



# Home Energy Assistance Program (HEAP)

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## PY 2024 HEAP Handbook



July 17, 2023

[mainehousing.org](http://mainehousing.org) | 207-626-4600

## PY2024 HEAP Handbook Revisions

Note: Edits are highlighted in Yellow

### Updates made for September 26, 2023 Revision

#### SECTION 12: Income Guidelines/Deductions

Updated B.2.b., corrected Example to reflect 12 **calendar** months.

#### SECTION 17: Completing the Application

Updated Q.2., “Applicants in which at least one Household member receives TANF or SNAP assistance will be considered categorically income eligible for HEAP. Households providing documentation of **being eligible for and** receiving TANF or SNAP assistance **as of** the Application Create Date Non-Online/Application Intake Date”

#### SECTION 21: Income

Updated 3, “Applicants in which at least one Household member receives TANF or SNAP assistance will be considered categorically income eligible for HEAP. Households providing documentation of **being eligible for and** receiving TANF or SNAP assistance **as of** the Application Create Date Non-Online/Application Intake Date”.

#### SECTION 23: Countable Income

Updated H.2.b., corrected to reflect **12 calendar months** instead of 365 days.

Updated H.2.e., corrected Example 1 to reflect **12 calendar months** instead of 365 days.

#### SECTION 29: Payment of Benefit

Removed, v. “**...and does not have a secondary heating system**”.

#### APPEXDIX H: Abbreviated HEAP Application Process

Corrected, calculations in the Example of Applying COLA to SS, SSDI, SSI, VA, Military for PY2024 Application.

#### APPEXDIX H: Abbreviated HEAP Application Process

Updated, removed the following questions because they are no longer needed with applications being calculated with DHLC only.

**h. Did they carry fuel last year?**

**i. Did they use more than one fuel vendor?**

**j. Did they replace their heating system last year?**

#### APPENDIX G: Categorical Income TANF & SNAP

Updated, “Applicants in which at least one Household member receives TANF or SNAP assistance will be considered categorically income eligible for HEAP. Households providing documentation **of being eligible for and receiving TANF or SNAP assistance as of the** Application Create Date Non-Online/Application Intake Date”.

### Updates made for October 13, 2023 Revision

#### TABLE OF CONTENTS

Updated Section 24: Certification H., removed ‘on the Date of Application’.

Updated Section 25: Low Income Assistance Plan (LIAP) B., removed ‘on the Date of Application’.

#### SECTION 11: Dwelling Unit

Updated e., corrected to reflect ‘**date the household relocated**’ instead of Date of Application.

## **SECTION 12: Income Guidelines/Deductions**

Updated B.2.a.ii., corrected to reflect 12 calendar months.

## **SECTION 13: Application Intake**

Updated 5., added “If intake determines that the address, fuel type or Vendor have changed since the prior year, CAA must process a Change of Address, Change of Product or Benefit Return (Change of Vendor).”

## **SECTION 17: Completing the Application**

Updated B.2.f, corrected to add the following:

- i Durable (Financial) Power of Attorney would be acceptable to complete a HEAP Application.
- ii General (Financial) Power of Attorney *may* be acceptable to complete a HEAP Application depending on the language detailed in the document.
- iii Medical Power of Attorney documentation cannot be accepted to complete a HEAP Application.

## **SECTION 24: Certification**

Updated C., corrected to reflect 12 calendar months

Updated C.2.b., added “Household’s that provide a previous year’s SS Award Letter as income verification must provide the current year’s SS Award Letter in order to deduct medical expenses listed on the document.”

Updated a.5., removed previous a.5. statement and updated new a.5 statement to the following:

A. If the oil/kerosene system fuel tank is in a heated space, the Fuel Type should be oil.

If the oil/kerosene system fuel tank is outside, the Fuel Type **must** be kerosene.

If the oil/kerosene system fuel tank is in an unheated space, the recommended Fuel Type is kerosene.

To be considered a heated space, the source of heat must be permanently installed. A tank that is located in an unheated basement but has the Heating System located near it would be considered a heated space. If the space or building is heated solely by portable heating devices such as space heaters or lights/lamps, it would be considered an unheated space or building.

Updated I.2., corrected to “CAA will notify MaineHousing of the date of the move prior to certifying the Application based on the Household’s situation on the Create Date Non-Online/Application Intake Date. MaineHousing will determine what (if any) portion of the Benefit the Applicant is entitled to. MaineHousing will prorate the Benefit amount and issue the payment accordingly.”

## **SECTION 24: Certification**

Updated H., removed ‘on the Date of Application’ from the title.

## **SECTION 25: Low Income Assistance Program (LIAP)**

Updated B., removed ‘on the Date of Application’ from the title.

## **SECTION 30: Application Changes**

Updated 2., corrected to reflect ‘date the household relocated’ instead of Date of Application.

### **SECTION 33: Examples of Application Update Situations**

Updated 24., Household Moves to Eligible Dwelling Prior to Certification

### **SECTION 34: Energy Crisis Intervention Program**

Updated all formatting and added clarity to Provisional Measures.

### **APPENDIX H: ABBREVIATED HEAP APPLICATION PROCESS**

Updated to add Abbreviated Application Process for Returning Applicants-Households Receiving TANF or SNAP

### **SECTION 4: Eligibility**

### **SECTION 5: Household Composition, 1, 5, 10.b., 11, 12, 13.d., 13.d.iii.**

### **SECTION 6: Residency**

### **SECTION 10: Home Energy Obligation, 1.**

### **SECTION 11: Dwelling Unit, A.2., A.3., D**

### **SECTION 12: Income Guidelines/Deductions, B.2.ii., B.2. Example.**

### **SECTION 16: Application Period, 2.**

### **SECTION 17: Completing the Application, B.2.g., J, K.3., L.a.ii., L.b., K.1.b Examples 1-3.**

### **SECTION 22: Exemptions from Household Income, 12.**

### **SECTION 24: Certification H.2., I.3.a.**

### **SECTION 25: Low Income Assistance Program (LIAP), B.1.**

### **SECTION 26: CHIP Only Certification, A, Tip.**

### **SECTION 30: Application Changes, A.1.d, A.1.g., A.1.Note., A.2., A.2.c., A.2.h., A.2. Note, A.6.b.**

### **SECTION 31: Change of Vendor (Benefit Return), 4.a.**

### **SECTION 32: Change of Address or Change of Product, 4.a.**

### **SECTION 33: Examples of Application Update Situations Examples 8 & 16.**

### **APPENDIX B: TANF Supplemental Benefits, A2.b.**

### **APPENDIX F: Housing and Occupancy Table, Roomer/Boarder, 5.**

Updated all sections listed above to reflect **Create Date Non-Online/Application Intake Date** instead of Date of Application

### **Updates made for November 14, 2023 Revision**

### **SECTION 12: Income Guidelines/Deductions**

Updated B.2.a.i., corrected to “It was not reimbursed by insurance **or other organizations.**”

### **SECTION 13: Application Intake**

Updated 5.i.; added **“A signed application for the current Program Year may be used in place of an Application Update Form as both include all details needed to process a Change of Address, Change of Product or Benefit Return (Change of Vendor).”**

### **SECTION 24: Certification**

Updated C., corrected to “The CAA shall deduct any paid and documented medical expenses, **not reimbursed by insurance or other organizations,** for the **one month or 30-day income verification period for monthly income OR the** 12 calendar month period prior to the Create Date Non-Online/Application Intake Date.”

### **SECTION 26: Chip Only Certification**

Updated ‘Tip’ text box, correct text box size to make all text visible.

### **SECTION 34: ECIP**

Updated 34.L., corrected to reflect **‘and’** instead of ‘or’.

Updated 34 C.1. Home Energy deliveries **to Households who are responsible for their own heating costs,** provided the Eligible Household has exhausted any remaining Fuel Assistance Benefits and TANF Supplemental credits previously issued to a Vendor on behalf of the Eligible Household.

## **Updates made for January 3, 2024 Revision**

### **SECTION 22: Exemptions from Household Income**

Added 23., (Tribal) Eligible Band Member General Welfare Assistance Program funds

### **SECTION 34: ECIP**

Updated D., corrected to reflect “ECIP funds cannot be used if the Household has a secondary or any other Heating System that is safe, operable and is capable of heating the Dwelling adequately during severe cold weather, and has a supply of product for that Heating System”.

### **APPENDIX H: Abbreviated HEAP Application Process**

Updated 2024 COLA to 3.2%

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## SECTION 1: INTRODUCTION

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The Low Income Home Energy Assistance Program (HEAP) Block Grant is a federally funded block grant offered through the U.S. Department of Health and Human Services (HHS). The LIHEAP Block Grant provides funding to individual states to assist low-income families with the high cost of their home energy. The grant is administered by the Maine State Housing Authority (MaineHousing).

Community Action Agencies (CAAs) are under contract with MaineHousing as the local agencies administering HEAP. MaineHousing has entered into such contracts with ten (10) CAAs. A complete list of local service providers can be found on MaineHousing's website at [www.mainehousing.org](http://www.mainehousing.org). Applications are accepted in person or through a telephone/mail process. CAAs are responsible for determining Applicant eligibility and for promptly responding to heating-related crises affecting Eligible Households.

The HEAP Rule – Chapter 24 (the “Rule”), State of Maine HEAP State Plan (“State Plan”), and Subgrantee Agreement define the requirements, which must be met to ensure compliance and funding. This Handbook is designed to assist in the procedures for operating the program, and is to be used in conjunction with the Rule, State Plan, and Subgrantee Agreement. Documents and forms for administering the program can be found online at [www.mainehousing.org](http://www.mainehousing.org).

Any proposed deviations from the policies/procedures outlined in the Rule, State Plan, or Handbook must be submitted for MaineHousing's consideration prior to the CAA certifying the Application. In such cases, the CAA must complete and submit a HEAP Waiver Request to [liheap@mainehousing.org](mailto:liheap@mainehousing.org).

MaineHousing will provide technical assistance to CAAs, as needed or requested.

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## SECTION 2: NATIVE AMERICAN TRIBAL ORGANIZATIONS

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MaineHousing has executed memoranda of understanding with Maine's Native American Tribal Organizations (the "Tribes"). The Tribes receive 3.65% of the total HEAP funds allocated to the State of Maine for the administration of HEAP. Each Tribe submits its own LIHEAP State Plan and receives its HEAP funding directly from the U.S. Department of Health and Human Services.

### A. Tribal Application Process

1. Tribal members living on a reservation apply for and receive HEAP assistance through their tribal organization.
2. A CAA may not process an Application for a Household living on a tribal reservation. Applications for persons living on a tribal reservation must be taken by the applicable Tribe. In the event an Application is taken by a CAA for a Household residing on a tribal reservation, the CAA shall notify the Primary Applicant of the error and forward the Application and supporting documentation to the applicable Tribe.
3. Tribal members who do not live on a tribal reservation may apply for HEAP through the CAA. However, the CAA must contact the applicable tribal organization prior to certification to prevent duplication of services and duplication of payment.
4. Both the Tribe and the CAA shall:
  - a. Prepare and exchange lists, throughout the program year, of tribal members they have provided HEAP services to; and
  - b. Will make every effort to refer Applicants to the Tribe/CAA as necessary to ensure that all Eligible Households are given the opportunity to participate in the Home Energy Assistance Program.

### B. Tribal Contacts

#### **Aroostook Band of Mic-Macs**

7 Northern Road (207) 764-1972  
Presque Isle, Maine 04769

#### **Houlton Band of Maliseets**

88 Bell Road (207) 532-4273  
Littleton, Maine 04730

#### **Indian Township Tribal Government**

Passamaquoddy Tribe (207) 796-2301  
P.O. Box 301  
9 Keibasis Road  
Princeton, Maine 04668

**Penobscot Nation**

Penobscot Nation Tribal Administration (207) 817-7349  
12 Wabanaki Way  
Indian Island, Maine 04468

**Pleasant Point Reservation Passamaquoddy Tribe**

P.O. Box 343 (207) 853-2600  
15 Elders Way, Suite 201  
Pleasant Point, Maine 04667

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## SECTION 3: DEFINITIONS

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Capitalized terms not otherwise defined in this Handbook have the same meaning as set forth in the Rule. As used in this Handbook, the following terms have the following meanings:

1. “CAA” means a community action agency selected by MaineHousing to administer the Programs.
2. “Degree Days” means the degree-days determined by National Weather Stations throughout Maine.
3. “DHHS” means the State of Maine Department of Health and Human Services.
4. “Handbook” means the HEAP Handbook.
5. “Heating System” means a permanently installed system that is used to heat the Dwelling Unit. A portable space heater is not considered to be a Heating System.
6. “Primary Heating System” means the heating system that provides the majority of heat to the Applicant’s dwelling.
7. “Rule” means Chapter 24 of the Rules of the Maine State Housing Authority.
8. “Waiver” means a written request to deviate from the HEAP guidelines, as described in the HEAP Rule, State Plan, and Handbook. The CAA shall submit the Waiver request and supporting documentation justifying the request to MaineHousing for its consideration.

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## **SECTION 4: ELIGIBILITY**

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Except as may be expressly provided for elsewhere in the Rule, eligibility is based on the Household and Dwelling Unit information that is valid on the Create Date Non-Online/Application Intake Date.

MaineHousing and CAAs reserve the right to ask for additional or clarifying information from the Primary Applicant, Applicant(s), or third parties to determine eligibility.

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## SECTION 5: HOUSEHOLD COMPOSITION

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1. “Household” means any individual or group of individuals who are living together on the Create Date Non-Online/Application Intake Date as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent.
2. For purposes of HEAP eligibility, persons sharing a Dwelling Unit are considered one Household, except in cases of Roomers/Boarders.
3. The following guidelines are not an all-inclusive list, but are major factors used to determine the persons counted as part of the Household.
4. A Household may consist of:
  - a. A person who lives alone.
  - b. Persons legally obligated for the support of each other, *for example*: husband and wife, parents of minor children, and custodians per court order.
  - c. Persons who share a Dwelling Unit, even if only one person in the Household pays the Household expenses (not to include a Roomer or Boarder).
  - d. Persons who share a Dwelling Unit and pool their income to pay Household expenses.
  - e. Persons who share a Dwelling Unit and Household expenses such as persons who pay a percentage of the Household expenses individually.
  - f. Minor children, who are qualified aliens, residing with ineligible non-citizens.
5. A person staying in a drug abuse center or hospital, public or private, may be counted as a part of a Household if they are expected to return home within ninety (90) days from the Create Date Non-Online/Application Intake Date.
6. A live-in care attendant will be considered part of the Household if the live-in care attendant does not meet the definition of a Live-in Care Attendant in Section 1 of the Rule.
7. Qualified aliens will be included/counted as members of the Household if they meet the requirements outlined in the Rule and Handbook.
8. A person who is away from the home part of the time will be counted as a Household member and their income will be included in the Household income unless the Primary Applicant can provide proof that the person’s primary residence is a separate Dwelling Unit.
9. Legal dependents or minor children living with parents/guardians who maintain separate residences can be counted as Household members in only one Household. To determine which Household, CAAs may rely on custodial parent /guardian’s declaration of legal custody/guardianship of minor children unless disputed. *See the Minor Child(ren) Primary Residency Affidavit* and instructions.
10. **Dispute Resolution:** If two different Applicants declare the same minor child, only the Household with the appropriate documentation will be allowed to claim the dependent(s) as



a member of their Household. The following requirements pertain to only those cases where another party has disputed the declaration:

- a. In cases where a divorce decree or parental/guardianship rights document dictates shared residency, the minor child(ren) will be included in the Household where they are designated to reside the majority of the time.
- b. In cases where a divorce decree or parental/guardianship rights document dictates 50/50 shared residency, the minor child(ren) will be included in the Household that has the earliest Create Date Non-Online/Application Intake Date.
- c. If there is no divorce decree or parental rights document in place, the Applicant must provide additional documentation to verify the validity of the information being provided. Additional documentation may include, but is not limited to, verification of where the child(ren) are enrolled in school; physician's statement verifying residence on record; day care provider statements, etc. This information should be in writing or specific notes made in HEAP Cloud stating the verification source and information given.
- d. If a Benefit has been paid and the other parent/guardian subsequently challenges the declaration, the CAA will investigate. If the initial declaration was not accurate, the appropriate party will be required to repay funds to MaineHousing.

**NOTE:** Claiming minor children on a tax return does not constitute primary residence.

11. A full-time college student, up to age 23, or more than 23 years of age if permanently and totally disabled who is a dependent of the Household and resides in the Dwelling Unit on the Create Date Non-Online/Application Intake Date, may be excluded from the Household if the Primary Applicant chooses as long as the college student is not the Primary Applicant. If excluded from the Household, his or her income would not be counted. The Applicant must provide proof of student status and enrollment at a university, vocational college, business college, or other accredited institution for twelve (12) credit hours or more per semester.
12. Roomers/Boarders are eligible for a Benefit if the Applicants prove that the rental arrangement giving rise to their Roomer/Boarder status was in existence for at least sixty (60) days prior to the Create Date Non-Online/Application Intake Date. At a minimum, such proof shall include verification that a reasonable market rate rent amount was paid by the Roomer/Boarder pursuant to the terms and conditions of the rental agreement for the entire sixty (60) day period. Roomers/Boarders cannot commingle funds or share expenses with lessor's Household. All utilities must be included in rental agreement.

**NOTE:** Roomers/Boarders cannot be related by birth, marriage or adoption to any member of the lessor's Household.

13. No person may be counted as part of a Household if that person:
  - a. Is a Roomer or Boarder.
  - b. Has been previously served as part of another Household in the current Program Year.
  - c. Is an unqualified alien.

- d. Resides in one of the following facilities on the Create Date Non-Online/Application Intake Date:
  - i. A state or federally supported institution, *for example*: state psychiatric facility or federal and state prisons.
  - ii. A long-term nursing home, boarding home, foster care facility, emergency shelter, or military base housing.
  - iii. A substance abuse center or hospital, public or private, and the person is not expected to return to the Dwelling Unit within ninety (90) days of the Create Date Non-Online/Application Intake Date.
- e. Live-in Care Attendant. A live-in care attendant will not be counted if **both** of the following are true:
  - i. Does not contribute financially to the Household; and
  - ii. Provides needed health/supportive services to a member of the Household as documented by a qualified professional.

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## SECTION 6: RESIDENCY

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The intent of HEAP is to assist people who are Maine residents and who reside, intend to reside, or have resided in a Dwelling Unit full-time for at least four months during a Heating Season. A Household may be eligible for a Benefit if, on the Create Date Non-Online/Application Intake Date, the Household has at least one member who is a full-time resident of Maine and resides in a Dwelling Unit full-time for at least four (4) months during a Heating Season.

**NOTE:** If the Applicant provides inconsistent information or makes questionable statements, the intake/outreach worker shall ask the Primary Applicant to provide documentation to substantiate residency. Examples of documentation may include, but are not limited to, additional utility bills and a lease agreement (current/previous).

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## SECTION 7: CITIZENSHIP

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Eligible household members must be United States (U.S.) citizens, U.S. Nationals or qualified non-U.S. citizens (aliens) (as defined by 8 U.S.C §1641(b)).

1. An Applicant who submits a Social Security card, issued by the Social Security Administration, will not have to submit any other kind of proof of citizenship or qualified non-U.S. Citizen Status as long as the Applicant's authorization to work in the U.S. has not expired.
2. To be considered an Eligible Household member, a person must be a United States (U.S.) citizen, U.S. National or qualified alien.
3. A United States citizen is someone born in:
  - a. One of the 50 states
  - b. The District of Columbia
  - c. Puerto Rico
  - d. Guam
  - e. The Virgin Islands
  - f. The Northern Mariana Islands
4. A United States National is someone born in:
  - a. America Samoa
  - b. Swain's Island
5. If needed, the CAA may use any of the following documents to verify a person is a U.S. Citizen or U.S. National:
  - a. Birth Certificate
  - b. U.S. Passport
  - c. Report of Birth Abroad of a Citizen of the U.S. (FS-240) issued by the U.S. Department of State
  - d. Certification of Birth (FS-545) issued by a Foreign Service post
  - e. U.S. Citizens I.D. card (I-197) issued by the U.S. Citizenship and Immigration Services (USCIS)
  - f. Certificate of Naturalization (N-550 or N-570) issued by USCIS
  - g. Certificate of Citizenship (N-560 or N-561) issued by USCIS
  - h. Northern Marianas I.D. card (I-873) issued by USCIS

- i. Statement provided by the U.S. consular official certifying the individual is a citizen

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## SECTION 8: NON-CITIZENS

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If an Applicant is not a U.S. citizen, the Applicant must provide non-expired documentation of their lawful status in the United States. Acceptable documentation:

1. Social Security card issued by the Social Security Administration. If the Social Security card includes one of the restrictions listed below, the Applicant must provide their work authorization expiration date, and the CAA must document the expiration date in case notes and in HEAP Cloud comments section (ex. “Joe Brown’s authorization to work expires on *mm/dd/yyyy*).
  - a. Not valid for employment.
  - b. Valid for work only with INS authorization.
  - c. Valid for work only with DHS authorization.
2. Unexpired foreign passport with a valid unexpired U.S. Visa affixed accompanied by the approved I- 94 form documenting the Applicant's most recent admittance into the United States.
3. Permanent Resident Card (I-551).
4. Arrival Departure Form I-94 with “Temporary I-551” stamp and holder’s photograph affixed.
5. I-94 stamped with one of the following statuses: Asylee, Parolee or Parole, Refugee, Asylum, HP- humanitarian parolee, PIP-public interest parolee, or Cuban-Haitian Entrant.
6. Permanent resident Re-entry Permit (I-327).
7. Travel Document issued to Permanent Residents (I-327).
8. Travel Document issued to Refugees (I-571) Form.
9. U.S. Citizenship and Immigration Services Form I-797C- Notice of Action.

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## SECTION 9: MIXED HOUSEHOLDS

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### A. Ineligible Members

Persons who are not citizens or qualified non-U.S. citizens are considered ineligible Household members. Ineligible Household members living with Eligible Household members do not disqualify the Eligible Household members from receiving Benefits.

### B. Eligible Members

1. CAAs should not deter or deny eligible Applicants who reside with ineligible individuals from applying for Benefits. An Applicant does not need to be an eligible member of a Household, but should be of legal age to apply on behalf of those members of the Household who are eligible. Accordingly, an Applicant can be either an eligible Applicant (able to receive Benefits) or an ineligible Applicant (unable to receive Benefits but applying for the eligible Household members).
2. All Household members must be entered into HEAP Cloud. When entering uncounted Household members into the Family section, the uncounted box must be checked.
3. The income of all Household members, regardless of eligibility, must be documented and entered in HEAP Cloud.

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## SECTION 10: HOME ENERGY OBLIGATION

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1. A Household may be eligible for a Benefit if, on the Create Date Non-Online/Application Intake Date, it has a Direct Energy Cost or Indirect Determinable Energy Cost. An Applicant must have an obligation or responsibility to pay its Home Energy bill. Such obligation is reflected through an active account with a utility or fuel vendor, a current energy bill, and evidence that a Household member pays the vendor directly.
2. Applicants whose **rent includes heat** have an indirect obligation for Home Energy costs.
3. Applicants residing in Subsidized Housing with heat included in their rent may be eligible if the Household pays an out-of-pocket expense for a portion of their rent or utility costs. The maximum Benefit for Households residing in Subsidized Housing with heat included is \$21 per Program Year.

***NOTE:*** *If the subsidy pays 100% of the rent and utility costs, the Household does not have a Direct or Indirect Determinable Energy Cost; and therefore, would not be HEAP eligible.*



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## SECTION 11: DWELLING UNIT

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### A. Dwelling Unit

1. “Dwelling Unit’ means an occupied residential housing structure with one or more rooms that is used customarily as a domicile for one or more persons, when permanently connected to the required utilities (including plumbing, electricity and Heating Systems) and contains bathroom and kitchen facilities specific to that unit. A Dwelling Unit has its own private entrance from the outside or off an enclosed hallway leading from the outside that does not pass through or offer an open access to any other unit within the structure. A Dwelling Unit does not include a Camper, boat, railroad car, bus, yurt or other structure designed and constructed to provide temporary living quarters.”
2. If the dwelling is not permanently connected to or serviced by the required utilities on the Create Date Non-Online/Application Intake Date, the CAA must obtain additional documentation to substantiate the Household occupies the dwelling as its primary residence on a full-time/year-round basis.
3. The Dwelling Unit must have a functioning Heating System. If there is no working Heating System on the Create Date Non-Online/Application Intake Date, the Household’s Application cannot be certified-eligible for Fuel Assistance, and they are not eligible to receive a Fuel Assistance Benefit. The CAA should explore other program resources to assist the Household.
  - a. If everything else about the Application is complete, all applicable documentation has been provided, and the Household is determined income eligible, the Application can be certified for “CHIP Only”.
  - b. If the lack of a functioning Heating System is due to utility disconnection, the Household is not eligible to receive a Fuel Assistance Benefit. If the CAA determines the Household meets all other HEAP-eligibility requirements (except for having a working Heating System), the CAA should:
    - i. Explore the use of private funds, if available, to restore utility service or repair/replace Heating System.
    - ii. If the Application is taken during ECIP timeframe, CAA may explore using ECIP funds for the utility disconnect.
    - iii. If options 1 and 2 above do not yield the desired result, CAA should consider submitting a waiver.

### B. Group Homes

1. Applicants residing in a group home where they have their own room, but share a bathroom and/or kitchen facilities may be eligible if they are responsible for Home Energy costs through their rent. Determine if the Applicant pays a reduced rent amount due to the receipt of federal or state subsidy. For more information, refer to [Appendix F: Housing and Occupancy Table](#).

- a. If the subsidy reduces the rent amount and heat is included, they would be categorized as residing in Subsidized Housing with heat included. Therefore, they may be eligible for a \$21 Benefit.
  - b. If the federal or state subsidy is exclusively for supportive services, they would be categorized as a Roomer/Boarder. Therefore, they may be eligible for a regular/full Benefit.
  - c. If there is no subsidy, they would be categorized as a Roomer/Boarder. Therefore, they may be eligible for a regular/full Benefit.
2. An Applicant who operates and resides in a licensed nursing home, boarding home, foster care facility, emergency shelter, or bed and breakfast may apply for the program. The Benefit will be determined based on the number of rooms occupied by the Household as a residence; that part of the Dwelling Unit used for business will not be included.

### **C. Business Use**

An Applicant who is self-employed and uses part of their Dwelling Unit for business may apply for the program. Benefits will be determined based on the number of rooms occupied and used by the Household as a residence; that part of the Dwelling Unit designated for business use will not be included.

### **D. Motel/Hotels**

Applicants residing in a motel or hotel may be eligible for a Benefit provided Applicants document that they live in the motel or hotel; and that the terms and conditions of the contract agreement have been in effect for at least sixty (60) days prior to the Create Date Non-Online/Application Intake Date.

Designate the Ownership Type as Roomer/Boarder in HEAP Cloud.

### **E. Applicant Relocates**

If a Household's Application has been certified eligible, but all Applicants move to Subsidized Housing with heat included or an ineligible Dwelling Unit prior to the Benefit being paid, the Household may not be eligible for the entire Benefit depending on the date the Household relocated and Home Energy use during the current Program Year. In such cases, please notify MaineHousing.

### **F. Temporary Living Quarters**

1. An Applicant who is housesitting is not eligible for HEAP.
2. An Applicant residing in a Camper, regardless of any and all modification(s) or length, boat, railroad car, bus, yurt or other structure designed and constructed to provide temporary living quarters is not eligible for HEAP.

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## SECTION 12: INCOME GUIDELINES/DEDUCTIONS

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Income is the cornerstone for HEAP eligibility. Applicant income must be documented and verified before an Application can be certified eligible. Household income is determined and verified in accordance with the information provided on the Application and/or verified as part of the eligibility determination process.

### A. Income Guidelines

The income guidelines for Fuel Assistance, the Energy Crisis Intervention Program (ECIP), Assurance 16, Weatherization services and the Central Heating Improvement Program (CHIP) are based on the greater of 150% of Federal poverty Guidelines or 60% of State Median Income.

### B. Income Deductions

#### 1. Child Support

- a. For any Applicant who pays court ordered child support, the CAA will deduct paid and documented child support payments made during the income verification period from the Applicant's gross income. The Applicant must provide a copy of the court order and proof of the amounts paid during the income verification period.
- b. For self-employed Applicants whose self-employment income is documented by a Federal tax return, the amount of child support payments shall be deducted from the net profits. The maximum allowable deduction for child support shall be less than or equal to the amount of any net profits.
- c. For additional guidance on deducting court ordered child support, refer to [Appendix D](#) of this Handbook.

#### 2. Medical Deductions

- a. If a Household is ineligible due to being over income, the CAA will deduct eligible medical expenses from the Household's gross income in an amount only enough to make the Household income eligible. A medical expense will be considered eligible if:
  - i. It was not reimbursed by insurance or other organizations;
  - ii. Applicant made the payment within the one month or 30-day income verification period for monthly income **OR** the 12 calendar month period prior to the Create Date Non-Online/Application Intake Date for annual income; and
  - iii. It is allowable under IRS Publication 502 (ex. hospital and doctor bills, medical and dental insurance premiums, prescriptions, and the cost of transportation to and from medical appointments). For more information, refer to <http://www.irs.gov/pub/irs-pdf/p502.pdf>.
- b. Per IRS Publication 502, medical marijuana cannot be counted as a medical deduction: "Controlled Substances – You cannot include in medical expenses amounts you pay for controlled substances (such as marijuana, laetrile, etc.), even if such substances are

legalized by state law. Such substances are not legal under federal law and cannot be included in medical expenses.

**Example for a Household of 3:**

Household's Gross Income-Monthly :	\$4,731.50
Household's Gross Income-Annually :	\$56,778.00
FPL Income limit for HH of 3 in HEAP Cloud:	\$52,778.00 Annually
Over Income By:	\$4,000.00 Annually <b>OR</b> \$333.33 Monthly

Household must provide either:

- \$4,001.00 in paid medical expenses for the 12 calendar month period prior to the Create Date Non-Online/Application Intake Date; **OR**
- \$334.33 in paid medical expenses for the income verification period (one month or 30-days).

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## SECTION 13: APPLICATION INTAKE

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1. Applications must be taken by the CAA administering the Programs in the Service Area in which the Household resides. In the event an Application is taken by a CAA for a Household not within their Service Area, the CAA shall notify the Primary Applicant of the error and forward the Application and supporting documentation to the applicable CAA. CAA must notify MaineHousing to determine next steps.
2. An Applicant may only be a counted Household member on one certified eligible HEAP Application per Program Year.
3. The Application must include copies of all documentation.
4. If a photocopier or scanner is not available, the intake worker will use the *Document Verification Form* to describe the documentation that was reviewed, and to record the appropriate information (ex. type of identification, pertinent numbers, expiration date, etc.). A new *Document Verification Form* must be completed each program year.
5. If intake determines that the address, fuel type or Vendor have changed since the prior year, CAA must process a Change of Address, Change of Product or Benefit Return (Change of Vendor).
  - i. A signed application for the current Program Year may be used in place of an Application Update Form as both include all details needed to process a Change of Address, Change of Product or Benefit Return (Change of Vendor).

### **NOTE:**

*Review the prior year's Application and HEAP Cloud comments to get an overall understanding of the Applicant's past situation, and how it may (or may not) be relevant to the current Application.*

### **REQUIREMENT:**

*If any information requires further explanation or clarification, comments must be entered in HEAP Cloud. HEAP Cloud comments should tell the full story and be clear to anyone reviewing the Application file.*

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## **SECTION 14: PERMISSION TO SHARE PERSONAL INFORMATION**

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Applicants age 18 years and older and emancipated minors are required to sign a *Permission to Share Personal Information Form*. This will permit the CAAs and MaineHousing to provide information to and obtain information from DHHS, the Maine Department of Labor, and the Social Security Administration, or other agencies as needed to determine and confirm eligibility, including the amount of Benefits received.

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## SECTION 15: CONFLICT OF INTEREST DISCLOSURE

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### A. Overview

1. The CAA is expected to be attentive to and disclose potential conflicts of interest when employees, temporary staff, volunteers, contractors, or HEAP Vendors are beneficiaries (or prospective beneficiaries of services or Benefits funded by HEAP). The aforementioned relationships are examples and do not represent an all-inclusive list of situations that could give rise to perceived partiality, an appearance of a conflict of interest, or an actual conflict of interest in connection with program services or Benefits.
2. The application file must contain case notes documenting the names and relationships of the parties involved, and notes describing how the CAA managed any potential conflict.

### B. Monthly Reporting

1. CAA management must upload a report to MaineHousing's ShareFile, Conflict of Interest subfolder, on or no later than the twentieth of each month (or first working day following the twentieth day if the twentieth day falls on a weekend or a holiday).
2. The report shall be cumulative and inclusive of those who received Benefits funded by HEAP during the contract period. The report shall identify the following:
  - a. Person's name;
  - b. Person's job title or description of their affiliation with the CAA or MaineHousing; and
  - c. Program(s) involved and grant year (*i.e.*, HEAP Application or ECIP request on a previously certified Application).

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## SECTION 16: APPLICATION PERIOD

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1. For the 2023/2024 Program Year, CAAs will begin taking Applications on **July 17, 2023** and will continue taking Applications through **the last working day of May, 2024**.
2. An Applicant may submit a new Application if the Household's Application was denied or withdrawn prior to the issuance of a Benefit. The new Create Date Non-Online/Application Intake Date must be on or before **the last working day of May, 2024**.



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## SECTION 17: COMPLETING THE APPLICATION

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All questions on the Application must be asked, and responses documented and/or entered in HEAP Cloud. If the Applicant cannot provide the required information, a *Reminder Form*, which clearly states the documentation needed to determine eligibility, must be given to the Applicant and a copy must be retained in the Application file. The signed Application and required documentation must be received by the CAA within twenty (20) business days.

### A. Changes to Application Documents

If changes are made to the Application or any form that the Applicant signs, the changes must be initialed and dated by the Applicant. Once the Applicant has signed the Application and forms, subsequent changes must be initialed and dated by the appropriate CAA staff person, who will document the date they spoke with Applicant and received the Applicant's approval to make the change.

### B. Documentation and Information Requirements

The following guidance is not all-inclusive, but offers clarification for the major information and documentation required.

#### 1. HEAP Application

The HEAP Application in HEAP Cloud is divided into eight sections: (1) Comments (2) Primary Applicant (3) Application (4) Family (5) Income (6) Vendor and Consumption (7) Document and (8) Change History.

#### 2. Primary Applicant and Family Information

- i Always enter the **Primary Applicant first** and then other Applicants.
- ii Primary Applicant must be 18 years of age or older or an emancipated minor.

#### 3. Emancipated Minors

An emancipated minor must provide appropriate legal documentation to substantiate the court recognizes the Applicant as an emancipated minor. Upon receipt of said legal documentation, the CAA shall enter the Application in HEAP Cloud and click check box for Emancipated Minor.

#### 4. Social Security Numbers (SSN)

- ii. All Applicants 24 months of age or older must provide proof of their Social Security Number (SSN).
- iii. Individuals that do not have or refuse to furnish a SSN are considered an ineligible household member.
- iv. If the Household includes a child 24 months of age or under who has not received a SSN, the Application can still be processed. However, the Applicant must provide

the child's SSN for subsequent Program Year Applications after the child reaches the age of 24 months old.

v. Any document used to prove SSN must contain all nine (9) digits and the Applicant's full name. Acceptable documents are:

- 1) Social Security Card issued by the Social Security Administration;
- 2) SSA-1099 tax form;
- 3) Non SSA-1099 tax form;
- 4) Medicare card with card number ending in the suffix "A";
- 5) Valid U.S. Military documents such as DD 214 Certificate of Release or Discharge from Active Duty issued by the U.S. Department of Defense;
- 6) Bank tax form; or
- 7) W-2 (wage and tax statement).

## **5. Foster Care Children**

Social security cards are held by DHHS. The CAA or the foster parent will need to contact the DHHS caseworker to request foster care child(ren)'s social security number verification. The written verification should be included in the Application file.

## **6. Non-U.S. Citizens**

According to the Social Security Administration, non-citizens may apply for a social security number if they are authorized to work in the United States by the Department of Homeland Security. SSN documentation that reads, "Authorized for work use only," is acceptable proof of SSN.

## **7. Primary Applicant Identity**

Primary Applicant's identity shall be verified by requesting a government-issued photo identification card. One of the following is acceptable to establish the identity of the Primary Applicant provided it includes the Primary Applicant's photo:

- i Driver's license;
- ii State issued ID card;
- iii Passport or passport card;
- iv. Veteran's Administration ID;
- v. U.S. Military ID; or
- vi SNAP/EBT card with photo.

## 8. POA or Guardian

- i. If a guardian or Power of Attorney completes the Application, the CAA must obtain a copy of the court ordered guardianship documents or the notarized Power of Attorney documents for the file.
  - 1) Durable (Financial) Power of Attorney would be acceptable to complete a HEAP Application.
  - 2) General (Financial) Power of Attorney *may* be acceptable to complete a HEAP Application depending on the language detailed in the document.
  - 3) Medical Power of Attorney documentation cannot be accepted to complete a HEAP Application.
- ii. The CAA must ask the guardian or POA to provide a government-issued photo ID to verify their identity. The CAA should verify that the guardianship or POA documentation matches the Government ID.

## 9. College Students

- iii. If there is a full-time college student, up to age 23 years of age, or more than 23 years of age if permanently and totally disabled who, is a dependent of the Household and resides in the Dwelling Unit on the Create Date Non-Online/Application Intake Date, the Primary Applicant may exclude them as a Household member, unless the college student is the Primary Applicant.
- iv. If the Primary Applicant chooses to exclude the college student as a Household member:
  - 1) Enter a comment in HEAP Cloud documenting the Primary Applicant's decision to exclude the college student and include the student's name. Ex. College student Mary Smith excluded from Household.
  - 2) The Primary Applicant must provide proof of the college student's status and enrollment at a university, vocational college, business college, or other accredited institution for twelve (12) credit hours or more per semester. The intake worker must include the required documentation on the *Reminder Form*.
  - 3) Do not count the excluded college student's income.
  - 4) Do not enter an excluded college student on the Application or in HEAP Cloud.

## 10. Mailing Address

Distinguish between a rural box number and a post office box number. Enter the apartment number, if applicable (post office will return checks if apartment number is missing).

## 11. Primary Contact

Enter the telephone number, alternate phone number, and email address for the Primary Applicant. If the Primary Applicant does not have a telephone number, enter a contact or message phone number in the alternate phone number field and add a comment indicating

who the contact person is (name/relationship).

### C. Ownership Type and Ownership Information

1. Select the Household's Ownership Type (Own, Rent, Roomer/Boarder).
2. If the Household receives a subsidy towards their rent or mortgage, check the Subsidized Housing box.
3. If the Household's heat is included in their rent, check the Heat in Rent box.
4. If the Household's electricity is included in their rent, check the Electricity in Rent box.
5. If the Household's rent includes all utilities, both the Heat in Rent and Electricity in Rent boxes must be checked.

### D. Dwelling Type and Dwelling Information

Select the Households Dwelling Type (Stick-Built/Modular, Mobile/Manufactured, Apartment, Condo/Duplex).

#### 1. Modular Home

Modular Home is designated as a single-family. A modular home is a dwelling that is built offsite, transported to the site, placed on a pre-made foundation and is permanently anchored.

#### 2. Manufactured Home

Manufactured Home is designated as a mobile home. A manufactured home has a metal chassis and is considered a mobile home even if the wheels have been removed or it has been placed on a foundation. CAA should ask the Primary Applicant questions to verify that the dwelling is not a Camper.

#### 3. Apartment and Duplex

This housing type includes owner-occupied, multi-unit buildings. If the Applicant indicates they own the apartment or duplex, CAA must ask Applicant to provide self-employment (rental income) documentation.

### E. Subsidized Housing (Heat Included)

#### 1. \$21 HEAP Benefit

- a. Tenants living in Subsidized Housing **with heat included** may be eligible for a \$21 Benefit provided they pay a portion of their rent or utility costs.
- b. Receipt of a \$21 HEAP benefit entitles the client to the SNAP Standard Utility Allowance (SUA) provided the Benefit was paid within the twelve (12) months preceding their SNAP application or SNAP recertification date.
- c. If the subsidy pays 100% of the rent and utility costs, the tenant does not have a direct or indirect heating cost; and therefore, would not be eligible for HEAP.

#### 2. Documentation

One of the following must be provided by the Applicant or obtained by the CAA:

- a. Recertification worksheet/summary or rent calculation sheet signed by property manager or subsidy housing specialist; **or**
- b. Recertification form (HUD 50058/59, RD 3560-8, or RD Renewal Voucher Obligation Form); **or**
- c. MaineHousing HEAP *Subsidized Housing Form*.

## **F. Subsidized Housing (Heat Not Included)**

### **1. Applicant is responsible for paying all or a portion of their heating costs**

- a. Applicants living in Subsidized Housing who are responsible for their own heat may be eligible for a regular HEAP Benefit that is greater than \$21/year. The HEAP Benefit amount is based on the Household's estimated home heating cost minus subsidy received, or included in the rent/mortgage reduction calculations, to assist with home heating costs. Since the Household has a direct heating cost, their eligibility for the SNAP Standard Utility Allowance (SUA) is NOT contingent on receiving a HEAP Benefit.
- b. Households that have a calculated heating burden of \$0 or less, are only eligible to receive a \$21 benefit.

### **2. Documentation**

A MaineHousing HEAP *Subsidized Housing Form* must be provided by the Applicant or obtained by the CAA.

***BEST PRACTICE TIP:*** Have the Applicant sign the *Subsidized Housing Form*. Then, CAA sends the *Subsidized Housing Form* directly to the housing agent. If done early in the Application process, obtaining the completed form directly from the housing agent will facilitate the processing/certification of the HEAP Application.

## **G. Low Income Housing Tax Credit Properties (LIHTC) and Affordable Housing Units**

LIHTC Properties differ from subsidized housing units in that the amount of the tenant's rent is not directly related to their income. While tenants must meet income guidelines, the amount the tenant pays is fixed based on a percentage of the Area Median Income. For more information regarding affordable housing units, refer to [Appendix F: Housing and Occupancy Table](#).

## H. Number of Rooms

1. Enter the total number of rooms to be used in calculating the benefit (*example*: bedrooms, living room, kitchen, dining room, etc.)
2. Heated rooms are those used as living space. Do not include bathrooms, hallways, closets, and basement or attic areas unless the basement or attic is used as living space. A mudroom or laundry room would not be considered living space unless other activities occur in that room such as a computer/office set up in the laundry room, along with the washer/dryer.
3. **When a room is larger than the standard room size**, use the standard room sizes below to calculate the number of rooms.

### **BEST PRACTICE TIP:**

*CAAs should ask additional clarifying questions to ensure that number and types of rooms being entered are correct. For example: If the number of rooms increased or decreased since last year's Application, ask the Applicant what changed. Did they put an addition on the home or convert a previously unused area of the home?*

Dwelling Unit Type	Standard Room Size
Stick-built/Modular	144 square feet
Manufactured Home/Mobile Home	100 square feet
Apartment/Condo/Duplex	120 square feet

Divide actual square footage of the room by standard room size for the applicable dwelling type. The result equals the adjusted number of rooms. If the result is 2.4 or less, round down to 2 rooms and if 2.5 or greater, round up to 3 rooms.

### **Example: Calculating the number of rooms**

- (1) Manufactured/mobile home with kitchen/living room located in one large room with no dividing wall. The approximate dimensions (supplied by the Primary Applicant) are 14 feet by 15 feet or 210 square feet.  $210/100 = 2.1$  (the kitchen/living room area would count as 2 (two) rooms, since it is more than the room size used by the DHLC for mobile homes of 100 square feet.
- (2) One room in a stick built/modular dwelling (combined kitchen/livingroom/bedroom located in one room). The approximate dimensions (supplied by the Primary Applicant) are 15 feet by 18 feet or 270 square feet.  $270/144 = 1.9$ . This would count as 2 (two) rooms, since it is more than the room size used by the DHLC for a stick built/modular house of 144 square feet. However, it is only two rooms, not three, since it is less than twice the DHLC amount of 288 feet ( $144 \times 2$ ).
- (3) Apartment/condo/duplex with combined dining room/living room located in one room. The approximate room dimensions (supplied by the Primary Applicant) are 10 feet by 11 feet or 110 square feet. This would count as **one** room, since it is less than the room size used by the DHLC for apartments of 120 square feet.

## I. Utility Information

1. Households that are responsible for utilities **must** provide a copy of the most recent utility bill, regardless of whether or not the bill is in a Household member's name.
2. Service address on utility bill should match service address in HEAP Cloud. If there is a discrepancy, CAA **must** clarify situation and add comment in HEAP Cloud. **Note:** If bill is marked as "final bill", additional clarifying questions must be asked.
3. Utility Vendor and account information must be entered in the Vendor and Consumption section of HEAP Cloud.
4. If the Household does not have electric heat, select Utility Only Usage Method when entering the vendor in HEAP Cloud.

## J. Dwelling Not Permanently Connected to or Serviced by Utility

If the dwelling is not permanently connected to or serviced by the required utilities (*i.e.*, water and electricity) on the Create Date Non-Online/Application Intake Date: The CAA must obtain documentation to substantiate the Household occupies the dwelling as its primary residence on a full-time/year-round basis.

The following guidelines pertain to dwelling units that are not permanently connected to the required utilities, or if the required utilities have been disconnected or are non-functioning.

1. The CAA needs to understand the Applicant's housing/dwelling situation and fully document the Application file and HEAP Cloud accordingly. HEAP Cloud and the Application file must include documentation and comments describing the situation. The following provides guidance on how to validate the legitimacy of the dwelling unit and determine eligibility Benefits.
2. The CAA may need to obtain more information depending on the situation or if the information provided is inconsistent or requires further clarification.
  - a. Tax bill and information from the town office, rental agreement, or Landlord Affidavit.
    - i. What is the dwelling type? Is it a Camper? Is it a seasonal camp?
    - ii. Does the tax bill or rental agreement indicate there is a dwelling/building on the property?
    - iii. Additional information from the town office about the situation.
  - b. How is the dwelling being heated?
    - i. Home Energy vendor transaction reports showing Home Energy use/deliveries/purchases for previous twelve (12) months.
    - ii. Does usage seem reasonable and indicate that the Applicant has used/is using the dwelling as their primary residence on a full-time/year-round basis?
  - c. What if any utilities are in service (*i.e.*, electricity, natural gas, and water/sewer)?
    - i. Copies of utility bills showing usage history for prior and current Heating Season.

- ii. Does usage seem reasonable and indicate that the Applicant has used/is using the dwelling as their primary residence on a full-time/year-round basis?
- d. Pictures of home, generator or solar energy sources may be needed only if items 1 and 2 above cannot be obtained or do not fully substantiate the legitimacy of the dwelling.

**NOTE:** If there are indications of potential fraud/misrepresentation, the CAA is expected to exercise due diligence to ensure the legitimacy of the Dwelling.

## K. Heating Systems

1. Heating System information is entered into HEAP Cloud for the purposes of:
  - a. Verifying the existence of a functioning Heating System (functioning means “working well” or “not working well”); and
  - b. Documenting all Heating Systems that are permanently installed in the Dwelling Unit and their condition/usage, and priority (*i.e.*, primary, secondary, second backup or third backup).
  - c. HEAP eligibility is contingent on the Dwelling Unit having a permanently installed and functioning Heating System. The intention of this requirement is two-fold:
    - i. Validating the Dwelling Unit is a legitimate full-time residence; and
    - ii. Ensuring the Benefit can/will be used for its intended purpose, to supply a Heating System that is permanently installed.

**NOTE:** If CAA becomes aware of a Household’s tank being in poor condition, CAA should ask additional questions and refer for CHIP services.

2. All permanently installed Heating Systems must be entered in HEAP Cloud regardless of condition, heating capacity, or household member’s medical condition. *Examples*, (i) if a Household has a permanently installed wood stove or monitor heater, it would be entered in HEAP Cloud regardless of its heating capacity/adequacy. The wood stove or monitor heater would meet the intent of and requirements for HEAP eligibility even if its capacity is insufficient to heat the entire Dwelling Unit; (ii) if Household has a wood stove and a member has a medical condition that prohibits the use of the stove, the stove must still be listed on the Application
3. Portable heating devices should not be entered in HEAP Cloud. On the Create Date Non-Online/Application Intake Date if the only source of heat is a portable device, the Household is not eligible for Fuel Assistance or ECIP. In such cases, the Application can be certified for “CHIP Only” if the Household meets all eligibility criteria for HEAP, except working Heating System.
4. When/if a Household is referred for CHIP services, CAA housing staff would need to assess the heating situation in the Dwelling Unit in order to verify eligibility and priority for CHIP.



## 5. Heating System Priority

When designating Heating System priority, consider the following:

### a. Multiple Heating Systems

- i. If there is more than one Heating System, the Applicant and CAA need to determine which Heating System the Applicant uses most.
- ii. If a Household uses two Heating Systems equally and both are working on the Create Date Non-Online/Application Intake Date, designation of the Primary Heating System should be based on annual fuel cost (as declared by the Primary Applicant). The Heating System with the highest total (annual) fuel cost would be designated as the Primary Heating System.
- iii. If a Household resides in subsidized housing, the primary heating system listed must match the system for which the household receives the utility allowance.

***Example 1: Household has a kerosene monitor heater and LP gas heater.***

Both Heating Systems are being used equally. The total cost for LP gas is expected to be higher than kerosene this Heating Season. The LP gas heater would be designated as the Primary Heating System.

***Example 2: Applicant has an oil Heating System, which had been previously used as their Primary Heating System.***

However, this Heating Season they decided to heat their home using wood pellets, due to the rising costs of oil. Therefore, the Applicant's fuel costs for wood pellets will be higher than oil this Heating Season. The wood pellet stove would be designated as the Primary Heating System.

### b. Inoperable Heating Systems

A Heating System that is "Not Working" on the Create Date Non-Online/Application Intake Date cannot be designated as the Primary Heating System if there is another Heating System that is "Working" or "Not Working Well", regardless of capacity to adequately heat the Dwelling.

***Example 1: Household's only Heating System, an oil furnace, is "Not Working" on the Create Date Non-Online/Application Intake Date:***

There are no other permanently installed Heating Systems in the Dwelling. The oil Heating System must be designated as the Primary Heating System. The Household is not eligible to receive a Fuel Assistance Benefit. *See [Section 26: CHIP Only Certification](#).*

**Example 2: Household has two permanently installed Heating Systems, an oil furnace and a LP gas heater.**

The oil furnace is “Not Working” on the Create Date Non-Online/Application Intake Date. The LP gas heater is working and must be designated as the Primary Heating System. The

**Example 3: Household has two permanently installed Heating Systems, an oil furnace and a wood stove:**

The oil furnace is “Not Working” on the Create Date Non-Online/Application Intake Date because the Household electric service has been disconnected. The wood stove must be designated as the Primary Heating System.

### c. Entering Heating Systems in HEAP Cloud

Indicate/select the following for each Heating System:

1. *Heating System Location:* Enter the location of the heating system. **Note:** if more than one heating system is in the same location, number the heating systems. Example, Basement- 1 and Basement-2.
2. *System and Fuel Type:* Choose the appropriate Heating System and corresponding Fuel Type. If Applicant indicates they have electric heat, CAA should verify that it is not a portable space heater. A portable space heater is not considered a Heating System.
3. *Priority:* Select the applicable priority from the dropdown list – e.g. primary, secondary, second backup, or third backup.
4. *Condition:* Working Well, Not Working Well, or Not Working. It is important to accurately document the condition as it will determine the Household’s eligibility for Fuel Assistance, ECIP, and CHIP. If the Household does not have a working Heating System on the Create Date Non-Online/Application Intake Date, refer to [Section 26: CHIP Only Certification](#).



### d. Requested Fuel Type

5. Based on identified working Heating Systems, Applicant selects fuel type for which they want their benefit to be determined on and benefit issued to. If Applicant has a kerosene Heating System (outside tank), oil cannot be a requested fuel type.
6. Applicants living in subsidized housing who receive a fuel subsidy allowance (utility allowance), the requested fuel type for benefit determination must be the same as the fuel type for which the Applicant receives the Utility Allowance.
7. Applicants cannot select a fuel type for benefit determination for a non-working Heating System.

## **L. Energy Vendors**

### **1. Requested Fuel Type Vendor**

Indicate the following for the Requested Fuel Type:

- a. *Fuel Vendor Name:* Choose the Vendor and corresponding fuel type.
- b. *Account Number:* Enter the Household's account number (Household must have an established account with the vendor in order for a benefit to be issued).
- c. *First Name, Last Name:* Enter the name of the account holder OR check the "Same as Applicant" box, if the account is in the Primary Applicant's name. Household member's name must be on the fuel vendor account for the requested fuel type in order for the benefit to be issued to the vendor.
- d. *Usage Method:* Select DHLC.

### **2. Electricity Vendor**

Indicate the following for the electricity Vendor:

- a. *Fuel Vendor Name:* Choose the Vendor and corresponding fuel type
- b. *Account Number:* Enter the Household's account number
- c. *First Name, Last Name:* Enter the name of the account holder OR check the "Same as Applicant" box, if the account is in the Primary Applicant's name. If the requested fuel type is electricity, a Household member's name must be on electricity vendor account in order for the benefit to be issued to the vendor.
- d. *Usage Method:* Select Utility Only if household does not have a permanently installed electric heating system, otherwise, select DHLC.

### **3. Rent With Heat Included**

Benefit can be issued to:

- a. Primary Applicant (direct check); or
- b. Electricity Vendor if the account is in a Household member's name (upon the request of the applicant and note must be entered in Comments section of HEAP Cloud).

## **M. Direct Check Information**

If the Benefits will be issued to the Primary Applicant as a direct check, a direct check Vendor with corresponding fuel type must be entered into HEAP Cloud. Indicate/select the following for the direct check Vendor:

- 1. *Fuel Vendor Name:* Choose the Vendor and corresponding fuel type.
- 2. *Account Number:* Enter 0 as the Households account number.

3. *First Name, Last Name*: Check the Same as Applicant box to populate these fields.

#### **N. Landlord Information**

The following information must be obtained and entered in HEAP Cloud for all Households with an Ownership Type of Rent or Roomer/Boarder:

1. Entity Name
2. Telephone Number
3. Email address
4. Physical Address, City, State, and Zip

#### **O. Income Verification Time Period**

Household income is based on the previous 30 calendar days or 1 month period.

**NOTE:** Household members who are self-employed must submit a copy of their federal tax return for the most recent calendar year if filed as outlined in Section 23- Countable Income or complete a *Self-Employment Worksheet*.

#### **P. Signatures**

1. Before the Primary Applicant signs the Application:
  - a. Review the completed Application with the Primary Applicant.
  - b. Make sure they read (or read to them) the entire Application to ensure the information is correct.
  - c. If changes are made to any signed documents during the face-to-face application process, have the Primary Applicant verify the change(s) and initial/date each change.
2. The outreach or intake worker must sign the Application and specify the Create Date Non-Online/Application Intake Date.

#### **Q. Income Documentation (Proof of Income)**

1. Primary Applicant must provide documentation of all Household Income. Lack of proof will cause denial of services.
2. Applicants in which at least one household member receives TANF or SNAP assistance will be considered categorically income eligible for HEAP. Households providing documentation of being eligible for and receiving TANF or SNAP assistance as of the Application Create Date Non-Online/Application Intake Date may have their HEAP Benefit determined at 0-25% of federal poverty level (FPL) for TANF, and 101-125% of FPL for SNAP, or using actual vetted income if provided by Maine DHHS. If documentation of receiving TANF or SNAP assistance is not provided by the Applicant, the Applicant must provide income documentation as outlined in Section 21 below.

3. CAA reviews the proof of income the Primary Applicant has provided and documents the proof of income on the *Income Worksheet*.
4. **Benefits paid by the Social Security Administration:** Specify the type of benefits (ex. social security/SSD, SSI, or SSI-State).
5. If the Primary Applicant provided all income information and proof of income for the Household:
  - a. Fill out an *Income Worksheet*: CAAs are required to use/complete the *Income Worksheet* to document income for all Household members 18 years or older.
  - b. Attach all proof.
  - c. Fill out the appropriate worksheets such as *Odd Jobs Worksheet*, and/or *Self-Employment Worksheet*.
6. If there is missing or additional information or proof required:
  - a. Fill out the *Income Worksheet* with the information that is available.
  - b. Fill out the *Reminder Form*. Indicate what information is needed and the date it must be submitted by. For in-person intake, make sure the Primary Applicant signs the *Reminder Form*. The intake/outreach worker must always sign the *Reminder Form*. For all Application intake types, give the Primary Applicant one signed copy and attach a copy to the Application file.

**NOTE:** Indicate specific paid dates for which Applicants must provide income documentation.

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## SECTION 18: SUBSIDIZED HOUSING WITH HEAT INCLUDED PROCESS

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CAA must follow the requirements outlined in this section for a face-to-face Application or telephone Application process, whichever is applicable.

1. Applicants living in Subsidized Housing with heat included will be considered income eligible for a HEAP Benefit in the amount of \$21 if:
  - a. The Applicant pays a portion of their rent each month, **or**
  - b. The Applicant is responsible for the electricity as outlined in the Rental/Lease Agreement. The HEAP file requires a copy of the most recent electricity bill.

**NOTE:** The electricity account is not required to be in a Household member's name; however, a copy of the bill must still be submitted if the Household is responsible for payment.

2. Applicants residing in Subsidized Housing with heat included are NOT required to provide income documentation. However, all other documentation (*i.e.*, *Permission to Share Information* form, SSN documentation, government-issued identification, subsidized housing documentation and other pertinent documentation) must be in the file.
3. Income eligibility for HEAP is established based on the Subsidized with heat Household's income eligibility for housing subsidy as documented by one of the following:
  - a. Recertification worksheet/summary or Rent Calculation sheet signed by property manager or subsidy housing specialist; or
  - b. Recertification form (HUD 50058/59, RD 3560-8, or RD Renewal Voucher Obligation Form); or
  - c. MaineHousing HEAP *Subsidized Housing Form*.

**NOTE:** A valid lease agreement is not documentation of receiving Subsidized Housing with heat.

4. Enter one income record for each Household member over age 18 years in HEAPCloud.
  - a. Income Type: None
  - b. Income Amount: \$0.00
  - c. Income Frequency: Monthly
5. In cases where there is a live-in care attendant who is not listed on the Subsidized Housing documentation, but is considered to be part of the Household according to HEAP guidelines, the income from all Household members, including the live-in care attendant, must be verified, documented, and entered in HEAP Cloud to determine the Household's income eligibility.

6. Group Homes: If an Applicant resides in a group home and pays a reduced rent amount due to the receipt of a federal or state subsidy, the “Ownership Type” would be designated as Rent, with the Subsidized and Heat in Rent boxes checked. In such cases, income does not need to be verified as they are receiving a housing subsidy.

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## SECTION 19: TELEPHONE APPLICATION PROCESS

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1. The telephone application process may be used for any Applicant. All information and documentation requirements are the same as the requirements for the face-to-face application process. This includes a copy of the Primary Applicant's government-issued photo ID.
2. The telephone interview is to be conducted in the same manner as the face-to-face application process. It is critical that the intake/outreach worker go through all of the questions/information contained in the Application with the Primary Applicant. All information will be recorded in HEAP Cloud.
3. At the beginning of the telephone interview, ask the Primary Applicant for the last 4 digits of their SSN and date of birth to verify the person on the other end of the phone is the Primary Applicant.
4. Verify and update all information in HEAP Cloud.
5. Review and verify the information recorded on the Application with the Primary Applicant.
6. Explain the process Applicant must use if making changes to the Application.
7. Intake/outreach worker will sign and date the Application.
8. CAA will mail the following to the Primary Applicant:
  - a. Application
  - b. Applicable documents/forms
  - c. *Reminder Form* listing the required documentation and the due date. The *Reminder Form* will give the Primary Applicant twenty (20) business days to return the signed *Application* and required documentation.
  - d. Instructions for completing the Application process, including:
    - i. Reviewing the entire Application
    - ii. Initialing and dating any changes to the Application
    - iii. Signing and dating the Application



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## SECTION 20: PROCESSING TELEPHONE APPLICATIONS

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1. The Application, signed by the Primary Applicant, must be received by the CAA within twenty (20) business days of the date of the telephone interview.
2. Applications must be Voided in HEAP Cloud if the signed Application is not received within twenty (20) business days of the date of the telephone interview. The CAA must enter a comment in HEAP Cloud when an Application is Voided.
3. The CAA must date stamp the Application and all documents upon receipt.
  - a. The Date of Application is the date the CAA received the signed Application.
  - b. The new Date of Application must be entered in HEAP Cloud. HEAP Cloud has fields to capture Application created date and the applied date. CAAs should change the applied date in HEAP Cloud to the actual date the signed Application is received, and maintain the created date to reflect the actual date the Application was taken on. Following this process will ensure that both dates are captured and reflected in the HEAP Cloud system.
  - c. If required documentation is received after the twenty (20) business day period, but is postmarked within the twenty (20) business day timeframe CAAs should accept the documentation. CAAs should scan the envelope (showing postmark) into HEAP Cloud.

***BEST PRACTICE TIP:*** *If the signed Application has not been received within 10 business days, call the Primary Applicant to:*

- *Confirm their receipt of the Application packet.*
- *Offer assistance and answer any questions they may have.*
- *Remind them of the deadline and encourage them to sign/date the Application and return it within the 20 business day deadline (even if they are missing supporting documentation).*
- ***Capture/document follow-up calls in comments section.***

## SECTION 21: INCOME

HEAP is an income based program; therefore it is important to ensure all sources of income and support have been captured and entered properly in the application software system. Income figures should not be rounded, and must match what is shown on related income documentation.

1. It is the responsibility of the Primary Applicant to provide documentation of all Household income.
  - a. If the Primary Applicant is unable to provide adequate proof of income, the CAA will assist the Applicant(s) in understanding the documentation that is required.
  - b. Lack of proof may cause the Application to be denied.
2. The Primary Applicant must be given the option to choose the income verification period that best serves the Household, *i.e.*, previous one (1) month or thirty (30) days. When explaining the options to the Applicant, it is important to take into consideration the Household's situation, including the number of pay periods within each income timeperiod. The CAA should keep in mind that the income verification period selected may impact HEAP eligibility and the Benefit amounts for some Households. See examples below.
  - a. Household members who have income from self-employment will submit twelve months of income in the form of a filed tax return for the most recent or previous calendar year or a completed *Self-Employment Income Worksheet*.
  - b. Household members who earn wages will need to submit income documentation from the prior 1-month or 30-day period.

### **NOTES:**

*CAAs must explain the income verification period to help ensure the option is selected that best serves the Household.*

*If Household's income includes foreign currency, CAA must convert to U.S. dollars. Use site such as- [www.exchangerates.org](http://www.exchangerates.org)*

Examples for Income Verification Period:

**Created/Intake Date:** 12/5/2023 - Applicant is paid on Wednesday

Using the 1 Month Prior to Created Date – November 2023 – **5 pay dates**

November							December						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4						1	2
5	6	7	8	9	10	11	3	4	5	6	7	8	9
12	13	14	15	16	17	18	10	11	12	13	14	15	16
19	20	21	22	23	24	25	17	18	19	20	21	22	23
26	27	28	29	30			24	25	26	27	28	29	30
							31						

Using the 30-days Prior to Created Date – 11/5/2023 to 12/4/2023 – **4 pay dates**

November							December						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4						1	2
5	6	7	8	9	10	11	3	4	5	6	7	8	9
12	13	14	15	16	17	18	10	11	12	13	14	15	16
19	20	21	22	23	24	25	17	18	19	20	21	22	23
26	27	28	29	30			24	25	26	27	28	29	30
							31						

3. Applicants in which at least one household member receives TANF or SNAP assistance will be considered categorically income eligible for HEAP. Households providing documentation of being eligible for and receiving TANF or SNAP assistance as of the Application Create Date Non-Online/ Application Intake Date may have their HEAP Benefit determined at 0-25% of federal poverty level (FPL) for TANF, and 101-125% of FPL for SNAP, or using actual vetted income if provided by Maine DHHS.
  - a. See Appendix G for income amounts to enter when using categorical income eligibility when using established FPL banding levels verses actual vetted income from Maine DHHS.
  - b. If documentation of receiving TANF or SNAP assistance is not provided by the Applicant, the Applicant must provide income documentation as outlined in this section.
  - c. If documentation of receiving TANF or SNAP assistance is not provided by the applicant and the Application is certified eligible using the Household's actual or vetted income, the Household cannot then submit the missing TANF or SNAP documentation for the Application to be updated in order to receive a higher benefit.
  - d. If Household does not provide proof of TANF or SNAP assistance or income documentation, the application will be denied and the Applicant will have 15business days to submit the missing documentation.

**BEST PRACTICE:**

*CAAs should explore categorical income eligibility documentation option with applicants as applicable and needed.*

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## SECTION 22: EXEMPTIONS FROM HOUSEHOLD INCOME

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In determining a Household's eligibility for HEAP certain types of income are to be excluded. The information below provides a quick review of income exemptions.

**NOTE:** See [Section 3\(G\)\(3\) of the Rule](#) for a complete list of income exemptions, including those federal payments and benefits excluded by law.

1. Adoption assistance. Financial assistance and medical coverage granted to an adoptive family to offset the short- and long-term costs of adopting an eligible child.
2. Assets drawn down from financial institutions provided the source of funds is not countable income. If the source of funds is countable income that was received during the income verification period, the amount withdrawn would be included in Household income.
3. All income used to fulfill a Social Security Administration Program to Achieve Self-Sufficiency (PASS).
4. Any funds received for education from grants, loans, scholarships, and work study.
5. Bank loans, private loans, reverse mortgages, home equity loans.
6. Capital gains (except for business purposes).
7. Combat zone pay to the military.
8. Credit card loans/advances.
9. Federal payments or benefits excluded by law as set forth in Section 3.G.3.u of the Rule.
10. Foster Care payments. Types of foster care: Family Foster Care, Special Rate Foster Care, Family Shelter Care, Relative Foster Care, and Independent Living Program.
11. Income earned by a full-time college student who is not counted as a Household member.
12. Income earned by an Applicant who is a full time high school student on the Create Date Non-Online/Application Intake Date will be excluded from the Household's income. If an Applicant is an emancipated minor then that emancipated person is considered an adult, has his/her own household, and income is counted.
13. Income from the sale of a primary residence or personal car, or other personal property.
14. In-kind payments. In-kind payments to an Applicant in lieu of payment for work, including the imputed value of rent received in lieu of wages or items received in barter for rent.
15. Non-cash income such as General Assistance voucher payments, the bonus value of food and fuel produced and consumed on farms, and the imputed value of rent from owner-occupied farm housing.
16. One-time compensation for injury or retroactive compensation for injury.
17. One-time insurance payments.

18. Reimbursement for expenses incurred in connection with employment.
19. Reimbursement for medical expenses.
20. Retroactive payments and overpayment adjustments from an entitlement program for a time period outside of the period being considered for HEAP eligibility (*i.e.*, Social Security Benefits, etc.).
21. TANF.
22. Tax refunds
23. (Tribal) Eligible Band Member General Welfare Assistance Program funds.

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## SECTION 23: COUNTABLE INCOME

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### A. Gross Wages, Salaries, and Bonuses Before any Taxes or Deductions

1. Any income received by an Applicant age 18 years or under who is NOT a full-time high school student, must be counted as part of the total Household income.
2. If an Applicant has wages from a job and the paystubs state the year-to-date (YTD) amount, calculate the income using the first check received and the last check received during the income verification period. Use the date of the check – not the pay week ending date.

<b>Example:</b>		
<b>Application Created Date (Non-Online App.) = 09/05/2023</b>		
<b>Income Verification Period = 08/01/2023 to 08/31/2023</b>		
YTD gross - 08/27/2023 paystub		\$10,000
Minus YTD gross - 08/06/2023 paystub	-	\$9,000
Subtotal	=	\$1,000
Add the gross amount paid on 08/06/2023	+	\$300
Total Wages for Income Verification Period	=	\$1,300

3. If the paystubs do not show YTD amounts, calculate income as follows: add all actual gross pay received for all weeks during the income verification period.
4. One of the following must be included in the Application file:
  - a. copy of **all** paystubs for the income verification period;
  - b. copy of first and last paystubs for the income verification period showing YTD amounts;  
or
  - c. signed letter from Applicant's employer confirming the gross wages received during the income verification period.
5. If a photocopier is not available, use the *Document Verification Form* to describe the documentation that was reviewed, and to record the dates, amounts, source, etc.

### B. Benefits paid by the Social Security Administration: Social Security Retirement(SS), Supplemental Security Income (SSI) and Social Security Disability Income (SSDI).

1. For first year or non-consecutive year applicants, the CAA must use the current or previous year's SSA award letter. The CAA may need to calculate the award amount by adding or subtracting any Cost of Living Adjustment (COLA) that would or would not apply to the income verification period for HEAP.

<i>Examples of award letters used to verify SS, SSI, SSDI:</i>	
Application Created Date	Acceptable Award Letters
February 1, 2024	<ul style="list-style-type: none"> <li>• 2024 (no adjustment needed)</li> <li>• 2023 (calculate 2024 award amount by adding 2024 COLA increase)</li> </ul>

2. For returning applicants, the SSA award letter does not have to be for the current or previous year. The CAA can calculate the award amount by adding or subtracting any COLA to an existing SSA award letter on file. The CAA should determine if the *Abbreviated Application Process (Addendum)* applies.
  - a. In some cases, the CAA may be able to use the Applicant's current 1099 tax form if it represents a full twelve (12) months.
  - b. For informational purposes, the following are some facts about SSI. Additional information about SSI can be obtained from <http://www.ssa.gov/ssi/text-eligibility-ussi.htm>.
    - i. "SSI" means Supplemental Security Income. SSI pays monthly checks to persons who are aged, disabled, or blind and who have limited assets or income. It is a Federal income supplement program run by Social Security. Funding for SSI comes from general tax revenues, not Social Security taxes.
    - ii. The following persons may be eligible for SSI benefits provided they meet eligibility requirements such as income and resources:
      - 1) A person who is age 65 or older;
      - 2) A person who is age 18 or older and has a physical or mental disability, that is expected to keep the person from working for at least 12 months or is expected to result in death;
      - 3) A child who is below age 18 and has a physical or mental disability that would keep an adult from working, is expected to continue for at least 12 months, or is expected to result in death; and
      - 4) A person of any age who is blind. A person is blind if the person has 20/200 vision or worse or has a limited visual field of 20 degrees or less in the better eye with the use of eyeglasses. If a person's sight is not poor enough to be considered blindness, the person may still be eligible for SSI as a person with a disability.
    - iii. Household income may cause SSI benefits to fluctuate month to month.
    - iv. State SSI payment provides cash payments to aged, blind, or disabled people who get SSI, or would be eligible for SSI except for income or due to citizenship rules.
  - c. In addition to above, the following persons may be eligible for SSI benefits:
    - i. A citizen or national of the United States; or

- ii. A non-citizen who meets the alien eligibility criteria under the 1996 Legislation and its amendments.
  - iii. Non-citizens must meet two requirements to be eligible for SSI: non-citizen must be in a qualified alien category; and meet a condition that allows qualified aliens to get SSI benefits.
- d. For more information:

Visit:	<a href="http://www.ssa.gov/pubs/EN-05-11011.pdf">http://www.ssa.gov/pubs/EN-05-11011.pdf</a>
Write:	Social Security Administration Office of Public Inquiries SSA Publication No. 05-11011 1100 West High Rise 6401 Security Boulevard Baltimore, Maryland 21235

#### **C. Unemployment Compensation Benefits (State of Maine or Out-of-State Benefits)**

If an Applicant received unemployment benefits during the income verification period, the Applicant must provide the CAA with a Department of Labor benefit history report/transcript. Instructions for Applicants who need to obtain a DOL benefit history/transcript are available at <http://www.maine.gov/reemployme>.

#### **D. Worker's Compensation**

Benefit letter, check stubs, or letter from attorney.

#### **E. Strike Benefits From Union Funds**

Check stubs or statement from union.

#### **F. Difficulty of Care Payment- Stipend received from Shared Living Program.**

Check stubs or statement from shared living program.

#### **G. Alimony, Child Support, or Mortgage/Rent Payments (in lieu of or in addition to support payments)**

##### **1. Alimony**

Calculate the amount received during the income verification period. Applicant(s) file must include a written, signed statement as self-attestation from Applicant providing:

- a. Name of Applicant;
- b. amount received;
- c. frequency and dates of alimony payments.



## 2. Child Support

Calculate the amount received during the income verification period. Applicant(s) file must include a completed *Minor Child(ren) Primary Residency Affidavit*.

## H. Self-Employment Income

### 1. Documented by a Federal Tax Return (including rental income):

- a. When documented by a Federal tax return and the applicable schedules, self-employment income is defined as the total of net income (including net rental income) plus the total net gain from sales of capital goods or equipment plus depreciation.
- b. For the Household to use a one (1) month or thirty (30) day income verification period, self-employment income for the last twelve (12) months or annual income from tax return will be prorated.
- c. Self-employed Applicants must provide a Federal tax return (Form 1040) and appropriate supporting schedules/forms for the most recent calendar year if filed. Most recent is defined as a tax return that was filed by April 15 of the current year. When the Application Created Date is between January 1 and April 15, 2024, the 2022 tax return would be acceptable only if the Applicant has not filed their 2023 tax return.
  - i. The tax return must be signed and have been submitted to the IRS. Electronically filed returns must be accompanied by the electronic signature page to demonstrate that the return was actually submitted to the IRS.
  - ii. If the Applicant has not filed a tax return for the most recent calendar year as identified above, the applicant will need to complete a *Self-Employment Worksheet* and provide supporting documentation.

Sole Proprietorship	Schedule C
Capital Gains	Schedule D
Farm	Schedule F
Real Estate	Schedule E
Partnership	Form 1065
Corporation	Form 1120S

- d. If the tax form is showing a loss (negative amount) then use zero income. Negative amounts cannot be used to reduce overall Household income.

- e. If the net profit is a loss but the equipment plus depreciation is a positive then the total income amount would be positive.

<b>Example:</b>	
Net profit is loss	-\$12,000 (counted as \$0)
Equipment plus depreciation	\$2,000
Countable income for HEAP	\$2,000

- f. If a person has two or more businesses and one business shows a profit and another shows a loss, use the amount of the profit and use zero in place of the loss. The loss cannot be deducted from the overall profit.

<b>Example:</b>	
Business A has total profit of	\$32,000
Business B has loss of	-\$12,000
Countable income for HEAP	\$32,000

- g. Calculating income for a Household with wages and self-employment earnings:

<b>Example 1: Bill Jones is self-employed, and Mary Jones works.</b>	
Primary Applicant chooses the one (1) month income verification period. Documentation Required/Provided	
<ul style="list-style-type: none"> <li>Mary: Paystubs used to verify 1 month wages totaling \$990.00.</li> <li>Bill: Recently filed income tax return with the appropriate schedules shows total net (self-employment) earnings of \$7,000 (total of net income plus the total net gain from sales of capital goods or equipment plus depreciation). Bill's self-employment income for the one (1) month income verification period is calculated by dividing the total gross earnings by twelve (12).  <math display="block">\\$7,000.00/12 = \\$583.33</math> </li> </ul>	
The Jones' total Household income for one (1) month equals Mary's one (1) months of wages plus Bill's self-employment income.	
$\$990.00 + \$583.33 = \$1,573.33$	

**Example 2: Susan Brown has been self-employed for only four months, and Henry Brown works.**

Primary Applicant chooses the one (1) month income verification period.

- Henry: Paystubs used to verify 1 month wages totaling **\$500.00**
- Susan: Recently filed income tax return with appropriate schedules shows total net (self-employment) earnings of \$7,800.00 (total of net income plus the total net gain from sales of capital goods or equipment plus depreciation). Susan's total self-employment income for the one (1) month income verification period is calculated by dividing the total gross earnings by twelve (12).  **$\$7,800/12 = \$650.00$**

The Brown's total Household income for one (1) month equals Henry's (1) month of wages plus Susan's self-employment earnings.

$$\$500.00 + \$650.00 = \$1,150.00$$

## 2. Documented by a Self-Employment Worksheet

- a. A *Self-Employment Worksheet* must be completed if a self-employed Applicant:
  - i. Chooses not to file a tax return for self-employment income;
  - ii. Has not filed a tax return for the most recent calendar year as defined in Section 23 H.1.c;
  - iii. Is not required to file a tax return per IRS guidelines;
  - iv. Is newly self-employed and has not yet filed a tax return for his/her business; or
  - v. Provides IRS documentation that is incomplete or ambiguous. In such cases, the Applicant's income would be based on the gross amount of their self-employment and/or rental earnings.
- b. A self-employed Applicant must complete the *Self-Employment Worksheet* and provide supporting documentation to substantiate self-employment income for the twelve (12) calendar month period preceding the Application Create Date Non-Online/ Application Intake Date if the Applicant cannot produce a current or previous year's Federal tax return.
- c. The Application cannot be certified eligible until the supporting documentation is presented and verified. It is the Primary Applicant's responsibility to provide adequate proof of income. It is the CAA's responsibility to verify that all submitted documentation is accurate and complete.
- d. For the one (1) month income verification period, divide the total income from the *Self-Employment Worksheet* by twelve (12).
- e. Calculating income for Households with wages and self-employment earnings:

**Example 1: Bill Jones is self-employed, and Mary Jones works.**

Primary Applicant chooses the one (1) month income verification period. Documentation Required/Provided

- Mary: Paystubs used to verify 1 month wages totaling **\$995.00**
- Bill: *Self-Employment Worksheet* and documentation used to verify \$12,000.00 of gross (self-employment) earnings for the 12 calendar months preceding the Application Create Date Non-Online/Application Intake Date. Bill's self-employment income for the one (1) month income verification period is calculated by dividing the total gross earnings by twelve (12).

$$\text{\$12,000}/12 = \text{\$1,000}$$

The Jones' total Household income for one (1) month equals Mary's one (1) months of wages plus Bill's self-employment income.

$$\text{\$995.00} + \text{\$1,000.00} = \text{\$1,995.00}$$

**Example 2: Susan Brown has been self-employed for only five months, and Henry Brown works.**

Primary Applicant chooses the one (1) month income verification period. Documentation Required/Provided

- Henry: Paystubs used to verify 1 months wages totaling **\$500.00**
- Susan: *Self-Employment Worksheet* and documentation used to verify her \$4,200.00 total gross (self-employment) earnings for five (5) months. Mary's total self-employment income for the one (1) month income verification period is calculated by dividing the total gross earnings by twelve (12).

$$\text{\$4,200}/12 = \text{\$350}$$

The Brown's total Household income for one (1) months equals Henry's one (1) months of wages plus Susan's self-employment earnings.

$$\text{\$500.00} + \text{\$350.00} = \text{\$850.00}$$

## I. Odd Job Income

Applicants who occasionally perform miscellaneous "odd jobs" such as mowing lawns, raking leaves, babysitting, cleaning, and shoveling snow must document this income by completing and signing an *Odd Jobs Income Affidavit*. The Affidavit is a self-declaration. No supporting documentation is required unless the CAA has reasons to question the information provided on the Affidavit.

## J. Rental Income

Rental income is categorized as self-employment income. Either the Income Tax Form 1040, with applicable schedules, or the *Self-Employment Worksheet* will be used to document rental income. If the Applicant is using the *Self-Employment Worksheet* to document rental income, the gross amount of rental income received must be counted, no deductions are allowed. See [Section 23 \(H\): Countable Income, Self-Employment Income](#).

## K. Income from Roomers/Boarders

If an Applicant has a Roomer/Boarder in his/her home, the Applicant must complete the *Self-Employment Worksheet* or provide tax form 1040, with applicable schedules. If the Applicant is using the *Self-Employment Worksheet* to document roomer/boarder income, the gross amount of roomer/boarder income received must be counted, no deductions are allowed.

## L. Support From Person or Family Member Not Living in the Household (if received within the income verification period)

Cash support received by the Household and payments made by others on the Household's behalf are included as income. Loans and occasional cash gifts of a personal nature, to an individual that do not represent Household support, are excluded as income.

Source of Funds	Countable Income	Documentation Required
Cash support received	Yes	Self-attestation documenting: <ul style="list-style-type: none"><li>• Applicant name;</li><li>• Name of person who provided assistance; and</li><li>• Date(s) assistance was provided and the amount(s) of assistance provided.</li></ul>
Payments made by others on Household's behalf	Yes	Self-attestation documenting the: <ul style="list-style-type: none"><li>• Applicant name;</li><li>• Name of person who provided assistance;</li><li>• Party/company paid; and</li><li>• Date(s) paid and amount(s) paid.</li></ul>
Personal loans from an individual	No	Self-attestation documenting: <ul style="list-style-type: none"><li>• Applicant name; and</li><li>• Individual, who provided the loan Date and amount of loan</li></ul>

## M. Interest

1. Income generated by savings accounts, CDs, and other investments that pay some form of interest. All interest earned during the income verification period must be counted as income and documented on the *Income Worksheet*.
2. Interest from the direct sale of property pursuant to which the Applicant(s) receives a regular direct payment from the buyer must be counted as income. The Applicant(s) must provide a copy of the agreement/contract.

## N. Dividends, Royalties, Estates, and Trusts

Income from dividends, royalties, estates, and trusts.

## **O. Government employee pensions, private pensions, and regular annuity payments**

Use the gross amount shown on the check stub. Not all pensions and retirement checks are gross. Applicant must provide a copy of the check stub or verification of gross income from the provider. A statement from a financial institution showing direct deposit is not adequate documentation.

**NOTE:** Fixed annuities guarantee a certain payment amount; variable annuities do not. The recipient is taxed only when they start taking distributions or if they withdraw funds from the account. A check stub or statement from the company showing gross payments is required.

## **P. Veteran's Administration Pensions**

Recipients receive payments on a monthly basis. The Primary Applicant must provide documentation from the VA.

## **Q. Veteran's Disability Benefits**

Recipients receive payments on a monthly basis. Benefit payment check stubs or a statement from the Veteran's Administration are required. Disability payments increase annually every December. Benefit levels may increase/decrease if the number of dependents in the household changes or if there is a change in the disability rating/percentage.

## **R. Military allotments (pay)**

Only those military personnel who are not living in military housing are eligible for a Fuel Assistance benefit. When an active-duty military person, who lives off base, applies for Fuel Assistance benefits, include the military family allotments plus housing allowance (Basic Allowance for Quarters- BAQ).

## **S. Military Retirement**

Recipients receive payments on a monthly basis. The Primary Applicant must provide documentation from DFAS (Defense Finance and Accounting Service).

## **T. Winnings**

Winnings from any source of gambling or gaming is considered income including, but not limited to private gambling, lottery, horse racing, bingo, etc.

## **U. Other**

1. Jury duty.
2. Income of person living in the Household who is an uncounted Household member and 18 years of age or older.

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## SECTION 24: CERTIFICATION

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HEAP is an income based program. It is the Certifier's responsibility to review and verify the entire Application file and HEAP Cloud (not solely income). It is important to remember that the Certifier is not only certifying the Household's eligibility for Fuel Assistance/ECIP benefits, but also income-eligibility for other programs such as the Weatherization Assistance Program, the Central Heating Improvement Program (CHIP), TANF Supplemental Benefits, Assurance 16, LIAP, and AMP.

1. HEAP Cloud is the system of record. Therefore, an Application cannot be certified until it is certified in HEAP Cloud. The certifier must review all information in HEAP Cloud prior to certifying the Application. "Certifying" an Application on paper is ineffective and not permitted.
2. Each Application must be certified eligible or denied within thirty (30) business days from the Date of Application. Once all documentation has been received, certification may occur any time before thirty (30) business days.
3. If an Application cannot be certified due to lack of documentation (whether the documentation is pending from the Applicant or a third party) the Application is put on hold. However, the Application must be certified eligible or denied within thirty (30) business days of the Date of Application.
4. Separation of duties is required and provides essential checks and balances to ensure accuracy and compliance. On any given Application, intake and certification cannot be performed by the same person, with the exception of subsidized rent with heat included (\$21 benefit) Applications. Subsidized rent with heat Applications can be certified by an intake worker. Additionally, the person who enters/creates the Application in HEAP Cloud cannot certify the Application.
5. Any deviations from the policies/procedures outlined in the Rule, State Plan, or Handbook must be approved/denied by MaineHousing prior to certifying the Application. The CAA must complete a *HEAP Waiver Request*.
6. The certifier is responsible for:
  - a. Verifying all documents are in the file. *See [Section 13: Application Intake](#).*
  - b. Reviewing the entire Application file and HEAP Cloud for accuracy and completeness
  - c. Assessing the Application file as a whole (Does it make sense? Do the case file notes and documentation tell the entire story?)
  - d. Determining if the Household income is sufficient to meet basic living expenses
  - e. Resolving any inconsistencies or errors
  - f. Verifying the benefit calculated correctly
7. If there are changes/corrections, each change must be initialed and dated by the Primary Applicant or the CAA. If the CAA is initialing/dating the change, the CAA will document

the date they spoke with the Primary Applicant and received verification from and the consent of the Primary Applicant to make the change.

8. The information contained in A thru N below, highlights some key considerations the certifier should take into account when reviewing/certifying the Application file.

#### A. Certifier Review and Verification Process

1. Compare Primary Applicant's address to the landlord's address. If they are the same, additional information and documentation may be required to ensure all Household members and income have been accounted for.
2. **Application:** Complete, signed and dated.
3. **Permission to Share Information Form:** Certifier must review the form and verify all Applicants 18 years or older have signed the form with no additional comments added that would negate permission.
4. Verify that the Requested Fuel Type is compatible with an identified working Heating System. HEAP Cloud will produce an error if the Requested Fuel Type is for a non-working Heating System.
5. If the oil/kerosene system fuel tank is in a heated space, the Fuel Type should be oil.

If the oil/kerosene system fuel tank is outside, the Fuel Type **must** be kerosene.

If the oil/kerosene system fuel tank is in an unheated space, the recommended Fuel Type is kerosene.

To be considered a heated space, the source of heat must be permanently installed. A tank that is located in an unheated basement but has the Heating System located near it would be considered a heated space. If the space or building is heated solely by portable heating devices such as space heaters or lights/lamps, it would be considered an unheated space or building.

6. **Roomer/Boarder:** By definition there must not be more than 2 rooms listed, and all utilities must be included. Landlord and Roomer/Boarder cannot comeingle any expenses or funds.
7. **College Students:** If the Primary Applicant chose to exclude a college student as a Household member, the certifier will ensure the file contains the required proof of student status and enrollment at a university, vocational college, business college, or other accredited institution for twelve (12) credit hours or more per semester.

#### B. Income

HEAP is an income based program. Therefore, when reviewing an Application for certification, it is critical that the certifier carefully follow the instructions for the *Income Worksheet* as outlined in the Program Forms section of the MaineHousing website.

If a Household reports zero or minimal income, *Income Worksheet* must document how the Household is meeting their basic living expenses.

##### 1. Income Worksheet

- a. Income must be documented for all Household members 18 years of age or older who



are not high school students, unless the person is a college student who will be excluded from Household. *See* [Section 5 \(11\): Household Composition](#) for more information on the criteria for excluding/including a college student's income.

- b. Income must be verified and proof must be attached to the *Income Worksheet*, except in the case where self-attestation is recognized.
- c. Court ordered child support paid by an Applicant
  - i. For any Applicant who pays court ordered child support, the CAA will deduct documented child support payments made during the income verification period from the Applicant's gross income. The Applicant must provide a copy of the court order and proof of the amounts paid during the income verification period.
  - ii. The following guidelines pertain to self-employed Applicants who paid court ordered child support during the income verification period:
    - 1) If self-employment income is documented by a Self-Employment Worksheet, the amount of child support payments made shall be deducted from the Applicant's gross self-employment earnings.
    - 2) If self-employment income is documented by a **Federal tax return**, the amount of child support payments shall be deducted from the net profits. The maximum allowable deduction for child support shall be less than or equal to the amount of any net profits.

***Example:***

- Income verification period is January
- Self-employed Applicant's net profit for one (1) month is \$500.00
- Self-employed Applicant made child support payments in January in the amount of \$600.00.
- Maximum allowable deduction for child support is \$500.00.
- Applicant's self-employment income recorded in HEAP Cloud as \$0.

- 3) All members of the Household 18 years of age and older with zero income must be listed on the Income Worksheet.

### **C. Over Income Applications (Medical Deductions)**

The CAA shall deduct any paid and documented medical expenses, **not** reimbursed by insurance or other organizations, for the one month or 30-day income verification period for monthly income OR the 12 calendar month period prior to the Application Create Date Non-Online/Application Intake Date. Only deduct enough expenses to make the Household eligible. The CAA will deduct only enough expenses to put the Household \$1.00 below the maximum income bracket. All documentation must be provided in order to deduct any allowable expenses.

#### **1. Allowable Deductions**

- a. Deductible medical expenses (paid) may include, but are not limited to, hospital and

doctor bills, medical or dental insurance premiums, prescription drugs, and the cost of

transportation to and from medical care providers. For complete listing, refer to the IRS Publication 502 medical deduction inclusion- <https://www.irs.gov/pub/irs-pdf/p502.pdf>

- b. Documentation of hospital or doctor's appointments may be used as proof of medical transportation expenses. If the Applicant is unable to provide actual costs, the CAA may use the current MaineCare reimbursement rate per mile to calculate deductible transportation costs. The MaineCare rates can be found at <http://www.maine.gov/sos/cec/rules/10/ch101.htm> (Ch. II – Section 113 Non-Emergency Transportation Services).

## **2. Unallowable Deductions**

- b. Refer to the IRS Publication 502 medical deduction exclusions - <https://www.irs.gov/pub/irs-pdf/p502.pdf>. Per IRS guidelines, medical marijuana is a violation of federal law and not an allowable medical deduction (even if legalized by the state).
- c. Household's that provide a previous year's SS Award Letter as income verification must provide the current year's SS Award Letter in order to deduct medical expenses listed on the document.

## **D. Subsidized Housing (Heat Not Included)**

If an applicant lives in Subsidized Housing without heat included, they should always have a utility allowance. Enter the monthly Fuel Subsidy Allowance (*see (E) Fuel Allowances* for more information) amounts in HEAP Cloud provided on or calculated using the MaineHousing *HEAP Subsidized Housing Form*. The Certifier signs the MaineHousing *HEAP Subsidized Housing Form* indicating the information provided has been reviewed and entered into HEAP Cloud correctly.

## **E. Fuel Allowances**

1. Applicants living in Subsidized Housing, including applicants in Housing Choice Voucher (HCV) Homeownership Program (Applicant/tenant is responsible for heat) will need verification of their fuel allowance. The annual fuel allowance will be a factor in calculating the Fuel Assistance Benefit.
2. A Household's total monthly utility allowance includes a portion for heating and a portion for other utilities. The documentation received by the CAA for the utility allowance may be listed as a total of both the heating and other utility portions, or may be broken out separately.
3. A MaineHousing *HEAP Subsidized Housing Form* should have been completed during the intake process and sent to the housing agent/manager. The completed form should be in the file. Any conflicting information must be verified by the CAA.
4. Housing agent/manager to provide:
  - a. Confirmation that Applicant lives in Subsidized Housing.
  - b. Actual monthly amount tenant pays for rent (net amount).

- c. Tenant's total monthly utility allowance.
  - d. Tenant's monthly utility allowance for heating (Fuel Subsidy Allowance), if known. If this is not provided, it will be calculated by the CAA. If not provided, the Fuel Subsidy Allowance will be calculated as equal to 70% of the total utility allowance.
  - e. Requested fuel type entered into HEAP Cloud must match the primary fuel type identified by the housing agent/manager.
5. Once the form is completed and returned by the housing agent/manager, the certifier enters the appropriate information in HEAP Cloud.
  6. Examples of how the annual utility allowance factors into the Benefit calculation:

***Example 1: Fuel Subsidy Allowance Amount Not Provided***

<b>Heating Cost (DHLC)</b>	<b>\$959.00</b>
<b>Minus Annual Fuel Subsidy Allowance</b>	<b>\$630.00</b>
<b>Household's Adjusted Heating Cost =</b>	<b>\$329.00</b>
<p><b>(1) Information provided by the housing agent/manager</b></p> <ol style="list-style-type: none"> <li>a. \$230 = Actual monthly amount tenant pays for rent (net amount)</li> <li>b. \$75 = Tenant's total monthly utility allowance</li> <li>c. Monthly allowance for heating is unknown or blank</li> <li>d. \$959 = DHLC</li> </ol> <p><b>(2) CAA and HEAP Cloud calculates/enters the annual fuel subsidy as follows</b></p> <ol style="list-style-type: none"> <li>a. HEAP Cloud uses total cost to heat the residence as determined by DHLC.</li> <li>b. CAA multiplies total monthly utility Allowance by 70% (<math>\\$75 \times 0.70 = \\$52.50</math>).</li> <li>c. CAA enters monthly Fuel Subsidy Allowance amount (\$52.50) in to HEAP Cloud.</li> <li>d. HEAP Cloud then multiplies by 12 (months) to arrive at the annual Fuel subsidy Allowance for heating (<math>\\$52.50 \times 12 = \\$630</math>).</li> <li>e. HEAP Cloud deducts calculated annual Fuel Subsidy Allowance for heating from total heating cost as determined by DHLC. The Applicant's Fuel Assistance Benefit is then determined based on the adjusted heating cost.</li> </ol>	

### ***Example 2: Fuel Subsidy Allowance Amount Provided***

**(1) Information provided by the housing agent/manager:**

- a. \$230 = Actual monthly amount tenant pays for rent (net amount)
- b. \$75 = Tenant's total monthly utility allowance.
- c. \$52.50 = Tenant's monthly utility allowance for heating (Fuel Subsidy Allowance)
- d. \$959 = DHLC

**(2) CAA and HEAP Cloud calculates/enters the annual fuel subsidy as follows:**

- a. HEAP Cloud uses total cost to heat residence as determined by the DHLC.
- b. CAA enters the monthly utility allowance for heating (Fuel Subsidy Allowance) provided by housing agent/property manager in HEAP Cloud (\$52.50).
- c. HEAP Cloud then multiplies by 12 (months) to arrive at the annual Fuel Subsidy Allowance for Heating (\$52.50 x 12 = \$630).
- d. HEAP Cloud deducts calculated annual Fuel Subsidy Allowance for heating from total heating cost as determined by DHLC.

<b>Heating Cost (DHLC)</b>	<b>\$959.00</b>
<b>Minus Annual Fuel Subsidy Allowance</b>	<b>\$630.00</b>
<hr/>	
<b>Household's Adjusted Heating Cost =</b>	<b>\$329.00</b>

## **F. Landlord Requires Applicant/Tenant Use Specific Vendor**

If Household is responsible for heat and Landlord requires that a specific vendor must be used, the Primary Applicant must provide documentation to substantiate the situation and CAA must make related notes in the comment section of HEAP Cloud and upload related documentation.

### **1. Participating Vendor**

The Benefit will be issued as a direct check if:

- a. Household resides in a Dwelling Unit that shares a tank or meter for Home Energy with another Dwelling Unit; or
- b. Household member's name is not on the Home Energy account.

The Benefit will be issued to the Vendor if:

- a. tank/meter supplies Home Energy to the Household's Dwelling Unit only; and
- b. Household member's name is on the Home Energy account.

### **2. Non-Participating Vendor**

- c. If the Landlord requires that a non-participating vendor be used a direct check will be issued. The CAA will need to verify the following before the Application can be certified eligible:

- i. Verify Household's responsibility for Home Energy;
  - ii. Verify name of the vendor;
  - iii. Verify vendor has an account with the Household's physical address as the delivery location; and
  - iv. Obtain any other information as necessary for verification.
- d. The following are suggested approaches for obtaining the above information:
- i. Have the landlord provide a written statement; or
  - ii. Verbally confirm the information with the landlord and document details of the conversation in HEAP Cloud.

## **G. Direct Check Vendor**

1. HEAP Cloud will not allow an Application to be certified without vendor information in the Vendor and Consumption section. This includes issuing all Direct Checks (including \$21.00 benefits) to Applicants.
2. To issue a Direct Check:
  - a. CAA must enter the actual requested Fuel Type for the Household.
  - b. CAA will select the "Direct Check Vendor" that corresponds to the requested Fuel Type. Once Vendor is selected, enter the following:
    - i. *Fuel Vendor Name*: Choose the Vendor and corresponding fuel type
    - ii. *Account Number*: Enter 0 as the Households account number.
    - iii. *First Name, Last Name*: Check the Same as Applicant box to populate these fields.
3. CAA must enter comments in HEAP Cloud to validate issuing a Direct Check to the Applicant.
4. CAA will certify the Application.

## **H. No Working Heating System**

### **1. CHIP Only**

- a. If an Application is complete, all applicable documentation has been provided, the Household is determined income eligible, and they do not have any working heating system(s) the Application must be certified for "CHIP Only". See Section 26-CHIP Only Certification- non working Heating System.
- b. If upon Qualifying in HEAP Cloud, the only error message received is regarding the non-working Heating System, select the CHIP Only Denied reason and document the reason for the non-working Heating System in HEAP Cloud comments.

**NOTE:** If other error messages are received when the Application is “Qualified”, the Applicant may not be CHIP eligible. Research reason for error message and take applicable follow-up steps.

## 2. No Electrical Service

Household has no electrical service; therefore does not have a working Heating System on the Create Date Non-Online/Application Intake Date:

- c. If the lack of a functioning Heating System is due to a lack of electricity, the Household is not eligible to receive a Fuel Assistance Benefit.
- d. If the CAA determines the Household meets all other HEAP-eligibility requirements (except for not having a working Heating System), the CAA should consider using private funds, if available, to restore electrical service.
- e. If Application is taken during ECIP timeframe, CAA may explore using ECIP funds for the utility disconnect. In order for the Application to be certified eligible and use ECIP funds for a utility disconnect, CAA must be able to remedy the disconnect and restore power either by using ECIP funds or a combination of ECIP funds and non-HEAP funds.
- f. If utility service is restored within fifteen (15) business days of the denial notification, the CAA will proceed as follows:
  - i. Update Application, as needed.
  - ii. Enter a comment in HEAP Cloud (ex. utility service restored; oil furnace is working as of 01/10/24).
  - iii. Recertify Application.

## I. Household Moves Prior to Certification

1. If all Applicants **move to Subsidized Housing with heat included or an ineligible Dwelling Unit** prior to certification, the Household may not be eligible for the entire Benefit.
2. CAA will notify MaineHousing of the date of the move prior to certifying the Application based on the Household’s situation **on** the Create Date Non-Online/Application Intake Date. MaineHousing will determine what (if any) portion of the Benefit the Applicant is entitled to. MaineHousing will prorate the Benefit amount and issue the payment accordingly.
3. If all Applicants **move to an eligible Dwelling Unit** prior to certification.
  - a. CAA will certify based on the information provided on the Create Date Non-Online/Application Intake Date.
  - b. The HEAP Application Update form must be completed.
  - c. Current Application and the prior year Application must be updated in HEAP Cloud. Follow all instructions for the HEAP Application Update form.

- d. Document any changes in HEAP Cloud comments.

## **J. Certification and Benefit Notification**

An Application must be certified (*i.e.*, eligible or denied) within thirty (30) business days of the Date of Application.

### **1. Upfront Requests to Vendors (Non-Emergency)**

If the CAA is made aware that it is in the Household's best interest to complete an Upfront Delivery Request for a non-emergency situation (e.g., vendor has limited delivery in service area), the CAA must take the following steps prior to submitting the Upfront Delivery Request Form to the Vendor:

- a. Certify the Application.
- b. Contact and verify with the Vendor, if there are any HEAP, Supplemental or TANF Credits available. If so, these must be used or in conjunction with the *Upfront Delivery Request* form.
- c. Verify with the Vendor when the next scheduled delivery date is to ensure that the delivery will meet the purpose of doing a non-emergency Upfront request.
- d. Complete *Upfront Delivery Request* Form per the instructions.
- e. Send the Upfront request to the Vendor.
- f. Upload the Upfront request to the Applicant's Application.
- g. Enter a comment in HEAP Cloud about the Upfront request.

### **2. Benefit Notifications**

MaineHousing mails all benefit notifications.

- h. Benefit notifications are mailed to Primary Applicants on the Tuesday after the Benefit has been issued/paid to the Vendor.
- i. For benefits paid as direct checks, both the check and benefit notification letter will be mailed to Primary Applicants on Thursdays.

### **3. Denial Notification**

- j. Original denial notification must be mailed to the Primary Applicant within three business days of the date of the denial.
- k. A copy must remain in the file. The denied Application **must be uploaded** into HEAP Cloud.
- l. **Lack of Documentation:** list all documents needed.

If an Application has been denied, the Applicant has fifteen (15) business days to submit missing documentation, information, or documentation of medical expenses (if over



income). If documentation/information is received within the required timeframe, CAAs may complete a Denial Reversal in order to put the Application back into a pending status in order to make updates/corrections to and recertify the Application.

#### **NOTES:**

- **DO NOT**, for any reason, issue a Reminder form that would extend the allowable time period beyond the thirty (30) business days to certify. If the CAA overlooked needed documentation, the Application would still be denied, as the Applicant(s) will have fifteen (15) business days to supply the documentation.
- If missing documentation is received after the fifteen (15) business day period, but is postmarked within the fifteen (15) business day timeframe CAAs should accept the documentation. CAAs should scan the envelope (showing postmark) into HEAP Cloud.

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## SECTION 25: LOW INCOME ASSISTANCE PLAN (LIAP)

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Eligibility for LIAP is contingent on a Household being HEAP eligible. **Certification for LIAP does not mean the Household is eligible to receive a LIAP benefit**, but that they are HEAP eligible and interested in participating in the utility's LIAP program. Each utility company has additional criteria that the Applicant must meet to receive a LIAP benefit.

Every Friday MaineHousing sends each electricity Vendor a LIAP report listing those Households that have been certified eligible. This report includes the following information:

• AppID	• Certification date
• Primary Applicant Name	• CAA
• Physical Address	• Homeownership type
• Electric account number	• Percent of Poverty Bracket

All Applications should be certified for LIAP provided the Primary Applicant requests LIAP and the electric account is in a Household member's name. The electricity Vendor will not issue a LIAP benefit to a Household unless the Household is listed on the LIAP report. If the CAA can obtain written confirmation from the utility Vendor that the Applicant is an authorized user on the account, they may request LIAP.

CAAs must ensure that the name on the utility bill or authorized user confirmation matches what is entered into HEAP Cloud in the Vendor and Consumption section.

### A. How Does a Household Get on the LIAP Report?

1. HEAP Application status must be "Certified Eligible-Payable"; and
2. "Request LIAP/ELP" box must be checked"; and
3. The correct Utility Vendor and account number is entered into HEAP Cloud.

### B. Electric Account Not in a Household Member's Name

1. HEAP eligibility is determined on the basis of the Household's information/circumstances on the Create Date Non-Online/Application Intake Date. If on the Create Date Non-Online/Application Intake Date the electric account is not in a Household member's name, they may be certified eligible for HEAP, but **not** LIAP. In these situations, do not check the "Request LIAP/ELP" box.
2. If the electricity account is subsequently placed in a Household member's name, the Primary Applicant will inform the CAA of the situation and will provide the CAA with backup documentation. The CAA will change the account information and check the "Request LIAP/ELP" box in HEAP Cloud. The succeeding HEAP Cloud LIAP enrollment file that is sent to utility providers will reflect the change.

**Note:** *LIAP is the acronym used to describe the state-wide plan. With the exception of Central Maine Power, all MaineHousing contracted electricity providers call their low- income assistance program LIAP. Central Maine Power refers to their program as the Electricity Lifeline Program or ELP.*

### C. Subsidized Housing

1. By checking the “Request LIAP/ELP” box in HEAP Cloud, the CAA is representing that the Applicant has expressed interest in LIAP, is eligible for HEAP, and is providing information to the electricity Vendor, who will determine the Household’s eligibility for a LIAP benefit.
2. CAA should check the “Request LIAP/ELP” field in HEAP Cloud for all Subsidized Housing Applicants who meet all of the following criteria (even if the Household does not use oxygen/ventilator):
  - a. Primary Applicant expressed interest in LIAP; and
  - b. Household is eligible for HEAP; and
  - c. Electricity account is in a Household member’s name.

**NOTE:** Checking the “Request LIAP/ELP” on the HEAP Cloud Application serves two important functions:

1. If eligible, the client will be enrolled in the LIAP program; and
2. Regardless of LIAP eligibility, the utility company will be notified that the Applicant was determined HEAP eligible. Without this notification, the Applicant may have difficulty accessing other low income assistance programs such as AMP (Arrearage Management Program).

### SUBSIDIZED HOUSING GUIDANCE

If the Applicant provides the CAA with a physician’s note: The CAA will follow the standard process for confirming oxygen/ventilator use with the electricity vendor – ex. enter information into CMP/ELP system.

If the Household does not use oxygen/ventilator or does not provide a physician’s note: The CAA will check the “Request LIAP/ELP” box provided the Household meets all of the above mentioned criteria. In such cases, the electricity Vendor will do the eligibility check for Subsidized and Subsidized with heat Households – i.e. Household will need to provide physician’s note to electricity Vendor to verify use of oxygen or ventilator.



**NOTE:**

*CAA’s must leave a comment in HEAP Cloud after a client has been entered in the CMP ELP Portal*

*Example: ELP entered on MM/DD/YY*

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## SECTION 26: CHIP ONLY CERTIFICATION NO WORKING HEATING SYSTEM

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### A. No Working Heating System

1. If there is no working Heating System in the Dwelling Unit on the Create Date Non-Online/Application Intake Date, the Household is not eligible to receive a Benefit. Refer to Application section of this Handbook (Heating System).
2. If everything else about the Application is complete and all applicable documentation has been provided, the Application can be certified for “CHIP Only”.

**TIP:** *If the Household has a Heating System that is operating in any capacity (“working well” or “not working well”) on the Create Date Non-Online/ Application Intake Date, the Application cannot be certified denied as “CHIP Only”.*

**NOTE:** The Applicant must comply with all HEAP Rules, and apply **no later than the last working day of May 2024**.

### B. CHIP Only Certification

1. Complete the following in HEAP Cloud to certify an Application as “CHIP Only”:
  - a. Review all Application information.
  - b. Click the “Qualify” button on the Benefits tab.
  - c. If the only error message received is regarding the non-working Heating System, select the CHIP Only Denial Reason.
  - d. Document the reason for non-working Heating System in comments.
2. The Application will remain denied until the Heating System is replaced/repared through CHIP or by the Primary Applicant/Applicant. The no heat situation should be referred to the CAA’s CHIP Department.
3. If a “CHIP Only” Application is taken on **the last working day of May, 2024** and denied due to any other reason than a non-working heating system, the Primary Applicant will be afforded time allowances as documented on the *Reminder Form* and a denial letter to provide the required information/documentation. If the Primary Applicant meets the requirements in the allotted time frame, CAA will request a denial reversal and certify as “CHIP Only”.
4. The Household would not be eligible for a PY 2024 Benefit if the repair/replacement was completed on or after **June 1, 2024**. The Household did not have a working system prior to the end date of the Application period.

**NOTE:** If the CAA becomes aware that a Vendor will not deliver product to a client due to fuel tank code issues, the CAA should note the situation in the Comments section of HEAP Cloud, email [liheap@mainehousing.org](mailto:liheap@mainehousing.org) and inform the CAA’s CHIP Department. CAAs should not process a benefit return to request funds be issued to a different vendor that will deliver to a tank with code issues.

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## SECTION 27: DENIAL REVERSALS

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If an Application has been denied, the Applicant has fifteen (15) business days to submit missing documentation, information, or documentation of medical expenses (if over income). If documentation/information is received within the required timeframe, CAAs may complete a Denial Reversal in order to put the Application back into a pending status in order to make updates/corrections to and recertify the Application.

### A. Common reasons for Denial Reversal:

1. Missing documentation was received by the required deadline.
2. Information entered in HEAP Cloud was incorrect as of Create Date Non-Online/Application Intake Date.
3. MaineHousing requested corrections.
4. Medical deductions were received by the required deadline.
5. CHIP Only Applications: Heating system was repaired or replaced.

#### NOTE:

If missing documentation is received after the fifteen (15) business day period, but is postmarked within the fifteen (15) business day timeframe CAAs should accept the documentation. CAAs should scan the envelope (showing postmark) into HEAP Cloud.

### B. Prior to Processing a Denial Reversal

1. Verify all documentation necessary to recertify or correct the Application has been received and HEAP guidelines have been met.
2. Complete the Denial Reversal in HEAP Cloud.
3. Make any changes to the Application that are necessary. When confirming the changes, the Application status will be updated to "Application Pending- Reversed".
4. Enter a comment on the Application to clearly explain the reason and justification for processing a denial reversal. The comment must include dates, documents received, action taken, errors that were corrected, etc.
5. CAA will update Qualify/Certify the Application as appropriate.
6. Record the Denial Reversal on the *Denial Reversal Tracking Form*.

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## SECTION 28: BENEFITS

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1. HEAP Benefits are determined so that Eligible Households with the lowest income and the highest Energy Cost receive the highest Benefits.
2. Applicants residing in Subsidized Housing with heat included in their rent may be eligible if the Household pays an out-of-pocket expense for a portion of their rent or utility costs. The maximum Benefit for Households residing in Subsidized Housing with heat included is \$21 per Program Year. If the subsidy pays 100% of the rent and utility costs, the Household is not eligible to receive a Benefit.
3. Applications are entered into HEAP Cloud, which automatically calculates the Benefit amount for an Eligible Household. A comprehensive description of the Benefit calculation can be found in the Rule. The Benefit calculation takes into account:
  - a Household's estimated heating costs calculated by using the Design Heat Load Calculation (DHLC) formula.
  - b Percent of Poverty, which takes into account Household income and size.
  - c Average fuel price for the requested Heating System (average fuel prices are based on prior Heating Season). *See [Appendix A](#).*
  - d Climate/region – Degree Days.
  - e Dwelling type and number of rooms.

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## SECTION 29: PAYMENT OF BENEFITS

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### A. Weekly Payment Process

1.	<b>Tuesday:</b> <ul style="list-style-type: none"><li>• MaineHousing begins processing payments in HEAP Cloud.</li></ul>
2.	<b>Wednesday:</b> <ul style="list-style-type: none"><li>a. MaineHousing prints all checks, Benefit Notification letters, and Vendor Voucher Reports.</li><li>b. All payments are posted in HEAP Cloud (post-dated to the next day, Thursday).</li></ul>
3.	<b>Thursday:</b> <ul style="list-style-type: none"><li>a. Federal Funds are received.</li><li>b. MaineHousing mails all checks, Vendor Voucher Reports and direct check Benefit Notification letters.</li></ul>
4.	<b>Following Tuesday:</b> <ul style="list-style-type: none"><li>• Benefit Notification letters to Applicants whose payments were sent to a Vendor are mailed.</li></ul>
If there is a holiday week, the payment process may move ahead/back a day depending on when the holiday is observed.	

### B. Benefits Issued

#### 1. Vendor (Pre-Delivery)

Benefits are issued to Vendors within ten (10) business days of the certification of eligibility date, or when HEAP funds are available, whichever is later.

**NOTE:** Benefits cannot be issued to a Vendor account that is not in a Household member's name.

#### 2. Direct Check

- a. Applicant may receive a direct check if:
  - i. There's no Vendor for their designated fuel type in their area. (CAA will enter notes in HEAP Cloud).
  - ii. Household's requested fuel type is wood.
  - iii. Rent with heat included (Subsidized or Non-Subsidized).
  - iv. The Household is responsible to pay for the heat; however, the fuel account is not in a Household member's name. CAA must obtain documentation that the Applicant is responsible for paying the heating cost.

- v. The Household uses a propane vendor that is not a HEAP participating Vendor, does not own their own tank.
- vi. The Household's dwelling has a shared heating system and/or fuel tank.
- b. A direct check will be mailed to the Primary Applicant within ten (10) business days of the certified-eligible date, or when HEAP funds are available, whichever is later.
- c. The Primary Applicant may choose to have their Benefit applied to their electricity account if their heat is included in their Rent, unless their Rent is Subsidized.
- d. All \$21 benefits are issued as direct checks (Subsidized with heat included and zero/negative heating burden households).



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## SECTION 30: APPLICATION CHANGES

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Application updates may be necessary for a variety of reasons. **The updates required will depend on the current status of the Application and the reason updates are needed.**

If there are changes for a Household after the Create Date Non-Online/Application Intake Date, the Benefit calculation must still be based off the Household's situation as of the Create Date Non-Online/Application Intake Date.

The only time information used in the Benefit calculation should be changed/updated is if the information was due to an error at intake or certify and the Application does not accurately represent the Household on the Create Date Non-Online/Application Intake Date.

If the Application changes are due to changes in the Household's situation after the Create Date Non-Online/Application Intake Date, do not make changes to any other sections or fields other than those outlined in the actions listed below.

**A. Applications that have a status of Certified Eligible-Payable:**

**1. Applicant Moves to an Eligible Dwelling Unit, Changes Product or Changes Vendor**

**IMPORTANT CHANGE:**

- a. Click "Change" button. This will put the Application in "Change Mode" and the background will turn pink.
- b. Enter a Comment to document the Application changes.
- c. Add the new Heating System as a secondary or third Heating System (if applicable).
- d. Enter Retired next to the Heating System location that was designated as the Primary on the Create Date Non-Online/Application Intake Date (if applicable).
- e. Add the new Vendor in Vendor and Consumption section of HEAP Cloud (if applicable)
- f. Update utility Vendor account number (if applicable).
- g. Change the mailing and physical addresses in HEAP Cloud. County must remain in the system as it was entered on the Create Date Non-Online/Application Intake Date.
- h. Update "Vendor" for each eligible allocation in the Vendor section in Qualified Allocation grid on Benefits tab in HEAP Cloud.
- i. Select the appropriate allocations and click "Confirm Changes" to save changes made and close out of 'Change Mode'.

**NOTE:** The Benefit calculation will be based on the requested fuel type and Household's situation designated on the Create Date Non-Online/Application Intake Date.

## **2. All Applicants Relocate to Subsidized Housing with Heat Included or Ineligible Dwelling**

Household may not be eligible for the entire Benefit depending on the date the Household relocated and the amount of any Home Energy deliveries made during the current Heating Season.

- a. The CAA will notify MaineHousing (at [liheap@mainehousing.org](mailto:liheap@mainehousing.org)) of the date of the move. MaineHousing will determine what (if any) portion of the Benefit the Applicant is entitled to. MaineHousing will prorate the Benefit amount and issue the payment accordingly.
- b. Click “Change” button. This will put the Application in “Change Mode” and the background will turn pink.
- c. Enter a Comment to document the Application changes.
- d. Add the new Heating System as a secondary or third Heating System (if applicable).
- e. Enter Retired next to the Heating System location that was designated as the Primary on the Create Date Non-Online/Application Intake Date (if applicable).
- f. Add the new Vendor in Vendor and Consumption section of HEAP Cloud (if applicable).
- g. Update utility Vendor account number (if applicable).
- h. Change the mailing and physical addresses in HEAP Cloud. County must remain in the system as it was entered on the Create Date Non-Online/Application Intake Date.
- i. Update “Vendor” for each eligible allocation in the Vendor section in Qualified Allocation grid on Benefits tab in HEAP Cloud.
- j. Select the appropriate allocations and click “Confirm Changes” to save changes made and close out of ‘Change Mode’.

**NOTE:** The Benefit calculation will be based on the requested fuel type and Household’s situation designated on the Create Date Non-Online/Application Intake Date.

## **3. Application Error**

- a. Click “Change” button. This will put the Application in “Change Mode” and the background will turn pink.
- b. Enter a Comment to document the Application changes.
- c. Make applicable Application corrections.
- d. Click “Confirm Changes” to save changes made and close out of ‘Change Mode’.

#### 4. Applicant Moves to an Eligible Dwelling Unit, Changes Product or Changes Vendor

- a. Refer to guidance in Section 32: Change of Vendor (Benefit Return) and/or Section 33: Change of Address or Change of Product to make only the necessary Application updates.
- b. Enter a Comment to document the situation and action taken.

#### 5. All Applicants Move to Subsidized Housing with Heat Included or Ineligible Dwelling

- a. Refer to guidance in Section 32: Change of Vendor (Benefit Return) to make only the necessary Application updates.
- b. Enter a Comment to document the situation and action taken.

#### 6. Application Error

- a. Click “Change” button at the top of the Application. This will put the Application in “Change Mode” and the background will turn pink.
- b. Make necessary corrections to the Application and HEAP Cloud to reflect the situation as it was on the Create Date Non-Online/Application Intake Date.
- c. Enter a Comment to document that the Change feature was used and the reason.
- d. Click “Confirm Changes” to save changes made and close out of Change Mode.
- e. Review the Benefits tab to verify that the benefit corrections were adjusted accordingly.
  - i. If the benefit amount increased, an additional balance will have populated on the benefits tab. Ensure correct Vendor is listed on the Vendor line.
  - ii. If the Benefit amount decreased resulting in an overpayment, **CAA must complete a Benefit Return Form** and e-mail [liheap@mainehousing.org](mailto:liheap@mainehousing.org), Subject Line: Client Number-Overpayment, to request guidance on how to proceed.

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## SECTION 31: CHANGE OF VENDOR (BENEFIT RETURN)

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A “Benefit Return” is the return of funds (to MaineHousing) for all or part of a payment made to the Vendor on behalf of a Household. Benefit Returns can be initiated by MaineHousing, the CAA or the Vendor. In processing Benefit Returns, MaineHousing will make the final determination as to when funds can and cannot be reissued.

If the Application changes are due to changes in the Household’s situation after the Create Date Non-Online/Application Intake Date, do not make changes to any other sections or fields other than those outlined in the actions listed below.

### A. Overarching Principles That Apply to Benefit Returns

1. Benefits are generally available for use during the Program Year of receipt and up until April 30th of the following Program Year.
  - a. Benefits issued for PY2021 and prior have expired and cannot be reissued to the Household or Vendor.
  - b. PY2022 Benefits expire July 31, 2023. Any remaining Benefits as of August 1, 2023 must be returned to MaineHousing and are not eligible for reissue.
  - c. PY2023 Benefits may be applied to unpaid eligible deliveries made between October 1, 2022 and April 30, 2024.
  - d. PY2024 Benefits may be applied to unpaid eligible deliveries made between October 1, 2023 and April 30, 2025.
2. A Household may not receive more than one standard HEAP Benefit in a Program Year.
3. If there is a change in Household composition, the Benefit will stay with the original Dwelling Unit. If all Household members move, the benefit will follow the Primary Applicant.
4. An Applicant may not be a counted member of a Household on more than one Application in a Program Year.
5. Benefits can only be reissued to Households residing in an eligible Dwelling Unit.
6. Benefit Returns require documentation to substantiate the continued eligibility of a Household. If for any reason the required documentation is not provided, it may delay the reissuance and/or result in forfeiture of Benefits.
7. Change of Vendor requests are only allowable if a Household moves and their Vendor does not serve their new area with the applicable fuel type; or if a Vendor refuses to serve a Household. CAAs must inform applicants of this protocol during the intake process.



## **B. CAA Responsibilities**

### **1. CAA Must Initiate a Benefit Return Request:**

- a. If Household's requested Vendor is different on a new Application compared to the prior year's Application.
- b. If CAA becomes aware that the sole member of an Eligible Household is deceased.
- c. Upon written notice from the Applicant that they can no longer receive services from the Vendor.
- d. Upon written notice from the Applicant that they have moved and will be using a different Vendor.
- e. Upon written notice from the Applicant that they have moved and are no longer eligible to use the Benefit.
- f. If CAA becomes aware of an Overpayment.
- g. If CAA becomes aware that a Benefit was issued to the wrong Vendor.

### **2. CAA must:**

- a. Obtain the necessary documentation from the Applicant.
- b. Review, approve and sign the HEAP Application Update Form.
  - i. CAA must determine which (if any) household members reside at the original address.
  - ii. CAA must determine under the new circumstances if the Benefit remains eligible for use.
- c. Update the Application in HEAP Cloud. See point 4 below for details.
- d. Complete the *Benefit Return Form*.
- e. Upload the completed forms to the Document section in HEAP Cloud.
- f. Enter a comment detailing the situation and Change of Vendor request.
- g. Email MaineHousing at [liheap@mainehousing.org](mailto:liheap@mainehousing.org) with "BR" and the client number in the subject line.

### **3. HEAP Application Update Form**

CAA must obtain a signed *HEAP Application Update form* prior to requesting the return of funds. Application Update form must be fully completed and include a copy of the Household's utility bill if they are responsible for payment.

#### **4. HEAP Cloud Updates Must be Completed**

##### **a. Change of Address**

Update the mailing and physical addresses in HEAP Cloud. County must remain in the system as it was entered on the Create Date Non-Online/Application Intake Date.

##### **b. Changes to Vendor and Consumption Section (Heating System and Vendor)**

If the Heating System is replaced or Household moves and has a different Heating System the CAA:

- i. Adds the new Heating System in HEAP Cloud as a secondary or third system, thus ensuring the Benefit amount remains unchanged;
- ii. Updates former Heating System to reflect as 'Retired'; except for Utility Vendors
- iii. Updates former Vendor to reflect as "Retired" in account number field if changed (excluding Utility Vendors);
- iv. Updates utility account number if applicable;
- v. Adds the new utility Vendor information if applicable;
- vi. Adds the new Vendor information with the new Fuel Type;
- vii. When the requested fuel type remains the same, DHLC data must mirror the original Vendor; and
- viii. Enters a comment to document the new fuel tank information as needed (*i.e.*, size and location).

#### **C. MaineHousing Responsibilities:**

1. Review Application updates in HEAP Cloud.
2. Send Benefit Return request to Vendor.
3. Track outstanding Benefit Return requests.

#### **D. Vendor Responsibilities**

1. Upon receipt of a HEAP *Benefit Return Form* sent by MaineHousing, the Vendor will:
  - a. Reconcile and verify the amount of HEAP funds remaining on the Applicant's account.
  - b. Return funds, transaction history and HEAP *Benefit Return Form* to MaineHousing by the date indicated on the HEAP *Benefit Return Form*.
  - c. If there are no funds to be returned, then a copy of the *Benefit Return Form* and a transaction history must be sent to MaineHousing to indicate that there are no funds to be returned.

**NOTE:** CAA should **not** send the *Benefit Return* form to the Vendor. The contractual relationship is between MaineHousing and the Vendor. CAAs do not have the authority to approve such changes with the Vendor.

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## SECTION 32: CHANGE OF ADDRESS OR CHANGE OF PRODUCT

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A Change of Address/Change of Product is the change of approved address or fuel type for which a Benefit is eligible for use. In processing Change of Address/Change of Product requests, MaineHousing will make the final determination as to when changes can and cannot be made as directed by federal guidelines.

If the Application changes are due to changes in the Household's situation after the Create Date Non-Online/Application Intake Date, do not make changes to any other sections or fields other than those outlined in the actions listed below.

### A. Overarching Principles of a Change of Address/Change of Product

1. A Household may not receive more than one standard HEAP Benefit in a Program Year.
2. A Household may not have Benefits on account with more than one Vendor or for more than one fuel type.
3. If there is a change in Household composition, the Benefit will stay with the original Dwelling Unit. If all Household members move, the benefit will follow the Primary Applicant.
4. Benefits can only be reissued/transferred to Households residing in an eligible Dwelling Unit.
5. A Change of Address/Change of Product requires documentation to substantiate the continued eligibility of a Household. If for any reason the required documentation is not provided, it may delay the transfer or update and/or result in forfeiture of Benefits.
6. Change of Vendor requests are only allowable if a Household moves and their Vendor does not serve their new area with the applicable fuel type; or if a Vendor refuses to serve a Household. CAAs must inform applicants of this protocol during the intake process.



### B. CAA Responsibilities

#### 1. CAA Must Initiate a Change of Address/Change of Product:

- a. Upon notice from the Applicant that they have moved or changed product and will be using the same Vendor.
- b. If CAA becomes aware that a Benefit was issued for the wrong product or address.

#### 2. CAA must:

- a. Obtain the necessary documentation from the Applicant.
- b. Review and approve the *HEAP Application Update* Form.
  - i. CAA must determine which (if any) household members reside at the original address.



- ii. CAA must determine under the new circumstances if the Benefit remains eligible for use.
- c. Update the Application in HEAP Cloud.
- d. Upload the completed form to the Document section in HEAP Cloud.
- e. Enter a comment detailing the situation and Change of Address/Change of Product request.
- f. Email MaineHousing at [liheap@mainehousing.org](mailto:liheap@mainehousing.org) with “COA or COP” and the client number in the subject line.

### **3. HEAP Application Update Form**

CAA must obtain a signed *HEAP Application Update* form prior to requesting the Change of Address/Change of Product. *HEAP Application Update* form must be fully completed and include a copy of the Household’s most recent utility bill or utility account verification letter from the utility company if they are responsible for payment.

### **4. HEAP Cloud Updates Must be Completed**

#### **a. Change of Address**

Update the mailing and physical addresses in HEAP Cloud. County **must** remain in the system as it was entered on the Create Date Non-Online/Application Intake Date. The new address will need to be verified using the “Verify Address” button in HEAP Cloud.

#### **b. Changes to Vendor and Consumption Section (Heating System and Vendor)**

If the Heating System is replaced or Household moves and has a different Heating System the CAA:

- i. Adds the new Heating System in HEAP Cloud as a secondary or third system, thus ensuring the Benefit amount remains unchanged;
- ii. Updates former Heating System location to reflect as ‘Retired’;
- iii. Updates former Vendor to reflect as “Retired” in account number field if changed (excluding Utility Vendors);
- iv. Updates utility account number if applicable;
- v. Adds the new utility Vendor information if applicable;
- vi. Adds the new Vendor information with the new Fuel Type;
- vii. When the requested fuel type remains the same, DHLC data must mirror the original Vendor Usage Method; and
- viii. Enters a comment to document the new fuel tank information as needed (*i.e.*, size and location).

### C. MaineHousing Responsibilities

1. Review Application updates in HEAP Cloud.
2. Send Change of Address/Change of Product authorization to Vendor.

**NOTE:** CAA should **not** send the *HEAP Application Update* form to the Vendor. The contractual relationship is between MaineHousing and the Vendor. CAAs do not have the authority to approve such changes with the Vendor.

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## SECTION 33: EXAMPLES OF APPLICATION UPDATE SITUATIONS

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In any instance where a Household situation changes (e.g. change of address/product/vendor), the Household must complete the HEAP Application Update form.

**NOTE:** For a change of vendor or product, the Applicant must have experienced a change in circumstances that justify the change. Switching vendors in an effort to save on fuel costs due to vendor pricing is not adequate justification to make a change. Households may not switch fuel types after benefit has been issued without ample justification and approval from MaineHousing.

***Example 1: All Household members move and must change Vendors.***

The Vendor must return the unused funds to MaineHousing. A Household member must provide the CAA with a completed *HEAP Application Update Form*. The funds will be re-issued to the new Vendor.

***Example 2: All Household members move but can continue with same Vendor.***

The Vendor does not have to send back the Benefit. A Household member must submit the *HEAP Application Update Form* to the CAA.

***Example 3: All Household members move from a residence with direct heating costs to a residence with heat included in their rent.***

The Vendor must return the unused funds to MaineHousing. A Household member must provide the CAA a completed *Application Update Form*. The Household is then offered the choice of having their benefit re- issued as a direct check or re-issued to their electricity Vendor provided the electricity account is in a Household member's name.

***Example 4: The Primary Applicant moves out of the Dwelling Unit but a Household member remains in the Dwelling Unit; or a Household member moves out of the Dwelling Unit but the Primary Applicant remains in the Dwelling Unit:***

If any member of the original Household remains in the Dwelling Unit, the Benefit stays with the Dwelling Unit.

***Example 5: The Household encounters a situation in which they must change the type of fuel used for heating the Dwelling Unit.***

A Household member must provide the information and justification for the new fuel type to the CAA using the *HEAP Application Update form*.

***Example 6: All Household members move from the Dwelling Unit into separate Dwelling Units.***

The Benefit would follow the Primary Applicant. The Primary Applicant must provide the CAA with a completed *HEAP Application Update form*.

***Example 7: The Primary Applicant is deceased or moves out of state.***

If any Household member on the original Application still lives in the Dwelling Unit the Benefit stays with the Dwelling Unit.

***Example 8: A Household members passes away after the Create Date Non-Online/Application Intake Date, and a surviving Household member moves into another person's household that is not on the original Application and is not HEAP eligible.***

The surviving Household member must provide the CAA a completed *HEAP Application Update Form*. The surviving Household member must add their name to the existing fuel account for the new address, or open a fuel account in their name for that address.

***Example 9: The Household is suspected of committing fraud.***

If the CAA becomes aware of potential program abuse/fraud, the CAA should follow related protocols, including notifying MaineHousing's Program Compliance Officer as needed. The CAA or Compliance Officer will investigate and submit a *Benefit Return Form* if necessary.

***Example 10: The Household's home energy vendor account is inactive or closed.***

The Vendor must return the unused funds to MaineHousing. MaineHousing will work with the CAA as needed to attempt to locate the Household to determine their status.

***Example 11: The Primary Applicant is the sole member of a Household and their permanent residence changes to a nursing home or long term care facility.***

The Vendor must return any unused Benefits to MaineHousing. Benefits will be returned to program.

***Example 12: All Household members move to Subsidized Housing with heat included after Benefits have been paid.***

Benefits may be applied to eligible deliveries if the deliveries occurred on or after October 1<sup>st</sup> of the Program Year for which it was issued, and before the date the Household moved to Subsidized Housing with heat included. If there are remaining funds after applying Benefits to eligible deliveries, Benefits will be returned to program. If the entire Benefit remains, MaineHousing will issue the Household a \$21 benefit.

***Example 13: All Household members move to Subsidized Housing after Benefits have been paid. The Household is responsible for paying the heating costs in the new Dwelling Unit.***

The Household is eligible to utilize the Benefit at the new address.

**Example 14: Household A received a Benefit in the current Program Year. All Household A members move into Household B that was also served in the current Program Year.**

Household A is not eligible to have their current Program Year Benefit reissued to the new location as a Household cannot be served twice in one program year from the same allocation.

**Example 15: Household A received a Benefit in the prior Program Year. All Household A members move into Household B that was also served in the prior Program Year.**

Household A is not eligible to have their prior Program Year Benefit reissued to the new location as a Household cannot be served twice in one program year from the same allocation.

**Example 16: All Household members moved into a Household that was served in the prior Program Year, but not the current Program Year. The Household wants their remaining prior AND current Program Year Benefits reissued to the new location.**

The Household is not eligible to have their prior Program Year Benefit reissued to the new location as a Household cannot be served twice in one Program Year. However the current Program Year Benefit can be reissued since the new location has not been served in the current Program Year.

**For Example:**

John and Mary Smith:

- Resided at 5 Ash Street, Portland on the Create Date Non-Online/Application Intake Date
- PY2024 Benefit paid on 01/05/2024
- Have a remaining PY2023 Benefit on account with Vendor
- On 02/01/2024 moved in with Susan Jones at 10 Tree Street, Portland

Susan Jones:

- Received a PY2023 Benefit
- Did not receive a PY2024 Benefit

The Smith's PY2024 Benefit may be reissued. However, the Smith's remaining PY2023 Benefit cannot be reissued and Ms. Jones is not eligible to receive another PY2024 benefit.

**Example 17: The Household received a Benefit in the prior Program Year. The current Program Year Application was denied (or they did not apply) because they have moved into an ineligible Dwelling.**

The Household is not eligible to have the funds reissued because they reside in an ineligible Dwelling (regardless of the Program Year).

**Example 18: A member of a Household was previously served as part of another Household in the same Program Year.**

The Household member will be included on the Application, but will be uncounted. The Household member's income must be included.

***Example 19: The Household pays for the heat; however, the fuel account is not in a Household member's name.***

The Household will receive a direct check. The Household must submit documentation proving they are responsible for the heat and explaining the reason the account is not in Household member's name, and CAA must document situation in Comments section of HEAP Cloud.

***Example 20: The Household uses a propane vendor that is not a participating vendor.***

The Household may receive a direct check with instructions that the funds are to be used to pay for heating expenses, if they do not own their own tank(s).

***Example 21: Benefit is returned and Household's new Fuel Type is wood.***

Household is eligible to have their Benefit reissued as a direct check.

***Example 22: Applicant moves from an eligible Dwelling Unit to a Roomer/Boarder situation.***

Benefit can be reissued provided the Applicant demonstrates they are in a Roomer/Boarder situation.

***Example 23: Household moves out of current CAA's service area.***

CAA that certified the initial Application, must maintain the Application for the duration of the program year, including Application updates and subsequent ECIP requests.

***Example 24: Household moves to eligible dwelling prior to Certification.***

CAA must notify MaineHousing of the date of move prior to certifying the Application based on the Household's situation **on** the Create Date Non-Online/Application Intake Date. MaineHousing will determine what (if any) portion of the Benefit the Applicant is entitled to. MaineHousing will prorate the Benefit amount and issue the payment accordingly

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## SECTION 34: ENERGY CRISIS INTERVENTION PROGRAM (ECIP)

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1. A Household may be eligible for ECIP if a Household member's health and safety is threatened by an Energy or Life Threatening Crisis and the Household does not have the financial means to avert the crisis.
2. The ECIP timeframe is November 1st through April 30th. CAAs are required to budget their ECIP allocations to ensure funds are available through April 30th.
3. ECIP Applications or requests must be given priority at all intake and processing steps. When possible and appropriate, consider coordinating services with other sources of assistance, *e.g.*, General Assistance or other state, federal, and local sources that are immediately available.
4. When a Household is in an ECIP situation, an Application and *Emergency Worksheet* must be completed.
5. Anytime an Application is in a payable status, CAA should explore Vendors ability to use an Upfront delivery to avert a crisis situation prior to issuing an ECIP purchase order.
6. CAA may use provisional measures to avert a crisis situation as detailed throughout this section. In the case of provisional measures, CAA will make payment to vendor and submit a request for reimbursement by MaineHousing through HEAP Cloud.

### A. Crisis definition and response times

The federal LIHEAP statute requires timely and effective intervention of energy related crises. Pursuant Section 2604 (c)(1) of the statute, some form of assistance must be provided to resolve a Life Threatening Crisis (household with no heat) within 18 hours, and an Energy Crisis (imminent risk of no heat) within 48 hours. The CAA is responsible for determining and verifying the type of crisis the Household is experiencing. Each CAA must have established procedures to ensure crises are addressed within the required timeframes outlined below:

#### 1. Energy Crisis

A weather-related and supply shortage emergency and other Household energy-related emergencies. Conditioned on the availability of ECIP funds, if Household is eligible to receive such benefits, CAA must provide some form of assistance that will resolve the Energy Crisis within forty eight (48) hours after Household has been certified eligible for ECIP.

#### 2. Life Threatening Crisis

The Household is currently without heat or utility service to operate a Heating System or Heating Source. Heating Source means any device, including space heaters, designed to provide heat to a Dwelling Unit. Conditioned on the availability of ECIP funds, if Household is eligible to receive such benefits, CAA must provide some form of assistance that will resolve the Life Threatening Crisis within eighteen (18) hours after a Household has been certified eligible for ECIP.

**NOTE:** If CAA has exhausted all options to remedy the situation within established timeframes, and vendors cannot deliver within the timeframe, other options such as provisional measures, staying with family or friends, etc. should be explored. The delivery should be scheduled for the soonest time possible and comments entered in HEAP Cloud to document the situation.

## **B. Maximum Benefit**

For Program Year 2024, the maximum ECIP benefit per Household is \$800.00. An Eligible Household may receive more than one ECIP benefit provided their total ECIP benefits do not exceed the Program Year maximum of \$800.00. In order to fully resolve the crisis, it may be necessary to use private/donated funding or other state, federal or local sources to cover costs in excess of the \$800.00 maximum or for services that are outside the scope of ECIP.

### **1. Remaining Benefits**

Any remaining Fuel Assistance Benefits or TANF Supplemental credits on the Household's account with the Vendor must be exhausted.

- a. When determining the ECIP benefit amount, the CAA must take into account the amount of any remaining HEAP Benefits and/or TANF Supplemental credits on the Household's account with the Vendor. Any remaining HEAP Benefits and/or TANF Supplemental credits must be used to cover part or all of the emergency Home Energy delivery.
- b. If the Vendor, who has the remaining Benefits/credits on account, cannot make the ECIP delivery within the required timeframe, the CAA will use another Vendor to make the ECIP delivery. The CAA must enter Comments in HEAP Cloud that fully document the situation and reason for not using the remaining Benefits/credits on account with the Household's Vendor of record. The Comments must be entered (*i.e.*, date stamped by HEAP Cloud) on or before the date of the ECIP certification. The CAA is not required to submit a Waiver for MaineHousing's review/approval.

## **C. Allowable Expenditures**

Allowable expenditures must be related to averting an Energy or Life Threatening Crisis and may include:

1. Home Energy deliveries to Households who are responsible for their own heating costs, provided the Eligible Household has exhausted any remaining Fuel Assistance Benefits and TANF Supplemental credits previously issued to a Vendor on behalf of the Eligible Household.
2. If required, the costs of delivery or restart/safety check charges may be added to the ECIP benefit amount provided the Household's total ECIP benefits will not exceed \$800 for a given Program Year.
3. Surcharges, reconnection charges, or penalties related to a final utility disconnect notice. Utility costs must be directly related to the operation of the Heating System.
4. Heating System Repair.
5. Provisional Measures. If the crisis cannot be averted by one of the above measures within



the required timeframe (*i.e.*, 18 or 48 hours), the CAA will take steps to ensure the Household's safety. The following interim measures may be covered by ECIP benefits and provide CAAs with other means to address an Eligible Household's immediate needs until other arrangements, such as a Home Energy delivery or repair/replacement of Heating System, can be made to assure their safety.

- a. Space heaters must meet the following minimum requirements:
  - i. U.L. Certified
  - ii. Wattage output: 1500 watts
  - iii. Power: electric
  - iv. Safety features: auto shutoff/overheat protection
- b. Temporary Relocation. Use of ECIP funds to provide temporary relocation if the Eligible Household is experiencing a Life Threatening Crisis that cannot be averted within 18 hours by one of the measures listed in C (1-5 a.) above. Rent with heat or Subsidized with heat included tenants would not be eligible for temporary relocation.
6. Non-Contract Vendor. If the crisis cannot be averted by using a contracted Vendor within the required timeframe (*i.e.*, 18 or 48 hours), the CAA will take steps to contact a non-contracted vendor that will accept an ECIP Purchase Order and meet the required timeframe to deliver.
7. Delivery charges associated with having an Upfront delivery made to address the crisis situation.
8. CHIP/ECIP Repair. If the crisis cannot be averted by using a contracted Vendor within the required timeframe (*i.e.*, 18 or 48 hours), to repair a non-working heating system, the CAA can work with their housing department's Central Heating Improvement contracted CHIP Vendors to remedy the emergency situation.

#### **D. Unallowable Expenditures**

1. ECIP funds cannot be used if the Household has a secondary or any other Heating System that is safe, operable and is capable of heating the Dwelling adequately during severe cold weather, and has a supply of product for that Heating System.
2. ECIP funds cannot be used to pay for surcharges, reconnection charges, or penalties related to a final utility disconnect when that utility is not required for the operation of the primary Heating System.
3. ECIP funds cannot be used to pay for Home Energy deliveries or Heating System repairs if the Applicant lives in Subsidized Housing with heat included or a Rental Unit with heat included.

#### **E. Do Not Pay List**

CAAs must refer to the most recent version of the Do Not Pay List issued by MaineHousing to confirm ECIP eligibility. An Applicant with an Overpayment balance is not eligible for ECIP

benefits unless they have entered into and are in compliance with the terms of a repayment agreement with MaineHousing.

## F. Documenting Eligibility

The eligibility determination is based on the HEAP Application:

1. If the Household has previously completed a HEAP Application and has been certified eligible in the current Program Year, the CAA must complete an *Emergency Worksheet* over the telephone or in person to assess and document the crisis situation.
2. If the Household's pending HEAP Application is missing documentation or the Household has not yet applied, a HEAP Application and *Emergency Worksheet* will need to be completed and appropriately documented.

## G. Processing and Verifying

A completed *Emergency Worksheet* is required to document the Household's situation and eligibility for ECIP benefits. Detailed instructions for the Worksheet can be found at <http://www.mainehousing.org/partners/partner-type/community-agencies/HEAP>. The information contained in 1-5 below outlines the requirements for processing and verifying requests for ECIP services.

### 1. Fuel Emergency

- a. Household has less than or equal to a 7-day supply of Home Energy, and does not have the financial means to secure a Home Energy delivery.
  - i. Reading of 1/4 tank or less on a standard 275 gallon heating oil tank.
  - ii. Reading of 25% or less on a propane tank.
  - iii. 7-day or less supply guideline applies to other Home Energy types (*e.g.*, firewood, wood pellets).
- b. ***Emergency Worksheet***: Fully complete the appropriate sections of the Worksheet to assess and document the Household's situation and eligibility for ECIP.
- c. **Verifications**: The CAA will need to verify the following (with the Vendor and/or HEAP Cloud) and document the *Emergency Worksheet* as needed:
  - i. The dates of the last deliveries for the all Heating Systems, number of units delivered or purchased (*e.g.*, gallons, bags, cords, etc.), and size of the tank(s) (if applicable).
  - ii. The amount of any remaining and available current and/or prior year Fuel Assistance Benefits or TANF Supplemental credits. These funds must be used to cover all or a part of the emergency delivery.
  - iii. If the Vendor can make the delivery within the required timeframe – *i.e.*, 18 or 48 hours.
  - iv. If the Vendor is willing to do an upfront delivery, to initiate the delivery:

- 1) The Household's HEAP Application must be appropriately certified- eligible in HEAP Cloud.
  - 2) Prior to delivery, the CAA must provide the Vendor with a completed *Upfront Delivery Request Form* and ECIP purchase order if applicable.
- v. If there will be any delivery charges incurred for the emergency delivery and the amount.
  - vi. Cash price per unit/gallon of the fuel type being authorized.

## 2. Utility Disconnect (Electricity and Natural Gas)

- a. Household's heat-related utility service is scheduled for disconnection or has been disconnected. This includes heat-related electric and natural gas disconnects.
- b. A Household may be eligible for ECIP if **all** of the following are true:
  - i. Household's Heating System requires electricity or natural gas to operate;
  - ii. Utility account is in Household member's name; and
  - iii. Household has exhausted its ability to negotiate and pay the terms of a reasonable payment arrangement.
- c. **Rent With Heat Included:** Household may be eligible for ECIP if **all** of the following are true:
  - i. Primary Applicant has stated that their rental/lease agreement indicates a Household member is responsible for the electricity;
  - ii. Electricity account is in a Household member's name;
  - iii. Heating System relies on electricity to operate and electricity account that is in a Household member's name provides the service to operate the Heating System;
  - iv. CAA has secured a written or verbal statement from the landlord confirming the electrical service that operates the Heating System is the tenant's responsibility **not** the landlord's. If the landlord's confirmation is verbal, the intake worker will enter Comments in HEAP Cloud with the specifics of the conversation; and
  - v. Household has exhausted its ability to negotiate and pay the terms of a reasonable payment arrangement.
- d. Obtain a copy of the disconnect notice to determine if it is a notice for a past due amount or a broken payment arrangement.
- e. **Emergency Worksheet:** Fully complete the appropriate sections of the Worksheet to assess and document the Household's situation and eligibility for ECIP.
- f. **Verifications:** The CAA will need to verify the following with the Vendor and document the *Emergency Worksheet* and HEAP Cloud as needed:
  - i. Amount of the current month's charges listed on the most recent bill.

- ii. If the Household has a payment arrangement and the terms of payment arrangement.
- iii. If the Applicant has exhausted their ability to comply with the terms of a reasonable payment arrangement.
- iv. The amount necessary to prevent disconnection. If paid, what will be the amount of and the due date for the next payment? If it is obvious that the Household cannot make the next payment, reassess whether the ECIP benefits are adequate and if alternative resources are necessary.

### 3. Heating System Emergency

- a. Household has a dysfunctional or unsafe Primary Heating System and no secondary Heating System that is capable of adequately heating the Dwelling during severe cold weather.
- b. ***Emergency Worksheet:*** Fully complete the appropriate sections of the Worksheet to assess and document the Household's situation and eligibility for ECIP.
- c. The CAA will need to contact a Vendor to determine if the Vendor is able to make a service call within the required timeframe – *i.e.*, 18 or 48 hours.

**NOTE:** In order to fully resolve the crisis, it may be necessary to refer an Eligible Household to the Central Heating Improvement Program (CHIP) or other state, federal or local sources to cover costs that are outside the scope of ECIP or exceed the \$800.00 ECIP maximum.

### 4. Provisional Measures (Space Heaters, Non-Contract Vendor, CHIP/ECIP Repair and Temporary Relocation)

- a. The CAA may provide an ECIP-eligible Household with:
  - i. Space heaters if the crisis cannot be averted by a Home Energy delivery or repairing the Heating System within the required 18 or 48 hour timeframe.
  - ii. Temporary relocation if the Household is facing a Life Threatening Crisis that cannot be averted within the required 18 hour timeframe by receiving a Home Energy delivery or repairing the Heating System.
  - iii. Using a non-contracted vendor, when the CAA is not able to use a contracted Vendor that can avert the crisis within the required 18 or 48 hour timeframe. Use of a non-contracted Vendor is only permissible for ECIP situations.
  - iv. Using a CHIP Vendor when the CAA is not able to use a contracted Vendor to repair a non-working heating system within the required 18 or 48 hour timeframe.
- b. These measures offer a short-term solution until the crisis can be more fully resolved. In order to fully resolve the crisis, it may be necessary to use private/donated funding or other state, federal or local sources to cover costs that are outside the scope of ECIP or exceed the \$800.00 ECIP maximum.

- c. ECIP may be used to pay solely for space heaters and temporary relocation provided HEAP Cloud includes Comments identifying the other funding sources used to cover the Home Energy delivery, vendor name, the date/time of delivery, the number of units delivered, the type of Home Energy delivered, the amount of repair services, and the date service was performed.
- d. ***Emergency Worksheet:*** Fully complete the appropriate sections of the Emergency Worksheet as you would for a Fuel Emergency or Heating System Emergency. Additionally, complete the applicable information in the Space Heaters or Temporary Relocation sections of the Emergency - Provisional Worksheet.
- e. **Verifications:**
  - i. Contact the Vendor to verify information as you would for a Fuel Emergency or Heating System Emergency (*See [Section G\(1\)\(c\)](#) and/or [Section G\(3\)\(c\)](#)*).
  - ii. **Space Heaters.** Contact the store/company to determine:
    - 1) Availability and model number of space heater that will meet the minimum requirements, and cost. *See [Section 33\(C\)](#), [Allowable Expenditures](#)*.
    - 2) Cost of space heater.
- f. **Temporary Relocation:** Contact the hotel/motel to:
  - i. Determine room availability.
  - ii. Cost.
  - iii. Obtain reservation/confirmation number.

## **H. HEAP Cloud Data Entry and Certification**

1. If the ECIP Vendor is different than the “Requested Fuel Type Vendor” add the ECIP Vendor in the Vendor and Consumption section - e.g. CAA-Non-Contract Vendor or CAA- CHIP/ECIP Repair.
2. If any information requires further explanation or clarification, enter a Comment in HEAP Cloud.

## **I. Denials**

The CAA will provide the Primary Applicant immediate verbal notice of the ECIP denial and written notice of the denial within three (3) business days. CAAs should refer Applicants who are ineligible for ECIP benefits to community organizations, 211 or other programs that may be able to assist.

## **J. Issuing the Purchase Order**

### **1. Fuel Delivery Purchase Order**

After certification, CAA will generate a purchase order and will email or fax the purchase order to the Vendor.

The HEAP Cloud purchase order shall include **all** of the following:

- a. Date purchase order is generated
- b. Purchase order number.
- c. CAA name and address. Also, include the name and telephone number of the CAA staff person authorizing the purchase order.
- d. Vendor name.
- e. Primary Applicant name, delivery address, and telephone number.
- f. Fuel Type.
- g. Amount of HEAP Benefit, Supplemental Benefit and/or TANF credit remaining on account.
- h. Dollar amount to be covered by ECIP. List the specific costs that will be covered by ECIP – *i.e.*, units to be delivered, unit price, and any delivery or restart/safety-check charges.
- i. Required timeframe for the fuel delivery.
  - i. Required 18 or 48 hour timeframe.
  - ii. Date and time ECIP was certified.

### **2. Utility Disconnect Purchase Order**

After certification, CAA will generate a purchase order and will email or fax the purchase order to the Vendor.

The HEAP Cloud purchase order shall include **all** of the following:

- a. Date purchase order is generated
- b. Purchase order number
- c. CAA name and address. Also, include the name and telephone number of the CAA staff person authorizing the purchase order.
- d. Vendor Name
- e. Primary Applicant name, service address and telephone number.
- f. Fuel Type
- g. Name on utility account.

- h. Utility account number.
- i. Amount of HEAP Benefit, Supplemental Benefit and/or TANF credit remaining on account.
- j. Dollar amount to be covered by ECIP. List the specific costs that will be covered by ECIP – *i.e.*, past due charges and reconnection fees
- k. Required timeframe for crisis resolution.
  - i. Required 18 or 48 hour timeframe.
  - ii. Date and time ECIP was certified.

### **3. Heating System Repair Purchase Order**

After certification, CAA will generate a HEAP Cloud purchase order and create a manual purchase order. Only the manual purchase order will be emailed or faxed to the Vendor.

The manual purchase order shall include **all** of the following:

- a. Date purchase order issued.
- b. HEAP Cloud purchase order number.
- c. CAA name and address. Also, include the name and telephone number of the CAA staff person authorizing the purchase order.
- d. Vendor name.
- e. Primary Applicant's name, service address, and telephone number.
- f. Amount of HEAP Benefit, Supplemental Benefit and/or TANF credit remaining on account, if applicable.
- g. Maximum dollar amount authorized for Clean, Tune, and Evaluation (CTE) and repair services.
- h. Required timeframe for crisis resolution.
  - i. Required 18 or 48 hour timeframe.
  - ii. Date and time ECIP was certified.

### **4. Space Heater Purchase Order**

After certification, CAA will generate a HEAP Cloud purchase order and create a manual purchase order. Only the manual purchase order will be emailed or faxed to the store that will fulfill the order or be given to the CAA staff person who will issue the space heater from the CAA's inventory.

The manual purchase order shall include **all** of the following:

- a. Date purchase order issued.
- b. HEAP Cloud purchase order number.

- c. CAA name and address. Also, include the name and telephone number of the CAA staff person authorizing the purchase order.
- d. Primary Applicant's name, service address, and telephone number.
- e. Vendor Name - e.g. store name, CAA name
- f. Model number of space heater.
- g. Number of space heaters
- h. Total cost.

## 5. Non-Contract Vendor Purchase Order

After certification, CAA will generate a HEAP Cloud purchase order and create a manual purchase order. Only the manual purchase order will be emailed or faxed to the Vendor.

The manual purchase order shall include all of the following:

- a. Date purchase order issued.
- b. HEAP Cloud purchase order number.
- c. CAA name and address. Also, include the name and telephone number of the CAA staff person authorizing the purchase order.
- d. Non-contracted vendor name.
- e. Primary Applicant name, delivery address, and telephone number.
- f. Fuel Type.
- g. Dollar amount to be covered by ECIP. List the specific costs that will be covered by ECIP – *i.e.*, units to be delivered, unit price, and any delivery or restart/safety-check charges.
- h. Required timeframe for crisis resolution.
  - i. Required 18 or 48 hour timeframe.
  - ii. Date and time ECIP was certified

## 6. Temporary Relocation Purchase Order

After certification, CAA will generate a HEAP Cloud purchase order and create a manual purchase order. Only the manual purchase order will be emailed or faxed to the hotel/motel.

The manual purchase order shall include all of the following:

- a. Date purchase order issued.
- b. HEAP Cloud purchase order number.
- c. CAA name and address. Also, include the name and telephone number of the CAA staff person



authorizing the purchase order.

- d. Hotel/motel name and address.
- e. Primary Applicant name, address, and telephone number.
- f. Reservation/confirmation number.
- g. Check in/check out dates
- h. Rate per room per night
- i. Dollar amount to be covered by ECIP.

## **K. Reconciling Purchase Orders**

The CAA **must** verify and process ECIP documentation submitted for payment within 3 business days of receipt of such documentation from a Vendor. CAAs must have systems in place to track, manage and enter POs for payment to ensure compliance with the 3 business day requirement.

The CAA **must** obtain additional documentation from the Vendor as needed to reconcile any discrepancies between the invoice and metered delivery ticket, and the purchase order.

In rare instances, it may be appropriate to enter/approve an amount that is greater than the original purchase order amount. In such cases, the CAA would need to assess whether extenuating circumstances occurred and whether those circumstances warrant paying the greater amount being invoiced (provided there are enough ECIP funds to cover the cost). The CAA should exercise reasonable judgement and the situation should be fully documented by Comments in HEAP Cloud to explain the reasoning for covering more than the original purchase order amount.

The information contained in a-e below outlines the requirements for reconciling purchase orders for payment.

### **1. Fuel Delivery**

Once the delivery has been made, the Vendor must submit the following to the CAA:

- a. Metered delivery ticket required for oil/kerosene and propane or invoice required for all other fuel types must document the following:
  - i. Customer's name.
  - ii. Delivery address.
  - iii. Date of delivery or pickup.
  - iv. Type of fuel delivered or picked up.
  - v. Units delivered or picked up.
  - vi. Price per unit (this must be Vendor's cash price).
  - vii. Total.

- b. If the total amount on the delivery ticket is greater than the ECIP purchase order amount, **Vendor must provide an invoice, or the following must be notated and signed/dated on the delivery ticket:**
  - i. Dollar amount to be paid by ECIP.
  - ii. Dollar amount to be paid by HEAP (if applicable).
  - iii. Dollar amount to be paid by TANF Supplemental Benefits (if applicable).
  - iv. Dollar amount to be paid by client, another party or organization (if applicable).
- c. Invoice is required if the delivery ticket does not document all of the charges that were approved on the purchase order (ex. delivery fee, safety check, start-up fee).

The CAA reconciles the Vendor's delivery ticket/invoice to the purchase order to ensure:

- a. Client name and address is printed on the delivery ticket and/or invoice, and matches the purchase order.
- b. Delivery date on the metered ticket/invoice was within the required timeframe.
- c. Correct fuel type was delivered.
- d. The units delivered and the unit price are consistent with the purchase order.
- e. Dollar amount on the metered delivery ticket or invoice is correct.

## **2. Heating System Repairs**

Vendor must submit to the CAA an Invoice indicating the Primary Applicant's name and physical address, date services performed, description of the services performed, and amount being invoiced.

The CAA reconciles the Vendor's invoice to the purchase order to ensure:

- a. Client name and address is printed on the invoice and matches the purchase order.
- b. Service date on the invoice was within the required timeframe.
- c. Dollar amount on invoice is equal to or less than purchase order amount.

## **3. Utility Disconnect**

Utility Vendor shall submit to the CAA written confirmation of the date and time the utility service was restored or the disconnect order was removed from the Household's account.

The CAA reviews the Vendor's documentation to verify:

- a. Utility service was restored or the disconnect order was removed from the Applicant's account within the required timeframe.
- b. Dollar amount to restore service or prevent disconnection is equal to or less than the purchase order amount.

#### 4. Space Heaters

Vendor shall submit the following to CAA:

- a. Invoice listing the Primary Applicant's name, address, date that the space heater was picked up or delivered, number of space heaters and model numbers.
- b. Copied of purchase order signed and dated by Applicant and CAA at time of pick up.

The CAA reviews the Vendor's documentation to verify:

- a. Client name and address is printed on the invoice and matches the purchase order.
- b. Date picked up or delivered is within the required timeframe.
- c. Dollar amount on invoice is equal to or less than purchase order amount..

**NOTE:** For space heaters being issued from the CAA's inventory, the purchase order should be signed/dated by the staff person pulling the space heater from inventory AND the Applicant at time of pickup.

#### 5. Temporary Relocation

Vendor shall submit to the CAA an Invoice indicating the Primary Applicant's name and address and check-in/check-out dates.

The CAA reviews the Vendor's documentation to verify:

- a. Client name and address is printed on the invoice and matches the purchase order.
- b. Check-in date was within the required timeframe.
- c. Dollar amount on invoice is equal to or less than purchase order amount.

#### 6. Non-Contract Vendor

Once the delivery has been made, the Vendor must submit the following to the CAA:

- a. Kerosene, oil, propane: Metered delivery ticket
- b. All other Fuel Types: invoice signed by Vendor and Applicant documenting the following:
  - i. Customer's name.
  - ii. Delivery address.
  - iii. Date of delivery or pickup.
  - iv. Type of fuel delivered or picked up.
  - v. Units delivered or picked up.
  - vi. Price per unit (this must be Vendor's cash price).

vii. Total.

## 7. CHIP/ECIP Repair

Vendor must submit to the CAA an Invoice indicating the Primary Applicant's name and physical address, date services performed, description of the services performed, and amount being invoiced.

The CAA reconciles the Vendor's invoice to the purchase order to ensure:

- a. Client name and address is printed on the invoice and matches the purchase order.
- b. Service date on the invoice was within the required timeframe.
- c. Dollar amount on invoice is equal to or less than purchase order amount.

## L. Entering ECIP for Payment

After all ECIP documentation is reviewed and reconciled, CAA uploads the following in HEAP Cloud:

1. *Emergency Worksheet*
2. System generated purchase order.
3. Manual purchase order, if applicable.
4. Vendor or CAA Invoice, if applicable.
5. Confirmation of restoration or revocation of scheduled disconnect, if applicable.
6. Purchase order signed and dated by CAA/Vendor and Applicant at time of delivery or pickup. (space heaters, wood, wood pellets, coal, corn, and biobricks)
7. Documentation of CAA payment for ECIP Provisional measures (non-contracted vendor, space heaters temporary relocation)

**NOTE:** Documentation of CAA payment for ECIP Provisional measures should be a copy of the check or ACH confirmation showing previous payment to the vendor.

CAA must enter the following in HEAP Cloud to initiate payment to Vendor or CAA:

1. Quantity: Enter 1.
2. Price per unit: Enter Total Amount to be paid.
3. Service Date
4. Agency Approval Date

## M. ECIP Payment

1. MaineHousing will issue payment within ten (10) business days of the approval of the purchase order in HEAP Cloud. Payments will be issued to the:

- a. Vendor for fuel deliveries, utility disconnects, and Heating System repairs; or CAA for space heaters, temporary relocation.

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## SECTION 35: APPEAL

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- 1) The appeals process allows the Applicant an opportunity to disagree with a denial determination; disagree with the benefit amount; or dispute the length of time to process an Application. Federal regulations require the Applicant be informed of their rights to an appeal at the time of Application.
- 2) CAA intake and certification staff are expected to be familiar with when and how an Applicant can file for an appeal. For more information *see* Section 17 of the Rule.
- 3) The Income Information, Confidentiality Waiver, and Penalty Provision document includes information about an Applicant's rights. The intake person must notify the Applicant of their rights by actually going over this information with the Applicant at the time of Application.
- 4) The following outlines responsibilities and steps for processing an Applicant's request for appeal:

### **1. MaineHousing Will**

- a. Review Applicant's file for errors.
- b. Work with the CAA to resolve all errors (if applicable).
- c. Communicate with the Applicant to resolve the issue.
- d. Schedule a fair hearing date and notify the Applicant of their rights if the issue cannot be resolved to the Applicant's satisfaction.
- e. Conduct the scheduled fair hearing with the Applicant, Fair Hearing Officer, and MaineHousing staff.
- f. Render a final decision based on the recommendation of the Fair Hearing Officer.

### **2. CAA Will**

- a. Provide the Application file, case notes, and required documentation to MaineHousing.
- b. Work with MaineHousing to correct all errors (if applicable).
- c. Participate in the fair hearing upon MaineHousing's request.

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## **SECTION 36: TANF SUPPLEMENTAL BENEFITS**

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1. The Maine Department of Health and Human Services provides MaineHousing with TANF funding to supplement Fuel Assistance Benefits for HEAP-eligible Households with children.
2. Except as may be expressly provided for in the HEAP Rule, the use and administration of TANF Supplemental Benefits are subject to the same standards for HEAP Benefits set forth in the Rule.
3. Appendix B provides answers to some of the frequently asked questions about TANF Supplemental Benefits. For additional information, please email MaineHousing at [liheap@mainehousing.org](mailto:liheap@mainehousing.org).

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## **SECTION 37: RESOURCES AVAILABLE ON CAA WEB PORTAL**

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MaineHousing’s “CAA portal” provides Community Action Agencies with online access to program forms, manuals, and other tools needed to administer Fuel Assistance and ECIP. Visit <http://www.mainehousing.org/partners/partner-type/community-agencies/HEAP> to access the following:

1. CAA HEAP Handbook;
2. PDF fillable forms for Application intake and instructions for completing the forms;
3. “How To” documents for select HEAP Cloud processes.
4. HEAP Rule – Chapter 24; and
5. HEAP State Plan.



## APPENDIX A: AVERAGE FUEL PRICES FOR USE IN PY2024

FUEL	AVERAGE PRICE	CONVERSION FACTOR	COST PER MBTU*	EFFICIENCY RANGE	ADJUSTED COST PER MBTU
Firewood	\$ 291.91 per cord	21 MBTU's/cord	\$ 13.90	50%	\$ 27.80
Heating Oil	\$ 3.19 per gallon	0.139 MBTU's/gal	\$ 22.95	65%	\$ 35.31
Natural Gas	\$ 1.72 per therm	0.1 MBTU's therm	\$ 17.20	65%	\$ 26.46
Kerosene	\$ 3.95 per gallon	0.136 MBTU's/gal	\$ 29.04	65%	\$ 44.68
Propane	\$ 2.93 per gallon	0.0915 MBTU's/gal	\$ 32.02	65%	\$ 49.26
Electricity	\$ 0.19 per kWh	.003412 MBTU's/kWh	\$ 55.69	100%	\$ 55.69
Coal	\$ 486.67 per ton	25 MBTU's/ton	\$ 19.47	60%	\$ 32.44
Corn	\$ 690.20 per ton	25 MBTU's/ton	\$ 27.61	60%	\$ 46.01
Wood Pellets	\$ 279.00 per ton	15.5 MBTU's/ton	\$ 18.00	80%	\$ 22.50
Bio-Bricks	\$ 425.88 per ton	15.5 MBTU's/ton	\$ 27.48	80%	\$ 34.35
Bio-Diesel	\$ per gallon	0.1267 MBTU's/gal	\$	65%	\$

\*MBTU = 1 million BTU's

(Supporting documentation for fuel type Oil, Kerosene, and Propane Gas are obtainable at the Governor's Energy Office (GEO))

All other fuel type average prices are based on representative surveys.

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## APPENDIX B: TANF SUPPLEMENTAL BENEFITS

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The Maine Department of Health and Human Services provides MaineHousing with TANF funding to supplement Fuel Assistance Benefits for HEAP-eligible Households with children.

Except as may be expressly provided for in the HEAP Rule, the use and administration of TANF Supplemental Benefits are subject to the same standards for HEAP Benefits set forth in the HEAP Rule – Chapter 24.

The following provides answers to some of the frequently asked questions about TANF Supplemental Benefits. For additional information, please email MaineHousing at [liheap@mainehousing.org](mailto:liheap@mainehousing.org).

Q1:	What is the source of funding and the amount awarded to MaineHousing?
A1:	As required by State of Maine legislation, 22 M.R.S. § 3769-E, the Department of Health and Human Services shall provide \$3,000,000 annually in TANF funds to MaineHousing. These funds must be used to provide supplemental fuel assistance to low-income families with children.
Q2:	Who is eligible for TANF Supplemental Benefits?
A2:	A Household will be eligible to receive a TANF Supplemental Benefit if the: a. Household's HEAP Application has been certified-eligible in the current Program Year; <b>and</b> b. Household includes at least one member who is under the age of eighteen (18) on the Create Date Non-Online/Application Intake Date for HEAP; <b>and</b> c. Household has a direct or indirect heating burden (\$21 benefit recipients are not eligible for the TANF Supplemental Benefit).
Q3:	What is the benefit amount per household?
A3:	Subject to the availability of funding, the TANF Supplemental Benefit per Eligible Household per Program Year shall be determined each program year by MaineHousing based on the projected number of eligible households.
Q4:	Who is the point of contact for questions about TANF Supplemental Benefits?
A4:	Questions about TANF supplemental benefits should be directed to MaineHousing. Email <a href="mailto:liheap@mainehousing.org">liheap@mainehousing.org</a> or call 1-800-452-4668.
Q5:	Do HEAP rules and guidelines apply to TANF Supplemental Benefits?
A5:	Except as expressly outlined in the Rule, the use and administration of TANF Supplemental Benefits are subject to the same requirements and guidelines as set forth for HEAP Benefits in the HEAP Rule – Chapter 24 and HEAP Vendor Handbook.

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Q6:	When are TANF Supplemental Benefits be processed?								
A6:	TANF Supplemental Benefits will be processed separately from regular HEAP Benefits. TANF Supplemental Benefit payments will be issued following issuance of the Household's regular HEAP/Fuel Assistance Benefit.								
Q7:	How are TANF Supplemental Benefits issued/paid?								
A7:	<p>Except in the case of firewood, TANF Supplemental Benefits will be issued in accordance with the information recorded in HEAP Cloud – <i>i.e.</i>, designated Vendor or direct check. MaineHousing will issue/pay TANF Supplemental Benefits as follows:</p> <table> <tr> <th colspan="2">Designated Vendor/Fuel Type in HEAP Cloud:</th></tr> <tr> <td>Firewood</td><td> <p>If the Household's regular HEAP/Fuel Assistance Benefit was issued for firewood, the TANF Supplemental Benefit will be issued to the electricity Vendor provided the electricity account is in a Household member's name.</p> <p>If the Household has a secondary heating system, the TANF Supplemental Benefit may be issued to an approved Vendor that supplies the fuel type for the secondary heating system.</p> <p>A direct check will be issued if the Household does not have electricity or the account is not in a Household member's name or does not have the TANF Supplemental Benefit issued for fuel for a secondary heating system.</p> </td></tr> <tr> <td>All Other Fuel Types (excluding firewood)</td><td>MaineHousing will issue a Vendor Voucher Report and make payment to Vendor.</td></tr> <tr> <td>No Designated Vendor (rent with heat, no participating vendor)</td><td>MaineHousing will issue a direct check to the Primary Applicant.</td></tr> </table>	Designated Vendor/Fuel Type in HEAP Cloud:		Firewood	<p>If the Household's regular HEAP/Fuel Assistance Benefit was issued for firewood, the TANF Supplemental Benefit will be issued to the electricity Vendor provided the electricity account is in a Household member's name.</p> <p>If the Household has a secondary heating system, the TANF Supplemental Benefit may be issued to an approved Vendor that supplies the fuel type for the secondary heating system.</p> <p>A direct check will be issued if the Household does not have electricity or the account is not in a Household member's name or does not have the TANF Supplemental Benefit issued for fuel for a secondary heating system.</p>	All Other Fuel Types (excluding firewood)	MaineHousing will issue a Vendor Voucher Report and make payment to Vendor.	No Designated Vendor (rent with heat, no participating vendor)	MaineHousing will issue a direct check to the Primary Applicant.
Designated Vendor/Fuel Type in HEAP Cloud:									
Firewood	<p>If the Household's regular HEAP/Fuel Assistance Benefit was issued for firewood, the TANF Supplemental Benefit will be issued to the electricity Vendor provided the electricity account is in a Household member's name.</p> <p>If the Household has a secondary heating system, the TANF Supplemental Benefit may be issued to an approved Vendor that supplies the fuel type for the secondary heating system.</p> <p>A direct check will be issued if the Household does not have electricity or the account is not in a Household member's name or does not have the TANF Supplemental Benefit issued for fuel for a secondary heating system.</p>								
All Other Fuel Types (excluding firewood)	MaineHousing will issue a Vendor Voucher Report and make payment to Vendor.								
No Designated Vendor (rent with heat, no participating vendor)	MaineHousing will issue a direct check to the Primary Applicant.								
Q8:	How are clients notified of their eligibility for TANF Supplemental Benefits?								
A8:	Client benefit notification letters will be mailed on the third business day following the date the Vendor Voucher Report was mailed to the vendor.								
Q9:	How will TANF Supplemental Benefits be documented in HEAP Cloud?								
A9:	TANF Supplemental payments will be recorded on the benefits tab in HEAP Cloud as a TANF Allocation.								
Q10:	What if the account information, physical address, or fuel type listed on the Vendor Voucher Report differs from the Vendor's (account) records?								
A10:	Vendor must contact MaineHousing immediately at 1-800-452-4668. Any deviations from the Vendor Voucher Report must be approved in writing by MaineHousing prior to delivery. CAAs are <b>not</b> authorized to approve deviations.								

**Q11: Which funds/benefits must be used first?**

A11: A Household's regular HEAP/Fuel Assistance Benefit must be exhausted before using TANF Supplemental Benefits. If the Household receives a PY2024 regular HEAP/Fuel Assistance Benefit and has a remaining credit balance of PY2023 TANF Supplemental Benefits, the Vendor must use the PY2023 TANF Supplemental Benefits first. Benefits/funds must be used in the following order:

1. PY2023 HEAP funds
2. PY2023 TANF Supplemental funds
3. PY2024 HEAP funds
4. PY2024 TANF Supplemental funds

**Q12: Do TANF Supplemental Benefits expire?**

A12: Yes. Use dates for TANF Supplemental Benefits follow the same guidelines as standard HEAP Benefits.

Program Year	Delivery must occur between:	Benefit cannot be used on or after:
PY2022	Oct. 1, 2021 and July 31, 2023	August 1, 2023
PY2023	Oct. 1, 2022 and April 30, 2024	May 1, 2024
PY2024	Oct. 1, 2023 and April 30, 2025	May 1, 2025

**Q13: How are partial deliveries handled (*i.e.*, amount delivered is less than Household's remaining TANF Supplemental Benefit)?**

A13: Non-utility vendors may make multiple deliveries against the Household's TANF Supplemental Benefit. MaineHousing will pay the Vendor for each (partial) delivery within ten (10) business days of its receipt and approval of the Vendor's delivery ticket/invoice and transaction history report.

**Q14: How do TANF Supplemental Benefits impact a Household's eligibility for Energy Crisis Intervention Program (ECIP) services?**

A14: Any remaining TANF Supplemental Benefit funds must be used in conjunction with or in lieu of ECIP funds. The CAA will need to contact the vendor to confirm the amount of remaining TANF Supplemental Benefit funds. ECIP amount will be equal to the fuel cost, plus delivery fee, minus remaining HEAP funds, minus remaining TANF Supplemental funds.

In the case of electricity, any remaining Low Income Assistance Program (LIAP/ELP) benefits must also be used in conjunction with or in lieu of ECIP funds.

**Q15: What if the Household moves and/or requires a fuel type or Vendor change?**

A15: The TANF Supplemental Benefit notification letter instructs the Primary Applicant to notify CAA, in writing, if they move and/or need to change vendors or fuel types. CAA will follow the same process as a HEAP COA/COP.

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## APPENDIX C: INFORMATION PROTECTION GUIDELINES

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### **INFORMATION PROTECTION GUIDELINES**

MaineHousing and its business partners rely on computer technology that is powerful and far-reaching to facilitate our ability to serve clients throughout the state of Maine. Every day, information systems process, store, and transmit confidential client information and sensitive data. Keeping protected information secure is an obligation mandated by state and federal laws, along with contractual agreements between MaineHousing and its partners – and it's the right thing to do.

#### **PERSONALLY IDENTIFIABLE INFORMATION**

Personally Identifiable Information (PII) is any information about an individual that can be used to distinguish or trace an individual's identity. PII is also any other information that is linked (or linkable) to an individual, such as medical or financial information.

Examples of PII include, but are not limited to:

- **any** information provided by applicants or participants in MaineHousing programs (includes information provided by third parties working on behalf of an applicant/participant).
- personal identification numbers, such as social security number (SSN), passport number, driver's license number.
- financial account or credit card information, including account numbers, card numbers, expiration dates, cardholder name, or service codes.
- healthcare / medical information disclosed to MaineHousing.
- names and addresses of clients participating in MaineHousing programs or on waiting lists.
- the address of a shelter or other living accommodations for victims of domestic violence.

The format that the information is in **does not** matter! Paper records, electronic files, and email can all contain protected information.

#### **INFORMATION PROTECTION MEASURES**

- **Encrypt all Personally Identifiable Information contained on computers, laptops, and portable electronic devices, such as CD's and USB drives.**
  - Encryption converts the contents of a file to make them unreadable to others, unless they have the correct password. There are many file and disk encryption options available, such as Bitlocker for Windows, or several free/open-source options that are fairly easy to use.
- **Send e-mails or e-mail attachments with Personally Identifiable Information through an email encryption server or application.**

- If you don't have access to an application that encrypts e-mail, request that your MaineHousing contact send you a secure e-mail. You will receive an encrypted e-mail notification that will allow you to access MaineHousing's email encryption service. You can securely reply to the encrypted message by using the reply function through the secure email portal. Alternatively, MaineHousing can provide access to Sharefile for securely sending documents back and forth to MaineHousing.
- **Put measures in place to prevent the loss, theft, misappropriation or inadvertent disclosure of Personally Identifiable Information. These could include data loss prevention (DLP), data access governance, secure file transfers, or audit logging applications / services.**
  - Remove documents that contain PII from printers or fax machines, do not leave paperwork containing PII on desks or other work areas unattended, place paperwork containing PII in a locked file at the end of the business day, and shred documents containing PII that are no longer needed.
  - Securely dispose of any computer equipment or storage media containing PII. Destroy or securely erase hard drives.

**If you suspect or become aware of a failure to protect Personally Identifiable Information, notify your contact at MaineHousing *immediately*.**

## APPENDIX D: COURT ORDERED CHILD SUPPORT DEDUCTIONS

For any Applicant who pays court ordered child support, the CAA will deduct paid and documented child support payments made during the income period from the Applicant's gross income.

1. Required Documentation:
  - a. Copy of the court order; **and**
  - b. Proof of the amounts due and paid during the income verification period. Acceptable documents are:
    - i. State of Maine DHHS Official Record of Child Support Disbursements report;
    - ii. Paystub, if the child support is deducted through employer;
    - iii. Bank statement;
    - iv. Cancelled check;
    - v. Money order receipt.
2. HEAP Cloud - Guidelines for entering Applicant Income:

***Example 1: Deduct only the amount paid during the income verification period.***

**Application Created Date:** November 12, 2023  
**Income Verification Period:** 1 Month  
**Income Verification Months:** October  
**Applicant's One (1) Month Income:** \$1,625.00  
**Applicant's Monthly Child Support Obligation as documented on the court order.** \$200.00

<b>Paid Child Support:</b>	Monthly Amount Paid	\$200.00
	Multiplied by 1 Month	1
	<b>Total Child Support Paid</b>	<b>\$ \$200.00</b>

<b>HEAP Cloud Data Entry:</b>	Gross Income	\$1,625.00
	Child Support	(\$200.00)
	<b>Total Income</b>	<b>\$1,425.00</b>

<b>Example 2:</b> In this example, the amount of the child support payments exceeds the Household's total income for the income verification period.		
<b>Application Created Date:</b>	January 16, 2024	
<b>Income Verification Period:</b>	1 month	
<b>Income Verification Months:</b>	December	
<b>Applicant's One (1) Month Income:</b>	\$500.00	
<b>Applicant's Monthly Child Support Obligation (as documented on the court order):</b>	\$575.00	
<b>Paid Child Support:</b>	Monthly Amount Paid	\$575.00
	Multiplied by 1 Month	x 1
	Total Child Support Paid	\$575.00
<b>Countable Income</b>	1 Month Income	\$500.00
	Minus 1 Month Child Support Paid	(\$575.00)
	<b>Total Income (Result is a negative)</b>	<b>(\$75.00)</b>
<b>HEAP Cloud Data Entry:</b>	Gross Income	\$500.00
	Child Support	(\$500.00)
	<b>Total Income</b>	<b>\$0.00</b>
The child support deduction is more than the Household's income. Enter enough child support to bring the total Household income to \$0.00 and enter case file notes.		



<b>Example 3: Applicant paid lump sum child support arrearage in the income verification period.</b>		
<b>Application Created Date:</b>	April 11, 2024	
<b>Income Verification Period:</b>	1 Month	
<b>Income Verification Months:</b>	March	
<b>Applicant's One (1) Month Income:</b>	\$1,500.00	
<b>Applicant's Monthly Child Support Obligation:</b>		\$200.00
(as documented on the court order)		
<b>Paid a lump sum Child Support Arrearage in March</b>		\$400.00
(in addition to monthly obligation)		
<b>Paid Child Support:</b>	Monthly Amount Paid	\$200.00
	Multiplied by 1 Month	x 1
	Total Obligated Child Support Paid	\$200.00
<b>Countable Income</b>	1 Month Income	\$1,500.00
	Minus 1 Month Child Support Paid	\$200.00
	<b>Total Income (Entered in HEAP Cloud)</b>	<b>\$1,300.00</b>
Lump sum arrearage payment of \$ \$400.00 is <b>not</b> deductible, even though it was paid during the income verification period.		
<b>HEAP Cloud Data Entry:</b>	Gross Income	\$1,500.00
	Child Support	(\$200.00)
	<b>Total Income</b>	<b>\$1,300.00</b>
Lump sum payment made for arrears cannot be deducted from income.		

## APPENDIX E: HEAP INCOME GUIDELINES

**HEAP INCOME GUIDELINES 2023-2024**

FAMILY SIZE	25% of FPL 130% of Points			50% of FPL 120% of Points			75% of FPL 110% of Points		
	1 MONTH	3 MONTHS	12 MONTHS	1 MONTH	3 MONTHS	12 MONTHS	1 MONTH	3 MONTHS	12 MONTHS
1	304	911	3,645	608	1,823	7,290	911	2,734	10,935
2	411	1,233	4,930	822	2,465	9,860	1,233	3,698	14,790
3	518	1,554	6,215	1,036	3,108	12,430	1,554	4,661	18,645
4	625	1,875	7,500	1,250	3,750	15,000	1,875	5,625	22,500
5	732	2,196	8,785	1,464	4,393	17,570	2,196	6,589	26,355
6	839	2,518	10,070	1,678	5,035	20,140	2,518	7,553	30,210
7	946	2,839	11,355	1,893	5,678	22,710	2,839	8,516	34,065
8	1,053	3,160	12,640	2,107	6,320	25,280	3,160	9,480	37,920
9	1,160	3,481	13,925	2,321	6,963	27,850	3,481	10,444	41,775
10	1,268	3,803	15,210	2,535	7,605	30,420	3,803	11,408	45,630
11	1,375	4,124	16,495	2,749	8,248	32,990	4,124	12,371	49,485

FOR EACH ADDITIONAL FAMILY MEMBER ADD:

107	321	1,285	214	643	2,570	321	964	3,855
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FAMILY SIZE	100% of FPL 100% of Points			125% FPL 90% of Points			150% of FPL 80% of Points		
	1 MONTH	3 MONTHS	12 MONTHS	1 MONTH	3 MONTHS	12 MONTHS	1 MONTH	3 MONTHS	12 MONTHS
1	1,215	3,645	14,580	1,519	4,556	18,225	1,823	5,468	21,870
2	1,643	4,930	19,720	2,054	6,163	24,650	2,465	7,395	29,580
3	2,072	6,215	24,860	2,590	7,769	31,075	3,108	9,323	37,290
4	2,500	7,500	30,000	3,125	9,375	37,500	3,750	11,250	45,000
5	2,928	8,785	35,140	3,660	10,981	43,925	4,393	13,178	52,710
6	3,357	10,070	40,280	4,196	12,588	50,350	5,035	15,105	60,420
7	3,785	11,355	45,420	4,731	14,194	56,775	5,678	17,033	68,130
8	4,213	12,640	50,560	5,267	15,800	63,200	6,320	18,960	75,840
9	4,642	13,925	55,700	5,802	17,406	69,625	6,963	20,888	83,550
10	5,070	15,210	60,840	6,338	19,013	76,050	7,605	22,815	91,260
11	5,498	16,495	65,980	6,873	20,619	82,475	8,248	24,743	98,970

FOR EACH ADDITIONAL FAMILY MEMBER ADD:

428	1,285	5,140	535	1,606	6,425	643	1,928	7,710
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FAMILY SIZE	60% of SMI 70% of Points		
	1 MONTH	3 MONTHS	12 MONTHS
1	2,723	8,168	32,672
2	3,560	10,681	42,725
3	4,398	13,195	52,778
4	5,236	15,708	62,831
5	6,074	18,221	72,883
6	6,911	20,734	82,936
7	7,069	21,206	84,821
8	7,226	21,677	86,706
9	7,383	22,148	88,591
10	7,540	22,619	90,476
11	7,697	23,091	92,361

All numbers are derivatives of 100% of Poverty for twelve months, or 60% of State Median Income for twelve months, as promulgated by the US Department of Health & Human Services.

## APPENDIX F: HOUSING AND OCCUPANCY TABLE

OWNER TYPE	CRITERIA	ENTER IN HEAP CLOUD			
		SUBSIDIZED HOUSING	HEAT IN RENT	ELECTRIC IN RENT	UTILITY ALLOWANCE
OWN	<ol style="list-style-type: none"> <li>Applicant has exclusive rights &amp; control over property</li> <li>Applicants that own their residence rarely have a housing subsidy, but it is possible.</li> </ol>	Rarely			The Applicant will have a utility allowance if they have a subsidy through the Homeownership Program.
OWNER TYPE	CRITERIA	ENTER IN HEAP CLOUD			
		SUBSIDIZED HOUSING	HEAT IN RENT	ELECTRIC IN RENT	UTILITY ALLOWANCE
ROOMER / BOARDER	<ol style="list-style-type: none"> <li>No Rental Subsidy</li> <li>Qualifies as separate household</li> <li>Not related by birth, marriage or adoption to lessor's Household</li> <li>Does <b>NOT</b> share funds or expenses with other household members</li> <li>Rental arrangement in effect 60 days prior to Create Date Non-Online/Application Intake Date</li> <li>Pays reasonable market rate rent</li> <li>Rents no more than 2 rooms (Typically: Private Room, with Shared Kitchen &amp; Bathroom)</li> <li>Heat and Electricity Included</li> </ol>		✓	✓	

OWNER TYPE	CRITERIA	ENTER IN HEAP CLOUD			
		SUBSIDIZED HOUSING	HEAT IN RENT	ELECTRIC IN RENT	UTILITY ALLOWANCE
RENT - NO SUBSIDY	1. No Rental Subsidy 2. Heat and Electricity Included		✓	✓	
RENT - NO SUBSIDY	1. No Rental Subsidy 2. Heat and Electricity <b>NOT</b> Included				
RENT- NO SUBSIDY	3. No Rental Subsidy 4. Heat <b>NOT</b> Included Electricity Included			✓	
RENT- NO SUBSIDY	1. No Rental Subsidy 2. Heat Included – 3. Electric <b>NOT</b> Included		✓		

OWNER TYPE	CRITERIA	ENTER IN HEAP CLOUD			
		SUBSIDIZED HOUSING	HEAT IN RENT	ELECTRIC IN RENT	UTILITY ALLOWANCE
RENT- Subsidized Housing	1. Applicant HAS RENTAL SUBSIDY 2. Heat & Electricity Included	✓	✓	✓	Applicant Eligible for a \$21 check
RENT- Subsidized Housing	1. Applicant HAS RENTAL SUBSIDY 2. Heat Included Electricity <b>NOT</b> Included	✓	✓		<ul style="list-style-type: none"> <li>Applicant will have Utility Allowance for Electricity</li> <li>Applicant will still be considered Subsidized Housing With Heat Included</li> <li>Applicant Eligible for a \$21 check</li> </ul>
RENT- Subsidized Housing	1. Applicant HAS RENTAL SUBSIDY 2. Heat <b>NOT</b> Included 3. Electric Included	✓		✓	<ul style="list-style-type: none"> <li>Enter Fuel Subsidy amount indicated on Sub. Housing form</li> <li>If no fuel subsidy on Sub. Housing Form enter 70% of monthly utility allowance</li> </ul>

**SPECIFIC TO GROUP HOME SETTING**

OWNER TYPE	CRITERIA	ENTER IN HEAP CLOUD			
		SUBSIDIZED HOUSING	HEAT IN RENT	ELECTRIC IN RENT	UTILITY ALLOWANCE
RENT-Subsidized Housing	1. Applicant HAS RENTAL SUBSIDY 2. Applicant has their own room, but Shares Kitchen & Bathroom 3. Heat Included 4. Electricity Included 5. If no rental subsidy – applicant would be considered a Roomer/Boarder	✓	✓	✓	Applicant Eligible for a \$21 check

## APPENDIX G: CATEGORICAL INCOME TANF & SNAP

Applicants in which at least one household member receives TANF or SNAP assistance will be considered categorically income eligible for HEAP. Households providing documentation of being eligible for and receiving TANF or SNAP assistance as of the Application Create Date Non-Online/Application Intake Date may their HEAP Benefit determined at 0-25% of federal poverty level (FPL) for TANF, and 101-125% of FPL for SNAP, or using actual vetted income if provided by Maine DHHS. No additional income documentation is required. Upload documentation of TANF assistance or SNAP assistance in HEAP Cloud and add a note in the Comments section of HEAP Cloud that the household is income eligible using TANF or SNAP. If documentation of receiving TANF or SNAP assistance is not provided by the Applicant, the Applicant must provide income documentation as outlined in Section 21.

For Households receiving TANF assistance, regardless of Household size, use Income Type of Categorical Income- TANF for all Household members age 18 years or older, and enter monthly income of \$1.00 for all Household members age 18 years or older.

For Households receiving SNAP assistance, use Income Type of Categorical Income- SNAP and enter the monthly income for the applicable Household size from the 125% FPL chart below. Enter the 125% FPL for the Household member that is receiving the SNAP assistance. For other Household members age 18 years or older the Income Type is Categorical Income – SNAP and enter the monthly income of \$0.00.

FAMILY SIZE	CATEGORICAL INCOME ELIGIBLE SNAP- 125% of FPL 90% of Points 1 MONTH
1	\$1,519
2	\$2,054
3	\$2,590
4	\$3,125
5	\$3,660
6	\$4,196
7	\$4,731
8	\$5,267
9	\$5,802
10	\$6,338
11	\$6,873
	<b>FOR EACH ADDITIONAL FAMILY MEMBER ADD:</b>
	<b>\$535</b>

If documentation of receiving TANF or SNAP assistance is not provided by the applicant and the Application is certified eligible using the Household's actual or vetted income, the Household cannot then submit the missing TANF or SNAP documentation for the Application to be updated in order to receive a higher benefit.

If Household does not provide proof of TANF or SNAP assistance or income documentation, the application will be denied and the Applicant will have 15 business days to submit the missing documentation.

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## APPENDIX H: ABBREVIATED HEAP APPLICATION PROCESS

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### A. Purpose:

This addendum outlines abbreviated HEAP Application intake procedures that Community Action Agencies (CAAs) may implement in order to help expedite the Application process for certain groups of returning HEAP applicants. The procedures outlined below can be applied to Applications for applicants who were determined eligible in the prior program year and who still reside in the same dwelling as in the preceding program year. Additionally, these must be either households who have fixed incomes, such as Social Security Retirement and Veteran's Administration benefits OR households who live in Subsidized Housing with heat included.

### B. Related Guidance in the HEAP Handbook:

**Section 23:** Countable Income, B. For returning applicants, the SSA award letter does not have to be for the current or previous year. The CAA can calculate the award amount by adding or subtracting any COLA to an existing SSA award letter on file. The CAA should determine if the Abbreviated Application Process (Addendum) applies.

**Section 24:** Certification, (4) Separation of duties is required and provides essential checks and balances to ensure accuracy and compliance. On any given Application, intake and certification cannot be performed by the same person, with the exception of Subsidized Housing with heat included (\$21 benefit) Applications. Subsidized Housing with heat included Applications can be certified by an intake worker. Additionally, the person who enters/creates the Application in HEAP Cloud cannot certify the Application.

**NOTE:** In addition to intake and certification being allowed by the same person for Applications for Subsidized Housing with heat included Applications (\$21 heat and eat benefit), the same person can complete intake and certification for Applications completed for returning applicants with fixed incomes.

### ABBREVIATED APPLICATION PROCESS FOR RETURNING APPLICANTS - FIXED INCOMES

**Identify households who were on fixed incomes for their previous year's successful HEAP Application (households who only had income types of SS, SSI, SSDI or Veteran's Administration-VA).**

- a. Start a new from existing Application.
- b. Contact the Applicant and confirm certain pieces of information on the Application with them (CAAs can utilize the related intake script prepared by MaineHousing):
  - i. Service Address is the same as prior year.
  - ii. Do they intend to reside in Maine for an entire heating season (October- April)?
  - iii. Household composition- are all members of the household the same as prior year?



- iv. Income type- is this the same type of fixed income from the prior year?
- v. Fuel Vendor- will they continue to use the same fuel vendor from the prior year?
- vi. Do they have a working heating system?
- vii. Is their electrical bill still in the name of the applicant from the prior year?

If there are changes with these points, the entire application process will need to be completed, including having the Applicant submit a new *Permission to Share Information* form.

**If applicant confirms that all of the information above is the same from the prior year, then:**

1. Bring forward applicable documentation from prior year's Application: SSN documentation, government issued photo ID, *Permission to Share Information* form, and income documentation.
2. If household lives in Subsidized Housing without heat included, a new Subsidized Housing form is needed.
  - a. To further expedite the application process, CAAs should send the signed Subsidized Housing form to the housing agency and not rely on the applicant to send the form to the agency and then back to the CAA.
3. Apply the cost of living adjustment (COLA) to the income as needed:

<i><b>Example of applying COLA to SS, SSDI, SSI, VA, Military for PY2024 Applications</b></i>	
Application Created Date	Benefit Amount for 2021 - \$940.00
December 2023	<ul style="list-style-type: none"> <li>• COLA 2022 – 5.9 %- increase of \$55.46 = \$995.46</li> <li>• COLA 2023 – 8.7% - increase of \$86.61 = \$1082.07</li> </ul> <p style="text-align: center;"><b>Income to enter into HEAP Cloud \$1082.00</b></p>
February 2024	<ul style="list-style-type: none"> <li>• COLA 2022 – 5.9 %- increase of \$55.46 = \$995.46</li> <li>• COLA 2023 – 8.7% - increase of \$86.61 = \$1082.07</li> <li>• COLA 2024 – 3.2% - increase of \$34.63 = \$1116.70</li> </ul> <p style="text-align: center;"><b>Income to enter into HEAP Cloud \$1136.00</b></p>

- a. Enter calculated fixed income into HEAP Cloud.

- b. Print the Application.
- c. Inform the applicant that the COLA is being applied as needed to the income amount previously documented, and this is the amount that will be used for income eligibility determination and benefit calculations.
- d. Inform the applicant that a hard copy of the Application is being mailed or emailed (must be sent via secure/encrypted email) to them; they will need to confirm information listed in the Application (some fields will be listed as N/A and CAA will use information from prior year as needed); and to sign and return the Application.
  - i. No other documentation needs to be returned with the Application, with the exception of when applicants live in Subsidized Housing **without** heat included. In these instances, a new Subsidized Housing form is needed.
- e. The Application can be returned via postal service, email, or fax. Electronic signatures are acceptable.

### **ABBREVIATED APPLICATION PROCESS FOR RETURNING APPLICANTS - SUBSIDIZED HOUSING WITH HEAT INCLUDED**

**Identify households who were \$21 heat and eat beneficiaries in the prior program year.**

- 1. Start a new from existing Application.
- 2. Contact the Applicant and confirm certain pieces of information on the Application with them (CAAs can utilize the related intake script prepared by MaineHousing):
  - a. Service Address is the same as prior year.
  - b. Do they intend to reside in Maine for the entire heating season (October- April)?
  - c. Household composition- are all members of the household the same as prior year?

If there are changes with these points, the entire application process will need to be completed, including having the Applicant submit a new *Permission to Share Information* form.

**If applicant confirms that all of the information above is the same from the prior year, then:**

- 1. Bring forward applicable documentation from prior year's Application: SSN documentation, government issued photo ID, and Permission to Share Information form
  - a. Print the Application.
  - b. Inform the applicant that a hard copy of the Application is being mailed or emailed to them; they will need to confirm information listed in the Application (some fields will be listed as N/A and CAA will use information from prior year as needed); and to sign and return the Application, along with one of the following pieces of documentation:

- i. Recertification worksheet/summary or Rent Calculation sheet signed by property manager or subsidy housing specialist; or
  - ii. Recertification form (HUD 50058/59 or RD 3560-8); or
  - iii. MaineHousing HEAP Subsidized Housing Form.
- c. The Application can be returned via postal service, email, or fax. Electronic signatures are acceptable.

## **ABBREVIATED APPLICATION PROCESS FOR RETURNING APPLICANTS – HOUSEHOLDS RECEIVING TANF OR SNAP**

**Identify households who received TANF or SNAP benefits for their previous year's successful HEAP Application.**

1. Start a new from existing Application.
  - a. Contact the Applicant and confirm certain pieces of information on the Application with them (CAAs can utilize the related intake script prepared by MaineHousing):
    - Service Address is the same as prior year.
    - Do they intend to reside in Maine for an entire heating season (October- April)?
    - Household composition- are all members of the household the same as prior year?
    - Income type- Does the Household still receive TANF or SNAP benefits?
    - Fuel Vendor- will they continue to use the same fuel vendor from the prior year?
    - Do they have a working heating system?
    - Is their electrical bill still in the name of the applicant from the prior year?

If there are changes with these points, the entire application process will need to be completed, including having the Applicant submit a new *Permission to Share Information* form.

### **If applicant confirms that all of the information above is the same from the prior year, then:**

1. Bring forward applicable documentation from prior year's Application: SSN documentation, government issued photo ID, and Permission to Share Information form
  - a. Print the Application.
  - b. Inform the applicant that a hard copy of the Application is being mailed or emailed to them; they will need to confirm information listed in the Application (some fields will be listed as N/A and CAA will use information from prior year as needed); and to sign and return the Application, along with one of the following pieces of documentation:

- i. Documentation of a member of the Household receiving TANF benefits as of the Create Date Non-Online/Application Intake Date; or
  - ii. Documentation of a member of the Household receiving SNAP benefits as of the Create Date Non-Online/Application Intake Date.
- c. The Application can be returned via postal service, email, or fax. Electronic signatures are acceptable.

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## APPENDIX I: ONLINE APPLICATION

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### On-Line Definitions:

**Created Date:** This date is system generated when a person applies online.

### Applied Date:

- **New Applicant:** The Applied Date is set to the date when Intake starts completing the Application and clicks save. This is the first action completed by CAAs when working with a new Applicant's online application. The Application status will change from *Appointment Scheduled* to *Application Pending* at this point. After the Applied Date is set and saved, Intake will complete the remaining sections of the Application.
- **Returning Applicant/merged application:** Once the online submitted Application and prior Applications are merged, Intake will set and save the Applied Date. The Application status will change from Appointment Scheduled to Application Pending at this point. Intake will then review/complete the remaining sections of the Application.
  - Once the Applied Date is set and saved, the Application status will change to Pending and the Intake Date and Intake Worker fields will populate. The green highlight will go away once the Application status is in Application Pending.
  - Once the CAA receives the signed Application back from the applicant, the Applied Date is updated to the date the Application is received back.

**Intake Date:** This date is set by the system to match the initial Applied Date. The Intake Date is locked down and is the date used to determine the income verification period for online submitted Applications only. There will be no Intake Date for people who do not apply online.

**Online Submitted Date:** Date of when the Applicant submitted the Application. It is locked down and used as a starting point for CAAs to reach out within 7-14 days of this date to schedule the appointment.

**Application Date and Time:** This is the date and time of when an online Application has been scheduled.

### On-line Status Definitions:

**Online Submitted:** Application created and submitted by Applicant. CAA will contact the Applicant within 7-14 days to schedule an intake appointment.

**Appointment Schedule:** CAA has contacted the Applicant and scheduled an Appointment. The appointment date and time is saved in HEAP Cloud: the client receives an e-mail confirming the appointment date; and the date and time of the appointment is displayed on the Applicant's self-intake account screen.

**Reschedule Appointment:** Client did not participate in the scheduled intake appointment. The CAA contacts the Applicant, but does not reach them. CAA will add a comment and click save the Application will then change from Appointment schedule to Reschedule Appointment.

## HEAP Online Process Flow:

### Client creates on-line Application

- System stores saved Application for client to return to and complete.
  - *Created Date* is generated.
- Client submits Application
  - Application status to *Online Submitted* and *Online Submitted Date* are generated.
  - Automatic generated e-mail confirming submittal for client.

### CAA can identify the Application is green on the Application screen

- CAA sort by prioritization by using filter options
  - Contact client to schedule appointment
  - Enter Appointment Date and time and save
    - Application Status to *Appointment schedule*
    - Auto generated e-mail to client of Appointment

### Client reschedules Appointment

- CAA contact client to reschedule appointment
  - CAA updates Appointment Date and Time and Save
  - Application status change to *Reschedule Appointment*
- CAA not able to reach client
  - CAA unchecks Active Box
  - Application status change to *Void*

### Client attends appointment

- **New Applicants**
  - Enter Applied Date and Save
    - Application status to Application Pending
    - Intake User field populated & green highlight removed
  - Review Application with Client
  - Finalize Application
  - Send document for client to review & sign
  - Client returns signed documents & supporting documentation
  - Update Application Date and complete certification process
- **Returning Applicants**
  - Merge with previous program year's Application
    - Enter Applied Date and Save
    - Review Application with Client

- Finalize Application
- Send document for client to review & sign
- Client returns signed documents & supporting documentation
- Update Application Date and complete certification process