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Policies & Procedures

Updated EAP pages on new Department of Commerce website

Updates to the new Department of Commerce website are ongoing and two EAP-related webpages for consumers have had their links changed again. We apologize for any inconvenience this may cause. Please update links to Commerce webpages on your agency's EAP-related webpages.

EAP webpages for consumers

- Energy Assistance Program:** The link for this page changed (from mn.gov/commerce/consumers/your-home/save-energy-money/eap.jsp) to: <http://mn.gov/commerce/consumers/your-home/save-energy-money/low-income-assistance/eap/index.jsp>
- Service Provider List:** The link for this page changed (from mn.gov/commerce/consumers/your-home/save-energy-money/service-provider-list.jsp) to: <http://mn.gov/commerce/consumers/your-home/save-energy-money/low-income-assistance/eap/eap-service-providers.jsp>. The list of EAP Service Providers serving each tribe has been added at the bottom of this page.



Application processing timelines

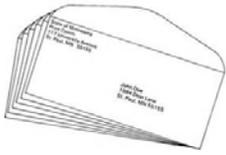
The 30 day application processing timeline will be in effect starting January 15. From the *FFY2016 EAP Policy Manual* (Chapter 4, p. 8)

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.

Application processing delays affect customer satisfaction, increase call volume, and impact energy affordability program eligibility. EAP Service Providers unable to meet time requirements are to contact their Program Performance Auditor and copy eap.mail@state.mn.us and describe processes implemented to meet timelines.

Application mailing delay resolved



EAP staff investigated reported delays in the mailing of applications through the “Request for Application” process in eHEAT. A process change at the central mail house was discovered. A new procedure was found to eliminate the mailing delay.

EAP staff tested the “Request for Application” process by requesting applications on different days of the week. Requested applications in the metro took from 3 to 6 days, depending on whether a weekend was included during the time interval.

The following A Spark was sent to EAP Coordinators on 12/18/2015:



December 18, 2015



eHEAT Enhancements Release December 2015

The latest release of eHEAT has several enhancements that are explained below:

New ‘Save & Send’ & ‘Cancel’ buttons on Request Additional Info Letter screen

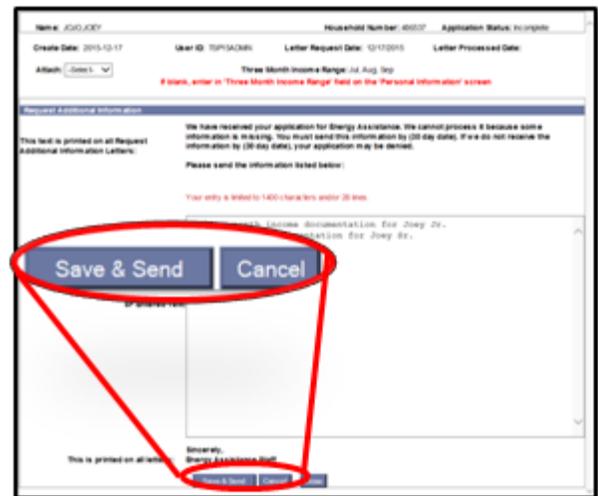
Two changes have been made to the Request Additional Information screen:



‘Save & Send’ button

This button combines the functions of the previous ‘Save Text’ and ‘Send Mail’ buttons.

- After putting text into the ‘SP Entered Text’ field, the user clicks ‘Save & Send.’
- eHEAT sends the letter with the print batch that evening (after 5:00 pm).
- Until eHEAT sends the letter batch, the user can edit the text and click ‘Save & Send’ repeatedly. Only the last version will be sent in the evening’s batch.
- Users will no longer be able to save an unsent letter in eHEAT for several days and then send it later. All letters ‘Saved & Send’ go in the mail that night.
- The ‘Letter Processed Date’ field indicates the date the letter was sent in the batch.



‘Cancel’ button

The ‘Cancel’ button allows the user to cancel the letter before it goes to print that night.

- After clicking ‘Save & Send’ the user can delete the letter by clicking the ‘Cancel’ button.
- Once a letter is sent out in the batch, it cannot be cancelled.

FAX Number Added to All eHEAT Letters

The EAP Service Provider FAX number has been added to all letters coming from eHEAT. Previously only the applications had this number. It has been common for households to FAX letters to the Department of Commerce and they would need to be forwarded to the Service Provider. Adding fax numbers to letters will help households submit information directly to their Service Provider to expedite their benefits.

Prior year ERR event information

Changes to the eHEAT ERR event screens resulted in difficulty viewing some prior year event fields. To view prior year ERR event information:

- On the **ERR Benefits** screen select the 'Search by ERR Event' sublink.
- For the 'Action' dropdown choose 'Export as CSV' and click 'Go' button.
- The export has a field containing the previous year's notes

The screenshot shows the eHEAT ERR Benefits screen. The 'Search by ERR Event' link is circled in red. Below the search criteria, the 'Action' dropdown menu is also circled in red, showing 'Export as CSV' as the selected option. The search results table is as follows:

EventId	Name	Reported Date (m/m/dd/yyyy 24hh:m)	Response Date (m/m/dd/yyyy 24hh:m)
17643	PETE MOSS	08/24/2015 14:52	
17639	GOLD, SOLID	08/12/2015 15:14	08/18/2015 15:15
17641	GOLD, SOLID	08/20/2015 13:41	08/20/2015 13:45

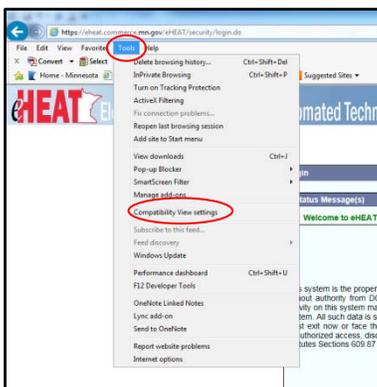
Notices

eHEAT compatibility view issues

Did some of the scrollbars in eHEAT disappear?

According to Microsoft.com:

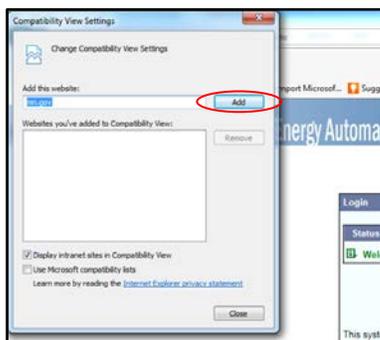
Sometimes, a website you're visiting doesn't look like you expect it to. Images might not appear, menus might be out of place, and text could be jumbled together. These can be caused by a compatibility problem between Internet Explorer and the site you're on. When a site is incompatible with Internet Explorer, you'll see the Compatibility View button in the address bar. By turning on Compatibility View, you can help fix display problems on sites.



When organizations update to Internet Explorer 11, display issues can arise.

Here's how to fix the problem:

1. Go to the eHEAT main page:
<https://eheat.commerce.mn.gov/eHEAT/security/login.do>
2. Click the 'Tools' tab, then click on 'Compatibility View settings'



3. A 'Compatibility View Settings' window will open. Click the 'Add' button.

The following A Spark was sent to EAP Service Providers on January 4, 2016:



January 4, 2016

Commerce EAP staff updates

Jynell Boulka leaves Commerce

Jynell Boulka, EAP energy vendor relations manager, has accepted another job and her last day with Commerce EAP was December 29. Until notified otherwise, energy vendor related questions should be submitted to eap.mail@state.mn.us.

Thank you to all the EAP Coordinators and agency staff for teaching me so much. It has been such a pleasure to work with each of you. I'm amazed at the passion, energy, and determination of you all and it has constantly challenged me to work harder to achieve our joint mission. Wishing you all a wonderful holiday season and truly hoping our paths will continue to cross in the future.

Sincerely, Jynell

Andy Grewell is leaving Commerce

Andy Grewell, EAP Program Performance Auditor, will be leaving Commerce EAP. His last day is Tuesday, January 12, 2016. Until notified otherwise, EAP Service Providers assigned to Andy should contact eap.mail@state.mn.us, as needed to communicate with Commerce staff.

I wanted to let you all know how much I have enjoyed working with the Energy Assistance Program. I will really miss talking, laughing, and learning with you during JADs, site visits, and trainings. It has been very rewarding to work with such a great group of committed individuals.

In the next few weeks I will be starting a new position at DHS, within the Office of Economic Opportunity, and so I will hopefully see some of you from time to time!

Best, Andy

Shamiere Bridgeford returns from leave

Shamiere Bridgeford has returned from leave. EAP Service Providers assigned to Shamiere should direct EAP correspondence to Shamiere and copy eap.mail.

Two Commerce EAP positions are posted

Jynell's and Andy's positions are posted on the Minnesota Management and Budget website. The last date to submit a resume and apply is January 19, 2016. For more information please go to:

<http://mn.gov/mmb/careers/search-for-jobs/index.jsp>

State Prog Admin Senior - 2041

Job Class: State Program Administrator Senior

Working Title: Program Auditor

State Prog Admin Sr - 2052

Job Class: State Program Administrator Senior

Working Title: Energy Vendor Manager