

## Script for Abbreviated Applications

Good Morning/Afternoon,

Is this [Applicant's name]? This is [name of CAA personnel] from [name of CAA]. I am calling in regards to your Fuel Assistance Application. I would like to take a few minutes of your time to see if you qualify to have your HEAP Application completed today. Is this a good time to talk with you for a few minutes?

To make sure that I have the correct application open, can you provide me the last 4 digits of your Social Security Number? Okay and I can see your DOB is \_\_\_\_\_. Is this correct?

Can you tell me has anything in your household changed from last year's application?

Please confirm your service address. \_\_\_\_\_ And is your mailing address the same?

Do you intend to reside in Maine for an entire heating season (October- April)?

Are all members of the household the same as prior year? Has anyone moved in or out?

Are your income types the same from the prior year? Can you confirm what they are?

We will apply the cost of living adjustment (COLA) to the income that was previously documented from last year's application, as you indicated that nothing has changed. This amount will be used for income eligibility determination and benefit calculations for this year.

Will you continue to use [**Fuel Vendor**] from the prior year?

Did you carry fuel in containers between May 1 and April 30 for your primary heating system?

How many fuel companies did you use between May 1 and April 30 for your primary heating system? (not just deliveries covered by Fuel Assistance).

Have you replace your heating system within the past year?

Okay, [Applicant's name ]. I will print your Fuel Assistance Application and mail (email, fax) it to you. Please review the information that is filled out. Make changes if needed and initial them. Please know that this Fuel Assistance Application will need to be returned back to us to be processed by [date].

Do you have any questions? Should you have any questions in the future, you can contact us at [CAA phone number]. This contact information will also be provided in your application packet. Thank you for your time today.