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Policies and Procedures

Today is last day to “Request for Application”

Today, June 29, is the last day applications requested through eHEAT will be mailed to households for the 2016 program year. Starting June 30, requested applications using eHEAT will be stored and these households will receive a FFY2017 application at a later date. Services Providers must use their local versions of the application to provide the FFY2016 application to households requesting applications. Local applications are used if a household needs current year services including A16, WAP only, and if needed for local fuel funds. All households denied “End of Program Year” will be mailed a FFY2017 application with the annual mailing.

Key FFY2016 EAP Dates

Service Providers using in-house mailing processes to request additional information from households must state information **must be received** by July 15. Households no longer have 30 days to send missing documentation for the extended application period.

FFY2016 Applications

- July 1 - Last day to log new applications for EAP benefits
- Applications signed and dated July 1 must use April, May and June income eligibility period
- **Clarification:** July 1 - Last day for households denied “Over Income” to reapply for EAP benefits
- **Clarification:** July 15 - Last day to receive documentation and information for any FFY2016 households previously denied for “Insufficient Information” to have their application processed for EAP benefits
- July 15 - Last day to approve, certify and make an EAP Application payable in eHEAT

Crisis Events

- July 15 - Last day to create a Crisis event and obligate funds in eHEAT
- July 29 – Recommended last day to make Crisis events “Payable”. Required by August 15.

ERR Events and Tasks

- July 15 - Last day to create ERR events, tasks and obligate ERR funds in eHEAT (includes inspection tasks)
- August 15 – Recommended last day to make ERR tasks “Payable”. Required by September 30.

EAP Management

Managing EAP after July 15 includes the core activities of EAP application and payments as well as timely processing of applications for WAP-only and local fuel funds, performing and documenting Assurance 16 services, and updating and maintaining information for the annual application mailing.

Managing refunds and payments simplifies all efforts to close out the fiscal year. Although payment management is routine to managing EAP, emphasis is placed on oversight and local efforts have greatly improved in managing the end of program.

Exception requests

Service Providers must request an exception from the state for circumstances when a household needs to be considered for EAP services after a key end date. Requests are sent to eap.mail@state.mn.us with an explanation describing the situation. An example of a needed exception is a household application postmarked July 1 but logged after July 1.

Please use the Excel file attached to the email transmitting this *The Energizer* for making exception requests. The Excel File has separate spreadsheets for Application, Crisis and ERR exception requests.

EAP FFY2016 program activity

Manage refunds

Search **Payments>Refund Process** for Refund Status: Unprocessed

- Use 'Payment' button to create a payment when the refund destination is known
- Use 'De-Obligate' button when refund destination is unknown

Search in **Payment Services>Payments> Payment Certification/Process**. Use these searches:

- Benefit Type: Primary Heat and Crisis
 - Payment Status: Certifiable, Payable
 - Add the **correct** vendor to payments without a vendor and process the payment
 - If vendor you want is not available in the pull down the vendor needs to be added to the application
 - Payments to be voided must have a vendor. Add a vendor, then go to **Payments** screen to 'Void' the payment

Reminder: A payment with status "Payable" will not be made for one of two reasons:

1. The vendor owes more in refunds. EAP Coordinators are familiar with the problem of the "Wall"; the situation where payable Primary Heat and Crisis payments to a vendor do not exceed the amount the vendor owes for refunds
2. The batch did not run

Please contact ehat.doc@state.mn.us with questions. Include a household number and/or vendor name(s).

Aging EAP FFY2016 program activity

- Search in **Client Services** and process applications with these statuses: "Logged," "Incomplete," "Complete"
- Search in **Reports>EAP>Crisis Benefit Reports** and process Crisis records with the status: "In Progress". Please note:
 - Service Providers can export the list to Excel
 - Service Providers can add vendor info to the export by checking the "Include Vendor Info" checkbox
- Search in **ERR Benefits>Search by ERR Event** and process ERR records with the status: "In Progress"
- Search in **Payment Services>Payments>Non-Central Payments** and process payments with these statuses: "Obligated," "Certifiable," "Payable"
- Enter **Assurance 16** activities in eHEAT
- Update and increase the number of referrals to other programs/agencies/services

Please contact your EAP Program Performance Auditor if you need assistance.

Notices



MN Department of Commerce closed on Monday, July 4

Commerce EAP will be closed Monday in observance of Independence Day, July 4, 2016. Have a safe and happy Fourth of July.

Note: The LIHEAP public hearing is June 30. This is also the last date for public comments on the FFY17 EAP State Plan. Please refer to *The Energizer* No. 26 dated June 1 for more information.