
**ORANGE COUNTY SOCIAL SERVICES AGENCY
CFS OPERATIONS MANUAL**

Effective Date: February 19, 1995
Revised: October 19, 2006
Revised: May 11, 2011

Number: H-0105

Emergency Assistance Program

Purpose	To provide guidelines for completing and processing applications to the Emergency Assistance (EA) Program.
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Approved	This policy was approved by Gary Taylor, Director of Children and Family Services (CFS), on May 11, 2011. <i>Signature on file.</i>
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Background	The EA Program was established under Title IV-A of the Social Security Act. In California, it is administered by the California Department of Social Services (CDSS) and federally funded under the Temporary Assistance to Needy Families (TANF) Block Grant.
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Federal money is available to CFS for providing short-term aid to children and families in emergency situations who meet the specified criteria. The intent is to resolve the emergency of the child and provide assistance on behalf of the child or any other member of the child's household.

For child welfare, the program began September 1, 1993, offering funding to cover partial costs of services to children determined to be at risk of abuse, neglect, abandonment, or exploitation. Program funds help support out-of-home services in emergency shelter care, foster care, and voluntary placements. On August 1, 1994, the funding expanded to include crisis resolution and emergency response activities by CFS staff.

This revised CFS Policy and Procedure (P&P) reflects changes in procedure intended to maximize the amount of funding that may be claimed for each child episode (refer to the Definitions section below for a definition of the term “episode”).

Legal Mandates [All County Letter \(ACL\) 05-38](#) outlines the major elements of the EA program.

[ACL 95-06](#) details claimable activities for the EA-Emergency Response component of the Child Welfare Services (CWS) EA program. Also describes requirements for taking EA application and the expansion of the EA program for crisis resolution services.

[ACL 94-90](#) describes creation of new CWS EA program with specifics regarding definitions, eligibility, timelines, and form to be used.

[ACL 94-89](#) describes the use of the ACE tracking system in processing EA applications.

[ACL 94-35](#) details the change in eligibility period for the EA program.

[ACL 93-64](#) makes minor corrections in the EA program.

[County Fiscal Letter \(CFL\) 99/00-52](#) provides updated claiming instructions for the EA program.

[All County Information Notice \(ACIN\) I-04-95](#) differentiates eligibility for EA program based on probation versus CWS status.

[ACIN I-41-93](#) further elaborates differences between the EA program for Probation versus CWS.

CDSS Manual Sections [31-002](#) and [31-415](#) provides definitions and regulations for EA funding of Emergency Shelter Care (ESC).

Definitions

Abatement: Negates claiming of a current EA episode due to a new episode whose expenses and services are estimated to be greater.

Assistance to Children in Emergency (ACE): Tracking system used to determine whether applicants have received EA in the past twelve months.

Beginning Date of Aid (BDOA): Date of application/date of signature of parent/relative and/or social worker.

Date of application: Date of signature of parent/relative and/or social worker.

Date child determined at risk: Date *Application for Petition (Dependent Child) (F063-28-43)* is signed by SSW or date parent/SSW sign a Voluntary Family Services (VFS) or Voluntary Placement (VP) case plan.

Date of authorization: Date the Eligibility Technician (ET) authorizes assistance and/or services, having determined the program to be appropriate and necessary to resolve the emergency.

Emergency: Circumstances existing that place a child at risk of abuse, neglect, abandonment, or exploitation.

Episode: Period of time between date of signature and case closure or 12 calendar months, whichever is earlier.

Family: Each eligible child is considered a family of one for purposes of EA assistance.

Head of Household: Parent or specified relative with whom the child is living, or has lived within the previous six months. The child must have spent at least one night in the home with intent of residing there to meet the "lived within the previous six months" statement.

Notice of Action (NOA): Written notice to client of action taken by the county on their behalf (i.e., EA application made for federal funding).

Not to Exceed Date (NTE): Last date of funding for episode generated by ACE tracking system.

Presumptive Eligibility: Eligibility "presumed" by ET when there is a processing delay due to lack of Social Security Number (SSN) or other documentation.

Relative: Includes mother, father, brother, sister, half-brother, half-sister, uncle, aunt, first cousin, nephew, niece, or any such person of a preceding generation denoted by prefixes grand, great, or great-great. The relative can also be a stepfather, stepmother, stepsister, stepbrother, or adoptive parent. This can include the

spouse of any person named above, even after the marriage has been terminated by death or dissolution.

Legal guardians qualify if they are any of the above relatives.

POLICY

Timeframes for Completion

EA applications will be completed for all children for whom an *Application for Petition (Dependent Child) (F063-28-43)* has been submitted and children for whom a VFS or VP case plan has been signed.

Application and eligibility determination will meet the EA Program mandatory timeframes. Responsibilities for completion are managed by the Senior Social Worker (SSW), the EA Project Unit, and the Eligibility Technician (ET).

Maximum eligibility for federal funding is based on a EA application being completed at the same time as one of the following:

- A. Submission of an *Application for Petition (Dependent Child) (F063-28-43)*.
- B. Detention hearing when an EA application was not completed at the time the *Application for Petition (Dependent Child) (F063-28-43)* was submitted.
- C. VFS Case Plan signed by parent/SSW for a child left in the home.
- D. VP Case Plan signed by parent/SSW for a child placed in out-of-home care.

EA applications will be forwarded to the EA Project Unit the same date as signed. Applications will be forwarded by the EA Project Unit, subject to screening for errors or omissions, as soon as possible to the ET. The determination of eligibility by the ET will occur within 30 calendar days from the application date or prior to termination of services, if sooner.

Completion of Application

An application for EA funding will be completed for every child experiencing an emergency per the definition above. This includes emergencies on re-detained children, such as Family Maintenance (FM) failures. An EA application is needed **only** when it is determined that the child is at risk.

A SSW will complete the EA application with the parent/relative, utilizing *Emergency Assistance Application for Child Welfare Services (F063-25-367)*.

The parent/relative will be informed of the available funding and the EA application required to access the funding for services for their family.

- A. For parents/relative available and willing to apply, they will be directed to:
1. Enter their information under "Related Head of Household" section, adding child's place of birth.
 2. Answer Questions 2–4 under "Certification Section, Applicant."
 - a. For a "yes" answer to Question 2, the child must have stayed at least one night in the home with intent to reside there.
 - b. For a "yes" answer to Question 3, the adult family member must have refused a job offer without good cause, creating the emergency in the home that resulted in abuse or risk of abuse to the child.
 - c. For Question 4, the dollar amount of 200% of the median income will change each fiscal year and will be added to the form by the EA Project Unit, as directed by CDSS. Consider the child's income only for this question.
 3. Sign, note relationship to the child, and date.

The SSW will then complete the EA application by adding:

- Date child determined to be at risk
 - Child's SSN (required)
 - Answers to Questions 1–5 under "Certification Section, County Worker" column
 - Signature and date
 - "Crisis Resolution" to Question 6/comments for VFS and VP cases only
- B. For parents/relative refusing to apply, parents absent due to incarceration, hospitalization, out-of-state/out-of-county residence or whereabouts unknown, or parent/relative

requesting the SSW to complete the form, the SSW will enter, in addition to the above, reason parent is not completing the form on Question 6/comments.

C. For all EA applications, the SSW will not:

1. Note any additional information or answers on "Eligibility Worker Section." The EA application ends with the signatures of parent/relative and social worker.
2. Give the parent/relative a copy of the EA application. The ET will mail the parent copy after eligibility is determined.
3. Omit SSW signature. The signature is required on all EA applications at the time the EA application is completed.
4. Hold EA application past one day for any reason, including an unknown or no SSN.
5. Make corrections to the EA application with white-out. Corrections will be made by pen, with initials added of person making correction.
6. Omit relationship of the child on Question 2. The relationship must be added on the blank line.
7. Sign the EA application prior to signing the Case Plan, when services or placement is voluntary.

EA Application Processing

EA applications will be:

- Forwarded on the date signed by SSW to the appropriate unit per the established Procedure below
- Attached to the *Emergency Assistance Acco (F063-28-247)* and logged on the *Emergency Assistance Log (F063-28-256)* by the assigned clerical unit
- Batched and sent to the EA Project Unit daily

Applications will be screened by the EA Project Unit and forwarded to the ET with the log for assessment of eligibility.

The original application form with eligibility determination will be returned to the EA Project Unit and eligibility data entered into Child Welfare Services/Children Management Services (CWS/CMS) per [CWS/CMS Data Entry Standards—Emergency Assistance Application](#). The original EA application, attached to

the *Emergency Assistance Acco (F063-28-247)*, will be returned to the assigned SSW's unit clerk for filing in the service file.

**Eligibility
Determination**

Determination of eligibility will be the responsibility of the ET. The ET may make the determination using presumptive eligibility for those applications waiting to receive a SSN or other verifications. However, eligibility must be verified within three calendar months and funding cannot be claimed until the presumptive status is changed to a verifiable determination.

The decision will be documented on the lower portion of the application form, signed by the ET, and copies distributed as directed on the form. A NOA will be attached to the parental copy, informing them of appeal rights, and mailed.

If funding is approved, the information is entered into the ACE system to generate the NTE date.

The ET will consider and process abatement, if appropriate, on cases whose applications indicate the child has a current episode.

The ET is responsible for terminating the funding at the appropriate time.

Documentation

Documentation will be maintained in the child's service file to meet the requirements of the program.

A. The *Emergency Assistance Acco (F063-28-247)* will contain:

1. The signed, original EA application form with determination by the ET.
2. A copy of the VFS Case Plan, VP Case Plan, or *Detention Disposition Sheet (F063-28-18)*.

B. The child's service file will contain documentation to show:

1. An emergency existed at the time EA was authorized.
2. The authorization was based on a valid EA application.
3. The child and other household members were eligible to receive EA.
4. EA was properly authorized by the ET.
5. EA assistance and/or services were provided on a case-specific basis.

- C. The CWS/CMS electronic file will contain:
1. Eligibility data for EA under Case Management Section, Doc tracking page, of the child's case per [CWS/CMS Data Entry Standards—Emergency Assistance Application](#).
 2. Current service component identified for the child.
Note: To claim correct funding, this must be updated when changes are made to the service component. See [CWS/CMS Data Entry Standards—Case Service Component Instructions](#).
- D. The child's eligibility file will contain:
1. A copy of the signed completed EA application with determination and authorization, if approved.
 2. A copy of the VFS Case Plan, VP Case Plan, or *Detention Disposition Sheet (F063-28-18)*.
 3. Documentation of the effective beginning and ending dates of funding.
- E. For VFS or VP cases only, each unit will:
1. List case closures on *Emergency Assistance Notification of Case Termination (F063-28-257)*.
 2. Send case closure list to Eligibility via email, on a monthly basis.

EA records will be retained by CFS for five years following the termination of EA benefits, both approvals and denials, in case of review.

For Intercounty transfers, documentation will be provided to the receiving county regarding remaining eligible time in the EA episode. EA funding continues from the sending county's beginning date of aid; no new period of authorization is created. Refer to CFS P&P [Intercounty Transfers \(G-0402\)](#) for additional information.

Appeals The parent/relative will receive a copy of the completed EA application and determination, mailed by the ET. It will include a NOA explaining the parent/relative right to appeal the decision and instructions on requesting a hearing. Refer to CFS P&P [State Hearings \(B-0122\)](#) for additional information.

REFERENCES

Attachments and CWS/CMS Data Entry Standards Hyperlinks are provided below to access attachments to this P&P and any CWS/CMS Data Entry Standards that are referenced.

- [CWS/CMS Data Entry Standards—Emergency Assistance Application](#)
- [CWS/CMS Data Entry Standards—Case Service Component Instructions](#)

Hyperlinks Users accessing this document by computer may create a direct connection to the following references by clicking on them.

- CFS P&P [State Hearings \(B-0122\)](#)
- CFS P&P [Intercounty Transfers \(G-0402\)](#)

REQUIRED FORMS

Online Forms Required forms listed below may be printed out and completed, or completed online, by clicking on the link provided.

Form Name	Form Number
Emergency Assistance Notification of Case Termination	F063-28-257
Emergency Assistance Log	F063-28-256

Hard Copy Forms Required forms listed below must be completed in hard copy (including multi-copy NCR forms) and obtained in the CFS forms rooms. ***For reference purposes only***, links are provided to view these hard copy forms, where available.

Form Name	Form Number
Emergency Assistance Application for Child Welfare Services	F063-25-367
Emergency Assistance ACCO	F063-28-247

**CWS/CMS
 Forms**

The following required forms may **only** be obtained in CWS/CMS. **For reference purposes only**, links are provided to view these CWS/CMS forms, where available.

	Form Name	Form Number
	None.	

Brochures

Brochures to distribute in conjunction with this procedure include:

	Brochure Name	Brochure Number
	None.	

PROCEDURE

**Required Actions—
 Child Determined
 at Risk**

The following actions will be completed when an *Application for Petition (Dependent Child) (F063-28-43)* is submitted for a child.

Staff Responsible	Step	Required Action
ER/CAST/DR SSW	1.	a. Request parent/relative complete and sign <i>Emergency Assistance Application for Child Welfare Services (F063-25-367)</i> at the time it is determined that an <i>Application for Petition (Dependent Child) (F063-28-43)</i> will be submitted on behalf of the child. Complete and sign SSW portion of <i>Emergency Assistance Application for Child Welfare Services (F063-25-367)</i> per “Completion of Application” Policy section above. b. If parent/relative is absent or refuses to complete <i>Emergency Assistance Application for Child Welfare Services (F063-25-367)</i> , complete as detailed in “Completion of Application” Policy section above. c. Complete <i>Application for Petition (Dependent Child) (F063-28-43)</i> . d. If submitting <i>Application for Petition (Dependent Child) (F063-28-43)</i> by fax to Orangewood

Children Family Center (OCFC) Intake, attach original *Application for Petition (Dependent Child) (F063-28-43)* to *Emergency Assistance Application for Child Welfare Services (F063-25-367)* and forward to Court Services-Clerical.

- e. If submitting *Application for Petition (Dependent Child) (F063-28-43)* in person to OCFC Intake, attach to *Emergency Assistance Application for Child Welfare Services (F063-25-367)*.

OCFC Intake

2. Forward original *Application for Petition (Dependent Child) (F063-28-43)* with attached *Emergency Assistance Application for Child Welfare Services (F063-25-367)* to Court Services–Clerical.

Note: If original *Application for Petition (Dependent Child) (F063-28-43)* that was submitted in person is missing the signed *Emergency Assistance Application for Child Welfare Services (F063-25-367)*, the OCFC Intake SW will still forward the *Application for Petition (Dependent Child) (F063-28-43)* to Court Services–Clerical.

**Court Services–
Clerical**

3. a. Identify all *Application for Petition (Dependent Child) (F063-28-43)* documents that are not accompanied by an *Emergency Assistance Application for Child Welfare Services (F063-25-367)*. For those documents, prepare an *Emergency Assistance Application for Child Welfare Services (F063-25-367)* by entering:
- Primary or Supplemental Application
 - Date child determined to be at risk (i.e., date *Application for Petition [Dependent Child] [F063-28-43]* was signed)
 - All known and applicable information for “Child at Risk” section
- b. Place prepared *Emergency Assistance Application for Child Welfare Services (F063-25-367)* in corresponding detention packet and send to Court for Detention hearing.
4. a. Detach remaining EA applications from corresponding *Application for Petition* documents.

- b. Attach each EA Application to an *Emergency Assistance Acco (F063-28-247)*.
 - c. Record completed EA applications on *Emergency Assistance Log (F063-28-256)*. Batch all EA applications received by end of workday and send with log to EA Project unit.
 - d. Route all original *Application for Petition (Dependent Child) (F063-28-43)* to assigned Intake SSW per established policy.
- Court Officer**
- 5. a. Review detention packet to determine whether *Emergency Assistance Application for Child Welfare Services (F063-25-367)* is included. If so, inform parent at Detention hearing interview of *Emergency Assistance Application for Child Welfare Services (F063-25-367)* and purpose; assist parent/relative in completing application, per above policy.
 - b. Request that parent/relative sign and date. In parent/relative's absence, sign and date.
- 6. Post-Detention:
 - a. Email all *Detention Disposition Sheets (F063-28-18)* for that days' hearings to "EA APP In-Box".
 - b. Record completed EA applications on *Emergency Assistance Log (F063-28-256)*.
 - c. Batch and send *Emergency Assistance Accos (F063-28-247)* with *Emergency Assistance Log (F063-28-256)* to EA Project Unit.
- EA Project Unit**
- 7. a. Screen all EA applications for:
 - Missing information and research as needed to complete application
 - SSN and follow up with assigned SSW as needed
 - Status of EA eligibility
 - Missing EA applications when CWS/CMS indicates that one should exist. Complete *Emergency Assistance Application for Child*

Required Actions— Child Removed by Law Enforcement		The following actions will be completed when a child has been determined at risk, removed from the home by law enforcement, and an <i>Application for Petition (Dependent Child) (F063-28-43)</i> is completed.	
<u>Staff Responsible</u>	<u>Step</u>	<u>Required Action</u>	
OCFC Intake	1.	a.	Receive completed <i>Application for Petition (Dependent Child) (F063-28-43)</i> from law enforcement upon admittance of child.
		b.	Complete <i>Emergency Assistance Application for Child Welfare Services (F063-25-367)</i> as detailed in Policy section, "Completion of Application."
		c.	Attach <i>Emergency Assistance Application for Child Welfare Services (F063-25-367)</i> to <i>Application For Petition (Dependent Child) (F063-28-43)</i> and forward to Court Services–Clerical.
EA Project Unit	2.		Process received EA applications as detailed in preceding Procedure section.

Required Actions— VFS/VP		The following actions will be completed when a child has been determined at risk but left in the home under VFS or placed out-of-home under VP.	
<u>Staff Responsible</u>	<u>Step</u>	<u>Required Action</u>	
ER/CAST/DR SSW	1.		Sign VFS or VP Case Plan with parent. Make copy of signed Case Plan.
	2.	a.	Inform parent of <i>Emergency Assistance Application for Child Welfare Services (F063-25-367)</i> and purpose.
		b.	Assist parent in completing application, <i>Emergency Assistance Application for Child Welfare Services (F063-25-367)</i> , per above policy.
			Note: Add date child determined to be at risk (date of case plan signatures) and "Crisis Resolution" to Question 6/comments line.
	3.	a.	Attach completed <i>Emergency Assistance Application for Child Welfare Services (F063-25-</i>

367) to copy of VFS or VP Case Plan. Forward to Court Services–Clerical on same date.

- b. Follow up on obtaining child's SSN from parent, if needed.

**ER/CAST/DR
SSSS**

- 4. Make appropriate entries in electronic case:
 - a. Approve the Case Plan.
 - b. Promote referral to case.
 - c. Change service component to FM (effective date should be the same as case plan approval date) per [CWS/CMS Data Entry Standards—Case Service Component Instructions](#).
 - d. Transfer case to Family Maintenance Collaborative Services (FMCS).

**Court Services–
Clerical**

- 5.
 - a. List *Emergency Assistance Application for Child Welfare Services (F063-25-367)* on *Emergency Assistance Log (F063-28-256)* same date.
 - b. Place *Emergency Assistance Application for Child Welfare Services (F063-25-367)* and VFS or VP Case Plan on *Emergency Assistance Acco (F063-28-247)*.
 - c. Batch all applications received at end of workday and send with log to EA Project Unit.

EA Project Unit

- 6.
 - a. Process EA applications using Step 7.a. of Procedure section above for child determined at risk.
 - b. List on EA Project Unit Internal Log; forward to ET.

ET

- 7.
 - a. Determine and document eligibility on lower portion of application form.
 - b. Distribute as directed on form, sending NOA with parents' copy and original to the EA Project Unit.
 - c. Enter data into ACE and EA Folder Tracking System.

EA Project Unit

8. a. Enter EA eligibility data for each child per [CWS/CMS Data Entry Standards—Emergency Assistance Application](#).

Note: Date entered into CWS/CMS Document tracking page should be the date that the parent/relative or SSW signed the application.

- b. Forward *Emergency Assistance Acco (F063-28-247)* with original, completed application and signed Case Plan to assigned SSW's IPT.

IPT

9. File *Emergency Assistance Acco (F063-28-247)* with associated documentation in child's service file.