

## Topics in this issue

**Policies and Procedures:** Provide assistance in a timely manner; On-site full monitoring visits; and eHEAT enhancements are deployed

**Notices:** None

## Policies & Procedures

### Provide assistance in a timely manner

LIHEAP statute requires states to agree to sixteen (16) assurances. Assurance 5 says to “provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size,”

The *Minnesota FFY2016 EAP Policy Manual* defines the timely processing of a complete application and procedures to meet requirements as follows:

#### Application Processing Timelines

Applications must be acted upon in a reasonable time as required by the LIHEAP statute. A reasonable time to process a complete application is within 30 days. Due to the large volume of Recertification applications and Pre-Applications at the beginning of the program year, the application processing timeline does not take effect until January 15. After that date applications must be certified and paid within 30 days of receipt of a complete application.

If Service Providers are unable to meet the reasonable time requirement with their existing staffing pattern, additional staff, including temporary workers, and/or extra hours must be implemented to ensure the 30-day timeline is being met.

### On-site full monitoring visits

Commerce EAP Program Performance Auditors (PPAs) will be starting on-site full compliance monitoring visits in December. Service Providers must make the compliance visit a scheduling priority.

### eHEAT enhancements are deployed

Multiple enhancements to eHEAT were deployed November 20, 2015, including the following:

- Request Additional Info Letter with *Verification of Income and Expense* form
- Added and Arranged Fields on Member List Screen to Match Application
- Previous Year Application History Available on ‘Complete’ screen
- Household Address Added to Top of ‘Housing & Heating’ Screen
- Previous Year Application Summary is available
- Fuel type added to Emergency questions section
- Landlord phone number auto-jump to next field
- Vendor Crisis Delivery Info Help Screen linked in eHEAT

## Enhancements Release November 2015

The latest release of eHEAT has several enhancements to a variety of areas including making information available to user while processing applications, Request for Information letter functionality, and some other minor changes. The following explains the enhancements.

### Request Additional Info Letter with *Verification of Income and Expense* form

Users can attach the *Verification of Income and Expense* (VIE) form to the 'Request Additional Information' letter in eHEAT.

- Users **select from a pulldown** to attach the VIE form with the letter.
- This **household information is printed onto the VIE** form automatically:
  - Primary applicant's name
  - EAP household number
  - Household address
  - Three-month income range
- The **three-month income range** is used from the 'Personal Information' screen of the eHEAT application.
  - If the months are blank on the screen, users will need to go to the 'Personal Information' screen and complete the three month income field or this information will be blank on the VIE form.
  - A warning in red text is printed by the field to remind users of this.
- Letter-related **information has been added in the header** of this screen
  - 'Create Date': is the date user enters 'SP entered text' and hits 'Save'
  - 'Letter Request Date': is the date user clicks 'Send Mail' button
  - 'Letter Processed Date': is date the batch ran & letter was sent to print
- The **text on the screen telling users what is printed** on the letter has changed. Users sometimes repeated wording that was auto-printed and the new text is intended to reduce this repetition by clarifying what is auto-printed on the letter.

### What if another 'Request Additional Information' letter needs to be sent to the household?

If a subsequent 'Request Additional Information' letter is needed:

- The user deletes what is in 'SP Entered Text' and adds new text
- Dates in the header change to reflect the new letter's create, request and process dates
- Only the latest letter is saved and can be seen in eHEAT



## Added and Arranged Fields on Member List Screen to Match Application

To help users check household member information from pre-filled applications or for certification checks, the member list has all fields in the same order as they are on the paper application. eHEAT Screen

Household Members List												
	Name	SSN	DOB	Race	Hispanic	Sex	Disabled	Years of School	Veteran	Income	Primary	Active
<input checked="" type="radio"/>	TEA ESTER	800125577	07/26/1999	Asian	Yes	Female	No	12	Yes	Yes	Yes	Yes
<input type="radio"/>	HEN NICK	321654878	12/12/1960	White	NA	Male	No	0	No	No	No	Yes

## The Application

Part 2. Household Information										
LIST ALL HOUSEHOLD MEMBERS, STARTING WITH YOU:										
First Name, M.I. & Last Name	Social Security	Date of Birth MM/DD/YYYY	Race	Hispanic Y/N	Sex M/F	Disability Y/N	Years Of School	Veteran Y/N	Have Income Y/N	

## Previous Year Application History Available on 'Complete' screen

On the bottom of the 'Complete' screen a section was added to display Previous Year Primary Heat Calculation Factors. This was added to assist users to validate information when they are completing the application. For example, the past year's consumption information can help to validate the current consumption information.

Previous Year Primary Heat Calculation Factors											
Created Date	Household Income	Household Size	Consumption Amount	Fuel Type	Housing Type	PHB Amount	Subsidized housing	Heat included in rent	Electricity included in rent	Business in home	Calculation Formula/ Notes
11/01/2015	3000.00	1	0.00	LP	House	970.00	No	No	No	No	Eligibility determined using BU matrix

## Household Address Added to Top of 'Housing & Heating' Screen

To assist with the requirement for account matching, the household address has been added to the top of the 'Housing and Heat' screen. Previously it showed name on account and account number, but not the address, which is part of the requirement.

Personal Information   Housing & Heat( Application - Step 2 of 4)   Complete   Eligibility	
Manage Application --Select--	Go
Name: GOLD,SOLID	Household Number: 483098
Address: 2133 TREE TREE TREE, MN 54547	
Housing	
Type of Housing	House
How long have you lived in your current home?	13 Year(s)
Do you own your home?	<input checked="" type="checkbox"/>

## Previous Year Application Summary is available

When processing an application, it is helpful to access the household's prior year application to validate and verify information for the current year. A 'PY App Summary' button has been added to top of each screen for all four steps of the application. This button will only appear if there was an application from the previous year.

Personal Information ( Application - Step 1 of 4)   Housing & Heat   Complete   Eligibility				Help	Quit
Manage Application	--Select--	Go	None	PY App Summary	Save Save and Next

### Fuel type added to Emergency questions section

The fuel type for Crisis events is needed for LIHEAP performance measures reporting. A dropdown has been added to the Emergency Information section for entering the emergency fuel type.



The screenshot shows a web form titled "Emergency Information". It includes a checkbox "Are you having an energy emergency?" which is checked. Below this are three dropdown menus: "Emergency Type" (set to "Heat Related Disconnect"), "Vendor" (set to "Centerpoint Energy Minnegasco - 1973 (Heat)-12323323"), and "Fuel" (set to "Natural Gas"). The "Fuel" dropdown is circled in red.

### Landlord phone number auto-jump to next field

On the 'Housing & Heat' screen, when the user enters the landlord's area code field it now automatically jumps to the next field for the remainder of the landlord's phone number.

### Vendor Crisis Delivery Info Help Screen linked in eHEAT



To assist energy vendors in entering delivery information in eHEAT, the 'Help' button on the 'Crisis Search' and 'Crisis Delivery Information' screens (within the "Delivery Confirmation Info" tab) opens the new Entering Delivery Information in eHEAT document. This document is also found on the EAP Tools Summary page in the **Vendor Management Forms** section.