

Topics in this issue

Policies & Procedures:

- Xcel Safe-at-Home Crisis workaround
- eHEAT enhancement: Active User Report
- Active eHEAT user review due January 30
- Employee applications reminder
- Status update slides and Q&A
- EACA meeting slides
- Key dates

Notices:

- EAP in the news

Policies & Procedure

Xcel Safe at Home Crisis workaround

Due to a technical issue, Xcel is currently unable to send disconnect notices to households enrolled in the Safe at Home (SAH) program. This would make them unable to access Crisis, so as a work around, when SAH households request Crisis assistance with Xcel, Service Providers should call Xcel’s SAH group at 1-800-454-0449 and ask to verify if the household meets the disconnect notice/shutoff status for Crisis.

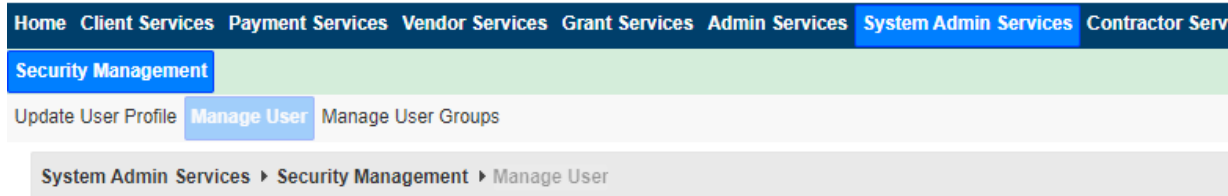
eHEAT enhancement: Active eHEAT users report

Commerce added an “Active User Report,” available to Service Providers in eHEAT. This report shows all of the Service Providers’ active eHEAT users and if they have admin access or not. Service Providers can add this report to an eHEAT user’s list of assigned reports on the ‘User Details’ screen.

Active eHEAT user review due January 30

System access controls are in place to prevent unauthorized or unnecessary access to eHEAT and protect sensitive data. Service Providers must have processes in place to manage eHEAT access, including on and off-boarding processes and regular eHEAT access checks. Commerce is instituting a quarterly Service Provider eHEAT user review to identify and remove any outdated permissions. All Service Providers have until January 30 to review and either approve, change, or remove access for each active user and email your attestation to eap.mail@state.mn.us. Any circumstances requiring user access changes or deactivations in eHEAT should be explained in your attestation email.

- Go to System Admin Services-->Security Management-->Manage User



- Search for active users by your 'Organization Name' and the 'Active' toggle showing 'Yes' then click 'Go'

Active: Yes

- The results show all active users in eHEAT. Service Providers should validate that all users are active staff and that eHEAT access is necessary for their current role. Any users not meeting the criteria should be changed or deactivated and the circumstances recorded.
- Service Providers must send an email to eap.mail@state.mn.us attesting they have reviewed and validated all active eHEAT users. Circumstances requiring user access changes or deactivations in eHEAT must be explained in your attestation email due by January 30, 2024.
- Attestation email example:** "This email confirms the eHEAT active user certification for <SP Agency> was completed on <Date>. All users have eHEAT access necessary for their current roles." List the user and describe the circumstances for all user access changes identified through the certification.

You can use the 'Active User Report' to get a downloaded list of active users.

Employee applications reminder

As a reminder to Service Providers about which applications must be treated as employee applications, here is information from the *FFY24 EAP Policy Manual*:

Applications from Service Provider Employees

Applications from Service Provider employees [or applications from households for whom an EAP employee is a legal guardian or authorized representative on the household's application] must be approved by Commerce before they can be paid or denied. "Employee" is defined as:

- For CAA [Community Action Agencies] and non-profit deliverers: all employees functionally or structurally related to EAP or WAP service delivery and board members of the delivering Service Provider.
- For County and Tribal deliverers: all employees in the same department as EAP and board members of the delivering Service Provider.

The employee must apply at the local Service Provider, providing all necessary household data and income information. Service Provider employees must mail or deliver their application directly to their

local Service Provider; they should not have their employer log and transfer their application to their local Service Provider.

If an EAP employee is a legal guardian or authorized representative on an EAP household's application, that application must be marked and processed as an employee application.

An EAP employee cannot perform any tasks in the processing of their own application or the application of an immediate family member. Service Providers must reduce conflicts of interest for employees by designing local processes to separate program benefit delivery duties. These local processes should separate application handling for:

- Employees.
- Subordinate relationships.
- Family relationships and familial relationships that could be a conflict of interest.
- A family relationship with vendor or contractor personnel or other partners.
- Any other relationship that may be a conflict of interest.

Service Providers may designate a staff person to handle all employee applications. Small Service Providers may need to have another EAP Service Provider process employee applications. Commerce must be informed if this option is chosen. Employee application handling process is monitored by Commerce.

Service Providers must:

1. Enter all application information into eHEAT. The **“Board member or employee?”** box on the Application Information accordion in eHEAT MUST be checked.
2. Make the application complete.
3. Click the “Determine Eligibility” button.
4. Once the employee application is in the “Benefit Determined” status, Service Providers must submit the application for Commerce review and authorization.

Copies of eligible and ineligible employee applications (recertification application, pre-printed, and regular applications), and supporting documents may be sent by **secure email to** eap.mail@state.mn.us.

Status update slides and Q&A

Info from the January 11, 2024 status update meetings with EAP Coordinators is here: [PPT slides](#), [Q&A](#).

EACA meeting slides

Commerce EAP's slides from the January 18, 2024 EACA meeting are [here](#).

Key dates

- February 1 - *FFY24 Proactive Energy Self-Sufficiency Plans* are due
- April 30 – Cold Weather Rule protections end



Notices

EAP in the news

[Money still available through Minnesota home energy assistance program](#), **KFGO**

[Smith promotes energy assistance programs](#), **KYMN Radio**

[Energy Assistance Program accepting applications](#), **KMIT**

[Energy Assistance Program helps eligible Minnesotans afford heat](#), **WDIO.com**

[Bitter Blast Highlights Heating Assistance Help](#), **KNSI**

[Applications open for energy assistance program](#), **Northern News Now**

[Energy Assistance Program Front and Center During First Prolonged Cold Snap](#), **KRWC**

[Applications now open for Energy Assistance Program](#), **KEYC**

[Energy assistance program offers help to lower energy bills](#), **KAAL TV**