Update 2015-19: Common Place
Immediate Need Procedures

Background
A determination of eligibility for a CalWORKs Immediate Need (IN) must be made no later than the next working day following the receipt of the request. As a county, we are mandated to meet this time frame. With our existing procedures, IN approvals and denials are not always entered in CalWIN within the required time frame. This makes it appear that IN applications are not processed within the required time frame.

Changes
All applications for CalWORKs IN’s will be registered in CalWIN by designated clerical staff and assigned to an Eligibility Worker (EW) within 24 hours.

The EW is responsible for ensuring an Immediate Need (IN) Notice of Action (NOA) has been provided to the client and a determination entered in CalWIN no later than one working day following the date of the IN request.

Standby
The section titled “Standby” has been removed from the handbook as this is not a process utilized by intake district offices any longer.

Implementation
This change is effective upon receipt of this Update.

Other Programs
The changes in this Update apply only to CalWORKs Immediate Needs procedures.

There are no changes to current CalFresh Expedited Services procedures.
See “Changes” section above.

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