



Crisis Eligibility Decision Chart

This decision chart helps determine if a household is eligible to receive a Crisis benefit.

Step	Question	Yes or No	Action
1.	Did the household request assistance with an energy emergency?	Yes	Go to Step 2
		No	Do not provide a Crisis benefit
2.	Is the household eligible for Primary Heat?	Yes	Go to Step 3
		No	Do not provide a Crisis benefit
3.	Has the household had four Crisis events?	Yes	Do not provide a Crisis benefit
		No	Go to Step 4
4.	Does the household have at least one member age 60 or older and an inability to pay their past due and/or current energy bill?	Yes	Go to Step 7
		No	Go to Step 5A for connected or Step 5B for delivered fuel
5.	5A. For connected fuel households, have they: <ul style="list-style-type: none"> ▪ Been shut-off or have an active/unresolved notice with a date of a scheduled energy disconnection and ▪ Received Primary Heat payments insufficient to resolve the emergency? 	Yes	Go to Step 6
		No	Do not provide a Crisis benefit
	5B. For delivered fuel households: <ul style="list-style-type: none"> ▪ Does the household have less than 20% of the fuel tank capacity remaining and ▪ Is the available Primary Heat benefit inadequate for a delivery and ▪ Is the household on a cash basis with their delivered fuel energy vendor? 	Yes	Go to Step 6
		No	Do not provide a Crisis benefit
6.	Does the household have a redundant heating system with fuel?	Yes	Do not provide a Crisis benefit
		No	Go to Step 7
7.	The household is eligible for Crisis	Determine Crisis amount and pay	