

**County of Orange Social Services Agency  
Family Self-Sufficiency & Adult Services Division**

**Program/Area:** CalWORKS/Eligibility  
**Title:** Immediate Need/Expedited Determination of Eligibility to CalWORKs  
**Number:** 100-A2 **Status:** Approved  
**Effective Date:** 3/31/2011 **Revision Date:** 9/6/2022  
**Approved:** Signature on file

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**PURPOSE** The purpose of this policy is to provide instructions on evaluating eligibility for an Immediate Need (IN) payment and for the Expedited Determination of Eligibility (EDE) for CalWORKs.

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**BOOKMARKS**

- [Definitions](#)
- [Immediate Need](#)
- [Eligibility Conditions](#)
- [Immediate Need Payment Request](#)
- [Immediate Need Interview](#)
- [Processing Timeframes](#)
- [Extended Determination of Eligibility for CalWORKs](#)
- [Issuance of Payment](#)
- [Ineligibility/Denial of Payment](#)
- [Completion of Cash Eligibility Determination Process](#)
- [Community Resources](#)
- [Attachments](#)
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**DEFINITIONS**

**Immediate Need (IN)** - a cash benefit available to CalWORKs applicant families who are apparently eligible and are experiencing an emergency situation that cannot be addressed by any other available resource. It is an aid payment made, when specific criteria are met, in advance of a completed determination of eligibility for CalWORKs.

**Expedited Determination of Eligibility (EDE)** - means fully processing the CalWORKs application and issuing a benefit payment within three (3) working days following the date of the IN request. The day following the request is Day 1.

**Apparently Eligible** - means that the information provided on the Statement of Facts and information otherwise available to the County, indicates that the applicant would be eligible to CalWORKs if the information were verified.

**Note:** A non-citizen applicant must provide verification of eligible “non-citizen” status or prove that they meet the exception criteria.

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**IMMEDIATE  
NEED**

The IN payment is the prorated CalWORKs amount which the applicant(s) would be entitled to in month of application or \$200, whichever is less.

The applicant(s) is eligible for a second IN payment in the following month if their cash aid has not been approved and all the following conditions are met:

- The applicant(s) submitted a second request
- The applicant remains apparently eligible
- The cash benefit amount has not yet been issued
- The family emergency continues or a new emergency has emerged
- The IN payment issued in the previous month was approved for an amount less than \$200

**Note:** When a second IN payment is requested, the total of both issuances cannot exceed \$200.

**Refugee Cash Assistance (RCA):** See [Refugee Cash Assistance 100-11](#) policy Immediate Need section.

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**ELIGIBILITY  
CONDITIONS**

Eligibility for an IN payment exists when the applicant meets all the following conditions:

1. Is apparently eligible for CalWORKs
2. Has an emergency situation (as listed below), regardless of whether it could be anticipated, and cannot be addressed by the issuance of CalFresh, Homeless Assistance, or by any other available resource:
  - Lack of Housing – The applicant is homeless
  - Pending Eviction – The applicant has received any type of eviction notice, including a three-day notice to pay or quit
  - Lack of Food – The applicant does not have enough food to sustain the family for a period of three calendar days
  - Utility Shutoff Notice – The applicant has received a notice of shut off, or the utility has been shut off
  - Transportation – The applicant is unable to meet essential transportation needs such as those relating to food, medical care, or job opportunity
  - Clothing – The applicant lacks essential clothing such as diapers or clothing needed for inclement weather
  - Other - The applicant has other emergencies of similar importance to the family's immediate health and safety
3. Has resources that do not exceed the following resource limitations:

If the emergency involves...	Then liquid resources...
Transportation	Must be less than the cost of the emergency.
Pending eviction	Together with income must be less than rent owed.
Any other situation	Must be less than \$100.

4. Has complied with the following conditions:

- Provided medical verification of pregnancy if pregnancy is the only basis of aid
  - Refer to Policy 100 - D2 Pregnancy Special Needs/Aid Based On Pregnancy for acceptable pregnancy verifications
- Applied for unconditionally available income [including Unemployment Benefits (UIB)] for all family members
- Provided SSN Enumeration, Social Security Number (SSN) card, or proof of application for SSN for each applicant, unless exempt
- Provided proof of legal residence for each non-citizen in the applicant's Assistance Unit (AU)
- Agreed to cooperate with Child Support Services (CSS) by signing the CW2.1 Notice and Agreement for Child, Spousal and Medical Support
  - Refer to [Policy 100 - A1 Child Support](#) for more information

**IMMEDIATE  
NEED PAYMENT  
REQUEST**

When applying for CalWORKs, the applicant may request an IN payment by completing one of the following:

- The Applicant's Information section (Question 1) of the SAWS 1 page 2 of 2
- The SAWS 2 Plus applications and answer yes to items identified with the (\$) symbol which, are considered emergency situations
- The [Immediate Need Payment Request \(CW 4\)](#) after the date of application, but before the application has been approved for payment

An IN payment request may be made any time during the application process.

The IN section of the application or the [Immediate Need Payment Request \(CW 4\)](#) application should be completed by the applicant unless the applicant specifically requests assistance with completing the form. The Intake Worker should narrate in Case Comments if assistance was provided in completing the application.

The applicant must be given a copy of the SAWS 1 page 2 of 2, SAWS 2 Plus page 1 of 17, and/or the CW 4 (if applicable) indicating the date of receipt.

**Note:** The [WT 27 - IN Flow Chart](#) is a step-by-step guide to assist with the determination of IN and processing of the IN application.

**IMMEDIATE  
NEED INTERVIEW**

When feasible, the Intake Worker should conduct the interview the same day the IN payment is requested but no later than the next working day. All IN payment requests received during regular business hours shall be accepted on that date.

**Note:** Interview can be waived pending required verifications, until further notice. Refer to [CalWORKs/CalFresh COVID-19 Interim Instructions](#).

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**PROCESSING  
TIMEFRAMES**

**Immediate Need Determination**

If CalWORKs eligibility has not been determined, an IN payment shall be issued no later than the next working day following the day the IN request was received. Refer to the [Immediate Need Expedited Services Resource Guide](#).

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**EXPEDITED  
DETERMINATION  
OF ELIGIBILITY  
FOR CALWORKS**

If the emergency situation is an eviction and the applicant is found to be eligible for an IN payment, the applicant can choose in writing either the IN payment or the EDE for CalWORKs within three (3) working days if the applicant:

- Is in receipt of a notice of eviction, including a three-day notice to pay or quit; and
- Is currently residing in their home; and
- Does not have sufficient funds to pay the rent owed

The applicant must be informed in writing of what is necessary to determine eligibility before the applicant chooses between IN and EDE.

The [CalWORKs Applicant Choice Form Immediate Need Payment/Expedited Grant \(CW 43\)](#) must be provided to the applicant to record their decision. The Intake Worker must image the CW 43 form into OnBase and narrate the applicant's decision in case comments.

The EDE must be completed, and the payment issued within three (3) working days from the date of the request. If the eligibility determination cannot be completed, the Intake Worker must issue the IN payment no later than the third working day.

The [Immediate Need/Expedited Services CalWIN Resource Guide](#) provides instructions for processing IN and Expedited Services requests and authorizing benefits to the applicant's EBT card.

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**ISSUANCE OF  
PAYMENT**

If eligibility for cash assistance is verified within the IN timeframe, the regular aid payment for which the applicant is eligible must be issued in lieu of the IN payment.

If eligibility for cash assistance is not verified within the IN timeframe, the IN payment must be issued.

The applicant must be provided a written notice of the action.

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**INELIGIBILITY/  
DENIAL OF  
PAYMENT**

When eligibility for an IN payment does not exist, the IN request must be denied and the applicant notified in writing. The Intake Worker must select the appropriate denial notice.

When notification is hand delivered, a new [Immediate Need Payment Request \(CW 4\)](#) must also be given to the applicant(s).

The eligibility determination process will continue unless the applicant(s) fails to meet financial eligibility or deprivation criteria. The CalWORKs application and the request for an IN payment may be denied concurrently.

Denial of an IN payment request is not a reason to deny the application for cash aid.

The IN request can be denied in the following situations:

- The applicant is eligible for IN based on the need for food and the need for food has been met through the issuance of CalFresh within one working day from the date of the IN request
- The applicant is eligible for an IN payment based on homelessness and a homeless assistance payment has been issued within one working day of the IN request
- There is no apparent eligibility
- The applicant does not have an emergency situation based on the information provided
- The applicant is eligible for an IN payment based on an eviction and the applicant chooses EDE for CalWORKs
- The need has been met through a referral to another community resource
- The applicant is currently receiving public cash assistance
- The IN request was made by an individual being added to an existing CalWORKs case
- The IN request was made on behalf of a child placed in Foster Care
- The County is unable to establish that the applicant has met eligibility conditions (as listed above and in Eligibility Conditions #4)
- The applicant fails to keep the scheduled interview
- The entire AU is being sanctioned

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**COMPLETION  
OF CASH  
ELIGIBILITY  
DETERMINATION  
PROCESS**

When an IN payment has been issued, the Intake Worker must verify the applicant's eligibility for aid within 15 working days from the date of receiving the IN request. This timeframe also applies to an IN request that was denied because:

- The need was met by a community resource, or
- The need was met by the issuance of a Homeless Assistance payment

The Intake Worker must make an entry in Case Comments stating the reason for the 15-day timeframe not being met.

The amount of aid payment is the grant amount minus the value of any IN payment issued for that month. The Intake Worker will issue the payment as soon as administratively possible.

When an IN payment has been issued and the applicant's family is determined to be ineligible for cash benefits, the application will be denied, and the IN payment is considered an overpayment.

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## COMMUNITY RESOURCES

When an applicant requests IN based on an emergency situation, other than the need for shelter or food, the County has the option to refer the applicant to another public program or private resource when all the following conditions exist:

- Only one referral is made per IN request during the application period to meet no more than one need
- The Intake Worker verified in advance that the public program or private resource would fully meet the specific need by the end of the working day following the request for an IN payment
- The applicant family can travel to the required location
- The applicant has the mental and physical capabilities to travel to a public or private agency

**Note:** The Intake Worker must document in Case Comments that the need was verified as being met in advance.

### Referral Procedure

When making a referral to a public or private agency, the Intake Worker must provide the applicant with the following information in writing:

- The name, address, phone number, and contact person for the agency
- The specific need which will be met by the referral agency
- If the agency does not meet the applicant's need and the applicant remains eligible and returns within the IN timeframe, the IN payment will be issued no later than the next working day following the date the County received the IN request

### When Resources Are Not Available

When the referral agency does not meet the applicant's need and the applicant returns:

- Within the IN timeframe, the Intake Worker shall process an IN payment if the applicant remains eligible
- After the IN timeframe, the Intake Worker will provide a new [Immediate Need Payment Request \(CW 4\)](#) form and process the new IN request

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## ATTACHMENTS

[Immediate Need Payment Request \(CW 4\)](#)  
[CalWORKs Applicant Choice Form \(CW 43\)](#)  
[Immediate Need Expedited Services Resource Guide](#)  
[WT 27 - Immediate Need Flow Chart](#)

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## REFERENCES

[ACL 09-43, 13-96, 18-68, 21-134, 21-140](#)  
[ACIN I-66-19](#)  
[EAS 40-129, 40-131.115](#)

[CalFresh Handbook 30.10 - Expedited Services ES](#)

[Policy 100 - A1 Child Support](#)

[Policy 100 - I1 Refugee Cash Assistance](#)

[Policy 100 - D2 Pregnancy Special Needs/Aid Based On Pregnancy](#)

[CalWORKs/CalFresh COVID-19 Interim Instructions](#)

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