



22. Immediate Need/Expedited Service Procedures

22.1 Immediate Need/Expedited Service Procedures

22.1.1 IN/ES Application

Use this chart to determine if the client is applying for a CalWORKs Immediate Need (IN) or CalFresh Expedited Service (ES).

PROGRAM	FORMS	WHAT TO LOOK FOR:
CalWORKs (IN)	"Initial Application for Cal-Fresh, Cash Aid, and/or Medi-Cal/Health Care Programs" (SAWS 1)	Questions with Shopping Cart  or Money Symbol (\$) marked in any area.
	"Application for CalFresh, Cash Aid, and/or Medi-Cal/State CMSP" (SAWS 2 Plus)	The applicant has answered "Yes" to any of the following questions on page 1 of 18: <ul style="list-style-type: none"> • "Are you homeless?" • "Do you have an eviction notice or a notice to pay rent or quit?" • "Have your utilities been shut off or do you have a shut-off notice?" • "Will your food run out in 3 days or less?" • "Do you need help with transportation to get food, clothing, medical care or other emergency item(s)?" • "Do you need essential clothing, such as diapers or clothing needed for cold weather?"
	"Immediate Need Payment Request" (CW 4)	The applicant has answered "Yes" to any questions from #1-7.

PROGRAM	FORMS	WHAT TO LOOK FOR:
CalFresh (ES)	“Initial Application for Cal-Fresh, Cash Aid, and/or Medi-Cal/Health Care Programs” (SAWS 1)	Questions with Shopping Cart  or Money Symbol (\$) marked in any area.
	SAWS 2 Plus (If applying for CalWORKs also)	The applicant has answered “Yes” to any of the following questions on page 1 of 18: <ul style="list-style-type: none"> • “Are you homeless?” • “Is your household’s gross income less than \$150 and cash on hand, checking and savings accounts \$100 or less?” • Is your household’s combined gross income and liquid resources less than the combined rent/mortgage and utilities?” • Is your household a migrant/seasonal farm worker household with liquid resources not exceeding \$100?”
	“Application for CalFresh Benefits” (CF-285)	The applicant has answered “Yes” to any of the following questions on page 1 of 10: <ul style="list-style-type: none"> • “Are you homeless?” • “Is your household’s gross income less than \$150 and cash on hand, checking and savings accounts \$100 or less?” • Is your household’s combined gross income and liquid resources less than the combined rent/mortgage and utilities?” • Is your household a migrant/seasonal farm worker household with liquid resources not exceeding \$100 and either your income stopped or you will not get more than \$25 in the next 10 days?”

22.2 IN/ES Application Scheduling Procedures

The IN/ES timelines must be met by following one of the following procedures.

22.2.1 Triage EW

In offices which use Eligibility Workers for triage, the following procedure must be followed:

STEP	WHO	ACTION
1.	CST	<ul style="list-style-type: none"> • Determine if the applicant is applying for a CalWORKs IN or CalFresh ES, using the chart in Section 29.1.1. • If the applicant is applying for IN/ES, immediately refer the application to a Triage EW.

STEP	WHO	ACTION	
2.	Triage EW	<ul style="list-style-type: none"> • Reviews the application • Gathers additional information from the applicant • Makes an IN/ES determination 	
		If the Client...	Then...
		Qualifies for IN/ES	<ul style="list-style-type: none"> • Stamps IN/ES approval on SCD 41 • Instructs applicant to remain in the lobby and wait for a “Return Appointment” letter from the scheduling clerks • Gives the application forms to the CST to schedule a IN/ES appointment.
		Does Not qualify for IN/ES	<ul style="list-style-type: none"> • Stamps IN/ES denial on SCD 41, • Provides client with a hand issued denial NOA • Instructs applicant to remain in the lobby and wait for a “Return Appointment” letter from the scheduling clerks • Gives the application forms to the CST to schedule a regular appointment.
3.	CST	Receives application forms back from the Triage EW:	
		If IN/ES is...	Then...
		Approved,	<ul style="list-style-type: none"> • Schedule an IN/ES return appointment with an intake EW no later than one working day following the date of the IN/ES request • Provide the “Return Appointment” letter to the client • App Reg application
		Denied,	<ul style="list-style-type: none"> • Schedules regular return appointment with intake EW in CalWIN • Provide the “Return Appointment” letter to the applicant • App Reg application • Compiles IN Denial list and forwards to designated EWS for assignment. EW denies IN in CalWIN the same day and suppresses CalWIN NOA because a hand NOA has already been given to the client by Triage.

