HOME ENERGY ASSISTANCE PROGRAM (HEAP/Fuel Assistance)
REMINDER FORM INSTRUCTIONS

1. The CAA will use the Reminder Form to document the additional documentation/information (if any) required to determine a Household's eligibility for HEAP. The Reminder Form should clearly define the Primary Applicant's responsibilities – i.e. what information is required and the date it must be submitted by.

2. The intake worker should make the Primary Applicant aware of the importance of returning any required documentation as soon as possible, but no later than twenty (20) business days from the Date of Application. Failure to provide documentation may result in the Application being denied for lack of documentation.

3. If the CAA subsequently determines that intake staff omitted an item from the Reminder Form, the CAA will immediately issue a letter notifying the Primary Applicant of the additional requirements. The letter will give the Applicant twenty (20) business days from the Date of Application or ten (10) business days from the date of the letter, whichever is later, to provide the required information.

4. **Intake will complete the following:**

   a. CAA's (Agency) name, address, phone number, fax number and email.

   b. Primary Applicant's name.

   c. Date of Application.

   d. Client ID number.

   e. Information is needed for the following time period: Enter the "From/To" dates. The dates would be based on the income verification period selected by the Primary Applicant, and should coincide with the dates on the Income Worksheet. Use either one (1) month or thirty (30) days.

   f. Check the item(s) that describe the information/documentation required to process the Application and determine eligibility. Below each item checked, as applicable, indicate the name of the Applicant for whom it is needed.

   g. Intake Worker Signature and Date Signed.

   h. Intake Worker Name – print.

   i. Intake Worker Telephone Number.

5. **Primary Applicant will:**

   Sign and Date the Reminder form.

6. A copy is given to the Primary Applicant and a copy must be retained in the Application file.