

How to Issue TANF Benefits in HEAP Cloud (& Who to Issue them to)

In many cases, TANF Supplemental Benefits are issued in a manner different than standard HEAP Benefits. Some TANF Supplemental Benefits are issued pre-delivery, some are issued post-delivery and some are issued as Direct Checks.

TANF Supplemental Benefits that are issued post-delivery are issued as Credit Notifications to Vendors. The Vendor will then make an eligible delivery and submit the appropriate documentation to MaineHousing for reconciliation and payment.

TANF Supplemental Benefits are issued for the same fuel type as the standard HEAP Benefit except in the case of wood. TANF Supplemental Benefits are issued as follows:

- Electricity – If the Household’s standard HEAP Benefit is issued for Electric, the TANF Supplemental Benefit will be issued pre-delivery for Electric.
- Natural Gas - If the Household’s standard HEAP Benefit is issued for Natural Gas, the TANF Supplemental Benefit will be issued pre-delivery for Natural Gas.
- Oil, Kerosene, LP Gas, Wood Pellets, Corn Pellets, Coal and Bio Bricks –If the Household’s standard HEAP Benefit is issued for Oil, Kerosene, LP Gas, Wood Pellets, Corn Pellets, Coal or Bio Bricks, the TANF Benefit will be issued post-delivery for the same Fuel Type.
- **Wood – TANF Supplemental Benefits are NOT issued to Wood Vendors. CAA’s must determine the Household’s situation in order to issue TANF Supplemental Benefits in the appropriate manner.**
 - If the Household has an Electric account in a Household member’s name, the TANF Supplemental Benefit must be issued to the Electric Utility Vendor.
 - If the Household does not have an Electric account in a Household member’s name, the TANF Supplemental Benefit must be issued as a Direct Check.

To issue TANF Supplemental Benefits to the Electric Utility Vendor:

- Once the application has been qualified, double click on the Wood Vendor name in the TANF Fuel Vendor Grid in the Qualified Allocation section.
- Change the ‘Amount’ field to \$0.00 (zero) and click ‘Save’.
- Double click on the Wood Vendor name again in the TANF Fuel Vendor Grid in the Qualified Allocation section.
- Change the ‘Pay to Fuel Vendor’ field to the Electric Vendor and click ‘Save’.

To issue TANF Supplemental Benefits as a Direct Check:

- Add the appropriate ‘Direct Check – Fuel Type’ Vendor to the Vendor and Consumption section of the application. Enter the Primary Applicant’s name in the ‘Account Number’ field.
- Once the application has been qualified, double click on the Wood Vendor name in the TANF Fuel Vendor Grid in the Qualified Allocation section.
- Change the ‘Amount’ field to \$0.00 (zero) and click ‘Save’.
- Double click on the Wood Vendor name again in the TANF Fuel Vendor Grid in the Qualified Allocation section.
- Change the ‘Pay to Fuel Vendor’ field to the Direct Check Vendor and click ‘Save’.

****Reminder:** ONLY the TANF Supplemental Benefit should be changed to the Electric Vendor or a Direct Check, as listed above. The Household’s standard HEAP Benefit must still be issued to the Wood Vendor as a purchase order.