Topics in this issue

Policies & Procedures: FFY2018 funding update; Completing delivery confirmation for arrearage-only Crisis events; Aging payments & unprocessed refunds

Notices: None

Policies & Procedures

FFY2018 funding update

Commerce has received the grant award letter confirming Minnesota’s additional $14.7 million in FFY2018 LIHEAP funding. Over the next two weeks, Commerce will finalize the budget based on the additional funds, estimated EAP benefits to households through May 31, EAPWX funding, and estimated Carryover funds to start FFY2019. The finalized budget is needed to determine allocation increases to EAP Service Providers.

Completing delivery confirmation for arrearage-only Crisis events

Commerce clarified arrearage guidelines for delivered fuel emergencies in The Energizer dated 3/20/18. Since then, we have received questions about how to complete the delivery confirmation when only arrearage is paid and there is no delivery.

When a Crisis benefit is made to a delivered fuel vendor, a request for completion of the Delivery Confirmation Info section of the ‘Crisis Event Information’ screen is generated. However, when the Crisis benefit is only for the arrearage, there is no delivery information to confirm.

To satisfy the request status in these instances, Service Providers should enter “0” for the required fields in the Delivery Confirmation Info section, and enter the date you made the arrearage payment in the ‘Delivery Date’ field. In the ‘Notes’ field indicate the Crisis benefit was for the arrearage only and that no fuel was delivered.

Aging payments & unprocessed refunds

A reminder to include aging payments and unprocessed refunds checks as part of self-monitoring, as follows:

Aging Payments

Search in ‘Payment Services’ menu>‘Payment’ tab. Use the searches by Benefit Type, selecting to search by ‘Primary Heat’ and then ‘Crisis’ and for each look at Payment Status of ‘Certifiable’ and then ‘Payable.’ Export
and sort by status dates to analyze aging payments. Determine what to do with the payments and proceed accordingly.

A common issue for payments is not having a vendor assigned to a payment. To process:
- Add the correct vendor to payments without a vendor and then process the payment.
- If the correct vendor is not available in the pull down, the vendor needs to be added to the household’s application in ‘Client Services.’
- To void a payment, it must have a vendor. Add a vendor, then go to ‘Payments’ screen to void the payment.

Unprocessed Refunds
Please process any unprocessed refunds.
- Search in ‘Payments Services’ menu>‘Refund Process’ tab. Search by Refund Status for ‘Un-Processed’
- Use ‘Payment’ button to create a payment when the refund destination is known
- Use ‘De-Obligate’ button when refund destination is unknown