

EHEAP TECHNICAL ASSISTANCE

The Emergency Home Energy Assistance for the Elderly Program (EHEAP) assists low income households with at least one person 60 years or older if the household is experiencing a home energy emergency.

1. Eligible households may be provided with one benefit per season up to three hundred dollars per benefit, **not to exceed two benefits per agreement year (March 1, 2004 – March 31, 2005)**.
2. All sections of the application (DOEA Form 114 Rev. 3/1/04) are to be completed.
3. The application is date stamped when initially received. The 18 and 48 hours for crisis resolution begins when the application has been signed and approved by the provider (all required documentation received and eligibility established).
4. The applicant must have a verifiable home energy crisis.
5. Income documentation is required for all applicants (utility bills, fans, heaters, repairs, etc.) unless there is documentation they receive food stamps, etc. (see #4 below).
6. Applicants receiving Food Stamps or who have applied and are eligible for Weatherization Assistance Program (WAP) and Community Services Block Grant (CSBG) funds automatically qualify for EHEAP. There must be documentation in the file to reflect eligibility, and this must be documented on the application. This applicant still must have a verifiable home energy crisis and not have received a LIHEAP crisis benefit during the season.
7. SSA/SSI is non-earned income and should be entered in the non-earned income section of Page 2 of the application.
8. The Medicare Premium, if applicable, must be included (Page 2 of the application).
9. Gross income, not net income, is used when income is earned. This amount is entered in the earned income section of Page 2 of the application.
10. The provider should coordinate services with the Department of Community Affairs= LIHEAP Recipients in their service area to prevent the duplication of benefits to applicants and ensure LIHEAP benefits are fully utilized.
11. The LIHEAP provider needs to be contacted as a part of the eligibility process to ensure crisis assistance was not received (#4 Page 2 of the application).

12. Funds are not to be obligated until the application is completed and has been approved. The application cannot be approved until (at least) the following information is received:
 - all income information for the household
 - documentation of a crisis (past due utility bill, etc.)
13. When the applicant is not in a life-threatening situation, take actions that will resolve an emergency within 48 hours of the **application approval** for a crisis benefit.
14. When the applicant is in a life-threatening situation, take actions that will resolve an emergency within 18 hours of the **application approval** for a crisis benefit.
15. Only the past due portion of the utility bill is to be paid, or the minimum necessary to resolve the crisis, but not more than the item limits or total limit set by the Department.
16. Items (fans, etc.) cannot be purchased **in advance** using EHEAP funds.
17. Repairs that have already been completed at the time of the application cannot be reimbursed using EHEAP funds.
18. Within 15 working days of receiving the application, furnish in writing to the applicant, a Notice of Approval, which includes the type and amount of assistance to be paid on their behalf, or a Notice of Denial, which includes appeal information. This notice is to be placed in the applicant's file.