (FPL) and not exceed the asset limit of \$2500 at application. In addition, EA has the same income disregards and asset limits are located in Chapter 3 of the EA manual.

The agency **must** also collect financial information at the time of application. The worker may use CWW information if it is current income for the month of the EA application. If not, must collect prospective income making the best estimate to determine what income the applicant will receive in the 30 days following the EA application date.

When the applicant is receiving Child Care (CC), FoodShare (FS), Medicaid, or W-2, workers may utilize financial eligibility information in CWW to assist in determining eligibility for EA. Remember, the information entered in CWW and scanned into ECF must be within the last 30 days. If the information entered or scanned is not within the last 30 days, EA workers must obtain updated verification.

If requested, the worker **must** help the applicant obtain necessary verification. If financial eligibility verification is not available within the five working days, the worker **must** proceed with determining eligibility based upon available information.

All copies of verification related to financial eligibility **must** be scanned into ECF if known to CWW or kept in the paper file if unknown to CWW.

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### *Income and Asset Activity*

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**Purpose:** To provide learners an opportunity to learn about counted and disregarded income and assets when determining eligibility for EA.

**Directions to Trainer:** Put learners in two breakout rooms and assign one group Income and the other group Assets. Provide learners with 5 minutes in the breakout room. Write various types of counted and disregarded income and assets in their PG. Once learners return from breakout room have each group report their information.

**Directions to Learners:** You will be paired into break out rooms and assigned Income or Assets. Write the various types of counted and disregarded Income or Assets based on the one your group is assigned. Work together to complete the information in your PG. You will have 5 minutes to complete the activity. The person who woke up the latest today will be the person to report out.

 PPT 20

Note to Trainer: The trainer sharing, type in the responses on the PPT in each category when learners answer.

**Answers:** Review information not mentioned in report out.


<b>Income</b>	<b>Assets</b>
<p><b>Counted:</b>                      Job                      Unearned income                      UC                      SSI                      SSDI                      CTS</p>	<p><b>Counted:</b>                      Only available assets are counted                      Savings                      Auto - disregard \$10,000                      Motorcycles                      Snowmobiles                      Mopeds                      Campers                      Boats                      Homestead and additional house/cottage etc.                      Bonds of any EA group member</p>
<p><b>Disregarded:</b>                      Child Support                      Family Support                      Maintenance / combined w/ cs                      Kinship Care payments                      Foster Care payments                      Earned income of dependent Child                      W-2</p>	<p><b>Disregarded:</b>                      Auto -disregard \$10,000                      Homestead - only in certain circumstances (See W-2 Manual XXX)</p>

**Verification for Eligibility**






 PPT 21

 PG 18

We've discussed the criteria an EA group needs to meet in order to be eligible. Now let's look at how we verify those criteria. Within **five working days** after the receipt of the complete EA Application, the worker **must** attempt to verify:

- The  EA group;



- The caretaker relative(s) has not received EA in the past  12 months;
- Financial  eligibility;
- The  qualifying emergency; and
- For energy crisis and impending homelessness/financial crisis **only**: that the emergency was caused by a financial crisis that is  beyond the control of the  caretaker relative.

Worker **must** request necessary verification from the EA applicant as quickly as possible to allow the EA applicant sufficient time to obtain and provide the requested information. If the EA applicant requests assistance in obtaining the verification information, the worker **must** provide assistance.

If the EA applicant is experiencing more than one type of emergency and is requesting an EA payment for more than one type of emergency, workers **must** request verification information related to all emergency types.

Ideally, verification consists of a reliable report from an independent source (e.g., third party) or the agency's direct observation. Written verification is preferable to oral verification. Verification received orally from the applicant or other sources **must** be documented in EA comments. Written verification **must** be scanned and stored in ECF (if known to CWW) or kept in the paper file (if unknown to CWW).

When third party verification is not available, workers may accept a signed statement in lieu of the missing information. The signed EA Application is considered a signed statement. W-2 agencies also may develop their own documents for this purpose.

When documents or other information appear questionable or inconsistent, workers **must** attempt to verify the authenticity of the documents and information with the issuing entity. In addition, agencies may choose to require that a supervisor approve the determination of eligibility and/or issuance of any EA payment in cases when documentation is questionable.

If the W-2 agency has taken steps to verify the questionable or inconsistent information and has been unable to do so within the five working days timeframe, workers **must** make an eligibility decision based on available information. If the available information is not sufficient to demonstrate the applicant's non-financial and financial eligibility, the W-2 agency **must** deny the application and communicate to the EA applicant that the EA group may reapply.

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## Qualifying Emergencies

 PPT 22

 PG 19

There are four types of qualifying emergencies. The EA group must need assistance because of a current emergency due to at least one of the following:

1. Fire, flood, or natural disaster;
2. Homelessness;
3. Impending homelessness; or
4. Energy Crisis

You must verify that the emergency has occurred. How you verify this will differ depending on the type of emergency.

Let's take a closer look at each type of qualifying emergency.







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### Fire, Flood, or Natural Disaster

 PG 20

The first type of qualifying emergency we are going to look at is fire, flood, or natural disaster. This type of emergency does not require a financial crisis. Your guide includes a list of examples of natural disasters. This list is not all-inclusive.

 PPT 23

There are many ways to verify a fire, flood, or natural disaster. You can use a  reliable report from a neutral third party. You can even  visit the scene or obtain a  newspaper article about the incident. Your county's  Emergency Management Agency may be able to provide verification if the applicant sought assistance from them. The applicant could provide verification through cell phone or camera  photos showing the property damage or a  signed statement.

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### Homelessness

 PG 21

The next type of qualifying emergency is homelessness. This type of emergency does not require a financial crisis. When it comes to EA, homelessness is defined as “lacking a fixed, regular, and adequate nighttime residence.” There are three additional sub-categories of homelessness.

 PPT 24 Temporary Living Accommodations including “Doubled-Up” Housing

Temporary living accommodations can mean the EA group is living in a place that is not designed for regular sleeping accommodations such as a car, bus station, or public hallway. It can also mean the EA group is living in a place that is only designed for temporary accommodation such as an emergency shelter, motel, or hotel.

Doubled-up housing can also be considered a temporary living arrangement if the EA group is not on the lease or mortgage and is using the housing as a short-term solution to avoid homelessness. Doubled-up housing is considered temporary when it is for 180 consecutive days or less.




The second sub-category is  Homelessness due to Uninhabitable Housing




An EA group meets homelessness due to uninhabitable housing if they have left their housing situation because it was determined uninhabitable by an appropriate authority such as a building inspector or health department. The W-2 agency is not an appropriate authority to determine that housing is uninhabitable.


The third sub-category is  Homelessness due to Domestic Abuse

If the EA group is homeless due to a member of the group being subject to domestic abuse, the group is eligible under the condition of homelessness due to domestic abuse. Be sure to provide case management and referral services in domestic abuse situations.

 PPT 25

There are many ways to verify homelessness. You can  contact the shelter where the family is staying. You can  contact the hotel/motel and confirm the applicant is only staying there temporarily and does not have a long-term lease. If the applicant does not have a residence, you can accept a  signed statement from the applicant if there is no third-party verification.

When an EA group is living in doubled-up housing, you can  obtain a copy of the lease to verify the applicant is not listed on the lease. You could also  request a statement from the person with whom the applicant is residing. A  statement from the inspector or appropriate authority will verify uninhabitable housing. In the case of domestic abuse, third-party verification may not be possible. The agency may accept

 whatever verification is available. In some cases, the completed and signed EA application may be the only verification available, and this counts as appropriate verification.

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## Impending Homelessness

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### PG 22


There are five types of impending homelessness. The first three do not require a financial crisis.

### PPT 26

 Impending Homelessness due to uninhabitable housing

 Impending Homelessness due to Domestic Abuse

Impending homelessness due to uninhabitable housing or domestic abuse are the same as homelessness due to uninhabitable housing or domestic abuse, except the EA group has not yet moved out of the current unsafe housing situation.

 Impending Homelessness due to Foreclosure of Rental housing

An EA group meets the condition of impending homelessness due to foreclosure of rental housing when the rental property in which they live is being foreclosed upon. They also must have received a notice to vacate the housing within 30 days and need Emergency Assistance to obtain a permanent living accommodation.

 Notice to Terminate Tenancy: Eviction Notice

 Notice to Terminate Tenancy: Home Foreclosure

In order for an EA group to meet the eligibility requirements for eviction or home foreclosure, they must have a qualifying financial crisis, which resulted in a legal notice to terminate tenancy for non-payment of rent or mortgage.

In your PG, there is a statement regarding what to do if the landlord does not agree to stop the eviction process. Read the statement to yourself.

 PPT 27

There are many ways to verify impending homelessness. Impending homelessness due to uninhabitable housing or domestic abuse is verified the same way we discussed to verify homelessness for those reasons. To verify foreclosure of rental housing, you can search for the foreclosure notice filed with the court online. An eviction notice or action must be in writing, dated, and list failure to pay rent as the reason for the eviction. Home foreclosure is verified with a foreclosure notice, action, or judgment that is based on failure to pay property taxes or a mortgage.

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**Financial Crisis** PG 23

We mentioned that for impending homelessness, a notice to terminate tenancy (eviction notice) and home foreclosure both require a qualifying financial crisis. For EA, a financial crisis must be due to reasons beyond the control of the caretaker relative, unless good cause exists, and notice to terminate tenancy must be a result of the financial crisis.

Your participant guide lists examples of qualifying financial crises. This list is not all-inclusive.

 PPT 28

There are many ways to verify a financial crisis. Here are some examples. You can use employer's documentation of reduced hours, layoff, or termination, or paystubs that show the same. Evidence in KIDS can show reduced child support payments. Unemployment insurance information can show a reduction in benefits. Medical expenses can be verified with medical receipts. Vehicle expenses can be verified with mechanic receipts and proof of vehicle ownership. WWP or CARES screens can document good cause for non-participation or fact-finding decisions.

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**Energy Crisis**

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 PG 24

The final type of qualifying emergency is an energy crisis. This type of emergency does require a financial crisis. For applicants to receive an EA payment for an energy crisis, the following conditions must be met:

 PPT 29

- The EA group has exhausted available resources
- Needs financial assistance to obtain heat, electricity, water, or sewer service.
- Lack or imminent lack of, heat, electricity, water, or sewer service is or likely to be immediate threat of health or safety to any member of the EA group.
- The energy crisis is due to reasons beyond the caretaker's control or good cause exists. The caretaker relative must have a qualifying financial crisis.

 PPT 30

You will need to verify that the applicant has  exhausted other available resources and  document the outcome in EA Comments. You also need to verify the  financial crisis using the criteria we discussed previously.

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**Session 1 Wrap-Up**

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 PPT 31

During this session, we discussed the overview of Emergency Assistance, who is included in the EA group, qualifying emergencies and types of verification. Before we end this session, look at the questions on the screen. Either type in the chat or unmute and share your response to at least one question.

In our next session, we will process an application. If you have any questions or something you would like to discuss further, we will stay on for an additional 15 minutes. You can also email any questions to [PTTTrainingSupp@wisconsin.gov](mailto:PTTTrainingSupp@wisconsin.gov) with the subject line EA Class and today's date. Have a great rest of your day and we look forward to meeting with you all again tomorrow!

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## Welcome Back

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### ☀ PPT 32

Welcome back for our final session of Emergency Assistance Policy and Process! Yesterday, we looked the EA group, qualifying emergencies and types of verification Today, we look processing an application and payment delays.

**Note to Trainer:** Check the PTT inbox for any questions prior to class. Use this time to address any questions you received since the last session and/or do a brief recap of a topic that learners struggled with during session 1.

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### Learning Activities

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📄 PG Appendix A (44-46)

👉 TN Appendix A (41-42)

**Purpose:** For learners to practice identifying the requirements for each type of qualifying emergency.

**Estimated Length:** 30 minutes

**Instructions to Trainers:** Assign each group a learning activity (either scenario 1: Emergency Questions, scenario 2: Wayne or scenario 3: Adriana) and place them in a breakout room for 10 minutes. They will complete the activity with their partner. One person from the group will report out their answers.

**Instructions to Learner:** You will be assigned specific scenario based on the group you are in. You will work with your partner(s) in a breakout room to answer the questions. You will have 10 minutes and the person who has the most pens on their desk or office space will report out. Are there any questions we can answer before we send you out to the breakout room?

**Debrief:** Have each group report out their answers based on the scenario assigned. Provide other possible answers if not mentioned during the report out.

### Scenario 1: Emergency Questions

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

**Possible Answers:** *Reliable report, visit the scene, newspaper article, photos of damage, or signed statement.*

What is one type of impending homelessness?

**Possible Answer:** Foreclosure of rental housing, Notice to terminate tenancy: eviction notice, or Notice to terminate tenancy: home foreclosure.

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

**Possible Answer:** Fire, Flood or Natural Disaster, Homelessness, or Impending Homelessness for uninhabitable housing, domestic violence or foreclosure of rental housing.

What is one way to verify impending homelessness?

**Possible Answers:** Foreclosure notice, written, dated failure to pay notice, or online foreclosure notice.

What is one sub-category of homelessness?

**Possible Answers:** Temporary living arrangement, doubled up housing, uninhabitable, domestic abuse.

What is one example of a financial crisis?

**Possible Answers:** Energy Crisis, Impending Homelessness Notice to Terminate Tenancy.

## **Scenario 2 Wayne TN Appendix 41**

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

**Answer:** No

If no, why not?

**Answer:** Although Wayne is sharing housing with his sister, he and his children have been residing there for more than 180 days, and there are no indications that this is not an adequate living arrangement. Therefore, Wayne is not eligible for EA. Although Wayne is not eligible for EA, the worker should work with Wayne to provide him with case management services and referrals to other housing and emergency resources.

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

**Answer:** Based on the scenario there is no qualifying emergency.



**Adriana – TN Appendix 42**

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

**Answer:** *Yes, Adriana is experiencing a financial crisis due to the loss of support from her grandmother.*

If no, why not?

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

**Answer:** *The qualifying emergency is impending homelessness due to eviction notice. Adriana has already provided verification of the car accident. She must provide a copy of the eviction notice she received. As there is no other documentation available to verify Adriana's financial crisis, you could ask her to sign a statement about the facts of her situation to use as verification.*

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## Processing the Application

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 PG 25

Today we will be processing an EA application. Let's start by looking at the five-day time frame.

The worker must process the EA Application within five working days after the date the agency receives the completed EA Application. Day one is the first working day after the completed application is received.

**Ask** When is day one if you receive the EA Application at 11:30am on Friday?

**Answer:** *Monday*

**Ask** When is day one if you receive the EA Application at 4:10pm on Tuesday?

**Answer:** *Wednesday*

Day five ends at the close of business on the 5<sup>th</sup> working day after the completed EA Application is received. The agency must date stamp the application when it is received; this date is used to determine the five working days timeframe.

**Ask** When is day five if the EA Application is date stamped as Friday?

**Answer:** *the following Friday*

**Ask** When is day five if the EA Application is date stamped as Tuesday?



**Answer:** *the following Tuesday*

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## Processing Steps

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 PPT 33

There are steps to take during the five working days timeframe when processing EA Applications. The first step is  eligibility determination, and the second step is  issuing the payment.

Remember, you must enter all approvals or denials in WWP.

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## Gwen's Story

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 PG 26

Let's use an example to see how to process an application. Read through Gwen's scenario and highlight anything you think is important to her EA Application. We will give

you 5 minutes to read through the scenario. When you are done reading, put your favorite fruit in the chat.

After talking to Gwen, you hand her an Emergency Assistance Application, and she fills it out at your desk. You review the completed application with her, specifically going over the assurance statements. You ask Gwen if she has any questions on the assurance statements, and she says no. She initials each statement and signs and dates the application. You sign and date the application, and date stamp the front of the application. She states she hasn't received any assistance prior to this application.

Let's see how we are going to enter her EA application in WWP. There are screen shots of the pages we will walk through with a notes section in order for you to take any notes you would like on each page.

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 **Trainer Demo Entry – Log In**

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 **PG 27**

When you access WWP, go to the Gateway page to click WWP. To log into WWP you use your WAMS ID and password. You will not be logging in with us as we demo the EA application process in WWP. Remember to take notes that will help you as we move through the demo.

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 **Trainer Demo Entry - Clearance**

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 **PG 28**

**Note to Trainer:** You will be creating a new application for Gwen.

- **Click Worker Tools**
- **Click Clearance**

Gwen has two children and provided SSNs for everyone in her household (her and two kids). We already tried searching for her in WWP but didn't find a match. That means we must run Clearance to establish a PIN in WWP for Gwen.

- **First Name** Gwen
- **Last Name** Make it up
- **Date of Birth** Make up month and day, 1989

- **SSN** Make up SSN
- **Gender** Female
- **Click** Find Matches  
**Note to Trainer:** Be sure that there are no matches as you are creating a new record.
- **Click** New Record or the applicant's name. Notice a new button appears called Client Registration.

**Click** Client Registration

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 **Trainer Demo Entry – Client Registration**

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 **PG 29**

Gwen does not want her PIN to be confidential.

- **PIN Confidential** No
- **Click** Save and Exit


Let's determine if Gwen meets the non-financial eligibility criteria. We will ask questions as we move through Gwen's non-financial eligibility, either type in the chat or unmute yourself to answer.

Gwen must not have received an EA payment in the 12 months prior to the EA Application. Gwen reports she has never applied for EA before.

**Ask** How can we verify this?

*Answer: Emergency Assistance Application History page in the informational message*

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 **Trainer Demo Entry – EA Application History**

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 **PG 30**

**Note to trainer:** Navigate back to the EA Application History page to enter the information for Gwen.

Since Gwen has never applied for EA. She has no EA application listed. A new EA Application must be created.

- **Click + New EA Application**



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**Trainer Demo Entry - Demographics**

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## PG 31

Gwen lives in Vilas County. She does not have an alternate mailing address. She prefers to be contacted via telephone and can receive messages. She does not have an email address. She takes care of and makes decisions for her son, and he will continue to stay in her care.

- **Application Date** Today's date
- **Application Initiated Method** IN-PERSON

**Note to Trainer:** Show the Application Initiated Method for ACCESS and discuss the ACCESS Tracking Number is required when ACCESS method is selected.

- **County of Residence** Start typing VI, then select VILAS
- **Address** 335 S FIRST STREET
- **City** EAGLE RIVER
- **State** Auto populated with WI and is read only
- **ZIP** 54521
- **Click** Validate

Review the information in the **Address Search Result** section and select one of the options on the right. Selecting Resubmit the Address allows you to enter a new address above and repeat the validation process as needed. If the address is correct, select one of the other options.

- **Click** Use the address suggested
- **Is your household address the same as your mailing address?** Yes
- **Best way to reach you** Phone
- **Phone** 715-555-9083
- **Can you receive messages at this number?** Yes

- **Do you take care of and make decisions for either your child or a relative's child in your home?** Yes
- **Will this child(ren) stay in your care in the future?** Yes
- The Save + Continue button has two options. Click Save if you want to save the page and remain on this page. Click + Continue to save this page and move to the next page in the driver flow.
- **Click Save + Continue.**



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**Trainer Demo Entry – Emergency Type**

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 **PG 32 – 34**

Gwen received an eviction notice a week ago. She fell behind in her rent when she lost her job four months ago due to a child's illness. Her landlord is Pioneer Property Management, and her rent is mailed to 102 North Main Street, Eagle River WI, 54521. She is not seeking a new home due to DV, rental housing foreclosure, or unsafe housing.

**Ask** Which Emergency Type are we entering for Gwen?

**Answer:** *Impending Homelessness*

- **Emergency Type** IMPENDING HOMELESSNESS
- **Details** RECEIVED EVICTION NOTICE ABOUT A WEEK AGO. FELL BEHIND IN RENT DUE TO LOST WAGES BECAUSE OF LOSING JOB DUE TO CHILD'S ILLNESS.

**Impending Homelessness** Section:

- **Do you have an eviction notice or foreclosure notice?** Yes
- **When did you get the eviction or foreclosure notice?** One week before today's date
- **Details** SHE FELL BEHIND IN HER RENT BECAUSE OF LOST WAGES BECAUSE OF LOSING JOB DUE TO CHILD'S ILLNESS.

**Current Landlord/Management Company**

- **Name** PIONEER PROPERTY MANAGEMENT

- **Address** 102 N MAIN STREET
- **City** EAGLE RIVER
- **State** WISCONSIN (this does not auto default to Wisconsin, you can select any state)
- **ZIP** 54521
- **Click** Validate (**Note to trainer:** Remember to check that the landlord's address is correct to ensure the payment is received)
- **Select** Use the address suggested
- **Do you need a different home because of domestic abuse?** No. Remember to ensure it's safe for the participant to answer this question.
- **Do you need a different home because your rental housing is in foreclosure?**  
No

**Has a building or housing inspector or public health official decided your home is not safe to live in?** No

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### EA Comments

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#### PG 35

Before leaving this page, let's add a comment. Scroll up and Click + Add EA Comment. Add your comments in the **Comment** field. Then, select a **Comment Type**. You can select multiple comment types depending on the information you are entering. The comments will display on the bottom of the **EA Application** page. Comments are updatable the same day you enter them. Remember comments are not confidential and sensitive information such as domestic abuse situation, etc. should not be entered in EA Comments.

- **Comment** GWEN IS APPLYING FOR EA FOR IMPENDING HOMELESSNESS DUE TO RECEIVING AN EVICTION NOTICE ONE WEEK AGO. SHE LOST HER JOB DUE TO CHILD'S ILLNESS. THIS RESULTED IN LOST WAGES FROM NOT WORKING WHICH MADE HER FALL BEHIND IN RENT. SHE PROVIDED THE EVICTION NOTICE DURING APPOINTMENT WHICH INCLUDED THE PROPERTY MANAGEMENT INFORMATION.

**Ask** What Comment Types would we use for Gwen's comments? **Note to Trainer:** Use the Comment Type drop down to display on screen, so learners have an idea of the Comment Types.

**Answer:** *Application, and Financial Crisis*

- **Comment Type** APPLICATION, FINANCIAL CRISIS
- **Click Save.** **Note** we came back to the **Type of Emergency** page.
- **Click Save + Continue**

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## Break

Let's take a 15-minute break before we continue with our demo.

**Note to Trainer:** Share your screen with one of the YouTube break timers below. Leave your screen shared so that learners can see how much time is left on break.

Productivity Arrows: <https://www.youtube.com/watch?v=PHJWV1SmPTc>

Calm Ambient Music: <https://www.youtube.com/watch?v=laJ51vYyXX0>

Electric Timer: <https://www.youtube.com/watch?v=cDPoW54kL1w>

Welcome back from break. We are going to get back into Gwen's demo starting with Household Members.



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### Trainer Demo Entry- Household Members

PG 36

**Note to Trainer:** You may need to log back into WWP after break and navigate to the **Household Members** page.

Gwen has two children, Cassandra (7), and Jacob (2) and does not want their PINs confidential.

- **Click + Add Group Members.**
- **Click Clearance**
- **First Name** Cassandra
- **Last Name** Make it up
- **Date of Birth** Make up Month and Day, 2015
- **SSN** Make up SSN
- **Gender** Female
- **Click Find Matches**



**Note to Trainer:** Be sure that there are no matches as you are creating a new case.

- **Click** New Record or the child's name for the Client Registration button to appear.
- **Click** Client Registration
- **PIN Confidential** No
- **Click** Save + Exit

This brings us back to the **Household Members** page. Note the message at the top telling us that we have required information to enter.

- **Individual Type** DEPENDENT CHILD
- **Relationship** DAUGHTER
- **Include in EA Group** Yes
- **Click** Save

**Ask** Do we need to add another Household Member? If so who is it?

**Answer:** Yes, Jacob

- **First Name** Jacob
- **Last Name** Make it up (Different last name than Cassandra)
- **Date of Birth** Make up Month and Day, 2020
- **SSN** Make up SSN
- **Gender** Male
- **Click** Find Matches

**Note to Trainer:** Be sure that there are no matches as you are creating a new case.

- **Click** New Record or the child's name for the Client Registration button to appear.
- **Click** Client Registration.
- **PIN Confidential** No
- **Click** Save and Exit
- **Individual Type** DEPENDENT CHILD
- **Relationship** SON
- **Include in EA Group** Yes

- **Click** Save + Continue
- **Click + Add EA Comment** ADDED GWEN'S CHILDREN TO EA GROUP BY ADDING THE TWO THROUGH CLEARANCE. **Comment Type** APPLICATION
- **Click** Save + Continue

This moves you on to the Household Financials where we are entering the information to determine if Gwen meets financial eligibility for EA.



### Trainer Demo Entry – Household Financials

#### PG 37

Gwen submitted her verification for her income and assets. She provided her last paystub showing her last day worked and her current bank statement for her checking account at US Bank with balance in the amount of \$400. Cassandra's father pays child support in the amount of \$300/month. Jacob's father hasn't paid child support in the past six months. Gwen has a 2017 Honda CRV and owes \$17,200 on it. Per KBB her vehicle valued at \$22,293.

#### Income Section

**Ask** Do we enter the child support for Cassandra?

**Answer:** *No, since regular child support payments is disregarded, we do not enter this information.*

- **Click** No Income check box

#### Asset Section

- **Type of Asset** US BANK CHECKING ACCOUNT
- **Current Value** 400.00
- **Verification** CURRENT STATEMENT
- **Asset Owner** GWEN
- **Vehicles** Section
- **Type of Vehicle** 2017 HONDA CRV
- **Vehicle Owner** GWEN
- **Verification** VEHICLE TITLE OR REGISTRATION

- **Vehicle Value** \$22,293.00
- **Verification** KBB/NADA
- **AMOUNT OWED** \$17,200.00
- **Verification** LOAN PAPERS/SALES RECEIPT

You can see that WWP will calculate the total Asset Amount based on the information entered. You can also see the total amount of the vehicle asset amount counted.

- **Click** Save + Continue

As you have noticed thus far, we have added EA Comments throughout the application process. This is a best practice, so you don't have to wait to the end to add comments!

- **Click** + Add EA Comment
- **Comment** GWEN HAS A CHECKING ACCOUNT AND SUBMITTED HER BANK STATEMENT AS VERIFICATION, AND HAS A 2017 HONDA CRV, VERIFIED WITH HER CAR PAYMENT STATEMENT WITH THE AMOUNT SHE OWES.

**Ask** What Comment Type would we use for a comment for the information we entered on this page? **Note to Trainer:** Use the Comment Type drop down to display on screen, so learners have an idea of the Comment Types.

**Answers:** *Application, Financial Eligibility and Verification*

- **Comment Type** APPLICATION, FINANCIAL ELIGIBILITY and VERIFICATION
- **Click** Save



### Trainer *Demo Entry- Agency Summary*

#### PG 38

Gwen is requesting \$700.00 in unpaid back rent due to losing her job because of her ill child. She has provided her 30-day eviction notice. You approve her application due to Financial Crisis and Notice to Terminate Tenancy for the amount of \$516. You receive verification from the landlord that he is willing to stop this current eviction by receiving EA on Gwen's behalf. Gwen indicated she is looking into additional assistance to cover the remaining amount.

#### **Selected Emergency Types**

- **Reason** FINANCIAL CRISIS AND NOTICE TO TERMINATE TENANCY

- **Financial Need** UNPAID RENT/MORTGAGE
- **Amount** \$700.00 (This is the amount the applicant owes)

Notice that WWP automatically determines the maximum payment amount and the lesser amount which Gwen would be eligible to receive.

- **Approved Payment Amount** \$516.00 (this is the lesser amount)
- **Application Status** APPROVED. Notice some new information appears. When you approve, pend, or deny an application, WWP automatically generates a notice for the applicant. Use the Notes field to enter any additional information you want to include on the notice.
- **Notes** leave blank
- **Click** Submit

Once you submit the application you come to the **EA Application** page where you can see a summary of the applicant's EA application. You must add EA Comments from this page regarding the approval or denial of the EA application.

#### From EA Application page

- Scroll down to **EA Comments**
- **Click** + Add EA Comment: GWEN HAS BEEN APPROVED FOR EA IN THE AMOUNT OF \$516.00 DUE TO FINANCIAL CRISIS FROM LOSING HER JOB DUE TO AN ILL CHILD AND UNABLE TO PAY RENT. SHE RECEIVED A 30-DAY EVICTION NOTICE. SHE OWES \$700.00. HOWEVER, THE MAXIMUM AMOUNT SHE CAN RECEIVE IS \$516.00. APPROVED THE APPLICATION AND SUBMITTED.
- **Comment Type** PAYMENT CALCULATION
- **Click** Save

We have determined that Gwen is eligible for Emergency Assistance, and WWP will automatically send a notice. Everything we just covered was all part of step one in processing the application, eligibility determination.

**Ask** What is the next step that needs to happen in the application process?

**Answer:** *Issuing the payment*

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**EA Payment**

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 PG 39

Typically, someone in your financial department is the one who issues the check or voucher to individuals or landlords. They will update the EA PAYMENT information. See the screen shot in your PG.

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**Notice of Decision**

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 PPT 34 PG 40

The worker must issue the Notice of Decision within five working days after the receipt of the complete EA Application, even in the case of a Payment Delay Exception.

Information regarding the rationale and decision making related to Payment Delay Exceptions must be recorded in EA comments.

If there is a payment delay, the worker **must** enter the Pending Application Status in WWP and select the appropriate Reason. The notice is automatically sent out to the applicant. If the applicant does not find housing within the timeframe or the landlord does not agree to stay the eviction, the Pending Application status **must** be changed to Denied


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**Payment Delay**

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 PPT 35 PG 41

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

The first exception is for  homelessness or impending homelessness with relocation to a new home, if the EA group is found eligible for EA, but does not have a new permanent residence at the time of application.

In this circumstance, the W-2 agency must issue a payment within five working days of the date the EA group notifies the worker that permanent housing has been obtained.

If the EA Application is approved and a payment delay exception applies, but the EA applicant has not found new housing at the time of application, the positive Notice of Decision **must** inform the EA applicant that:


1. The approved EA Application is valid for 30 calendar days from the date of application is received at the agency and date stamped;
2. The applicant **must** notify the worker when he or she has found new permanent housing;
3. If the EA applicant is unable to find new permanent housing within this timeframe, he or she may request an extension of the timeframe to search for housing; and
4. If the EA applicant is unable to find new permanent housing, he or she may reapply.

The W-2 agency must extend this timeframe and send out the positive Notice of Decision if within these 30 days, one of the following occurs:

1. The EA applicant notifies the worker that permanent housing has not been obtained; or
2. The EA applicant requests an additional 30 days to search for housing.

A negative Notice of Decision must be issued to EA applicants who were approved but did not find housing within 30 calendar days of the application date or during the 30-day extension period. This notice must inform the applicant that:

1. The EA Application is being denied because the EA applicant did not notify the W-2 agency that they had obtained housing; and
2. The EA applicant can reapply for EA.

The second exception is for  impending homelessness, when the EA group plans to remain in their current housing, but the worker has not yet received confirmation. Confirmation may come from the landlord, bank or local government agreeing to waive any right to proceed with an eviction or foreclosure based on the notice served, and a positive Notice of Decision must be sent.

In this circumstance, 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 or foreclosure for non-payment in exchange for the EA payment. The worker may receive the confirmation verbally or in writing. The W-2 agency must issue the payment within five working days from the date of the first confirmation, whether verbal or written.

### *Payment Delay Scenario*

#### PG 41

**Directions to Trainer:** Put learners into groups of 2 or 3 depending on class size and assign each group a different scenario. Put them into a breakout room for 5 minutes. Have learners read their assigned scenario and decide if they meet the delayed

payment requirements, and what steps they need to take. Turn off PowerPoint and share your camera during this activity.

**Directions to Learner:** We will put you into break out rooms for 5 minutes to review the assigned scenario with your partner and indicate Yes or No in your PG if the scenario meets the delayed payment requirements and why or why not. The person who has been working in EA for the longest will report out.

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

*Answer: Yes, since his EA Application was approved, but he has not found new housing, this would meet the definition for a Payment Delay Exception. The agency issued a positive Notice of Decision on February 6<sup>th</sup> with the Payment Delay Exception information.*

**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

*Answer: Yes, their application has been approved in WWP. A Positive Notice of Decision with the language that they have 30 days to contact you with new housing or request an extension.*

**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.

*Answer: Yes, her application has been approved in WWP. A Positive Notice of Decision with the language that they have 30 days to contact you with new housing or request an extension.*

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### Wrap Up Activity

### PPT 36

 PG 42

**Purpose:** Provide closure to training while learners reflect on key points

**Directions to Trainer:** Give learners about 7 minutes to individually complete the wrap up information in their PG. After they have finished, give learners 5 minutes to share with a partner in breakout room. Finally, debrief as a large group as time allows.

**Trainer Instructions to Learners:**

**Part 1:** Think about everything we've discussed today. On your own, take 7 minutes to fill out the information in your PG.

**Part 2:** Now, share your answers with a partner We will put you into breakout rooms for 5 minutes to share the information you put in your PG. Make sure both of you share your information.

**Ask** If anyone is willing to share any of the information they wrote down or if you have an outstanding question we can answer.

**Note to Trainer:** Put the evaluation link in the chat.

Thank you to those who shared their information! We discussed a lot over the past 2 days from eligibility determination, who counts as an EA group member and how to enter the application in WWP. For additional Emergency Assistance information there are several courses available in the Learning Center:

- EMERGENCY ASSISTANCE APPLICATIONS IN ACCESS DESK AID;
- EMERGENCY ASSISTANCE IN WWP REFERENCE GUIDE;
- INTENTIONAL PROGRAM VIOLATION (IPV) FOR EMERGENCY ASSISTANCE - DESK AID; and
- WEBCAST RECORDING: EMERGENCY ASSISTANCE IN WWP



# Trainer Appendix A – Learning Activities

## Scenario 2

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### 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?

No

If no, why not?

*Although Wayne is sharing housing with his sister, he and his children have been residing there for more than 180 days, and there are no indications that this is not an adequate living arrangement. Therefore, Wayne is not eligible for EA. Although Wayne is not eligible for EA, the worker should work with Wayne to provide him with case management services and referrals to other housing and emergency resources.*

# 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?

*Yes. Adriana is experiencing a financial crisis due to the loss of support from her grandmother.*

If no, why not?

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

*The qualifying emergency is impending homelessness due to eviction notice. Adriana has already provided verification of the car accident. She must provide a copy of the eviction notice she received. As there is no other documentation available to verify Adriana's financial crisis, you could ask her to sign a statement about the facts of her situation to use as verification.*