

## Topics in this issue

**Policies and Procedures:** Acceptable income documentation for online bank statement; Emergency Assistance grants/benefits clarification; Cost of Living Adjustments (COLA) calculations for Recertification applications – revision; A16 allocations & financial reporting; and Check for unprocessed refund – Reminder.

**Notices:** None

## Policies & Procedures

### Acceptable income documentation for online bank statement (and other income institutions)

Questions arose regarding printouts of online financial information that looked questionable and did not identify the household and/or the financial institution. A presentation at EACA sought to require the household member's name and the name of the financial institution. Commerce EAP will not be implementing this as a requirement.

As was pointed out by Service Providers at EACA, documents sent by households often do not include the household and/or financial institution name. Households send printouts that may be one of five pages or they send transaction histories, statement summaries, or some other transaction list other than the monthly financial statement. Although most financial institutions offer eStatements with account holder and institutions names, providing the correct eStatement may not be possible or may be difficult for households to locate and print. Households are sending the information showing their income. Requiring the actual online printout of the monthly financial statement may result in households not sending the requested information and being denied due to incomplete information.

Commerce EAP staff agreed to reexamine the above issues and believes current policy and procedure in the *EAP Policy Manual, Chapter 5 – Program Eligibility Requirements, p. 22* addresses the above concerns as follows:

- *Transaction statements showing the benefit deposit transaction generally lack personally identifiable information such as names or Social Security Numbers. Households may provide such statements as proof of unearned income. The Service Provider should verify with the household which member the income is for and accept as provided.*

Additionally:

- If the household identifies the household member with their submitted printout, the Service Provider does not need to contact the household regarding which household member.
- If a printout from a household looks questionable, ask for additional proof of income.

### Emergency Assistance grants/benefits clarification

Emergency assistance received during the three-month eligibility period is not counted as EAP income. Excluded emergency assistance includes, but is not limited to:

- Emergency assistance from a government program
- HeatShare
- Local ROFW

## Cost of Living Adjustments (COLA) calculations for Recertification applications – revision

to the article published in *The Energizer No. 4* on November 5, 2015.

The following procedures apply only to Recertification applications:

- If the COLA is the only income change, don't recalculate the income amount (i.e., use last year's income in eHEAT).
- If there are other changes to income beside the COLA, re-calculate the income using all of the new income documentation (including calculating the COLA).

## A16 allocations & financial reporting

Reminder: Service Providers must enter their budgeted amounts for Responsive ESS and Outreach in eHEAT prior to submitting FSRs for FFY2016.

Fund	Amount
Primary Heat	
Crisis	160000.00
ERR	115123.00
Admin	200987.00
A16 Outreach & Responsive	12700.00
Outreach	5000.00
Responsive ESS	7700.00
Total:	12700.00
A16 Proactive ESS	20796.00

## Check for unprocessed refunds – reminder

EAP Service Providers have until December 15 to redistribute FFY15 EAP benefit refunds to households' new energy vendors. Please refer to *The EAP Policy Manual, Chapter 10 – Benefit Payments and Refunds*, p. 8, 9. After December 15, unprocessed FFY15 refunds will be deobligated.