

Program:	Weatherization Assistance Program (WAP Guide) Central Heating Improvement Program (CHIP Guide)	MHN #	2020-012
Issued by:	MaineHousing, Energy and Housing Services	Effective Date:	12/14/2020

MaineHousing Notice 2020-012 is being issued to notify CAAs of revisions made to the WAP Guide and CHIP Guide. In particular, new sections have been added to the Guides to provide guidance regarding job processing requirements and the use of system dates when entering jobs in HEAT Enterprise.

1. WAP and CHIP Guide Updates

Reference: WAP Guide (revised 12/14/2020)
CHIP Guide (revised 12/14/2020)

The WAP Guide and CHIP Guide have been revised and are posted to the CAA Portal.

2. Eligible Applications

Reference: WAP Guide, Section 4(A)
CHIP Guide Section 4 (A),

The Guides are revised to clarify that once a job is scheduled in HEAT Enterprise based on an eligible HEAP application, the job can be completed even if the household is found to be ineligible on a subsequent HEAP application. The job's *Assessment Date* in HEAT Enterprise is considered the "initiation of services" date.

3. Deferred Jobs

Reference: WAP Guide, Section 6(J), Deferral of Service

A new subparagraph J(e) has been added to the WAP Guide pertaining to the treatment of deferred jobs in HEAT Enterprise.

4. Processing Jobs in HEAT Enterprise

Reference: WAP Guide, Section 8, Processing WAP Jobs
CHIP Guide Section 8, Processing CHIP Jobs

HEAT Enterprise is the system of record for both WAP and CHIP Jobs. System dates correspond to the various phases of the job's development and tells a story for federal and state monitors. System dates also impact all reporting functionality in HEAT Enterprise.

This notice is to inform all CAAs that MaineHousing has revised the WAP Guide and the CHIP Guide as follows:

- Former references to "initiation of services date" is now considered the *Assessment Date* in HEAT Enterprise.
- Jobs must be scheduled in HEAT Enterprise as soon as possible after the client is contacted and agrees to services or services are deferred. Jobs must be processed in real time using the system dates referenced in new Section 8(B) of the WAP Guide and Section 8(C) of the CHIP Guide. Entering jobs in real time will provide a more accurate picture of the job's timeline and allow for the use of HEAT's management tools, such as number of jobs in the pipeline, etc. When entering jobs, the system may default a date, requiring the user to change the date and enter correct dates.

3. MaineHousing does not consider a job in production until the job is scheduled in HEAT Enterprise.
4. MaineHousing will be looking at these dates when jobs are reviewed
5. The following new sections have been added to the WAP Guide:
 - Section 8(A), System of Record
 - Section 8(B), System Dates
 - Section 8(C), Program Forms
 - Section 8(D), Signatures and Dates
6. The following new sections have been added to the CHIP Guide:
 - Section 8(C), System of Record
 - Section 8(D), System Dates
 - Section 8(E), Program Forms
 - Section 8(F), Signatures and Dates

7. Notice Contact

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