

How to Deny a Crisis Record

Crisis Records may be denied for the following reasons:

- Crisis can be remedied by issuing an Upfront to the Vendor
- Applicant has enough HEAP and/or TANF Supplemental Funds on account to remedy the Crisis
- ECIP cannot remedy the Crisis
- Do Not Pay List indicates the Applicant is ineligible for ECIP
- Household is otherwise ineligible for ECIP

Once a Crisis record is added to the Application and is validated, select 'Certify'.

The Certification Date and Time will auto-populate.

Select the Certifier from the drop-down.

Select 'Certify as Denied'

Select 'Finalize Certification'.

The screenshot shows a web form for certifying a crisis record. At the top left are 'Save' and 'Cancel' buttons. Below them is a 'Validation to certify:' label with a 'Validated' status indicator. A 'Certify' button is highlighted with a red box. Below this are fields for 'Certification Date' (10/27/2024) and 'Certifier' (McInterson, Lori). A radio button selection area is also highlighted with a red box, showing 'Certify as Denied' selected. At the bottom is a 'Finalize Certification' button.

Upon finalizing the certification, the system will advance to the ECIP Summary screen as the Crisis Record is completed.

Click 'Download Denial Letter' to generate Denial Letter.

The screenshot shows the 'ECIP Summary' screen. The top navigation bar includes 'VALIDATION: VALID' and 'Live Support'. A sidebar on the left lists various application components. The main content area is titled 'ECIP Summary' and contains 'Application Information' with details for the primary applicant (ECIPSampleIII MH), application type (LIHEAP - Standard), and intake type (In Person Application). Below this is a table with columns for Purpose, Status, Vendor, Certified Date/Time, Approved (\$), and Action. The 'Download Denial Letter' button in the Action column is highlighted with a red box. At the bottom, a summary row shows 'Annual Crisis Intervention Benefit Available: \$800.00'.

Purpose	Status	Vendor	Certified Date/Time	Approved (\$)	Action
Fuel	Denied	Fuel	10/27/2024 02:52 PM	\$459.90	Download Denial Letter Edit

Annual Crisis Intervention Benefit Available: \$800.00