

HOME ENERGY ASSISTANCE PROGRAMS
(HEAP FA, ECIP, LIAP, AMP, Supplemental FA (TANF))

DENIAL NOTIFICATION

When a Community Action Agency (CAA) certifies an Application that is ineligible for any reason, a Denial Notification must be mailed to the Primary Applicant. There are two denial notifications; one for Applicants that are over-income and one for Applicants who are denied for any other reason.

The original Denial Notification must be mailed within three (3) business days of the Application being certified denied. The Denial Notification explains to the Applicant that they have fifteen (15) business days to provide any documentation and/or information that has been listed as missing, or documentation of paid medical expenses in order to have the denial reversed.

Completing the Denial Notification form:

1. To – enter the Primary Applicant's name and mailing address
2. Date – enter the date the Application is certified denied
3. CAA Name – enter the CAA name
4. CAA Phone – enter the CAA phone number
5. CAA Address – enter the CAA mailing address
6. CAA Fax – enter the CAA fax number
7. CAA Email – enter the CAA email address
8. Client Number – enter the Client Number
9. Create/Intake Date – enter the Create Date Non-Online/Application Intake Date

The information inside the box is used to inform the Applicant of what is missing from their application and what needs to be provided to reverse the denial and certify the Application eligible. The information entered should be thorough, yet clear and concise. The following should be included:

1. Denial reason
2. Documentation missing
3. Date information/documentation must be received by