

A blue silhouette of the state of Minnesota, positioned to the left of the text.

MINNESOTA DEPARTMENT OF
COMMERCE



Energy Assistance Program

FFY2016 EAP Annual Training

Crisis

Crisis

Shamiere Bridgeford

Crisis – Chapter 7

Topics

- Paying Arrearages with Crisis
- Crisis Payment Timelines
- Crisis eHEAT Tools
- Standard Delivery Amount Clarification

Paying Arrearages with Crisis

Clarification: Allowable Expenditures for Crisis

- Arrearage and/or current bill
- Delivered fuels or emergency bill
- Energy-related fees (e.g. pressure tests, leak seek, line bleeding, tank setting/locking etc.)
- Removal of load limiters

NOTE: Paying arrearages and/or the current bill is a fundamental part of processing Crisis benefits. When the above allowable expenditures apply to the HH situation, inclusion in the Crisis benefit calculation is **REQUIRED**.

Paying Arrearages with Crisis

Examples of Paying Arrearages with Crisis Benefit

- Available crisis benefit after paying arrearage is adequate for delivery.
- If remaining crisis benefit is inadequate for delivery, it can be combined with household funds or other resources that will result in a delivery.
- When these resources have been obtained, the Crisis payment can be made.

Crisis Payment Timeliness

Crisis Payment Timeliness - Change

Background

- Variances in interpretation of “timely” payments
- Lack of clear expectations in the policy manual
- LIHEAP Statute

Expectation

- Ensure HH emergencies are addressed timely
- Ensure additional HH risks are avoided (e.g. fees, interest, shutoff)

Crisis Payment Timeliness

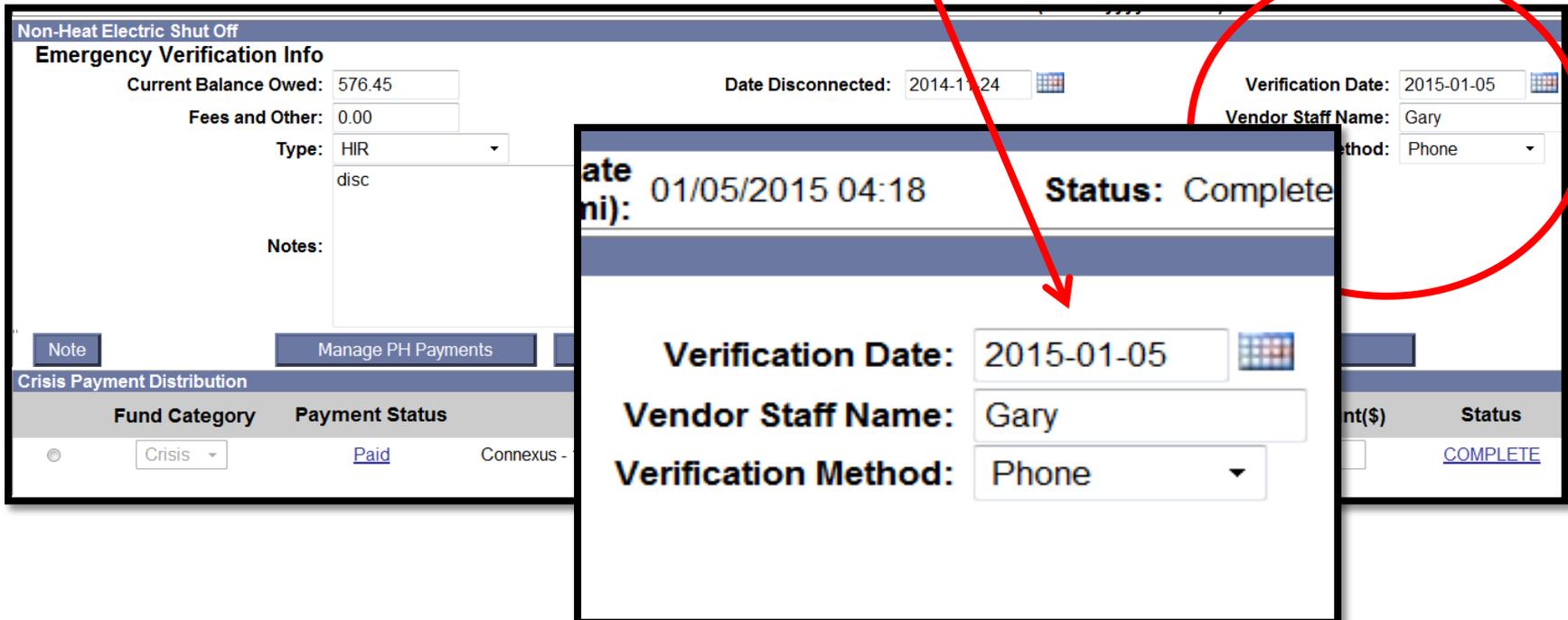
How do we accomplish?

- Clear, auditable standards to assure compliance to LIHEAP
- Only way with current eHEAT environment is by payment activity

Crisis Payment Timeliness

Expectations – payable within 7 calendar days

- Connected Utilities:
 - Within 7 days from the date of verification of Crisis information



Non-Heat Electric Shut Off

Emergency Verification Info

Current Balance Owed: 576.45
Fees and Other: 0.00
Type: HIR
Date Disconnected: 2014-11-24
Verification Date: 2015-01-05
Vendor Staff Name: Gary
Verification Method: Phone

Date: 01/05/2015 04:18 Status: Complete

Verification Date: 2015-01-05
Vendor Staff Name: Gary
Verification Method: Phone

Crisis Payment Distribution

Fund Category	Payment Status
Crisis	Paid

Connexus - COMPLETE

Crisis Payment Timeliness

Expectations – **payable within 7 calendar days**

- Delivered Fuels – Pre-delivery payment:
 - Within 7 days from the date of verification of Crisis information

Less than 20% in fuel tank and RTD

Emergency Verification Info	Reasonability Check (optional)	Delivery Confirmation Info
Standard Delivery Amt: 500.00	Price Per Gallon: 2.19	% of fuel in tank prior to delivery: 10
Past Due(+) or Credit(-): -337.27	PH Amount used in benefit calc: 0.00	Delivery Date: 2015-01-05
Fees not included in past due amount: 0.00	Refusal To Deliver: Yes	Gallons Delivered: 219.00
Price Per Gallon: 2.19	Verification Date: 2015-01-02	Price Per Gallon: 2.20
PH Amount used in benefit calc: 0.00	Vendor Staff Name: Carol	Actual Fees and Other Charges: 17.48
Refusal To Deliver: Yes	Verification Method: Phone	Total: 499.28
Verification Date: 2015-01-02	Notes: Although hh has an EA 200 gal. Will use rema	Confirmation Info Status: Accepted
Vendor Staff Name: Carol		User ID: V1420LS
Verification Method: Phone		Info Date: 2015-01-06

Crisis Payment Timeliness

Expectations – **payable within 7 days**

- Delivered Fuels – Post-delivery payment:
 - Within 7 days from the date of **accepted post-delivery confirmation information in eHEAT** or receipt of **post-delivery information in other formats**

Less than 20% in fuel tank and RTD

Emergency Verification Info	Reasonability Check	Total: 499.28
Standard Delivery Amt: 500.00	Last D	Confirmation Info Status: Accepted
Past Due(+) or Credit(-): -337.27	Gallon	User ID: V1420LS
Fees not included in past due amount: 0.00		Info Date: 2015-01-06
Price Per Gallon: 2.19		
PH Amount used in benefit calc: 0.00		
Refusal To Deliver: Yes		
Verification Date: 2015-01-02		
Vendor Staff Name: Carol		
Verification Method: Phone		

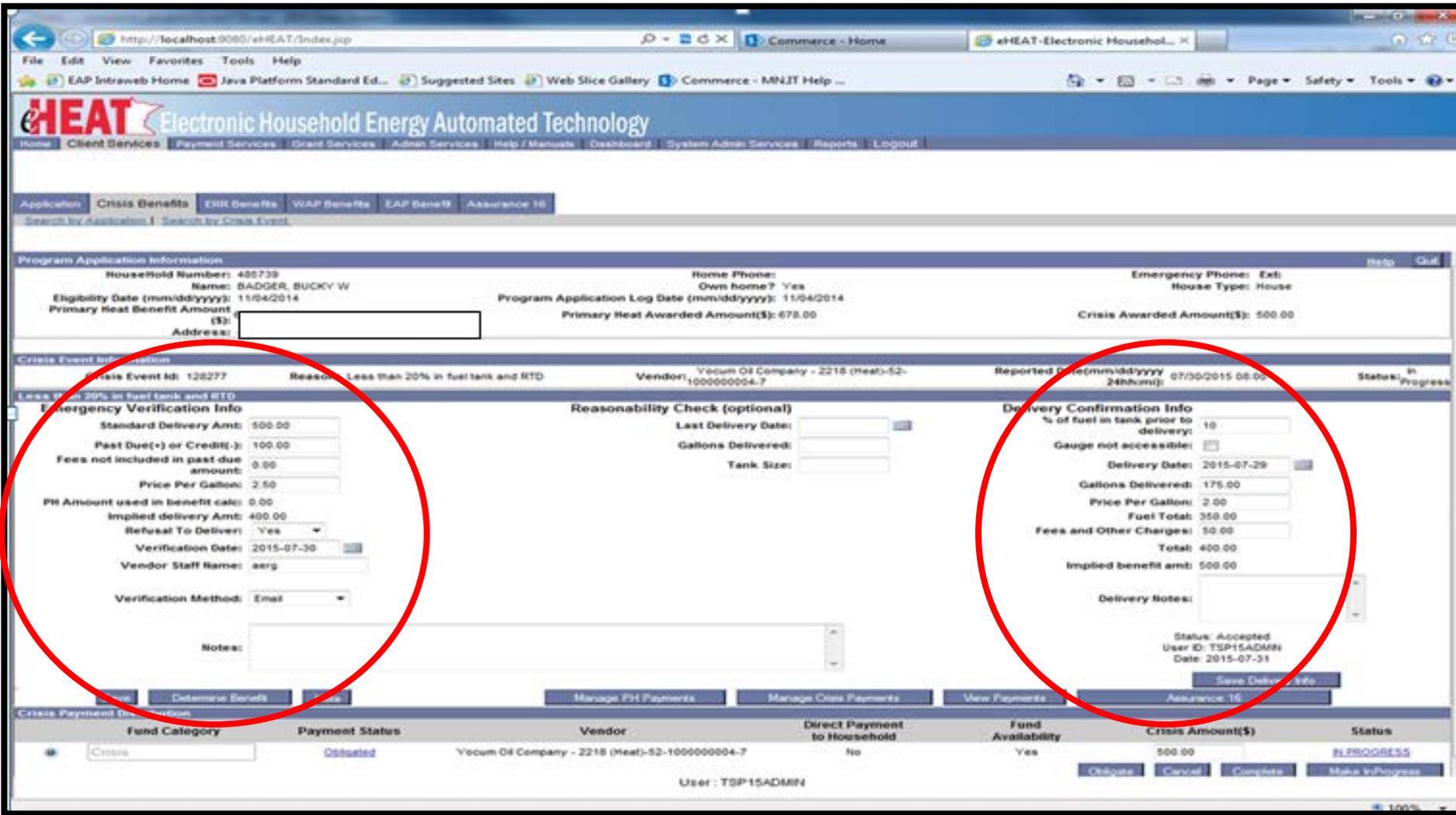
Confirmation Info Status: Accepted
User ID: V1420LS
Info Date: 2015-01-06

Crisis eHEAT Tools & SDA

Shamiere Bridgeford

Crisis eHEAT New Tools

'Less than 20% in fuel tank & RTD' screen



The screenshot displays the eHEAT web application interface. The browser address bar shows the URL `http://localhost:9080/eHEAT/index.jsp`. The page title is "eHEAT Electronic Household Energy Automated Technology". The navigation menu includes "Home", "Client Services", "Payment Services", "Grant Services", "Admin Services", "Help / Manuals", "Dashboard", "System Admin Services", "Reports", and "Logout".

The main content area is divided into several sections:

- Program Application Information:** Displays household details for "BADGER, BUCKY W". Fields include Household Number (488739), Name (BADGER, BUCKY W), Eligibility Date (11/04/2014), Program Application Log Date (11/04/2014), Primary Heat Benefit Amount, Primary Heat Awarded Amount (\$: 678.00), Home Phone, Own home? (Yes), Emergency Phone, Ext, House Type (House), and Crisis Awarded Amount (\$: 500.00).
- Crisis Event Information:** Shows Crisis Event Id (128277), Reason (Less than 20% in fuel tank and RTD), Vendor (Yocum Oil Company - 2218 (Heat)-52-1000000004.7), Reported Date (07/30/2015 08:00:24hmm), and Status (In Progress).
- Emergency Verification Info:** Includes Standard Delivery Amt (500.00), Past Due (+) or Credit (-) (100.00), Fees not included in past due amount (0.00), Price Per Gallon (2.50), PH Amount used in benefit calc (0.00), Implied delivery Amt (400.00), Refusal To Deliver (Yes), Verification Date (2015-07-30), Vendor Staff Name (sarg), and Verification Method (Email).
- Reasonability Check (optional):** Fields for Last Delivery Date, Gallons Delivered, and Tank Size.
- Delivery Confirmation Info:** Includes % of fuel in tank prior to delivery (10), Gauge not accessible (checkbox), Delivery Date (2015-07-29), Gallons Delivered (175.00), Price Per Gallon (2.00), Fuel Total (350.00), Fees and Other Charges (50.00), Total (400.00), Implied benefit amt (500.00), and Delivery Notes.

At the bottom, there is a "Crisis Payment Information" table and a "Crisis Payment Detail" table.

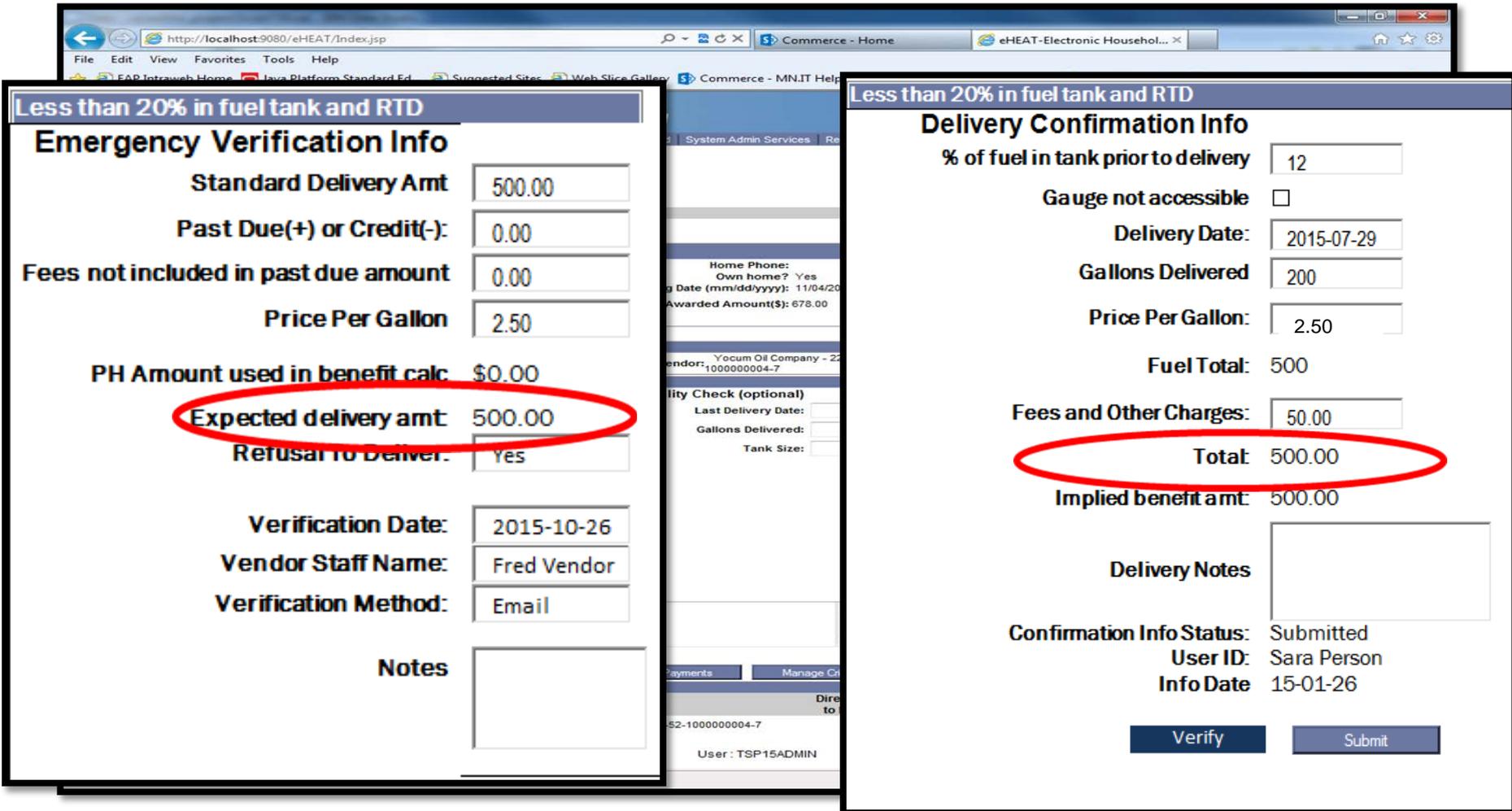
Fund Category	Payment Status	Vendor	Direct Payment to Household	Fund Availability	Crisis Amount(\$)	Status
Crisis	Obsolete	Yocum Oil Company - 2218 (Heat)-52-1000000004.7	No	Yes	500.00	In Progress

User: TSP15ADMIN

Crisis eHEAT New Tools

eHEAT Less than 20% in fuel tank & RTD screen

No Primary Heat in calculation



Less than 20% in fuel tank and RTD

Emergency Verification Info

Standard Delivery Amt	500.00
Past Due(+) or Credit(-):	0.00
Fees not included in past due amount	0.00
Price Per Gallon	2.50
PH Amount used in benefit calc	\$0.00
Expected delivery amt:	500.00
Reruse to Deliver:	Yes
Verification Date:	2015-10-26
Vendor Staff Name:	Fred Vendor
Verification Method:	Email
Notes	

Less than 20% in fuel tank and RTD

Delivery Confirmation Info

% of fuel in tank prior to delivery	12
Gauge not accessible	<input type="checkbox"/>
Delivery Date:	2015-07-29
Gallons Delivered	200
Price Per Gallon:	2.50
Fuel Total:	500
Fees and Other Charges:	50.00
Total:	500.00
Implied benefit amt:	500.00
Delivery Notes	
Confirmation Info Status:	Submitted
User ID:	Sara Person
Info Date:	15-01-26

Verify Submit

Crisis eHEAT New Tools

eHEAT Less than 20% in fuel tank & RTD screen

With Past Due

Less than 20% in fuel tank and RTD

Emergency Verification Info

Standard Delivery Amt	500.00
Past Due(+) or Credit(-):	50.00
Fees not included in past due amount	0.00
Price Per Gallon	2.50
PH Amount used in benefit calc	\$0.00
Expected delivery amt:	450.00
Refusal To Deliver:	yes
Verification Date:	2015-10-26
Vendor Staff Name:	Fred Vendor
Verification Method:	Email
Notes	

Less than 20% in fuel tank and RTD

Delivery Confirmation Info

% of fuel in tank prior to delivery	12
Gauge not accessible	<input type="checkbox"/>
Delivery Date:	2015-07-29
Gallons Delivered	450
Price Per Gallon:	1.00
Fuel Total:	450
Fees and Other Charges:	0.00
Total:	450.00
Implied benefit amt:	500.00
Delivery Notes	
Confirmation Info Status:	Submitted
User ID:	Sara Person
Info Date	15-01-26

Verify Submit

Crisis eHEAT New Tools

Example: Expected Delivery Amount & Total (actual delivery)

Fields Agree

Less than 20% in fuel tank and RTD

Emergency Verification Info

Standard Delivery Amt: 500.00

Past Due(+) or Credit(-): 100.00

Fees not included in past due amount: 0.00

Price Per Gallon: 2.50

PH Amount used in benefit calc: \$0.00

Expected delivery amt: 400.00

Refusal To Deliver: Yes

Verification Date: 2015-10-26

Less than 20% in fuel tank and RTD

Delivery Confirmation Info

% of fuel in tank prior to delivery: 12

Gauge not accessible:

Delivery Date: 2015-07-29

Gallons Delivered: 160

Price Per Gallon: 2.50

Fuel Total: 350

Fees and Other Charges: 0.00

Total: 400.00

Implied benefit amt: 500.00

Save Delivery Info

Assurance 16

Vendor	Direct Payment to Household	Fund Availability	Crisis Amount(\$)	Status
Company - 2218 (Heat)-52-1000000004-7	No	Yes	500.00	IN PROGRESS

User: TSP15ADMIN

Obligate Cancel Complete Make InProgress

Crisis eHEAT New Tools

Example: Expected Delivery Amount and Total (actual delivery) Fields Do Not Agree

The screenshot displays the eHEAT web application interface. It is divided into several sections:

- Emergency Verification Info:** A form with fields for Standard Delivery Amt (500.00), Past Due(+) or Credit(-) (100.00), Fees not included in past due amount (0.00), Price Per Gallon (2.50), PH Amount used in benefit calc (\$0.00), Expected delivery amt (400.00, circled in red), Refusal to Deliver (Yes), Verification Date (2015-10-26), and Vendor Staff Name.
- Delivery Confirmation Info:** A form with fields for % of fuel in tank prior to delivery (12), Gauge not accessible (checkbox, with a red arrow pointing to it), Delivery Date (2015-07-29), Gallons Delivered (130), Price Per Gallon (2.50), Fuel Total (350, with a red arrow pointing to it), Fees and Other Charges (0.00), Total (325.00, circled in red), and Implied benefit amt (425.00, circled in green).
- Table:** A table with columns for Vendor, Direct Payment to Household, Fund Availability, Crisis Amount(\$), and Status. The first row shows a vendor with a crisis amount of 500.00 (circled in green) and a status of IN PROGRESS. Below the table are buttons for Onsite, Cancel, Complete, and Make InProgress.

At the bottom of the page, the user is identified as TSP15ADMIN and the browser zoom is set to 100%.

Crisis eHEAT Screen Updates

eHEAT Crisis Post-Delivery Information Screen

Application

[Vendor Application Search](#) | [Consumption Request Download](#) | [Consumption Data Upload](#) | [Maintain Multiple Consumption](#) | [Delivery Confirmation Info](#) | [Recert Consumption Request Download](#)

Program Application Information Help Qu

HouseHold Number: 486318 Ext:
 Name: STELLA, FRANK Own home? Yes
 Eligibility Date (mm/dd/yyyy): 07/31/2015 Program Application Log Date (mm/dd/yyyy): 08/08/2014
 Address: 123 MAIN STREET, NOKA MN 55415 House Type: House

Crisis Event Information For Vendor Test

Crisis Event Id	* % of fuel in tank prior to delivery	Gauge Not Accessible	* Gallons Delivered	* Price Per Gallon	Fees and Other Charges	Total	* Delivery Date (yyyy-mm-dd)	Notes	Delivery Info Status
128280	10	<input type="checkbox"/>	400.000	2.000		800.00	2015-07-31		Requested

Changes (Fields also are on the “Delivery Confirmation Info” on Crisis screen)

- “Gauge Not Accessible” – New field allows vendor to check it when gauge is not accessible. If % of fuel in tank field is empty, this box tells you if there is an reason or vendor oversight
- “Total” – eHEAT calculated. Helps vendor check if info is correct
- “Notes” – Vendor & SP inputs to exchange communication

Crisis eHEAT Screen Updates

eHEAT Crisis Post-Delivery Information Screen

‘Verify’ Button

- Only appears after vendor submits delivery info
- An option to request a vendor to update delivery info without a phone call
- When SP clicks ‘Verify’ button the status changes back to “Requested”

Less than 20% in fuel tank and RTD

Delivery Confirmation Info

% of fuel in tank prior to delivery:

Gauge not accessible:

Delivery Date:

Gallons Delivered:

Price Per Gallon:

Fuel Total: 350

Fees and Other Charges:

Total: 325.00

Implied benefit amt: 425.00

Delivery Notes:

Confirmation Info Status: Submitted
User ID: Sara Person
Info Date: 15-01-26



Standard Delivery Amount (SDA)

Standard Delivery Amount (SDA)

Clarification

During FFY15, clarifying guidance about Standard Delivery Amount was issued in an *Energizer*. The following slides are a review of the guidance with the current FFY16 screen.

There have been no changes in policy.

Reasons for Adjusting SDA Down

Clarification: Adjusting SDA down

The default \$500 SDA should always be used for determining the Crisis benefit.

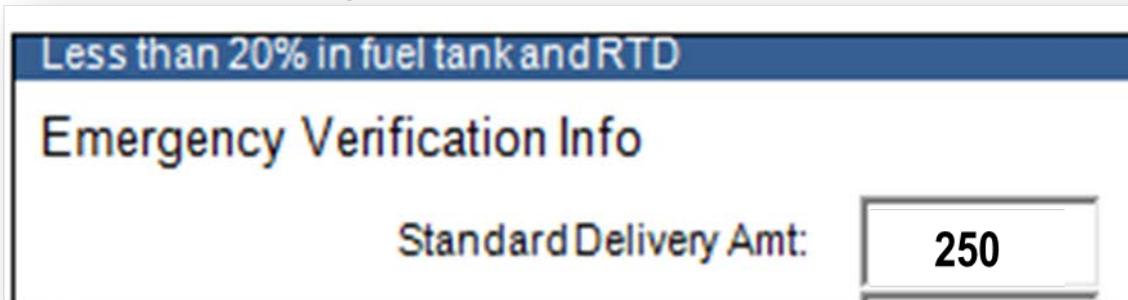
Exception reasons for adjusting the SDA down are when:

- Household requests less than their eligible crisis benefit
- Expected fuel delivery does not fit in the tank
- Crisis benefit is only paying the account arrearage because there are not enough resources (Crisis benefit and HH resources) to get a fuel delivery

SDA Adjusted Down per HH Request

Example: HH wants to split eligible Crisis benefit of \$500 equally between two energy vendors (NOTE: this decrease will allow for a fuel delivery)

- Adjust the SDA from the default \$500 to the revised amount of \$250

A screenshot of a software interface. At the top, a blue header bar contains the text "Less than 20% in fuel tank and RTD". Below this, the text "Emergency Verification Info" is displayed. At the bottom, the label "Standard Delivery Amt:" is followed by a text input field containing the number "250".

Less than 20% in fuel tank and RTD	
Emergency Verification Info	
Standard Delivery Amt:	250

OR

- Process other emergency first and use the remaining benefit for the Delivered Fuel vendor

SDA Adjusted Down per HH Request

Example

- PHB: \$0
- HH wants to split eligible Crisis benefit of \$500 equally between two energy vendors (NOTE: this decrease will allow for a fuel delivery)
- Crisis benefit needed: \$250

If the SDA is decreased to \$250, the calculated Crisis benefit is \$250. A remaining Crisis benefit of \$250 can be used towards electric.

Crisis Event Information

Crisis Event Id: 128277 Reason: Less than 20% in fuel tank and RTD

Emergency Verification Info

Standard Delivery Amt: 500.00

Past Due(+) or Credit(-): 100.00

Fees not included in past due amount: 0.00

Price Per Gallon: 2.50

PH Amount used in benefit calc: 0.00

Expected delivery Amt: 250.00

Refusal To Deliver: Yes

Verification Date: 2015-07-30

Vendor Staff Name: aerg

Verification Method: Email

Notes:

Fund Availability	Crisis Amount(\$)	Status
Yes	250.00	IN PROGRESS
<input type="button" value="Obligate"/> <input type="button" value="Cancel"/> <input type="button" value="Complete"/> <input type="button" value="Make InProgress"/>		

Company - 2218 (Heat)-52-1000000004-7 No

User: TSP15ADMIN

Reason for Adjusting SDA Up

Clarification: Adjusting SDA up

The default \$500 SDA should always be used for determining the Crisis benefit.

The only exception reason for adjusting the SDA up is when:

- The energy vendor's minimum delivery is larger than the default SDA of \$500 and PH is being used as part of the Crisis benefit calculation (the situation is unlikely when fuel costs are normal to low)

NOTE: SPs must ensure that the calculation will not create a credit on the household's energy vendor account.

SDA Adjusted Up to Enable Delivery

Crisis Event Information

Crisis Event Id: 128277 Reason: Less than 20% in fuel tank and RTD

Emergency Verification Info

Standard Delivery Amt: 500.00

Past Due(+) or Credit(-): 100.00

Fees not included in past due amount: 0.00

Price Per Gallon: 2.50

PH Amount used in benefit calc: 0.00

Expected delivery Amt: 650.00

Refusal To Deliver: Yes

Verification Date: 2015-07-30

Vendor Staff Name: aerg

Verification Method: Email

Notes:

Example

- PHB: \$450
- Vendor's minimum required to enable a fuel delivery to HH: \$650
- Crisis benefit needed: \$200

If the SDA is changed to \$650, the calculated Crisis benefit is \$200 & enough for a delivery.

\$200 Is Enough

Company	Function Availability	Crisis Amount(\$)	Status
Company - 2218 (Heat)-52-1000000004-7	No	200.00	IN PROGRESS

User: TSP15ADMIN

Buttons: Obligate, Cancel, Complete, Make InProgress

SDA Insufficient to Enable Delivery

Crisis Event Information

Crisis Event Id: 128277 Reason: Less than 20% in fuel tank and RTD

Emergency Verification Info

Standard Delivery Amt: 500.00

Past Due(+) or Credit(-): 100.00

Fees not included in past due amount: 0.00

Price Per Gallon: 2.50

PH Amount used in benefit calc: 0.00

Expected delivery Amt: 500.00

Refusal To Deliver: Yes

Verification Date: 2015-07-30

Vendor Staff Name: aerg

Verification Method: Email

Notes:

Example

- PHB: \$450
 - Vendor's minimum required to enable a fuel delivery to HH: \$650
 - No adjustment to default \$500 SDA
- If the \$500 default SDA is not increased, the calculated Crisis benefit is \$50.
- This is not enough for a delivery.

\$50 is Not Enough

Fund Availability	Crisis Amount(\$)	Status
Yes	50.00	IN PROGRESS

Company - 2218 (Heat)-52-1000000004-7 No

User: TSP15ADMIN

Buttons: Obligate, Cancel, Complete, Make InProgress

Standard Delivery Amount (SDA)

Clarification: Adjusting SDA post-delivery

When the Crisis payment is made post-delivery, the SDA may need to be modified to match the actual fuel delivery.

- Original crisis benefit amount could not fit in tank

Adjusting SDA Down - Factors

Less than 20% in fuel tank and RTD

Emergency Verification Info	
Standard Delivery Amt	500.00
Past Due(+) or Credit(-):	0.00
Fees not included in past due amount	0.00
Price Per Gallon	2.50
PH Amount used in benefit calc	\$400.00
Expected delivery amt:	500.00
Refusal To Deliver:	Yes
Verification Date:	2015-10-26
Vendor Staff Name:	Fred Vendor
Verification Method:	Email
Notes	

When adjusting verification info after a delivery, these factors remain unchanged:

- Primary Heat amount is stored and reused.
- 7 day verification rules do not stop recalculation if Post Delivery Info is 'Accepted'

Adjusting Benefit

Less than 20% in fuel tank and RTD

Emergency Verification Info

Standard Delivery Amt: 450.00

Past Due(+) or Credit(-): 0.00

Fees not included in past due amount: 0.00

Price Per Gallon: 2.50

PH Amount used in benefit calc: \$400.00

Expected delivery amt: 500.00

Refusal To Deliver: Yes

Verification Date: 2015-10-26

Vendor Staff Name: Fred Vendor

Verification Method: Email

Determine Notes

To Adjust Benefit

Expected delivery amount was \$500, but only \$450 fit into the tank

- Make Standard Delivery Amount \$450
- Click 'Determine Benefit'
- A new benefit for \$50 is obligated
- Expected Delivery Amount will recalculate based on the changed inputs.

Crisis Payment Distribution

Fund Category	Payment Status	Vendor	Direct Payment to Household	Fund Availability	Crisis Amount(\$)	Status
Crisis	N/A	Propane Co.	No	Yes	50	OBLIGATED

Terms

Expected Delivery Amount – Expected cost of a delivery based on SDA, PHB in Calc., past due/credits and fees

Implied Benefit Amount – The expected Crisis benefit based on actual delivery costs, SDA, PHB in Calc, past due/credits and fees

Standard Delivery Amount (SDA) – \$500 unless adjusted for a valid exception

Crisis Amount(\$) – Amount of the Crisis benefit for the Crisis Event based on factors when the benefit is determined