

The Low-Income Home Energy Assistance Program
(LIHEAP)
Policy and Procedures Manual
Federal Fiscal Year 2024
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TABLE OF CONTENTS

TABLE OF CONTENTS	1
FORMS	3
INTRODUCTION	4
LEGAL BASIS	4
STRUCTURE.....	4
CONTRACTED AGENCIES	6
EA SYSTEM OVERVIEW	9
SIGNING IN TO EA SYSTEM	9
LIHEAP APPLICATION	11
PRE-CERTIFICATION.....	14
OTHER ASSISTANCE.....	16
POLICY	16
INTRODUCTION	16
ELIGIBILITY – DETERMINATION.....	16
ENERGY ASSISTANCE - EA	28
ENERGY CRISIS INTERVENTION PROGRAM - ECIP	29
EMERGENCY SERVICES	32
CASE CATEGORIES	34
FAIR HEARINGS	48
CLAIMS AND RESTITUTION	50
PAYMENTS.....	53
PAYMENT DETERMINATION.....	54
APPLICATION.....	62
INTRODUCTION	62
PROCESS OVERVIEW	62
APPLICATION TIMEFRAMES	62
APPLICATION INITIAL REVIEW.....	62
DOCUMENTATION	64
ELIGIBILITY-INELIGIBILITY	67
TYPES OF APPLICATIONS.....	68
APPLICATION PROCESS	70
ADDITIONAL SCREENS.....	87
APPLICATION INQUIRIES	90
CASE NOTES	92
OTHER RESOURCES.....	94
LIFELINE AND SAFE LINK	94
MISSOURI’S TELECOMMUNICATION ACCESS (TAP)	94
REPORTS	96
INTRODUCTION	96

FEABB320-01 AND FEABB320-02 – LIHEAP DATE OF DEATH REPORT	96
FEABB430-01 – PROCESSED APPLICATION STATUS.....	97
FEABB455-01 - REGISTRATION & PROCESSING TIMEFRAME SUMMARY	97
FEABB455-03 - PROCESSING TIMEFRAME SUMMARY	97
FEABB455-05 – PROCESSED CATEGORY B-C CASES	98
FEABB460-01 - SUPPLIER DENIAL RESPONSES	98
FEAMM500-01 – NUMERIC PARTICIPATING SUPPLIER LIST	99
FEAMM500-02 – ALPHABETIC PARTICIPATING SUPPLIER LIST	99
FEAMM672-01 - ASSISTED HOUSEHOLDS ASSOCIATED WITH LANDLORDS.....	99
FEAMM676-01 – ASSISTED HOUSEHOLDS ASSOCIATED WITH RENTERS.....	100
FEABB703-01 - REGISTERED APPLICATION COUNT BY COUNTY	100
FEABB705-01 - PENDING APPLICATION LISTING	100
FEABB705-03 - PENDING APPLICATION TOTALS	101
FEABB706-01 – LIHEAP DUPLICATE ADDRESS REPORT (AGENCY)	101
FEABB706-02 – LIHEAP DUPLICATE ADDRESS REPORT (LIHEAP STAFF).....	101
FEABB707-01 – LIHEAP NON-STANDARDIZED ADDRESSES	102
FEABB708-01 – DUPLICATE ADDRESS OVERRIDES.....	102
FEAMM801-01 - LIHEAP STATISTICS.....	103
FEABB802-01 – COMPARATIVE ANALYSIS REPORT	103
FEABB803-01 – EA EXPENDITURE COMPARISON REPORT	104
FEABB805-01 – WEEKLY REGISTRATION COUNTS BY AGENCY-COUNTY	104
FEABB807-01- UNVERIFIED SSN REPORT.....	104
FEAMM903-01 - SERVICE THREATENED OR TERMINATED.....	105
FEAMM916-01 - CATEGORY CASES BY COUNTY	105
FEAMM917-01 - INELIGIBLE APPLICATION AND SUPPLIER DENIAL COUNT	105
FEAMM918-01 – CSBG IS REPORT.....	106
Quarterly Reports	106
Annual Report	107
APPENDIX.....	108
APPENDIX A – PROCESS OVERVIEW FLOW CHART.....	108
APPENDIX B - LIHEAP ENERGY ASSISTANCE SYSTEM OVERVIEW FLOW CHART	109
APPENDIX C - COUNTY CODES	110
APPENDIX D - DEPARTMENTAL CLIENT NUMBER (DCN) ASSIGNMENT	111
APPENDIX E – CURRENT FISCAL YEAR INCOME RANGES AND BENEFIT AMOUNTS	113
APPENDIX F - CODE SHEET	114
APPENDIX G – CURRENT FEDERAL FISCAL YEAR ELIGIBILITY AND PAYROLL SCHEDULE	115
APPENDIX H – CUSTOMER ELIGIBILITY LISTING (CEL)-PAYMENT PROCEDURES OVERVIEW	116
APPENDIX I - SCREEN INDEX	117
APPENDIX J - LIHEAP CASE FILE DOCUMENTATION	121
APPENDIX K - LIHEAP ENERGY ASSISTANCE REFUND.....	124
APPENDIX L - SUPPLIER ACH-EFT APPLICATION	125
APPENDIX M –UCD CODES AND DESCRIPTIONS	127
FAMIS SCREEN INDEX.....	129

FORMS

LIHEAP FORMS

Form Number	Form Name	Location
LIHEAP-1	Application For Financial Help to Heat or Cool Your Home	EA Web Site http://dss.mo.gov-fsd-formsmanual-EA-1-Application-for-the-Low-Income-Home-Energy-Assistance-Program.pdf
	Authorization For Release Of Information	FSD Form
LIHEAP-1B	Information Request	FSD Form
LIHEAP-1C	Low Income Interview Guide	FSD Form
EA-1E	Energy Assistance Landlord-Renter Documentation Request	One Form
LIHEAP-3	Employee Wage Documentation Report	FSD Form
EA-6	Energy Assistance Eligibility Notice: Eligible Eligible – Natural Gas Customer Ineligible	AFP produced by IT
Denial Letter	Energy Assistance Notice of Denial	FSD Form
EA-7	Energy Assistance Payment Notice	AFP produced by IT
LIHEAP-8	Energy Assistance Claims and Restitution	FSD Form
EA-10	Energy Assistance Check Cancellation Notice	One Form
EA-11	Energy Assistance Check Reissuance Request	One Form
Fax-Scan	DCN Update Coversheet	Word Document
IM-87	Application for State Hearing	FSD Form
IM-214	Affidavit for Replacement Check	FSD Form
IM-215	Affidavit of Forgery	FSD Form
IM-145	Change Report	FSD Form

SECURITY FORMS

Form Number	Form Name	Location
	Security Forms Instructions	Word Document
	Community Initiative Unit Access Request	Word Document
	DSS Confidentiality Statement	PDF Document

INTRODUCTION

Program Overview: Low Income Home Energy Assistance Program (LIHEAP) is a block grant program, designed to assist low-income individuals, particularly those with the lowest income who pay a high proportion of household income for home energy, in meeting their immediate energy needs. The U.S. Department of Health and Human Services (HHS), Office of Community Services (OCS) within the Administration for Children and Families (ACF) administers the grant. LIHEAP provides help to low income households targeting the elderly, and disabled as insufficient heating and cooling can cause health and safety issues for these homes.

Purpose of this Manual: The purpose of this manual is to provide information, policies, and procedures needed to administer the LIHEAP program in Missouri. This policy and procedures manual does not cover every situation or scenario staff may encounter. The purpose of this manual is to provide administrative assistance and uniform guidance for all LIHEAP users, including Department of Social Services (DSS), contracted staff and suppliers.

LEGAL BASIS

The legal basis for the administration of LIHEAP and requirements are set forth in the LIHEAP statute, which was amended in 2005 by Subtitle B of the [Energy Policy Act of 2005](#) (Public Law 109-58) which reauthorized LIHEAP through FY 2007. The LIHEAP statute is codified in the United States Code at: 42 U.S.C. § 8621-8630 (2008). The HHS regulations for the LIHEAP block grant are found in Title 45 (Public Welfare) of the Code of Federal Regulations, Part 96 (Block Grants), [Subpart H Visit disclaimer page](#) (LIHEAP), cited as 45 C.F.R. § 96. [Subparts A-F Visit disclaimer page](#) of the HHS block grant regulations also pertain to LIHEAP. Reauthorization of LIHEAP is currently pending.

Administration of LIHEAP was entrusted to the Department of Social Services (DSS) under provisions of House Bill 1009 enacted by the 80th General Assembly.

STRUCTURE

LIHEAP has two components: Energy Assistance (EA) and Energy Crisis Intervention Program (ECIP). Eligibility requirements for LIHEAP include income, household size, available resources, citizenship status, and responsibility for payment of home energy costs.

Energy Assistance (EA): provides financial assistance to help pay home energy costs for eligible Missourians. Elderly or disabled applications are accepted within a

Federal Fiscal Year (FFY) from October 1 – May 31 and all other households from

November 1 – May 31. The type of fuel used for the home will determine the EA benefit amount.

Supplemental Payment: A supplemental payment is an additional EA payment made to identified applicants during a program year should LIHEAP receive additional funding.

Energy Crisis Intervention Program (ECIP): provides financial assistance to eligible households in an energy crisis when the amount of assistance available through EA and any other state or local program is not adequate to secure this commitment from the supplier.

Crisis shall be defined as, a receipt of a termination or disconnect notice indicating a specific disconnect date, a final billing statement advising the account has been terminated, a propane-fuel oil tank is filled at less than 20% capacity, the customer is a cash on delivery (COD) customer, pre-paid electric customer indicates their pre-paid usage is about to run out, or when an applicant indicates another fuel source is about to run out (Wood, corn pellets, kerosene)..

Winter ECIP: restores or prevents disconnection of services for at least thirty (30) calendar days of energy during the winter months.

- Is available from November through May for elderly-disabled and December through May for all other households, based upon funding.
- Benefit amount is to be the amount required to resolve crisis.
- Maximum Benefit amount is \$800.00 per household.

Summer ECIP: restores or prevents disconnection of services for at least thirty (30) calendar days of energy during the summer months.

- Is available from June through September, based upon funding.
- Benefit amount is to be the amount required to resolve crisis.
- Maximum Benefit amount is \$600.00 per household.

ECIP funds can also be used for emergency repairs or purchases needed to maintain or restore heating and-or cooling. This includes purchasing:

1. Furnace replacement-repair (Must be Energy Efficient and must have earned the Energy Star)
2. Central Air replacement-repair
3. Propane Tank replacement-repair
4. Blanket(s)
5. Emergency Lodging
6. Air Conditioner Window and Portable Units (Must be Energy Efficient and must have earned the Energy Star)
7. Wood Stoves

Does not include items covered under the Weatherization Assistance Program (WAP).

After approval for LIHEAP, eligibility will continue for one program year, defined as October 1 through September 30. Unless the client moves or changes supplier.

CONTRACTED AGENCIES

The State of Missouri Family Support Division (FSD) applies for, and then receives LIHEAP funding. The agency contracts with Missouri Community Action Agencies (CAA), or other agencies, to conduct the eligibility determination for LIHEAP applications.

By agreement, agencies will:

- Adhere to eligibility requirements outlined by FSD Policy and Procedures manuals.
- Inform all applicants of the opportunity to appeal the LIHEAP decision.
- Comply with the Department of Social Services' (DSS) Confidentiality Policy.
- Comply with provisions of the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
- Utilize LIHEAP funds only for purposes approved by FSD.
- Maintain records for five (5) years and make all records available to FSD or its designated representatives.
- Under no circumstance will the agency add an eligibility requirement or expedite a case where an applicant complies with additional eligibility requirements without prior written permission from the FSD, nor will eligibility requirements be non-compliant with federal regulations.

Confidentiality: All FSD employees, persons, and entities under contract with the State of Missouri will not disclose any information obtained by them in the discharge of their official duties relative to the identity of applicants for, or recipients of, services or the contents of any records, files, papers, communications, except in the administration of the LIHEAP program.

Sharing of any information provided by the applicant, or that appears on any screen in the LIHEAP EA System, is strictly prohibited. Staff will not disseminate any information collected through working a LIHEAP case to other programs, which are not LIHEAP. DSS contractors will certify that they have reviewed privacy practices regarding Personally Identifiable Information (PII) by signing a DSS Confidentiality and Information Security Agreement.

The information accessed in the EA System is confidential and not shared outside of the requirement to determine a household or individual eligible or ineligible for LIHEAP. Staff will maintain confidentiality when viewing information on the computer screen and printing information for the case record. Listed below are a few ideas to help secure confidential information:

- Log off the EA System before leaving your station
- Pay attention to who can see computer screens and what information is being displayed
- Pick up printed records immediately from network printers
- Do not leave records unattended on desks
- Enclose paperwork in a folder, file and lock the drawer it is kept in
- Shred documents before disposal or recycling

Confidentiality - Authorized Disclosures of Case Specific (Confidential) Information: The agency will not release information to third parties without a signed “Authorization for Release of Information” form from the applicant. A third party is anyone requesting information who is not the applicant or an active member of the household listed on the LIHEAP Member (E1MM) screen.

Confidentiality - Disposing of Confidential Information: When disposing of confidential information, users should ensure shredding is complete before recycling or disposal. This practice will guard against fraud and serve to protect our customers.

Examples of confidential information include Social Security Number, DCN, date of birth, address, name, etc.

Policy requires an agency to retain all records for five (5) years.

An agency must obtain written approval from the Family Support Division before scanning and producing images of documents with plans to shred paper documentation before the five (5) year period.

- When scanning, agencies must ensure that all scanned documents are readable for such purposes as monitoring and audits. Agencies should also ensure they do not scan documents that contain a “sticky note” which covers up information that may need to be obtained. If scanned documents are unreadable, the agency will need to provide original copies of the documents.

Encryption of E-mail: Encryption is required when transmitting confidential information via e-mail from a non-state e-mail account to another non-state e-mail account.

Email is not a secure (encrypted) method of transmitting information. Transmitting information of a confidential or sensitive nature (i.e. Federal Tax Information (FTI), Protected Health Information (PHI), Personal Identifying Information (PII) such as SSN or DCN, etc.) via email requires the e-mail to be encrypted.

When transmitting any information via e-mail to a non-state e-mail account, state employees will type, [ENCRYPT] in the subject line. This will encrypt the contents of the e-mail and attachments sent in the e-mail in compliance with HB2400 (A non-state e-mail account is one that does not have a mo.gov e-mail address).

Persons who are not state employees using a non-state email account will send all emails as encrypted e-mail to a state recipient (one who has a mo.gov email address) by following, “Instruction #3: How DSS clients, business partners and end-users can send an encrypted email to DSS” found at <http://dss.mo.gov/encrypt.htm>

Personal Representative or Advocate: FSD employees, persons and entities under contract with the State of Missouri may discuss a LIHEAP application and-or LIHEAP case information with a third party (identified by the applicant) upon receipt of signed written authorization from the applicant.

Any Member on the LIHEAP Case: Staff may copy and provide information in the LIHEAP case file to any responsible member on the case with a written, signed request and proof of identification.

Release of Information to Landlords: LIHEAP Unit employees, persons, and entities under contract with FSD shall not disclose the identity of a LIHEAP applicant and-or the status of an application to a landlord. The Energy Assistance Landlord-Renter Documentation Request (LIHEAP-1B) is mailed to landlords asking them to provide rental information. Whether an applicant is determined eligible or ineligible for LIHEAP, and if they will be receiving an Energy Assistance benefit is **confidential** information. If an Energy Crisis Intervention Program (ECIP) payment is being made to a landlord, this would be the exception in disclosing the household is eligible to receive LIHEAP.

Sunshine Requests: LIHEAP case specific records, including case notes, are not public records and therefore, exempt from the sunshine law.

Safe At Home Program: The Safe at Home (SAH) address confidentiality program provides a substitute mailing address through the Secretary of State's office for survivors of domestic violence, rape, sexual assault, human trafficking, stalking or victims of any crime who fear for their safety and extends to protection for those who are living with the victim. Participants use a SAH assigned address and his-her correspondence is forwarded to his-her actual mailing address by the Secretary of State's office. These services limit an assailant's ability to access public information that could identify the new location of a victim who is in the program. *SAH* is not a witness protection program; rather it is a mail forwarding service.

Participants in the Missouri SAH program share a common post office box, (PO Box 1409, Jefferson City, MO 65102-1409), but are assigned a unique authorization number (a six-digit number). The address provided by SAH participants is:

Participant's Name Authorization # XXXXXX PO Box 1409

Jefferson City, MO 65102-1409

Should a LIHEAP applicant use the SAH post office box address, the agency employee shall enter the SAH address on the LIHEAP Application (E1AP) screen. The agency employee shall not require a physical address.

The Secretary of State's office issues an authorization card to SAH program participants, which indicates the named individual is certified to use the assigned authorization number. A LIHEAP applicant providing an SAH post office box shall present such certification card. If the LIHEAP applicant does not have such certification card on his-her person, the agency employee shall contact the Secretary of State's office toll free at 866-509-1409 to verify the individual's participation in the program and certification to use the authorization number.

Participation in the SAH program is not confidential information nor is the participant's authorization number. However, the participant's **actual mailing address and-or physical address are confidential**.

Information regarding the Safe at Home program can be found at www.MoSafeAtHome.com

EA SYSTEM OVERVIEW

The LIHEAP EA System allows users to record the registration, associate members to the applicant and case, record information from the application form, determine income eligibility and process EA payments. The information from each screen in the system builds upon the information entered on the previous screen. Each screen in the LIHEAP EA System serves a different purpose. The LIHEAP EA System retains five (5) years of history.

System Safeguards: Functionality in the EA System includes the ability to protect customer information. If more than twelve minutes elapses between transactions, the user will see a pop-up window with a notification that the browser will close in three minutes if the user does not initiate an actual transaction.

LIHEAP screens provide further safeguarding of personal identifying information by masking the Social Security Number (SSN) of the applicant. As the SSN is being typed in the applicant SSN field, black dots will appear rather than the number typed in.

Additionally, in the body of each LIHEAP screen, only the last four (4) digits of the member(s) SSN will display.

LIHEAP reports will also only display the last four (4) digits of LIHEAP members Social Security Number.

System Security Access: Only LIHEAP staff will be granted security access to the EA System.

EA information is recorded in the LIHEAP EA System. There are four (4) types of security access available to users. These four (4) types are:

- Inquire - allows access to the EA System, but user can only view case information on the LIHEAP Registration (E1RG) screen, LIHEAP Application (E1AP) screen and the LIHEAP Member (E1MM) screen.
- Update - allows access to the EA System and user can perform add and update functions.
- Management - allows access to the EA System, add-update functions, and allows additional changes to be made on the EA System by management only for:
 - Pending Registrations (E1PN) screen,
 - New Applicant (E1NA) screen,
 - Reset Denied Status (E1RD) screen,
 - Payroll Statistics (E1ST) screen,
 - Member Refresh From Common Area [CA] (E1MR) screen,
 - Delete Registration (E1DR) screen,
 - And ability to override a duplicate address on the Application (E1AP) screen.

DCN - each agency may designate three (3) staff members who can add Departmental Client Numbers (DCNs) to the Common Client Data Update (SUPD) screen referred to as the DSS common area. When an applicant or household member is not found in the DSS common area, they are added to the system.

Users must submit the following forms to the LIHEAP Unit for processing, in order to gain access to the EA System:

- LIHEAP Online Access Request Application
- DSS Confidentiality & Information Security Agreement (MO886-4461)

LIHEAP state staff must receive the forms *with all signatures* before security access is processed. To expedite processing send the forms by fax or encrypted email or send by mail. A *designated* supervisor must sign the LIHEAP Online Access Request Application.

If an agency employee, including seasonal workers, leaves the agency, notify the LIHEAP Unit by submitting the LIHEAP Online Access Request Application as soon as possible. For assistance, please contact the LIHEAP by email. Where deletions-revocations of worker's security clearance are concerned, send the forms by fax or encrypted email.

If an employee fails to sign on to the EA System for thirty (30) calendar days, his-her password will be revoked. If a password has been revoked between thirty (30) calendar and ninety (90) calendar days, call the ITSD help desk at the number provided in the help desk section to see if they can reset it. If ITSD cannot reset the password, submit new forms for EA system access.

After ninety (90) calendar days, the employee will be required to complete all the forms for EA System access again. The LIHEAP state staff must receive new forms before processing. To avoid revocation of a password, the employee may want to ensure they sign on to the EA system at least once every thirty (30) calendar days.

SIGNING ON TO EA SYSTEM

An online training on how to access and maneuver through the EA system can be found at: <https://dss.mo.gov-fsd-energy-assistance-liheap-contractor-supplier-information->

Initial sign on: EA Log in page can be found at: <https://www.prod.dss.mo.gov-e1rq>. Use the user ID provided and the password will be the first letter of your first name, the first letter of your last name, and the last four digits of your Social Security Number followed by the ## (two consecutive pound signs) symbol. This is not case sensitive.

A message will appear advising you the password has expired and you will need to enter a new password. The new password needs to consist of eight (8) characters with both letters and numbers and different from the users last thirty-two (32) passwords. Retain this information for future use. After entering this information, you will receive a prompt to enter the same password again. A prompt will appear indicating the password was accepted. Passwords expire every thirty-one (31) calendar days, therefore it is imperative users continue to sign on every thirty (30) calendar days to remain active.

Keep the password in a confidential area so others will not be able to access this information.

Help Desk Information Technology and Service Division (ITSD): If you experience trouble with your password when signing on for the first time or if you need a password reset, call the DSS Information Technology and Service Division (ITSD) help desk numbers 800-392-8725 or 800-663-2647 for assistance.

EA System Availability: The LIHEAP EA System is available during weekend and evening hours with the exception of the first weekend of each month, which is defined as the first full weekend after the first Friday of a month. This is when the Family Assistance Management Information System (FAMIS) updates. During the first weekend of each month, the EA System will have limited access until around noon. Prior to noon, staff will be able to register, add household members, and application information; however, they cannot access the LIHEAP Worksheet (E1LW) screen while the FAMIS updates are taking place.

LIHEAP APPLICATION

To process an application there are several areas to consider including the following:

- Distribution of the LIHEAP application to applicants
- Registration, including the time frame, the procedural steps to identify, enter and track the individual who is completing the application for a household, LIHEAP Registration (E1RG) procedure, Departmental Client Number (DCN) assignment, information not matched on the common area, application status and supplier information on E1RG
- Eligibility
- Household definition, determination and categories
- Ineligibility
- Documentation
- Application time frame, priority applications and emergency services
- Application processing and procedures

Mail Application: The Family Support Division (FSD) mails LIHEAP applications to the elderly-disabled applicants who received a LIHEAP benefit in the previous federal fiscal year (FFY). Applications are also available to applicants and agencies by accessing the Low Income Home Energy Assistance (LIHEAP) website at <https://mydss.mo.gov-utility-assistance> and selecting the Application box located under the title, “How Do I Get Help?”

The agency mails applications first class and includes a forwarding order if the applicant has moved. Customers may return applications to the agency by mail, fax, electronically or in person.

September 15th: Mail-out applications for elderly-disabled EA customers

Each agency will receive an emailed report listing the applicants who received a LIHEAP application. This listing includes an asterisk (*) indicating the applicant or spouse has been identified as elderly (60 or over) or disabled or an "o" indicating any household member has been identified as elderly (60 or over) or disabled.

If a customer requests a home visit for the purpose of hand delivering an application, staff will comply with the request within thirty (30) calendar days, when a valid reason exists. The agency LIHEAP Manager will make the decision regarding the necessity of a home visit.

Agencies can assist an applicant in completing an application if they need assistance; however, the applicant must sign the application. Electronic signatures are acceptable. Agencies should not alter applications after they are completed, but instead note any changes in the LIHEAP Case Note (E1CN) screen.

Waiting List: If LIHEAP funds are exhausted prior to end of the program time period, the agency will establish a waiting list consisting of the name, address, phone number and date of inquiry of potential applicants for the services.

If additional funds are released, these waiting lists can be used for subsequent LIHEAP benefits.

Applicant Designation: The applicant is the individual whose signature is on the application. In the case of a guardian or power of attorney, it is the individual on whose behalf they are signing the application. Applicants should be an individual that is age eighteen (18) or over and residing in the household, as determined by the individuals listed in the HOUSEHOLD MEMBERS section on the Application.

Applicants between the ages of fifteen (15) and eighteen (18) where there is not another household member over the age of eighteen (18) can be considered an applicant.

If the applicant is under the age of fifteen (15), the application will be denied. Staff will send the notice of denial to the under-age applicant.

Account Holder: The fuel bill does not have to be in the applicant's name. The person listed on the fuel bill must be a member of the household. This person is referred to as the account holder. An account name change will not be required as long as the account holder meets age and household requirements.

Guardianship Applications must be returned and processed in the agency service area in which the applicant actually resides, not where the guardian resides. Court documents proving guardianship are required.

Employee and Employee-Related Applications: Specific processing requirements for LIHEAP applications completed by agency employees or immediate family members protect the confidentiality of the employee or employee's family member.

Family member is defined as father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother or half-sister.

Agency employees are entitled to apply for LIHEAP services without fear of repercussion or loss of employment.

Employee and employee-related applications follow the same eligibility requirements as any other LIHEAP applicant. Agency employees and-or family members will not receive preferential treatment and should be treated the same as any other applicant for services.

Employee or employee-related applications must be:

- Returned to the agency service area in which the employee-employee family member resides.
- Processed and determined eligible-ineligible by a Manager-Supervisor.
- Reviewed and validated for correct eligibility determination by a second Manager-Supervisor. Document the validation (using a check sheet, initials, etc.). The validating manager is responsible for ensuring the application is in accordance with LIHEAP Policy and Procedure.
- Stored and maintained in a confidential-secure area separate from the general filing area where all other LIHEAP applications are stored.

Agencies may assign no more than one (1) LIHEAP staff member as a “confidential processor” who may process employee-employee-related cases. The confidential processor will not validate cases. A Manager-Supervisor must complete all validations. Employee-employee-related cases must remain in the confidential-secure area until the designated employee has not worked for the agency one full year. The agency may return the case to the general filing area on the 13th month of non-employment with the agency. The Manager-Supervisor or confidential processor must handle all future case decisions or follow-up. This includes any Energy Crisis Intervention Program (ECIP) determinations, pledges, etc. At no time should any other staff members be involved in processing the employee-employee-related case.

Agencies choosing to designate a confidential processor must determine the designee prior to the start of each LIHEAP season. The agency will submit the designee name in the work plan each season during the contracting process. Agencies will not change the confidential processor designation without notifying the LIHEAP unit, in writing, prior to the effective date of this designee change. A revised LIHEAP Work Plan addressing this change in designated confidential processor is required.

Landlord-Renter Applicants: A landlord applicant is a household who rents residential property and is responsible for heating and-or cooling costs that are separate from the rent. In a landlord case, the landlord bills the household directly and the energy bill will be in the landlord’s name, property or company.

A renter applicant is a household with heating-cooling costs included in their rent. Do not consider households that reside in an RV, travel trailer, tent, or shed located at the same address sharing the same energy source as a renter household.

In order to pay for a deposit in either a landlord or renter situation, the landlord must apply for assistance on their own behalf.

PRE-CERTIFICATION

FSD has a process for when-how they will distribute applications and processes for the agencies to determine LIHEAP eligibility for those who apply for services.

Application processing guidelines are:

- For households with a person who is disabled or age 60 or older, the first payroll date is November 1 of each year with the Pre-Certification Period being from October 1 – October 31.
- For all other households, the first payroll date is December 1 of each year with the Pre-Certification Period being from November 1 – November 30.

This timeframe allows agencies to ensure completion of the applications they receive and will afford agencies time to request additional documentation, if necessary.

Income Determinations: When an agency is determining eligibility during a pre-certification period, agencies must continue to use income from the month prior to the date stamp month on the application.

- Example 1: Case date-stamped October for elderly-disabled household. The agency will use September income.
- Example 2: Case date-stamped November for non-elderly-disabled household. The agency will use October income.

Eligibility Determinations: Agencies will process LIHEAP applications through the LIHEAP Worksheet (E1LW) screen to determine eligibility.

After verification of the E1LW screen, eligible cases will generate the Customer Eligibility Listing (CEL) and it will be sent to the participating suppliers.

Suppliers will determine whether the household meets the criteria to accept a LIHEAP EA benefit and enter their responses accordingly. At this point, the system will hold all payments until the following month when payments generate. While the system holds the payment, the LIHEAP Worksheet (E1LW) screen will display the EA benefit amount; however, the LIHEAP Registration (E1RG) screen will display the EA benefit as \$0.00 until the payment is distributed.

October 1	November 1	December 1
Elderly (person age 60 or over) and disabled households pre-certification: applications accepted and processed.	Pre-certified elderly-disabled households: Eligibility Notifications (EA-6) and suppliers EA payments go out.	Pre-certified non-elderly-disabled households: Eligibility Notifications (EA-6) and suppliers EA payments go out.
Ineligible Energy Assistance (EA-6) notifications generated nightly for elderly-disabled households.	Energy Crisis Intervention Program (ECIP) for Elderly-Disabled households starts.	Energy Crisis Intervention Program (ECIP) for non-elderly-disabled households starts.
Customer Eligibility Listings (CEL) with Energy Assistance (EA) pledges sent to utility suppliers for elderly-disabled households.	Non-elderly-disabled households precertification: applications accepted and processed.	LIHEAP regular season processing begins.
	Ineligible Energy Assistance (EA-6) notifications generated nightly. (All households)	
	Customer Eligibility Listings (CEL) with Energy Assistance (EA) pledges sent to utility suppliers. (All households)	

Pre-Registration: if the application is received prior to the program start date the agencies will date stamp the applications for the date it was received but they will not register that application until the program start times. The agencies will then use the date stamp date of either October 1st or November 1st (depending on the client) and put the actual date stamp date in case notes.

OTHER ASSISTANCE

Low-Income Weatherization Assistance Program (LIWAP): Weatherization under LIWAP consists of utilizing cost-effective energy efficiency measures, such as adding weather stripping to doors and windows for existing residential and multi-family housing, on behalf of low-income residents. For determining eligibility for weatherization services, LIHEAP will provide a copy of either the LIHEAP Registration (E1RG) screen or the LIHEAP Payment (E1PY) screen upon request of the Low Income Weatherization Assistance Program, which must include a signed, written authorization from the applicant.

POLICY

INTRODUCTION

This section covers all eligibility factors for LIHEAP including income, household size, resources, citizenship, and responsibility of home energy costs. Additional factors include social security numbers, age, and disability. For step by step instructions on using the EA and FAMIS systems for documentation, refer to Online Training. All eligibility factors must be considered when determining eligibility for EA or ECIP benefits.

ELIGIBILITY – DETERMINATION

Income: Income includes both earned income and unearned income. If there is any questionable income information included on the application, agency staff must contact the client to verify the correct income information and make extensive case notes when this information does not match.

Example: Client states they have no income, but the EA System has a record of unearned Social Security Income.

Earned Income and Documentation:

Wages: (including regular pay, vacation, sick leave, bonuses, and tips) and other payments for services rendered (Sheltered Workshop, Supported Employment administered by the Division of Vocational Rehabilitation)

- Payroll Check Stubs
 - All checks need to be dated with the month prior to the application date.

Example:

Applicant applies 12-10; use only pay period ending dates between 11-10 and 12-09.

- YTD pay information can be used if there are missing pay periods, only if the appropriate pay stubs are available.

Example: 11-10 and 12-09 check stub was provided, YTD stubs can be used to document the missing 11-25 pay period.

- Verbal documentation by the employer. Verbal requires extensive case notes on E1CN including who you spoke with, amount of gross income, any deductions, and the date you spoke with the employer.
- Employee Wage Documentation Report (LIHEAP-3)

- System verification from E1ES, when the earnings indicate in conjunction with unemployment compensation benefits. This will be included only if the compensation week is in the month prior to the application month.
- Statement from the employer with the current date
- The Work Number

Self-Employment-Partnership Income:

- Current Form 1040 Federal Income Tax Return.
 - 1040, Line 1 – Wages, salaries, tips, etc. when paid by self-employment-business
 - 1040, Line 6 – Capital Gains
 - Schedule 1, Line 3 – Business income (don't include if a loss)
 - Schedule 1, Line 4 – Other gains (don't include if a loss)
 - Schedule 1, Line 6 – Farm income (don't include if a loss)

Do not allow additional deductions other than the 20% earned income deduction that the EA system will automatically apply.

If no Form-1040, use the household member's business records for the month prior to the application month. Business records must include the customer name and gross earnings for the entire month.

Roomer-Boarder Income:

- Current statement (written-verbal) or canceled check indicating the amount of room-board paid in the month prior to application.

Terminated Earned Income:

- Employee Wage Documentation Form (LIHEAP-3).
- Employer statement (written or verbal). If verbal, extensive case notes are required.

Unearned Income and Documentation:

Contributions: (monetary assistance from family-friends or stipend, proceeds from selling blood-plasma)

- Actual Checks
- Contracts
- Notes

Alimony-Spousal Support:

- Actual Checks
- Divorce Decree
- Correspondence from Payor

Child Support:

- Court records
- Missouri Automated Child Support System (MACSS) payment records (Case ID must be provided): <https://apps.dss.mo.gov-ChildSupportPaymentInformation-default.aspx>
 - Verification of child support being received: Only the payments under the "Payments disbursed" column.
 - Verification of child support paid through the MACSS payment record: Only the payments under the Credit-Payment column may be used as documentation for the person paying child support. This amount should not count toward the child support deduction granted on E1ID Member Income Detail Screen. Credits do not indicate actual payments made.
- Copy of previous month's bank statement if the deposit shows it being received from an agency that provides child support services.
- Out of State Child Support:
 - Court payment records
 - Bank statements to show any child support payments received.

Allotments from individuals in nursing homes:

- Notice of Eligibility for Nursing Facility-Other Vendor form(IM-62)
- Verbal documentation from the nursing home will be acceptable in documenting allotments and will be recorded on the LIHEAP Case Notes (E1CN) screen.

Adoption Subsidies and Foster Care (FC):

- Written documentation from Children and Youth Services
- Copy of the Children's Services Remittance Advice document

Armed Forces Allotments:

- Copy of the account that verifies balance that was deducted from the person's military check.

Royalties:

- Income and Expenses – Schedule C
- Part 1 of Schedule E (Form 1040 or Form 1040-ST), Supplemental Income and Loss

Black Lung, Disability Payment short-long term), Government Employee Pensions, Private Pensions, Railroad Retirement Benefits (RRB), Social Security Administration Benefits (SSA), Supplemental Security Income (SSI), Supplemental State Payments (SSP), Veterans Administration:

- Copy of the benefit check. Except for pensions.
- 1099 R Tax Forms – for pensions
- Email retire@opm.gov to verify Federal Employee retirement benefits.
- Verbal documentation of Social Security, Black Lung, SSI, VA, RRB and pensions will be acceptable. Extensive case notes are required and should include the date

contacted, person contacted and information obtained.

- Bank deposit slips-bank statements can only be used to document SSI, Social Security, Black Lung, RRB and VA, if sources are identified.
- SSA-SSI: If an individual-couple are receiving less than the maximum SSI amounts, this may indicate other available income-resources. This may involve reviewing other available Income Maintenance information.

Installment Payments: (income from the installment sale of property including interest and principal less any legal obligations owed against the property)

- This income may not involve the month prior to the application month procedure.
- The documentation required for this income is a statement, contract and current or prior year's tax form.

Rent Payments received on Land-Buildings:

- Rent receipts
- Contracts
- Signed and dated statement from the tenant or cancelled checks.

Count CRP (Conservation Reserve Program) payments as income. Strike Benefits:

- Copy of the benefit check. An exception would be for pensions, since the gross amount is not always indicated.

Blind Pension (BP):

- BP income can be documented via written documentation from FSD or the FAMIS Payment History screen.

Supplemental Aid to the Blind (SAB):

- Document SAB income via written documentation from FSD or the FAMIS Payment History screen.

Temporary Assistance for Needy Families (TANF):

- Document TANF, SAB, and BP income via written documentation from FSD or the FAMIS Payment History screen. Access this screen by clicking on the S024 screen. Retain a copy of the screen in the case file.

Unemployment Compensation Benefits (UCB):

- Use E1ES in the EA system to verify Missouri's Unemployment Compensation Benefits
 - E1ES is to be ran for all household members age eighteen (18) and over, including all household members age eighteen (18) and over who are declaring zero income.
 - If out-of-state UCB is received, hard copy documentation from that state's Employment Security Office will be acceptable.

Disregard tax refunds as a source of unearned income. In addition, rebate-stimulus checks should not count as income.

There may be times when a Contract Agency is working an application for LIHEAP past the required thirty (30) calendar days processing timeframe. LIHEAP policy dictates when determining LIHEAP eligibility, obtain income from the month prior to the application. LIHEAP applications processed any time over the required thirty (30) calendar days processing should continue to obtain income information from the month prior to the application month and **not** the month prior to the date the LIHEAP application is being processed.

Document all gross earned and unearned income for each household member 18 years of age and older. If the declared income minus allowable deductions-exclusions exceeds the maximum, documentation will not be required. The applicant or member cannot self-declare income. Obtain verification of income from the employer or other income source, either verbally or in written form.

Documentation for households classified as Category A where all members are receiving SNAP will consist of information from the FAMIS System. Household members in "APP" status on FAMIS will be identified as a category "B" member.

For households with no members receiving SNAP (Category B case), or households where some household members do receive SNAP and some household members do not (Category C case), income documentation for members not on the SNAP case must be obtained for the month prior to the application month from the various sources identified below.

Household: Household is defined as an individual(s) living in private living quarters (a space with a private entrance) for which residential heat-cooling is purchased in common. Household members residing in another dwelling of any type, not attached to the primary dwelling in which heating-cooling is hooked up and billed for the energy usage, are not eligible to complete a separate LIHEAP application. A room within the primary residence also does not qualify.

If a client has 2 residences (family home and an apartment they stay in for work or a vacation home) are eligible to receive LIHEAP on only one household for the year.

One Meter + One Bill = One Household.

Household Determination: Eligibility is based on all individuals living together at the time of approval. Living together includes individuals that are only away from the home due to employment such as truck drivers, salespersons and military personnel. Establish household members using the member information provided on the LIHEAP application.

If an individual leaves the household between the time of application and approval, exclude that person(s) and their income-resources. A Change Report (IM-45) is required when a household reports an individual leaving the household. It is not acceptable for the applicant or agency staff to cross the household member off on the original LIHEAP application because a new signature and date are required verifying the information is true

and correct.

If the client moves and completes a Change Report (IM-45)

- Client has EA that was refunded to the State: The Change report should be sent to State LIHEAP staff to re-determine eligibility and issue a credit for the remaining EA payment.
- Client does not have EA that was refund the agency staff will complete the appropriate ECIP component to determine eligibility.
 - If client moves and re-applies for Winter ECIP and then needs Summer ECIP the agency will need to complete the Summer ECIP component with the same information from the Winter Component.

If an individual moves into the household prior to approval, that person(s) and their income-resources must be included.

When either situation occurs, record it on the LIHEAP Case Notes (E1CN) screen.

Once approved as a member in an EA household, another EA household cannot claim this member. After declaration of the member as "included" in the EA household, they are part of this EA household for the program year.

If the agency receives contradicting information from applicants on household members that makes the client statement questionable, staff may request verification from the applicant for household composition. This could include a rental lease, school records, bills or mail to verify each member of the household.

Ineligible Individuals-Households: Consider *individuals* meeting the following conditions ineligible:

1. Not a citizen of the United States or a Legal Permanent Resident. The FAMIS Eligibility Unit Summary screen displays a role type of IC and a reason of CIT. CIT means Do Not Meet Non-Citizenship Requirements.
2. Not living in the home at the time of application. This does not apply to individuals temporarily out of their home due to service termination. Follow service termination procedures.
3. Incarcerated.
4. Roomers, boarders or live in attendants.
 - Define a Roomer-boarder as an individual who pays a household for lodging and-or food expenses only and who is not responsible for any household expenses.
 - Define Live-in-attendant as an individual living in the household who receives wages to provide medical care or childcare and who is not responsible for any household expenses.
 - A relative (by blood or marriage) cannot be considered a roomer-boarder or live in attendant. Relative is defined as father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother or half-sister.
5. Deceased.
6. Members that have been approved in a Missouri EA case or individuals moving

into a household that has previously received EA in the current program year at the same address.

- This does not affect eligibility for individuals who have received LIHEAP benefits from another state in the same program year.
- Individuals that have been approved for EA in another household but require a Change Report (IM-145) due to change in address or supplier, may be eligible for ECIP only benefits as long as all other LIHEAP eligibility requirements have been met.

Only one individual on a multiple named fuel bill account will be eligible to receive LIHEAP benefits.

Any income made available to the household by an ineligible individual, including individuals that are ineligible because they are not citizens of the United States or a legal permanent resident **MUST** be included in the household income.

Consider *households* meeting the following conditions *ineligible*:

1. Located outside the State of Missouri.
 - This does not include a household that has a mailing address of a surrounding state but actually lives in Missouri.
2. Resides in a professional, practical or domiciliary nursing or boarding home and does not pay a home energy supplier directly for heating-cooling costs.
3. Resides in a hotel, motel, dormitory or temporary shelter and does not pay a home energy supplier directly for heating-cooling costs.
4. Resides in government-subsidized housing, unless they are paying a home energy supplier or billed by the landlord-housing authority for any out-of-pocket heating-cooling costs.
5. In a transitional living situation. These households have their heating-cooling costs paid for by the Department of Mental Health.
6. Has a credit balance with their fuel supplier in excess of \$500.
 - This will not apply to households that pre-pay for their fuel.
7. Cut their own wood.
8. Residing in a Recreational Vehicle (RV), travel trailer, tent or shed residing at the same address and sharing power.
 - Example: Residing in a driveway, a tent in the yard or a shed on the same property and are sharing power with same account number on a property-address that has already received Energy Assistance (EA). Do not use LIHEAP funds also to provide fuel (gasoline or diesel) for an RV.

Households that are determined to be eligible but with ineligible household members will still be able to receive assistance through ECIP, repair and replacement of a heating or cooling unit, or other crisis services. No services will be prorated due to ineligible household members, in compliance with LIHEAP IM 2023-03.

Resources: Each household's resources may not exceed \$3,000. Resources include, but are not limited to the following:

- Annuities

- Bonds
- Certificate of Deposit (CD)
- Deposits in banks or any other financial institution
- Individual Retirement Account (IRA)
- Keogh's and Deferred Compensation Plan
- Money Markets
- Mutual Funds
- Stocks

Consider a resource available unless documentation from the institution states the resource is restricted and-or inaccessible. Only the accessible resources will count towards the resource limit.

At the time of the application, the applicant is responsible for reporting all resources in the household. The total value of all resources owned by each household member must be determined prior to approving the application.

Acceptable documentation:

- Current bank statement (this does not include checkbooks and-or passbooks);
- Written statement from the issuing agency; and-or
- Certificate of Deposit (CD).

Citizenship: Citizenship and Legal Permanent Resident Status: Each household member either must be a citizen of the United States or admitted for legal permanent residence. Exclude individuals not meeting these criteria from the household count. Any income made available to the household MUST be included.

If an applicant or household member refuses to document their status, the entire household is ineligible. Document United States citizenship by applicant statement.

If the applicant failed to complete the citizenship question on the application form, contact the applicant and record their statement on the LIHEAP Case Notes (E1CN) screen.

If the applicant claims "No", not a citizen, on the LIHEAP application form, exclude the individual will from the household count and any income made available to the household MUST be included. If the individual claiming they are not a citizen is the applicant, the case will be determined ineligible. Should the contract agency staff determine the citizenship criteria is actually met through documentation provided with the LIHEAP application form or on FAMIS screens, the documentation will be placed in the case file and the member will be included in the household.

Document legal permanent residence status by:

- FAMIS screens, if the individual is a member of an active SNAP case;
- U.S. Citizenship and Immigration Services (USCIS) Form I- 551Permanent Resident Card;
- Re-entry Permit (a passport booklet for lawful permanent residents);
- USCIS Form I-94, Arrival and Departure Record. Applicants with an I-94 may access it online at www.cbp.gov/I94. Paper card I-94's will no longer

be furnished. This form must be annotated with one of the following terms or a combination of terms including refugee, parolee, paroled, asylum. Annotated with 204, 207, 208, 212 (d) (5), 243 (h), or 244 of the INS Act;

- Certificate of Naturalization. (N550 or N570)

When FAMIS indicates a reason code of CIT; do not consider this person a legal permanent resident or citizen. CIT stands for, "Do Not Meet Non-Citizenship Requirements" which means they are not an eligible individual; however, SNAP policy requires a legal permanent resident to have this status for five (5) years prior to being eligible for SNAP. LIHEAP will include a member coded as CIT on the FAMIS screen as a member of the household only if they provide a non-expired copy of their United States of America Permanent Resident card.

Micronesians or Marshall Islanders with an I-94 or I-94A stamped CFA-MIS or CFA-RMI are not considered admitted for legal permanent residence status and are ineligible for LIHEAP benefits.

If another document is provided that is not identified above, clearance must be obtained prior to approval by FSD. Do **not** contact the U.S. Citizenship and Immigration Services (USCIS). It is the applicant's responsibility to provide documentation of legal permanent resident status.

Do not use Social Security cards and Individual Taxpayer Identification Number (ITIN) to verify citizenship or legal permanent residency status.

In December 2009, Puerto Rico passed Law 191, which voids all Puerto Rican birth certificates issued prior to October 1, 2010. Staff cannot use voided Puerto Rican birth certificates to verify identity or United States Nationality. New birth certificates are available after October 1, 2010 for those who apply. Only use voided Puerto Rican birth certificates to verify age if no other verification is available.

Responsibility for Home Energy Cost: Fuel Bill or Statement: The fuel bill or statement can be in any household member's name (if age requirement met). Consider the individual named on the fuel bill or statement the account holder. If the account is in the name of an individual not living in the household or an ineligible individual, an account name change is required.

Customer Account Name Changes: If the fuel bill or statement is in the name of a minor (age 17 or less), a name change is required, unless the minor is the oldest household member and is actually responsible for paying the household's home heating-cooling costs. If the fuel bill or statement is in the name of a minor under the age of 15, a name change is required to avoid automatic denial of the application.

On a multiple named fuel bill, only one household will be eligible to receive benefits at a specific address. To determine this, clear all names on the fuel bill against the LIHEAP files. All names appearing on an energy bill must be listed as a household member on the LIHEAP (LIHEAP-1) application and recorded on the LIHEAP Member (E1MM) screen. If there is a reason why the other person would not be included as a household member, document the reason on the LIHEAP Case Notes (E1CN) screen.

The following are additional times when a name change to the account must be made:

- If the name on the fuel bill is in care of (c-o), a name change is required. Example: John Doe c-o John Smith (EA applicant)
- A name change is required when the name is that of a widow(er). Example: Fuel Account Name - Mrs. John Smith

Legal Name - Mary Smith

If the applicant refuses or fails to have the account name changed, deny their application.

Exceptions to Customer Account Name Changes: The following are some exceptions to the requirement concerning account name changes:

- Listed in more than one name and one of the household members is one of the persons listed.
- Listed in the name of a household member, however, the name on the account is not the individual's complete legal name. When a nickname is used, it must be a derivative of the legal name and the legal name must be documented.

Example: Fuel Account Name - Billy J. Reynolds Legal Name - William J. Reynolds

- When a middle name is used on the account, it must be documented as part of the individuals' legal name.

Example: Fuel Account Name - Larry White Legal Name - Jason Larry White

- Listed in the name of the landlord and the household is paying the landlord for their home energy costs.
- Listed in the name of a guardian and the guardianship is documented.

The fuel bill or statement may not have the member's legal name. If this name needs to be updated for the supplier to accept the payment, this can be changed on the LIHEAP Application (E1AP) screen. The Department of Social Services (DSS) Common Client Data Update screen, referred to as SUPD or the "common area", must display a member's legal name. For this reason, the contracted agency should not send requests for name changes to LIHEAP staff in order to have the system match the fuel bill or statement.

The account name will be documented by the fuel bill or statement. If the account requires a name change, written or verbal documentation from the supplier will be acceptable. If verbal, the worker must record the contact person and date of the account name change on the LIHEAP Case Notes (E1CN) screen. The account name can be entered on the LIHEAP Application (E1AP) screen without changing the members name on E1MM.

Additional Requirements for Eligibility Determination

Social Security Number: Document Social Security Numbers for each household member. Providing the social security number of each household member is voluntary; however, failure to provide an SSN will result in a denial of LIHEAP benefits.

Documentation is limited to the following sources:

- Award Letters
- Copies of documentation on file
- Driver's License that includes SSN
- HUD-5059
- Medicare Card, if client is primary beneficiary (Code A)
- Military ID Card
- Monthly Bank Statement
- FAMIS screens
- School Records
- Selective Service Card
- Social Security Benefit Check
- Social Security Card (Not metal)
- Social Security Card stating "Valid for Work Only with DHS Authorization"
- Social Security Card stating "Not Valid for Employment"
- SSA-2458 or SSA printout
- State ID Card
- W-2 Form
- Tax forms (1040, 1040A, etc.)
- Wage Stubs [if all nine (9) digits appear]

If FAMIS screens are used to document any household member(s) SSN, include a screen print in the LIHEAP case file. The FAMIS Supercase screen does not provide the SSN in its entirety. The applicant must list the SSN and DOB in their entirety on the LIHEAP-1 application in order to use the Supercase screen as documentation. Only use the Supercase screen from FAMIS as documentation of the SSN if the last four digits and the date of birth match the information provided by the applicant. This requirement applies to Category A, B and C cases as information in FAMIS changes, thus creating a potential inability to retrieve the documented information later.

As of August 1, 2014, SSA printouts may no longer be obtained at the local Social Security office. Documentation of SSN can be obtained by the applicant on-line at <http://www.ssa.gov-myaccount->.

Individual Taxpayer Identification Number: An Individual Taxpayer Identification Number (ITIN) is a tax processing number used by the Internal Revenue Service (IRS). It is a nine-digit number resembling a SSN, but always begins with the number nine (9). ITIN's are issued to those who are not eligible for a SSN. Do not use ITIN documents to verify an individual's Social Security Number and are not entered into the Social Services Common Area for purposes of assigning a Departmental Client Number (DCN). If the member does not have a SSN, do not add to the Common Area.

Pseudo Social Security Number Procedures: Advise any household member that do not have a Social Security Number to apply for one with the Social Security Administration at <http://www.ssa.gov-myaccount->. Documentation of this application for a social security card must be provided to the Contract Agency. Once the application for a Social Security Number has been documented, a pseudo number for that household member can be assigned.

Documentation will consist of a signed and dated statement or SS-5 from the Social Security representative or a Receipt for Application for a Social Security Number (SSA-5028). Advise the applicant to return the statement, SSA-5028 or copy where it must be

retained in the case record. The applicant must be advised to report the assigned Social Security Number once it is received.

If the applicant does not provide documentation within the specified time frame, the application will be denied.

There are two exceptions to this requirement:

- Applied or receiving Income Maintenance (IM) services. If the individual(s) without a Social Security Number has applied or is active in any IM Program including SNAP or is in Foster Care, a pseudo number will be automatically assigned. It will be necessary to document the IM status using the Income Maintenance Participation screen and SNAP using FAMIS and to document foster care status in writing from the Social Service Worker.
- If the household member is one year of age or younger from the month prior to the date of the application, a pseudo number will automatically be assigned. Accept the applicant's declaration of the child's birth date.

The county office must maintain a list of the assigned pseudo numbers. Assign numbers numerically by county number as indicated in the following example:

<u>County #:</u>	<u>Sequential #</u>	<u>Household Member</u>	<u>Applicant Name</u>	<u>SSN</u>
Clay	024 - X0 – 0001	James Thomas	Jim Thomas	XXX-01-7048
	024 - X0 – 0002	Mae West	Shirley West	XXX-01-7011

Once a pseudo SSN has been assigned to an applicant or household member, a NAME SEARCH should be completed the following LIHEAP season to ensure the same pseudo number is assigned in subsequent seasons should a pseudo SSN still be required. If the applicant or household member now has a SSN, this should be used on the EA System in place of any previously assigned pseudo SSN's.

Age: Document age if the applicant or spouse is age 60 or older as of the application date. If both are 65 or older, documentation is required only on one person.

Documentation is limited to the following sources:

- Birth Certificate
- Census Bureau Report
- Driver's License
- FAMIS screens – (only if applicant included the full DOB on the LIHEAP-1 application)
- Insurance Policy
- Medicare Card
- Military ID Card
- SSA 2458
- State ID Card
- Third Party Confidential Query (E1SI) (View Only)

To document SSN and age, you can access the FAMIS system and find this documentation on the FAMIS Supercase screen. Access this screen by clicking on the S024 screen. This will display both SSN (last four digits) and Birth Date, which can be

printed and used as documentation for the LIHEAP case file only if the last four and the date of birth match the information provided by the applicant.

Disability: Document disability for any household member on the LIHEAP Member (E1MM) screen whenever the agency is aware of disability as this data is used for federal household reporting purposes.

Disability is defined as total and permanently disabled or blind and receiving one or more of the following:

- Civil Service Disability
- Medical Assistance
- Railroad Retirement Disability Benefits
- Social Security Disability Benefits
- State Aid to the Blind
- State Blind Pension
- State Supplemental Payments
- Supplemental Security Income Program
- Veterans Administration Disability Benefits Documentation will be limited to the

following sources:

- Award Letter
- Bank Statement indicating applicant-spouse receive SSI (under age 65)
- Benefit Check (with claim suffix A, DI, DC, DB, DM, DX, BC, DE OR HA)
- Direct Express Transaction Summary (Us Department of Treasury)
- FAMIS Participation screen, Eligibility Unit Summary for EU notes as MA00#####ADM001
- Medicare Card
- SSA-2458
- Third Party Confidential Query Screens (E1SI-E1SN) (View only)
- VA toll free number (must be recorded on LIHEAP Case Notes (E1CN) screen).

Do not use a Department of Veterans Affairs card with the words, "Service Connected" as documentation of disability.

When a member is under the age of sixty-five (65) and the FAMIS Participation screen (MA00#####ADM001) indicates a role type of IN or the member provided a Medicare Card, the disability field can be recorded as YES on the LIHEAP Member (E1MM) screen. Some household members may show a role type of IC on a case who has a household member under the age of sixty-five (65). Do not use the IC role type to consider a household member as disabled. When a member is sixty-five (65) or older and known to be disabled, either through an award letter or other form of past documentation (previous years case, E1SI showing a disability begin date, etc.), the disability field can be recorded as YES on the LIHEAP Member (E1MM) screen.

ENERGY ASSISTANCE - EA

DSS will only pay EA as a one-time payment towards one (1) fuel type per program year

- Elderly-Disabled: October- May
- All other households: November - May

If the household has multiple fuel types, they can choose the fuel type to pay when they apply. The EA payment will go towards the heating or cooling source that the applicant indicates on the LIHEAP Application under “Fuel Source for My Home”.

EA fuel types include:

- Natural gas
- Tank propane
- Electric
- Fuel Oil
- Wood
- Kerosene
- Cylinder Propane

EA applicants will be notified of the disposition of their application by the Energy Assistance Eligibility Notice (EA-6) automatically generated by the EA System. The Department of Social Services, Division of Legal Services requires that hearing notification be included in the EA-6 and be issued in writing. If benefits are to be paid to a Home Energy Supplier, an Energy Assistance Payment Notice (EA-7) will be mailed to the participant by the EA System as required in section 2605 (b) (7) LIHEAP statute.

ENERGY CRISIS INTERVENTION PROGRAM - ECIP

In accordance with section 2604(c) of the LIHEAP statute, if the application involves a household in energy crisis, the agency will:

1. Life-threatening:
 - Process application no later than eighteen (18) hours after a household applies for crisis benefits, provide some form of assistance that will resolve the energy crisis if such household is eligible to receive such benefits and is in a life-threatening situation. The State of Missouri defines a life threatening situation as a household currently without energy services that could impact:
 - An illness or medical condition that poses an immediate risk to the health or life of any household member due to a life-threatening medical condition; or
 - When a life threatening medical condition is sustained by the use of a medical device, which requires the use of a source of energy for operation. Reasonable exclusions: Carbon Monoxide Detectors, Smoke Alarms, other devices not medically required to support life. The reasonable exclusions listed are not all inclusive.

In order to meet one or both of these definitions, a medical statement is required. The statement does not have to identify the medical condition, but must acknowledge a life

threatening condition exists.

2. Non-Life-threatening:

- Process application No later than forty-eight (48) hours after a household applies for energy crisis benefits, provide some form of assistance that will resolve the energy crisis. The State of Missouri defines a crisis as:
 - A sudden, unexpected, uncontrollable loss of financial resources
 - Life-threatening conditions (utility services disconnected or fuel is depleted)
 - Any circumstance that threatens the stability if energy aid is not supplied
 - Self-attestation of crisis is acceptable, but must be indicated in case notes.

If an agency receives a bill from a household that indicates they are disconnected or in threat of disconnect, contact the household to determine if ECIP assistance is needed to resolve the energy crisis.

Applicants receiving ECIP benefits will be notified in writing by the agency on the disposition of their application, the type(s) and amount of assistance they will receive and-or the amount of payment made on their behalf to a Home Energy Supplier.

ECIP cases will be considered in compliance with section 2604(c) of the LIHEAP statute so long as the energy crisis is resolved within forty-eight (48) hours of the date stamp received. In the absence of a home energy bill, verbal confirmation may come from the home energy supplier. The verified disconnect date must be documented on the LIHEAP Case Notes (E1CN) screen. Applications received where the home energy source is already terminated or due to be terminated any time up to the eighteen (18) or forty-eight (48) hours must still have the energy crisis resolved within the required timeframe(s) as dictated by section 2604(c) of the LIHEAP statute.

Due to the short timeframes for processing ECIP, it is not necessary for an agency to verify a customer has applied a direct payment for EA to the energy supplier prior to approving ECIP payments.

Winter and Summer ECIP only Program Type: To determine LIHEAP eligibility for Winter or Summer ECIP only applications you will use the LIHEAP EA system and select the appropriate program type for the applications you are working.

The data entry to process these applications will be the same as for an Energy Assistance program type included in the Application section of this manual.

You will need to verify the LIHEAP Worksheet (E1LW) screen to determine eligibility. The data entry process will be the same as for an Energy Assistance program type included in the Determination section. The E1LW screen will not display an EA benefit amount, it will only display Yes or No in the Eligible Field. Payments for ECIP are processed in agencies MIS and fiscal systems.

Automatic ECIP Eligibility: If the applicant is approved for LIHEAP EA during the current program year and neither the address nor supplier has changed, the applicant is automatically eligible for additional winter and-or summer ECIP funds. No further

documentation of basic eligibility is required.

- Initiate ECIP action when the LIHEAP applicant indicates they are in crisis.
- Secure E1RG terminal screen-print to document LIHEAP EA approval.
- For households that submit verification of crisis, which could include the bill, shut off notice or verbal supplier statement, document on the LIHEAP Case Notes (E1CN) screen.
- Establish the amount of assistance required to resolve the energy related crisis.

Applicants who do not meet the automatic eligibility criteria above will follow regular application procedures to apply.

Documenting Date of Crisis: Crisis verification documents must be date stamped to document date of crisis. Verbal confirmation from the applicant or home energy supplier must be documented on the LIHEAP Case Notes (E1CN) screen. In the absence of a disconnect date on a bill, web portal, or supplier verbal confirmation, E1CN must clearly identify the date the household contacted the agency to make them aware of the crisis. Timeframes begin with the documented date of crisis for purposes of determining compliance with LIHEAP statute. The date of disconnect should be clearly documented on the LIHEAP Case Notes (E1CN) screen.

Some home energy suppliers do not issue disconnect notices, but rather automatically disconnect service after the “final due date” on the home energy bill. The disconnect date should be documented as the day after the “final due date”.

Cold and Hot Weather Rules: The Missouri Public Service Commission (PSC) established a Cold Weather Rule (CWR) for Missouri's investor owned utilities. The CWR prohibits the disconnection of heat-related services and allows customers to make a payment arrangement when the temperature is forecasted to drop below thirty-two (32) degrees Fahrenheit. The time period covered under the CWR is November 1 through March 31 of each year. Households that do not honor the payment arrangements made will be subject to disconnect once the temperature is above thirty-two (32) degrees Fahrenheit or beginning in April; whichever comes first.

The Missouri PSC established a Hot Weather Rule (HWR) for Missouri's investor owned utilities. The HWR addresses time periods which prohibit the termination of energy services to customers when certain extreme heat conditions are forecasted to exceed ninety-five (95) degrees Fahrenheit or the heat index is predicted to rise above 105 degrees Fahrenheit. The time period covered under the HWR is June 1 through September 30. Households will be subject to disconnect once the temperature is below ninety-five (95) degrees Fahrenheit or beginning in October; whichever comes first.

Should an applicant apply to receive ECIP funds during the CWR or HWR, the 18-48 hour requirements remain the same.

Priority Applications on Crisis Cases: Applications that involve a utility service being threatened or terminated must be given priority.

Renters' heating and cooling costs included in their rental payment will not be entitled to receive ECIP benefits.

Landlord cases, in which the landlord sends a fuel bill to the renter, are eligible to receive ECIP benefits as long as the agency receives verification verbally or in writing from the landlord that the applicant's service is in crisis. Document this information on the LIHEAP Case Notes (E1CN) screen and maintain in the case record.

Service Crisis Procedures:

- If claiming crisis the worker must determine if the application has been received. If not, mail an application to the individual. The agency must mark these applications in order to identify them when returned.
- For pre-paid electric customers:
 - If an application is on file, document the fuel supplier, account name, account number, address, fuel source, and the amount needed to resolve the crisis or amount to maintain service for thirty (30) calendar days.
 - The agency should confirm a monthly average for the pre-paid electric customer to determine the amount required to maintain service for thirty (30) calendar days. Record this information on the LIHEAP Case Notes (E1CN) screen.
 - If a client received ECIP for pre-paid electric and states their pre-paid electric is in crisis of running out prior to the 30 days, agencies may pledge additional ECIP funds to the supplier in order to resolve the crisis.
 - If a client runs out of electricity prior to the 30 days, the client can apply for additional assistance through ECIP as long as they remain within the ECIP limits of \$800 for winter and \$600 for summer.

EMERGENCY SERVICES

Emergency Services can be provided to protect the health and safety of the applicant only when other forms of assistance under LIHEAP will not resolve the energy related crisis. In order to be eligible for emergency services, a recipient must be LIHEAP eligible.

Emergency Services funding comes from ECIP Direct Service dollars. Recipients of ECIP funding are not entitled to direct payments. If an emergency service is provided, the recipient will not be reimbursed if they pay out of pocket in advance.

The Agency is allowed to utilize an amount not to exceed 2% of their total ECIP Direct Service Funding for emergency service's needs. Agencies **cannot** exceed the 2% total when providing any benefit designated as an emergency service.

For example:

Agency total funding for the FFY:	\$1,968,000.00
2% maximum:	\$ 39,360.00

In this example, the agency may not exceed \$39,360.00 for a combination of any-all of the items designated as an emergency service, as long as funding is available.

Emergency Services that are included in the agency's 2% of ECIP Direct Services Funding are:

1. Furnace replacement-repair (Must be Energy Efficient and much have earned the Energy Star)
2. Central Air replacement-repair
3. Propane Tank replacement-repair
4. Blanket(s)
5. Emergency Lodging
6. Air Conditioner Window and Portable Units (Must be Energy Efficient and much have earned the Energy Star)
7. Wood Stoves

Deduct all of the above Emergency Services from the ECIP Direct Benefit maximum allowed per applicant of \$800 for Winter ECIP and \$600 for Summer ECIP.

If an applicant has already received their maximum ECIP benefit for the season, do not provide these services. The only exception to this requirement is in regards to a furnace or central air replacement-repair.

For all Emergency Services provided, include all documentation, such as repair bills, Energy Star-Energy Star equivalent-100% efficiency documentation, and receipts used in processing and proving the need for the service provided.

Additional \$400 for Furnace, Propane Tank or Central Air Replacement-Repair: An additional amount over the Direct Services limits of \$800 for Winter ECIP and \$600 for Summer ECIP in the amount of \$400 (if needed) is allowed for furnace, propane tank and central air replacement-repair, as long as funds are available. The additional \$400 is also included in the agency's 2% of ECIP Direct Services funding. The \$400 cannot be accessed until after the applicant's maximum Winter or Summer ECIP benefit for the season has been exhausted and additional funds are needed in order to complete the replacement-repair. The additional \$400 can only be used for furnace, propane tank or central air replacement-repair; not to supplement an applicant's utility bill or for the purchase of air conditioner window units.

Blankets, emergency lodging, air conditioner window and portable units, and wood stoves do not qualify for the additional benefit of \$400, but it is deducted from the Direct Services Benefits allowed for Winter ECIP and Summer ECIP. If a participant has used part of the ECIP funds for payment of a utility bill(s), and then needs blankets, emergency lodging, air conditioner window and portable units, and wood stoves, the remaining balance can be used toward this service as long as funds are available.

CASE CATEGORIES

Category A	Cases in which all members listed on the LIHEAP application form are included in a SNAP Eligibility Unit (FSEU).
Category B	Cases in which no household member is included in a FSEU.
Category C	Cases in which some, but not all of the members of the household are included in a FSEU.

Determining Case Category: To determine if all or any of the household members are included in a FSEU case you will need to register the case on E1RG. Then access the LIHEAP Worksheet (E1LW) screen.

The system will collect FSEU information for each member from the Family Assistance Management Information System (FAMIS).

If an applicant states they receive SNAP benefits and the EA System does not reflect active benefits, contact LIHEAP staff for verification.

Entering income information is different for each case category.

Case Category Resources: Case category is not determined until the worker accesses the LIHEAP Worksheet (E1LW) screen. For this reason, enter resources on the LIHEAP Application (E1AP) screen; however, when the EA System determines the case to be Category A, the system automatically sets resources back to zero on E1AP. Resources are a required field in order to proceed with the E1AP screen for all cases. Should you encounter an “A” case with over \$3,000 in accessible resources shown on the application, send the case to the LIHEAP email for investigation.

Document resources in the case file for Category B and Category C cases only when the:

- Applicant declares resources in excess of the resource maximum. If the household does not provide documentation, deny the application for excessive resources.
 - Subtract tax refunds received in the last twelve (12) months by any household member from the total resource amount.
- Applicant’s declaration is inconsistent with prior years’ resource information, which could affect eligibility.
- Applicant was initially denied on excess resources and reapplies.

Category A Case: Category A cases are cases in which all household members listed on the LIHEAP application form are included in one or more FSEUs. Income from FAMIS will populate into the EA System for Category A. Staff cannot make any updates on these members’ income information. Staff may view the LIHEAP Income Summary (E1IS) screen, but cannot update income information.

The Income Summary (E1IS) screen displays unearned income, earned income, and child support deductions for each member. Consider the income and deductions verified since this information populates from FAMIS. The screen also displays the income and deduction totals for the household used on the E1LW screen.

For Category A cases:

- The FSEU CASE field will populate. The FSEU CASE may display different case numbers if the members are on different FSEU cases.
- The Supplementary Medical Insurance (SMI) and Medicare Part D will display 0.00, as these deductions do not populate from FAMIS.

SMI is the premium paid by people enrolled in Medicare Part B (Medical Insurance) and-or Medicare Part D (Prescription drug coverage).

You can move to any one member's Income Detail (E1ID) screen from the summary screen, or you may return to the LIHEAP Worksheet (E1LW) by clicking on the E1LW (Return to Worksheet) button.

You will access the LIHEAP Member Income Detail (E1ID) screen from the E1IS screen.

For the Category A case, both the message and income information sections display a red message indicating, "FSEU – No Update Allowed". No updates will be allowed for a Category A applicant or member. This screen is view only.

Category A Case Income Deductions: In determining income eligibility, the following income deductions are used:

Earned Income Deduction of 20% - This deduction applies to employment income including wages, vacation pay, regular bonuses, overtime, tips, sick leave, maternity leave, roomer-boarder and self-employment income. When FAMIS populates earned income, the E1LW automatically calculates this deduction.

Medical Deduction for Elderly-Disabled - This deduction is automatically given to households in which the applicant or spouse is elderly (age 65 or older) or disabled. These households will be entitled to a \$100 deduction for medical expenses. The member must turn 65 prior to the date the case shows as registered on the LIHEAP Registration (E1RG) screen in order to receive the 65 or older medical deduction of \$100.

The system allows only one \$100 deduction, even if both applicant and spouse meet criteria. This deduction is automatically included on the E1LW screen from information entered on the Registration (E1RG) and Member (E1MM) screens. The system automatically determines age from birth date information. The disability status displays on the E1MM screen.

If the disability status does not display on the E1MM screen for the applicant or spouse, this deduction will not appear on the E1LW income calculation information.

For a Category A case, where any case member is under the age of 65 and is receiving any income type listed below, review the disability field on the LIHEAP Member (E1MM) screen.

- Social Security
- Supplemental Security Income (SSI)

- Black Lung (BL), Blind Pension (BP)
- Supplemental Payment (SP)
- Veterans Benefits (VA)
- Railroad Retirement Benefit (RRB)
- Supplemental Aid to the Blind (SAB) payments
- Civil Service Disability Pension payments

If the disability code field on the LIHEAP Member (E1MM) screen indicates disability “No”, and one of the previous income types populates from FAMIS, a screen Message will display requiring the worker to update the disability field on the LIHEAP Member (E1MM) screen to “Yes”. This action will be required in order to verify the LIHEAP Worksheet (E1LW).

If the E1MM screen is coded “Y”, and there is no corresponding disability income source indicated, an Alert asks the worker to review the Disability and Income Source fields for accuracy and verify the E1LW screen. If it is determined the disability code on the LIHEAP Member (E1MM) screen is incorrect, the worker will update the screen and re- verify the other screens (E1AP-E1LW). If the disability code on the LIHEAP Member (E1MM) screen is correct, no action is required. It is possible for a person to receive Medical Assistance (MA) from the State and have no income source identified.

For both Category A and B cases, where any member is under the age of 62 and receiving income from the below and the E1MM screen displays “No”, review the Disability and Income source fields and verify the E1LW screen.

- Social Security Administration (SSA)
- Railroad Retirement Benefit (RRB)
- Veterans Administration (VA) benefit
- Civil service pension payments

If it is determined the disability code on the LIHEAP Member (E1MM) screen is incorrect, the worker will update the screen and re-verify the other screens (E1AP-E1LW). If the disability code on the LIHEAP Member (E1MM) screen is correct, no action is required. It is possible for a person to receive Medical Assistance (MA) from the state and have no income source identified.

The LIHEAP Case Action (E1AC) screen will display a change any time a member’s disability status updates.

Staff may receive an alert message stating, “The Disability Code on E1MM and the Income Source on E1ID for SSN xxx-xx-xxxx Indicates That One of These Fields **May** Be in Error”. This alert requests the user review the Disability Code on E1MM against the Income Source on E1ID for this person. If incorrect, make the necessary correction and re-verify the screens. If correct, no action is required.

Child Support Payments - All child support payments (with the exception of lump sum payments) paid by any household member to someone not included in the LIHEAP household during the month prior to the application month will be an allowable deduction. For category A cases, this amount populates from the FAMIS system and deducts on the E1LW screen.

It is important to distinguish between a payment and a credit on the Missouri Automated Child Support System (MACSS) Payment Information screen. Only use entries identified as a “payment” under the Credit-Payment column, as documentation for the person paying child support. If the child support amount displays as a credit under the Credit-Payment column, this amount should **not** count toward the child support deduction granted on the LIHEAP Member Income Detail (E1ID) screen, because credits do not indicate an actual payment made. Do not use the FS ADJUSTMENT field on E1LW to update child support deductions as these populate from the FAMIS system.

Use the following income deductions if a Category A case is determined ineligible due to excess income.

Supplemental Medical Insurance (SMI) Premium - Category A cases **only** in which the income exceeds the LIHEAP maximum will be allowed the SMI premium deduction, if applicable.

SMI is an additional health cost that is available to persons receiving Social Security and Railroad Retirement Benefits. The client must be 65 or older or disabled and receiving Social Security-Railroad Retirement disability for two (2) years to be eligible for SMI benefits. Deduct the SMI premium for any household member who is paying the premium.

If income ineligible, review the LIHEAP SSA Benefit (E1SI) screen, award letter, or by having the applicant provide documentation they can obtain from the Social Security Administration by going to <http://www.ssa.gov-myaccount->, which verifies whether the individual is actually paying the SMI premium.

See the Application Section for the process of obtaining documentation for the SMI Deduction to determine if the State of Missouri is paying this premium. If anyone in the household pays the SMI premium, the household may become income eligible by deducting the SMI premium(s). Enter this deduction in the FS ADJUSTMENT field on the LIHEAP Worksheet (E1LW) screen. If using the LIHEAP SSA Benefits (E1SI) screen the SMI deduction has already been deducted from the monthly benefit amount displayed; therefore, you will not enter this on the LIHEAP Worksheet (E1LW) screen.

Determining Supplemental Medical Insurance (SMI) Buy-In Status: For category A cases, only take this deduction if the applicant is over income and the individual is paying for this out of his-her own pocket. The Social Security amount will be documented using the “Monthly Benefit” field on the LIHEAP - SSA Benefits (E1SI) screen. The SMI buy-in status will be determined by reviewing the “BuyIn” field on the LIHEAP - SSA Benefits (E1SI) screen.

- If a “Y” displays in the “BuyIn” field, it will indicate that the individual is in buy-in status; and that they are not paying their own SMI premium. Do not deduct the premium from their income.
- If an “N” displays in the “BuyIn” field, it will indicate that the individual is not in buy-in status and they pay their buy-in amount. Deduct the premium amount, available on the LIHEAP – SSA Benefits (E1SI) screen from their income. Enter this deduction in the FS ADJUSTMENT field on E1LW.

Medicare Part D Prescription Drug Coverage - For category A cases, this deduction is only taken if any member is over income and the individual is paying for this premium out of his-her own pocket. If you are using the LIHEAP SSA- Benefit (E1SI) screen, the

Medicare Part D Prescription Drug Coverage Premium deducts from the monthly benefit amount displayed on the screen. If you are not using the E1SI screen, take the deductions from the monthly benefit amount statement provided by the applicant. Enter this deduction in the FS ADJUSTMENT field on E1LW.

Category A Case Income Computation Exception

Cost of Living Adjustment (COLA) Increases- FAMIS will reflect the January increase in Social Security (SS)- Supplemental Security Income (SSI) or Railroad Retirement Benefits (RRB) for applications taken prior to February 1. If the income exceeds the LIHEAP maximum, you will need to enter the difference between the amount from FAMIS and the actual amount received in the prior month's benefit amount. Enter this difference in the FS ADJUSTMENT field on the LIHEAP Worksheet (E1LW). This exception will only involve applications taken prior to February 1 that are over income and have FAMIS information from December or January.

SNAP (Food Stamp) Adjustment - Category A case deductions and income computation exceptions that make the case ineligible due to excess income will be entered in the FS ADJUSTMENT field on the E1LW screen. Five-thousand (\$5000) dollars is the maximum amount the FS ADJUSTMENT field will allow. Agency staff is limited to an adjustment not to exceed \$500. If an adjustment is required which exceeds this \$500 limit, the agency will need to send an email to LIHEAP staff at FSD.LIHEAP@dss.mo.gov requesting the adjustment.

The FS ADJUSTMENT field will not appear on an A case if the household is not over income.

ENTERING SNAP (Food Stamp) ADJUSTMENT:

1. On a Category A case, type in the amount of the income deduction or exclusion in the FS ADJUSTMENT field on the E1LW screen. (\$5000 maximum) Contract Agency staff is limited to amounts not to exceed \$500. LIHEAP staff must enter any amounts which exceed \$500)
2. Click on SAVE button. The TOTAL NET INCOME field will be updated with the adjusted amount.
3. If the case is income eligible, the EA BENEFITS field will display the EA benefit amount. If the total net income amount is still over the LIHEAP benefit income range, the case remains ineligible due to excess income.

Category B Case: Category B cases are cases in which no household members are included in a FSEU. When this determination is made, you will be entering all household income and deduction information using the following screens: LIHEAP Worksheet (E1LW); LIHEAP Income Summary (E1IS); and LIHEAP Income Member Detail (E1ID).

For Category B cases the message, "All Members Income Must Be Verified to Process Case. Click on the E1IS (Income Summary) Button" will display.

Before accessing E1IS, you will need to determine income, income exclusions, deductions and exceptions to enter this information on the E1ID screen.

Category B Case Income Determination: For a Category B case, once you access the LIHEAP Worksheet the CATEGORY field will display "B". This indicates that no members

are on a FSEU. For Category B cases, you will determine and enter income by using the following steps:

1. Determine all gross earned and unearned income less the allowable income exclusions for the month prior to the application month.

Example: An application is received 10-13-2020, the application will be date stamped as received 10-13-2020. Obtain income to determine LIHEAP eligibility from September 2020 (month prior to the application month.)

2. Print the LIHEAP Employment Security (E1ES) screen for all household members that are 18 or older, regardless of employment status.

If the E1ES screen indicates individual has employment within the last six (6) months, document whether the income has been terminated, and record this on the LIHEAP Case Notes (E1CN) screen. If the individual has wages in the income computation month, document the amount in the case file. If the household receives Unemployment Compensation Benefits (UCB) in the month prior to the application month, it will be included in determining total household income.

Obtain verification of income, either verbally or in written form, from the employer. Record income information obtained from an employer on the LIHEAP Case Notes (E1CN) screen. The note should include the name of the employer contacted and the income information obtained.

Zero Income Case Determinations - Consider a case zero income when all household members 18 years of age or older have no earned or unearned income for the month prior to the month of the application date-stamp date.

If the total household monthly net income on the LIHEAP Worksheet (E1LW) screen is zero, complete the following actions:

1. Contact the applicant to inquire how the household manages to keep current on their rent, utilities, etc. with no income. Record the applicant's response on the LIHEAP Case Notes (E1CN) screen. If the applicant cannot adequately explain management of this household, deny the application.
2. Secure copies of applicable FAMIS screen(s) and LIHEAP Employment Security (E1ES) screen(s) This may show income received, and documentation of any terminated income for all household members age 18 or older. A copy of the FAMIS screen(s), E1ES, and documentation of terminated income must be included in the LIHEAP case file.

Every person in a Category B household must have their LIHEAP Member Income Detail (E1ID) screen entered and verified, even if the person is claiming zero income.

Unverified Income - In rare instances, agency staff and a household member(s) may be unable to verify wages received in the month prior to the application month.

Example: Household member(s) worked for a carnival that came to town for a week or the employer went out of business.

Both the agency and the household member(s) should make every attempt to verify wages earned. Agency staff should send the LIHEAP-3 Employee Wage Documentation Report. If the address is not available, document in the LIHEAP Case Notes (E1CN) screen that the form was not sent and the reason. Document on the LIHEAP Case Notes (E1CN) screen all attempts to verify wages. The agency should also make every attempt to verify wages, including accessing the Work Number at (800) 367- 2884. Document any failed attempts to obtain past income information from The Work Number on the LIHEAP Case Notes (E1CN) screen.

After making every attempt to verify wages, agency staff can continue with the LIHEAP eligibility determination without the unverified wages.

Category B Case Income Exclusions: Category B cases are entitled to the following income exclusions:

Retroactive-Deficiency Payments: Exclude Income Maintenance Benefit Retroactive-Deficiency payments made under the Income Maintenance programs when received in the month prior to the application month. If the household is denied for excess income or the applicant indicates the amount received in the month prior to the application month was higher than what is normally received, obtain documentation from the applicant, which verifies a Retroactive-Deficiency payment from the Family Support Division (FSD) Income Maintenance (IM) office.

Exclude Federal Entitlement, Private Pension and Social Security retroactive or deficiency payments. Only the regular monthly benefit amount counts as income.

Overpayments: Overpayments from the following sources:

- Black Lung
- Government Employee Pensions
- Income Maintenance
- Private Pensions
- Railroad Retirement Benefits (RRB)
- Social Security Administration (SSA)
- Supplemental Security Income (SSI)
- Unemployment Compensation Benefits (UCB) that are being deducted from the current benefit amount
- Veterans Administration Benefits (VA)

Only income actually received from these sources counts as income.

Uncontrolled Income: Uncontrolled Income includes the following:

- Reimbursements for
 - Expenses incurred in connection with employment and-or training (Example: mileage)
 - Medical expenses (Example: Medicare and Veterans Administration Aid and Attendance)
 - Foster Care expenses (Example: clothing or transportation)
- Payments made to others on behalf of a household. These payments occur when a person or organization outside the household makes a direct payment either to the household's creditors or to a person or organization providing a service to the

household.

- In-kind income where any household member receives any gain or benefit that is not in the form of money.
- Representative payments paid to the household on behalf of another household, which is unable to manage the payment.

Personal Loans: Personal loans in which a written repayment agreement dated prior to the date of application has been documented. Exclude personal loans as income to both the individual receiving the loan and the individual receiving the payment on a prior loan.

If the household deposits money from the personal loan in an account, consider it a resource, and record as such on the LIHEAP Application (E1AP) screen.

Reverse Mortgage: Payments from a reverse mortgage may be received in a lump sum or in monthly payments. Consider a reverse mortgage as a type of home equity based loan and do not use to determine eligibility. Since LIHEAP does not use home ownership to determine eligibility, do not count monthly annuity payments resulting from a reverse mortgage as income.

If any funds remain from the reverse mortgage payment in the month the application is received, consider remaining funds a resource and record on the LIHEAP Application (E1AP) screen.

Earnings of Children: Earnings received by a child residing in the household who is attending high school. Accept verbal documentation from the school and record on the LIHEAP Case Notes (E1CN) screen. This will also apply to children attending GED classes or home-schooled children.

Interest-Dividend Income: Exclude interest income received from the following sources:

- Annuities
- Certificate of Deposit (CD)
- Corporate-Municipal bonds
- Individual Retirement Account (IRA)
- Keoghs and Deferred Compensation plans
- Savings-Checking accounts
- Series E, EE, H or I bonds
- Dividends from stocks or mutual funds

Lump Sum Payments: Exclude lump sum payments, but count as a resource if deposited in the bank. These will include, but are not limited to the following:

- Birthday and Christmas gifts
- Capital Gains
- Child support lump sum payments (i.e. tax intercept, stimulus payment)
- Infrequent bonuses
- Insurance settlements
- Sale of personal property
- Senior citizen's tax credits
- Tax refunds - Subtract tax refunds received in the last twelve (12) months from the total amount of resources, which are deposited in a bank account.

Student Income: The following student income:

- Cash gifts or awards
- Fellowships
- Grants
- Loans
- Scholarships
- Veteran's educational benefits
- Work study

Miscellaneous Exclusions: Exclude the following miscellaneous income:

- Payments or allowances made under any Federal, State or Local laws for the purpose of Energy Assistance. This will include HUD rent-utility subsidies. Do not consider LIHEAP payments as income or a resource in establishing a household's eligibility for any other programs operated by an agency.
- Payments for relocation made to persons displaced by Federal or Federally Assisted programs, which acquire real property.
- Compensation provided to volunteers in the Foster Grandparents Program, VISTA or the AmeriCorps Program.
- Reimbursements for transportation and attendant care costs when received by an eligible disabled individual employed in a project under Title VI of the Rehabilitation Act of 1973.
- Income received under Title V of the Older Americans Act; this includes Experience Works (formerly known as Green Thumb) income to include the AARP Foundation's Senior Community Service Employment Program (SCSEP).
- Disregard payments made to individuals because of their status as victims of Nazi persecution in determining eligibility for Energy Assistance.
- Earned Income Tax Credits (EITC) received as a lump sum or as advance payments.
- Value of food coupons (SNAP).
- Value of food commodities.
- Supplemental food program for women, infants, and children (WIC).
- National School Lunch Program.
- Rebates
- Some payments distributed per capita or held in trust for members of Indian Tribes specifically identified under Public Law 92-254, 94-540, 93-433, 94-114, or 93-134.
- Tax-exempt portions of payments made because of the Alaska Native Claims Settlement Act.
- Supportive service, stipends, needs related and work experience payments received under the Workforce Investment Act of 1998 (WIA).
 - Consider payments made to individuals under WIA's On-the-Job Training program earned income and do not exclude.
- Spina Bifida benefit VA payments made to children of Vietnam veterans who suffer disabilities from Spina Bifida.

To find the local office of the Department of Veterans Affairs to inquire about a benefit letter or to confirm if someone is receiving a VA benefit visit the site below. <https://www.va.gov/directory-guide-allstate.asp>

Excluded Resources: Exclude the following resources from the \$3,000 or more resource limit:

- Medicare Set-Aside Account – the applicant must provide documentation to prove the type of account and make a case note on the LIHEAP Case Note (E1CN) screen.
- FEMA Disaster Relief Program – the applicant must provide documentation to prove how much is part of this program and make a case note on the LIHEAP Case Note (E1CN) screen.

Category B Case Income Exception

Social Security-Supplemental Security (SSI) or Railroad Retirement (RRB) - If the prior month's income documentation is not available, we can use the current year's benefit amount or the future year's benefit amount, provided the EA payment level is not affected.

Rental Income - Prorate income from the rent of land and-or buildings not received on a monthly basis to a monthly amount.

Consider Conservation Reserve Program (CRP) payments as rental income.

Installment Income - Prorate income from the installment sale of property including interest and principle not received on a monthly basis to a monthly amount. Prorate any unpaid legal obligations against the property on a monthly basis to a monthly amount.

Self-Employment Income - A self-employed person is an individual who has filed a current Federal Income Tax Return and is presently self-employed in the same profession.

Use last year's Federal Income Tax Return unless the household has filed for the current year. If the Federal Income Tax Return has not been filed, does not reflect a full year's income or the individual is no longer self-employed in the same profession; follow the Category B income determination procedures.

Partnership Income - Partnership income is identified on the Federal Income Tax Return and will be computed in the same manner as self-employment income.

If any rental income is included in the partnership income, compute the rental income separately using the Rental Income procedures previously described.

Excess Income-Crisis Situation: All of the following conditions must be met to exercise the excess income crisis situation exception:

- Income for the month prior to the application month causes ineligibility.
- The household must be documented as being in a crisis; meaning their service is threatened or terminated.
- Household member no longer has any income. The particular individual must have zero income as of the approval date. Document termination of the prior month's income. Accept telephone documentation with the employer and record on the LIHEAP Case Notes (E1CN) screen. Documentation will include the date of contact, name and title of person contacted and the date of income termination. If this person has other sources of income, this exception will not apply.

When a household meets the above conditions, compute household income again and exclude the terminated income. Document and include any income received from the terminated income in the current month. Accept telephone documentation and record on the LIHEAP Case Notes (E1CN) screen. If the household is income eligible based on the new computations, the application will be processed.

Category B Case Income Deductions

Earned Income Deduction Of 20%: This deduction applies to employment income including wages, vacation pay, regular bonuses, overtime, tips, sick leave, maternity leave, roomer-boarder and self-employment income. When FAMIS populates earned income, the E1LW automatically calculates this deduction

Medical Deduction for Elderly-Disabled: This deduction is automatically given to households in which the applicant or spouse is elderly (age 65 or older) or disabled. These households will be entitled to a \$100 deduction for medical expenses. The system allows only one \$100 deduction, even if both applicant and spouse meet criteria. This deduction is automatically included on the E1LW screen from information entered on the Registration (E1RG) and Member (E1MM) screens. The system automatically determines age from birth date information. The disability status displays on the E1MM screen. If the disability status does not display on the E1MM screen for the applicant or spouse, this deduction will not appear on the E1LW income calculation information. The member must turn 65 prior to the date the case shows as registered on the LIHEAP Registration (E1RG) screen in order to receive the 65 or older medical deduction of \$100.

For a Category B case, where any case member is under the age of 65, and is receiving income below, review the disability code field on the LIHEAP Member (E1MM) screen.

- Social Security,
- Supplemental Security Income (SSI),
- Black Lung (BL),
- Blind Pension (BP),
- Supplemental Payment (SP),
- Veterans Benefits (VA)
- Railroad Retirement Benefit (RRB),
- Supplemental Aid to the Blind (SAB) payments, or
- Civil Service Disability Pension payments

If the disability code field on the LIHEAP Member (E1MM) screen indicates disability “No”, and staff enter one of the previous income types, a screen Message will display requiring the worker to update the disability field on the LIHEAP Member (E1MM) screen to “Yes” or correct the income source. This action will be required in order to verify the LIHEAP Worksheet (E1LW).

If the E1MM screen is coded “Y”, and there is no corresponding disability income source indicated, an Alert asks the worker to review the Disability and Income Source fields for accuracy and verify the E1LW screen. If it is determined the disability code on the LIHEAP Member (E1MM) screen is incorrect, the worker will update the screen and re-verify the other screens (E1AP-E1LW). If the disability code on the LIHEAP Member (E1MM) screen is correct, no action is required. It is possible for a person to receive Medical Assistance (MA) from the State and have no income source identified.

The LIHEAP Case Action (E1AC) screen will display a change any time a member's disability status updates.

When the Disability code on the LIHEAP Member (E1MM) screen and the income source on LIHEAP (E1ID) screen for the members SSN are not in agreement, the following screen message displays, "The Disability Code On E1MM and The Income Source on E1IS for SSN: xxx-xx-xxxx Are Not In Agreement. One Of These Fields Must Be Corrected In Order To Have The E1LW Screen Verified."

Child Support Payments: All child support payments (with the exception of lump sum payments) paid by any household member to someone not included in the LIHEAP household during the month prior to the application month will be an allowable deduction. For category A cases, this amount will be populated from the FAMIS system and deducted on the E1LW screen.

It is important to distinguish between a payment and a credit on the Missouri Automated Child Support System (MACSS) Payment Information screen. Only entries identified as a "payment" under the Credit-Payment column may be used as documentation for the person paying child support. If the child support amount displays as a credit under the Credit-Payment column, this amount should **not** count toward the child support deduction granted on the LIHEAP Member Income Detail (E1ID) screen, because credits do not indicate an actual payment made. Do not use the FS ADJUSTMENT field on E1LW to update child support deductions as these populate from the FAMIS system.

Supplemental Medical Insurance (SMI) Premium: The SMI premium is an allowable deduction for all household members who are paying the premium on Category B and C case members.

SMI is an additional health cost that is available to persons receiving Social Security and Railroad Retirement Benefits. The client must be 65 or older or disabled and receiving Social Security-Railroad Retirement disability for two (2) years to be eligible for SMI benefits. Review documentation including the LIHEAP SSA Benefit (E1SI) screen, award letter, or by having the applicant provide documentation they can obtain from the Social Security Administration by going to <http://www.ssa.gov-myaccount>, which verifies whether the individual is actually paying the SMI premium.

If the client receives Income Maintenance benefits (IM), the State of Missouri may be paying the SMI premium on behalf of the client. This is referred to as "buy-in" (B-I); therefore, no deduction would be allowed.

See the Application Section of this manual for the process of obtaining documentation for the SMI Deduction to determine if State of Missouri is paying this premium. If the benefit check, award letter or bank statements have been used to document Social Security, it is not necessary to explore the SMI premium as a deduction. Enter this deduction on the LIHEAP Member Income Detail (E1ID) screen for the specific applicant or member paying the premium. If using the LIHEAP SSA Benefits (E1SI) screen, the SMI deduction has already been deducted from the monthly benefit amount displayed; therefore, you will not enter this on the LIHEAP – Member Income Detail (E1ID) screen.

Determining Supplemental Medical Insurance (SMI) Buy-In Status

Document the Social Security amount using the “Monthly Benefit” field on the LIHEAP - SSA Benefits (E1SI) screen. The SMI buy-in status will be determined by reviewing the “BuyIn” field on the LIHEAP - SSA Benefits (E1SI) screen.

- If a “Y” displays in the BuyIn field, it will indicate that the individual is in buy-in status; and that they are not paying their own SMI premium. Do not deduct the premium from their income.
- If an “N” displays in the “BuyIn” field, it will indicate that the individual is not in buy-in status and they do pay their buy-in amount. Deduct the premium amount, available on the LIHEAP – SSA Benefits (E1SI) screen, from their income. Enter this deduction in the SMI Monthly Amount field on E1ID.

Medicare Part D Prescription Drug Coverage: The Medicare Part D deduction is an allowable deduction for all household members who are paying the premium. If you are using the LIHEAP SSA Benefits (E1SI) screen, the Medicare Part D Prescription Drug Coverage Premium deducts from the monthly benefit amount displayed on the screen. If you are not using the E1SI screen, take the deductions from the monthly benefit amount. Enter this deduction on the LIHEAP Member Income Detail (E1ID) screen for the member paying the premium.

Income Information and Deductions for Category B Cases: To add income information, including deductions, you will need to first access the LIHEAP Income Summary (E1IS) screen from the E1LW screen.

The Income Summary (E1IS) screen will display unearned income, earned income and child support deductions for each member.

For Category B cases there will be no FSEU Case. When you first access the E1IS screen, the income and deduction fields will be \$0.00 and verify will display, “N”. You will need to access each person's LIHEAP Member Income Detail (E1ID) screen to enter income and deduction information and then verify the E1ID for each member.

Each person in a Category B household must have their E1ID screen entered and verified, even if the person is claiming zero income. The system will alert you with a pop-up message indicating the requirement for a LIHEAP Employment Security (E1ES) screen print for anyone 18 or over claiming zero income. Print the LIHEAP Employment Security (E1ES) screen for **all** household members that are 18 or older, regardless of employment status.

If there is no employment security information, the members name will appear as long as they are a part of the LIHEAP case. If the E1ES screen indicates that an individual employment within the last six months, you will document whether the income has been terminated and record this information on the LIHEAP Case Notes (E1CN) screen. If the individual has wages in the income computation month, document the amount in the case file. If the household receives Unemployment Compensation Benefits (UCB) in the month prior to the application month, include in determining total household income.

Verification of income amounts within the last six (6) months on the Employment Security (E1ES) screen with the applicant, by completing the LIHEAP 1-C Low Income Interview Guide or otherwise, is not an acceptable method of income verification. Obtain verification of income, either verbally or in written form, from the employer. Record income information obtained from an employer on the LIHEAP Case Notes (E1CN) screen. The note should

include the name of the employer contacted and the income amount.

Once the information is verified and updated on the E1ID screen for all members, the E1IS screen will display the income and deduction totals for the household.

Category C Case: Category C cases are cases in which some, but not all of the members of the household are included in a FSEU. With Category C cases, those members who are included in a FSEU will have their income information populate from FAMIS. For the members not included in a FSEU all the income determinations, exclusions, exceptions and deductions will be the same as a Category B case member. For the members not included, you will be entering their income and deduction information using the following screens: LIHEAP Worksheet (E1LW), LIHEAP Income Summary (E1IS) and LIHEAP Income Member Detail (E1ID).

Category C cases will require that you update the LIHEAP Member Income Detail (E1ID) screen for all members not included on a FSEU. To complete this update access the LIHEAP Income Summary (E1IS) screen.

On Category C cases, you will see the FSEU Case for members included in a SNAP household with income and deduction amounts indicating verified. This will indicate "N" for no on any member who does not have a SNAP case. For this member, verify and save the LIHEAP Member Income Detail screen.

Each person in a Category C household not in a FSEU must have their E1ID screen entered and verified, even if the person is claiming zero income. The system will alert you with a pop-up message indicating the requirement for a LIHEAP Employment Security (E1ES) screen print for anyone 18 or over claiming zero income. Print the LIHEAP Employment Security (E1ES) screen for **all** household members that are 18 or older, regardless of employment status.

If there is no employment security information, the members name will appear as long as they are a part of the LIHEAP case. If the E1ES screen indicates that an individual employment within the last six months, you will document whether the income has been terminated and record this information on the LIHEAP Case Notes (E1CN) screen. If the individual has wages in the income computation month, document the amount in the case file. If the household receives Unemployment Compensation Benefits (UCB) in the month prior to the application month, include in determining total household income.

Verification of income amounts within the last six (6) months on the Employment Security (E1ES) screen with the applicant, by completing the LIHEAP 1-C Low Income Interview Guide or otherwise, is not an acceptable method of income verification. Obtain verification of income, either verbally or in written form, from the employer. Record income information obtained from an employer on the LIHEAP Case Notes (E1CN) screen. The note should include the name of the employer contacted and the income information obtained.

When income is required from an employer that uses The Work Number, the agency must contact The Work Number in order to obtain the income information related to the client's wage history for the month prior to the application month. Document any failed attempts to obtain past income information from The Work Number on the LIHEAP Case Notes (E1CN) screen.

You will need to review the E1LW screen. If it is accurate, verify and save this information.

LIHEAP Worksheet History Menu (E1WH) Screen: Changes may be made to a verified LIHEAP Worksheet (E1LW) during the program year. The current E1LW will display the last verified worksheet. You may view previously verified E1LW's by accessing the LIHEAP Worksheet History Menu (E1WH) screen.

The E1WH screen will display a listing of worksheets, with the date, time and user verification listed for each worksheet. You will then choose a worksheet and access the LIHEAP Worksheet History Details (E1HT) screen to get the worksheet information.

E1HT will display the worksheet information and list the household members included in the determination. Each household member's demographics, income and deductions will display. Click on the DETAILS button immediately preceding the SSN of the applicant or member. The E1HT screen will expand and show detailed information regarding income and deductions sources.

From the E1HT screen, you can then return to the LIHEAP Worksheet History Menu (E1WH) screen.

FAIR HEARINGS

All LIHEAP applicants are entitled to request a hearing regarding the decision made on their application for services. LIHEAP applicants can request a hearing for two reasons:

1. Denial
2. Timeliness

Energy Assistance (EA) applicants will be notified of their hearing rights via the Energy Assistance Notification (EA-6). Energy Crisis Intervention Program (ECIP) applicants will be notified of their hearing rights in writing on their approval-denial letter from the agency. Written notification concerning hearing rights is required by the Department of Social Services (DSS), Division of Legal Services (DLS) Administrative Hearings Unit (AHU).

Hearing Requests: Follow the below criteria for acceptance of hearing requests:

- May be requested in person, in writing, or by telephone or fax.
- Must be requested within ninety (90) calendar days from the date of the EA-6 or the approval-denial letter from the agency.
- Can be requested by the applicant, an authorized representative, friend, relative, or legal representative.
- Can only be denied by the Hearing Officer from the Division of Legal Services (DLS).

When an agency accepts an application and then denies LIHEAP benefits, the applicant must be granted a hearing if one is requested. In the situation where the applicant is placed on a waiting list after the end of the season (May 31st), where no application was completed, it is not necessary to grant a hearing even if one is requested.

Hearing Process: When a hearing request is received, the agency will assist the household in completing the Application for State Hearing (IM-87) when assistance is needed.

Within one (1) working day of receiving a hearing request, the agency will e-mail LIHEAP staff requesting a copy of the corresponding EA-6. In turn, LIHEAP staff will contact the Information Technology Services Division (ITSD) via e-mail requesting the corresponding EA-6.

While waiting to receive the EA-6 (via e-mail from LIHEAP staff), the agency will compile (1) original hearing packet. Each hearing packet must include:

- IM-87 signed by the agency LIHEAP supervisor;
 - The agency must include the email of the agency contact person on the IM-87 so DLS can email any necessary information about the hearing, such as the hearing notice.
- Copy of LIHEAP Case Notes (E1CN) screen which provides a summary of the supporting facts. The summary must include the date of application, date of approval-denial, reason (if denied), and any evidence that will be presented at the hearing;
- Copy of the LIHEAP (LIHEAP-1) application (front and back);
- Copy of income verification for all household members;
 - Members with an FSEU number only require a copy of the E1ID screen as proof of income.
- LIHEAP Registration (E1RG) screen;
- LIHEAP Application (E1AP) screen;
- LIHEAP Worksheet (E1LW) screen;
- LIHEAP Income Summary (E1IS) screen;
- LIHEAP Member Income Detail (E1ID) screen;
- Energy Assistance Eligibility Notice (EA-6); and
- Any additional LIHEAP screen(s) or documentation that supports the agency's eligibility determination.

Within one (1) working day of receiving the EA-6 from LIHEAP staff, the agency will send by mail the original hearing packet to the LIHEAP Unit address as: LIHEAP Unit, PO Box 2320 Jefferson City, MO 65102-2320.

Upon receipt of the hearing packet, LIHEAP staff will number the supporting documentation as exhibits within the hearing packet, make copies of the hearing packet and mail these to the Division of Legal Services (DLS) Administrative Hearings Unit (AHU), the agency, and the applicant. During the hearing, the hearings officer may refer to the exhibits, as they are numbered by LIHEAP staff in the hearing packet, in lieu of referring to the actual forms.

The DLS AHU will schedule a hearing and notify all parties in writing as to the date and time of the hearing. The hearing will be conducted by telephone unless the claimant refuses a telephone hearing. If the claimant refuses a telephone hearing, an in-person hearing will be conducted.

A representative from the initiating agency who has first-hand knowledge of the claim should participate in-attend the hearing. If it is not possible for the representative to participate in-attend the hearing, it is recommended the agency's LIHEAP supervisor

participate-attend in his-her place.

Hearing Decision: The DLS AHU will return a hearing decision to the LIHEAP Manager, initiating agency, and applicant. The hearing decision will state whether FSD is “affirmed” or “not affirmed”. If affirmed, the initiating agency will enter a case note on the LIHEAP Case Notes (E1CN) screen to this effect and file the hearing decision in the case file. If FSD is not affirmed, the initiating agency must determine what action is required to meet the demands of the hearing decision. The contract agency has five (5) working days to complete any action required when the decision is not affirmed. The initiating agency will enter a case note on the LIHEAP Case Notes (E1CN) screen explaining what action is taken to comply with the hearing decision and file the hearing decision in the case file.

Subsequent actions taken by the initiating agency when FSD is not affirmed could present the opportunity for the applicant to request another hearing.

The initiating agency must retain the case file for five (5) years after the claim is settled.

Hearing Request Withdrawn: If a LIHEAP applicant, or their representative, originally requested a hearing in writing and subsequently withdraws their request for a hearing before the DLS AHU has received a hearing packet, they must do so in writing. Upon receipt of written notice to withdraw a hearing request, the agency will enter a case note on the LIHEAP Case Notes (E1CN) screen.

If a LIHEAP applicant, or their representative, originally requested a hearing in person or via telephone and subsequently withdraws their request for a hearing before the DLS AHU has received a hearing packet, they may do so in person or via telephone. Upon receipt of verbal notice to withdraw a hearing request, the agency will enter a case note on the LIHEAP Case Notes (E1CN) screen.

If a LIHEAP applicant, or their representative, withdraws their request for a hearing after the DLS AHU has scheduled a hearing, the agency will instruct the applicant or their representative to contact the AHU. The agency will document this on the LIHEAP Case Notes (E1CN) screen.

CLAIMS AND RESTITUTION

The Division of Legal Services' Claims and Restitution Unit operates and manages the Claims Accounting Restitution System (CARS). This system tracks establishment and collection efforts for all claims involving public assistance programs administered by DSS, including the LIHEAP EA program.

The EA component of LIHEAP interfaces with CARS. Once a household is approved for EA benefits, the Social Security Number of all household members listed on the LIHEAP Member (E1MM) screen are checked against CARS to determine if there is an outstanding EA claim against his-her Social Security Number. If a CARS claim is outstanding, the amount of the current year's benefit re-couped for the pre-existing CARS claim will display on the LIHEAP Worksheet (E1LW) screen. If the application is determined eligible for EA, the calculated EA benefit will be reduced by the amount of the claim.

For example, LIHEAP Worksheet (E1LW) screen shown below, displays an EA benefit that has been adjusted due to an outstanding CARS claim. If the CARS amount is equal to or greater than the EA benefit, the “EA Benefits” field will display \$0.00 and: 1) a direct payment will not be generated to the applicant; or 2) the applicant’s name will not appear on the Customer Eligibility List (CEL) sent to the supplier. If the CARS amount is less than the EA benefit, the difference between the two will be: 1) sent to the applicant as a direct payment; or 2) will appear on the CEL sent to the supplier.

The LIHEAP Member (E1MM) screen will also indicate a “Y” in the CARS-Recoup field to indicate which member(s) CARS claim the recouped money was applied to.

CARS Claim for EA Benefits: When an agency determines a household has received EA benefits in excess of the amount the household was eligible to receive, the agency will initiate a CARS claim against the household to recover the overpayment. The overpayment threshold to initiate a CARS claim is \$70 or greater. A CARS claim will not be filed for an overpayment less than \$70. The Division of Legal Services or Family Support Division may choose not to pursue legal remedies to recover overpayments less than \$500.

To initiate a CARS claim, the agency will compile an original CARS claim packet and one copy. Each packet should include:

1. Energy Assistance Claims and Restitution (LIHEAP-8) form (original to be included in original CARS claim packet);
2. Copy of the household’s LIHEAP application (LIHEAP-1)(front and back); and
3. Documentation supporting the overpayment.

The agency will submit the original CARS claim packet to the LIHEAP and maintain the copy for its files.

Upon receipt of the original CARS claim packet, LIHEAP staff will review the packet and determine if a CARS claim is the appropriate action. If it is determined that a CARS claim is not the appropriate action, LIHEAP staff will enter a case note on the LIHEAP Case Notes (E1CN) screen explaining what information was received and reviewed and the reason a CARS claim is not the appropriate action. LIHEAP staff will notify the initiating agency via e-mail that a CARS claim is not the appropriate action. The CARS claim will be considered closed.

If it is determined a CARS claim is the appropriate action, LIHEAP staff will make the appropriate updates to the case in the EA system so the overpayment is correctly displayed on the LIHEAP Worksheet (E1LW) screen (when applicable). LIHEAP staff will enter a case note on the LIHEAP Case Notes (E1CN) screen explaining what information was received and reviewed, the reason a CARS claim is appropriate, the amount of the CARS claim, and the date the following documents are mailed to the applicant:

- Energy Assistance Overpayment Notification;
- Agreement for Repayment; and
- Request for Hearing.

The applicant has ninety (90) calendar days to make payment in full, enter into a repayment agreement or request a hearing. After ninety (90) calendar days, if the applicant has not responded, LIHEAP staff will enter a claim in the Claims Accounting Restitution System (CARS).

If the applicant responds requesting a hearing, LIHEAP staff will compile an original hearing packet and forward to the DLS AHU with a copy of the hearing packet to the appropriate Division of Legal Services (DLS) Administrative Hearings Unit (AHU), the applicant and the initiating agency. The DLS AHU will schedule a hearing and notify all parties in writing as to the date and time of the hearing. The hearing will be conducted by telephone unless the claimant refuses a telephone hearing. If the claimant refuses a telephone hearing, an in-person hearing will be conducted.

A representative from the initiating agency who has first-hand knowledge of the claim should participate in-attend the hearing. If it is not possible for the representative to participate in-attend the hearing, it is recommended the agency's LIHEAP supervisor participate-attend in his-her place.

The DLS AHU will return a hearing decision to the LIHEAP Manager, initiating agency, and applicant. The hearing decision will state whether FSD is "affirmed" or "not affirmed". If affirmed, the initiating agency will enter a case note on the LIHEAP Case Notes (E1CN) screen to this effect and file the hearing decision in the case file. If FSD is not affirmed, the initiating agency must determine what action is required to meet the demands of the hearing decision. The contract agency has five (5) working days to complete any action required when the decision is not affirmed. The initiating agency will enter a case note on the LIHEAP Case Notes (E1CN) screen explaining what action is taken to comply with the hearing decision and file the hearing decision in the case file. Subsequent actions taken by the initiating agency when FSD is not affirmed could present the opportunity for the applicant to request another hearing.

The initiating agency must retain the case file for five (5) years after the claim is settled. The repayment agreement must be done in writing and signed by the applicant.

Claims for ECIP Benefits: The agency will implement procedures for recovering ECIP benefits paid to a household when a household has received benefits it was not entitled to receive. Claims and Restitution should be pursued any time the agency determines a household has received ECIP benefits in excess of the amount the household was eligible to receive. The agency will initiate a claim against the household to recover the overpayment. Agencies can enter into a repayment agreement with the household that received excess benefits, or pursue additional collection activity against the household to recoup the overpayment. Applicants must be given an option to request a hearing. If a hearing is requested agencies will follow the fair hearing policy outlined in the LIHEAP Policy and Procedures Manual. The overpayment threshold to initiate a claim is \$70 or greater. A claim will not be filed for an overpayment less than \$70. The Division of Legal Services or Family Support Division may choose not to pursue legal remedies to recover overpayments less than \$500.

Utilizing other utility assistance funds to replace pledges may put agencies at risk with these other funders if their qualifications are based on LIHEAP eligibility. Pledges cannot be withdrawn from utility companies and then notification sent to the applicant they are now responsible for paying the utility company. Repayment agreements must be submitted in writing.

Reporting LIHEAP Fraud: The agency must report to the Department of Social Services (DSS), Division of Legal Services (DLS) any financial fraud or abuse misconduct in the administration of LIHEAP no later than forty-eight (48) hours from the time the agency determines that there are reasonable grounds to believe that financial fraud or abuse or misconduct has occurred by calling 877-770-8055 or by email at DLS.ReportFraud@dss.mo.gov. The contractors will fully cooperate with all DLS investigations of suspected fraud and abuse or misconduct.

Reporting Department of Social Services Fraud to Other Programs: When it is determined that fraud has occurred, it may be necessary to report this to other public assistance programs, such as SNAP or Temporary Assistance for Needy Families (TANF), within the Department of Social Services (DSS). The DSS web site for reporting fraud can be accessed at <https://dss.mo.gov/dls-public-assistance-fraud-form.htm> or by calling (877)-770-8055. This website provides an email address the suspected fraud can be reported to as well as a link to the DLS Investigations Office Location Information.

Select the drop down box, choose the county to determine which office is responsible for that particular county and click on “Go”. You will be taken to a screen which provides that offices contact information.

PAYMENTS

Low Income Home Energy Assistance Program (LIHEAP) Energy Assistance (EA) payments will be made either to a participating home energy supplier or directly to the household in a one-time lump sum payment. Home energy supplier shall be defined as a public or private business engaged in the retail sale of home heating-cooling fuel and includes the following:

- Public or private investor owned utilities
- Municipally owned utilities
- Rural electric cooperatives
- Privately owned distributorships

Participating home-energy suppliers sign an agreement with the State of Missouri, Family Support Division (FSD) and display on the LIHEAP Supplier Detail (E1SD) screen and Participating Home Energy Supplier Master List (FEARR500-01 and FEARR500-02) which generates monthly to all agencies. The LIHEAP Supplier Name Search (E1SS) screen displays supplier information by entering in the supplier name.

The E1SD screen is an inquiry screen only for agencies and *only* LIHEAP staff update this information.

The E1SD screen will display the supplier name, address, phone number, fax number, email contact, fuel type and contact name. The START DATE field indicates when the supplier was added as a participating supplier to the system. If the supplier is no longer an active participating supplier the END DATE field will be populated.

Energy Crisis Intervention Program (ECIP) payments are made only to suppliers who have contracted with a contract agency to resolve the crisis. The maximum benefit amounts for ECIP are \$800 for the winter component and \$600 for the summer component. If a home energy supplier has a current Home Energy Supplier Agreement with FSD, no additional ECIP agreement with the contract agency is required.

The contract agency holds contracts or written agreements with home energy suppliers, who do not have a current LIHEAP agreement with the State of Missouri. Family Support Division (FSD) will stipulate the following minimum conditions for receipt of ECIP funds:

- The supplier will not discriminate against ECIP customers with regard to:
 - Price charged for fuel in comparison to other customers of the supplier;
 - Conditions for delivery of fuel, provided the contract agency has made a commitment to pay for the delivery; and
 - Assessment of late payment charges for the time period after the contract agency has made a commitment and the payment is made to the energy supplier, provided the time period does not exceed twenty (20) calendar days.
- The supplier will only charge the ECIP customer the difference between the cost of home energy they purchase and the amount of payment made by the contract agency and-or FSD.
- The supplier will credit payments made by the contract agency to an ECIP household's account within five (5) working days after receiving payment.
- Suppliers subject to regulation by the Missouri Public Service Commission (MPSC) will comply with all rules, regulations, policies and procedures issued by this entity that relate to the provision of home energy services to their low income customers.
- Suppliers can apply ECIP funds to fees included, but not limited to: tank pressure and leak test fees, delivery fees, rental fees, tank pick-up-removal fees, short load fees, late fees, reconnect fees and deposits. All necessary and reasonable efforts should be made to alleviate the energy burden.
- Suppliers will not apply ECIP funds to diversion fees.

PAYMENT DETERMINATION

EA Payment Determination: The type of home-energy source determines the amount of EA payments. In renter situations, staff also use the annual rent amount to determine the payment level.

To determine the EA payment amount, reference the Income Ranges and Benefit Amounts found in Appendix E. Access this information in the EA System by clicking on the LIHEAP Income Ranges and Benefit Amounts (E1IR) screen link. This table identifies the payment amount for each home energy source.

EA Payment Process: Energy Assistance (EA) payments are made to home energy suppliers that have a contract with the State of Missouri FSD or to the applicant directly. The payment process is different depending on who is to be paid. Payment information is recorded on the LIHEAP Payment Information (E1PY) screen. Payment information can also be located on the LIHEAP Registration (E1RG) screen which displays the supplier response, supplier number and supplier name.

Previous program years may be accessed by selecting the Fiscal Year (FY) drop down box on the LIHEAP Payment Information (E1PY) screen and selecting the desired year. Previous payment information can also be located on the LIHEAP Registration (E1RG) screen.

If the contract agency is contacted by an applicant regarding a change in supplier, the contract agency may change the supplier if the Customer Eligibility Listing (CEL) has not been generated. If the CEL has been generated and sent to the supplier for a response, or the supplier has accepted payment, the supplier cannot be changed. Once the supplier receives the payment, the contract agency may contact LIHEAP staff regarding a change to the applicant's account. If account changes can be made, the contract agency will be instructed to send an email to the LIHEAP unit with the new supplier information.

ECIP Payment Determination: ECIP payment determination is based on the bill amount. ECIP will cover fees such as reconnect fees, deposits, tank (pressure) tests, off-route delivery fees, rental fees, tank pick-up-removal fees, etc. It will not cover tampering charges, supplier responsibility fees, and electrical wiring fees. If a specific fee is in question, staff is to email the LIHEAP unit for clarification. All ECIP payment amounts must be entered on the LIHEAP Worksheet (E1LW).

ECIP Payment Process: ECIP payments are produced and distributed by the local contract agency. Payments must be issued to suppliers no later than forty-five (45) calendar days after the payment pledge date.

EA: Once it is determined that all eligibility factors are met, the following procedures will apply. Determine eligibility prior to making pledges. Prior to pledging an ECIP payment to the supplier, determine if there is an active EA claim for restitution. This information displays on the LIHEAP Worksheet (E1LW) screen, Claims and Restitution (CARS) field. If an active EA claim for restitution against the applicant or spouse exists, the amount owed the state will be deducted from any benefit amount. No EA benefit will be paid if the CARS amount exceeds the EA benefit. If the household is eligible for ECIP, negotiate these funds with the supplier taking into account the CARS information from the LIHEAP Worksheet (E1LW) screen. The contract agency should inform the supplier of the reduced EA payment amount based on the withheld amount due to CARS in order to pledge the correct payment amount needed to maintain or restore service to prevent a crisis.

ECIP Only: ECIP payments will be pledged and issued to suppliers that have a contractual agreement with a contract agency on behalf of all eligible households. Winter ECIP available from (November 1 elderly & disabled. December 1 for general public) to May 31, and summer ECIP beginning June 1 and ending September 30, unless funds are exhausted prior to that date. The winter maximum payment is \$800 and the summer maximum payment will be \$600. When pledging to a supplier, only the bill amount will be paid.

Renter Household Payment: If a household meets the definition of a renter household, it will receive a one-time direct cash payment equal to 16% of their annual rent not to exceed the maximum EA benefit payment for their particular home-energy source and household size displayed on the Income Ranges and Benefit Amounts (E1IR) screen or in Appendix E.

To determine if a household meets the definition of a renter household, reference landlord-renter applicants in the Application section of the manual.

The estimated rental energy expense will display on the LIHEAP Worksheet (E1LW) screen if the LIHEAP Member (E1MM) screen indicated it was a renter household and the LIHEAP Application (E1AP) screen has the monthly rent amount completed. The system calculates this expense by multiplying the amount of the regular monthly rental charge by 12. Multiply the annual rent amount by 16% to determine the estimated rental energy expense. If this estimated expense is less than the EA benefit amount, this is the amount paid. If, however, this estimated expense is greater than the EA benefit amount, the EA benefit amount is paid.

Renter applicants are eligible to receive EA benefits; however, they are not eligible to receive ECIP benefits.

Participating Home Energy Supplier: Contract agency staff may have to negotiate with the energy source supplier using both EA and ECIP funds in addition to negotiating with an additional supplier using ECIP funds if that source is also in crisis. The \$1,600 maximum payment amount applies in this situation. Contract agency staff negotiate with the supplier to continue or restore service for at least thirty (30) calendar days based on the EA component payment and take the following steps:

- If the supplier agrees to continue-restore service for at least thirty (30) calendar days in return for the EA payment, the application will be processed for payment.
- If the supplier will not agree to continue-restore service for at least thirty (30) calendar days for the EA component, the contract agency will determine if a combination of EA-ECIP funds will be enough to continue-restore service for the household. If the supplier accepts a combination of EA-ECIP funds, the contract agency will pledge the ECIP amount and process the application for payment.
- If the supplier will not agree to continue-restore service for at least thirty (30) calendar days with a combination of EA-ECIP funds, the applicant must be contacted to determine if they have an alternate energy supplier. Document the alternate supplier.
- In many cases where EA-ECIP funds are not sufficient to continue-restore service for at least thirty (30) calendar days, there is no possible alternate supplier. The applicant will be notified that they are responsible for paying whatever additional amount would resolve their energy crisis and any LIHEAP EA-ECIP pledges would be delayed until the applicant payment has been made.

ECIP pledge amounts must not exceed the amount needed to resolve the crisis, up to the maximum payment amount (\$800 for winter \$600 for summer). Payments will be rounded up to the nearest dollar amount.

- After the initial LIHEAP payment you may also have additional ECIP applications that you will need to negotiate and make a pledge on to have an additional energy source continued-restored.

Non-Participating Home Energy Supplier-Direct Applicant Payments: For non-participating home energy suppliers when the EA component of the application is approved, a direct payment will be sent to the applicant to make payment. The applicant will be responsible for making this payment and negotiating directly with their supplier to resolve their energy crisis. Contract agency staff will also explore the need for additional

crisis assistance. If the need for ECIP funds is established, a contractual agreement with the supplier will be completed for acceptance of the ECIP payment. ECIP does not make direct applicant payments.

Home Energy Supplier Payment Procedures: The Home Energy Supplier Payment Process starts with the Customer Eligibility Listing (CEL) (FEABB410-01) report. The supplier's response to this report determines the next step in the process. If the supplier accepts the payment, the payment will be processed to the supplier. If the supplier rejects the payment, the case will show on the Supplier Denial Responses Report (FEABB460-1) – generated to the contract agency. A direct payment to the applicant may result from a supplier not submitting responses by the fifteen (15) calendar day deadline. Staff may issue a direct payment to the applicant if the supplier does not participate in the EA program.

Supplier Approval: If the home energy supplier responds with a “Y” and accepts the payment, they will receive a onetime “line of credit” or “lump sum” payment on behalf of each household for whom they agree to accept payment. Services must be maintained or restored for at least thirty (30) calendar days in order to accept the EA-ECIP payment. Home energy suppliers can apply the payment against any outstanding bills owed by the applicant, provided the account holder is an active customer.

Suppliers can apply funds to fees included, but not limited to:

- tank pressure and leak test fees,
- delivery fees,
- rental fees,
- tank pick-up-removal fees,
- short load fees,
- late fees,
- reconnect fees; and
- deposits.

All necessary and reasonable efforts should be made to alleviate the energy burden. In addition, final bills must not be paid unless the supplier agrees to restore services for thirty (30) days and this must be documented in the LIHEAP case notes (E1CN) screen.

Suppliers will not apply LIHEAP funds to pay for diversion or tampering fees. In addition, LIHEAP funds will not be applied to any charges related to water, sewer, trash, or electric line repair (rewiring). There may be fees on a bill that a contracted agency may deem questionable, please contact LIHEAP staff to determine if these fees are allowable for payment.

Direct Payment to Applicant: If the home energy supplier responds to the Customer Eligibility Listing (CEL) with “N” and does not accept the payment or fails to return the CEL within thirty (30) calendar days, a direct payment may be generated to the applicant.

Supplier Denial: If the home energy supplier responds that an account holder has

- a Commercial Account,
- Non-Heating Account,
- Inactive Account,

- Not Our Customer,
- Invalid Account Number,
- Needs Additional Payment; or
- Negative Customer Response

A payment will not be generated to the supplier or applicant. The computer will automatically deny these supplier responses with a “K” denial code. The denial information can be identified on the E1RG-E1PY screens. This response will generate the Supplier Denial Responses Report (FEABB460-01), sent to the contract agency on Monday of each week. It is the responsibility of contract agency staff to verify the information in the system and enter any necessary corrections.

If the contract agency receives a denial back from a home energy supplier and the only information that needs to be changed is the supplier, energy source or customer account number, the contract agency worker will use the LIHEAP Reset Denied Status (E1RD) screen to change this information.

Resetting the denial status on E1RD will change the benefit amount if the fuel source is changed. The same income information from the original eligibility will be used in determining this benefit amount.

Direct Applicant Payments: Direct payments to the applicant will be made only under the following conditions:

- Non-participating home energy supplier.
- Cylinder propane is the home-energy heat source.
- Supplier response is “No” on CEL or the supplier failed to respond by deadline.
- Kerosene is the home-energy heat source.
- Landlord situation – Applicant pays a landlord for the home-energy cost not included in their rental payment.
- Wood-Wood Pellets-Corn Pellets are the home-energy source.
- Renter situation – Applicant’s home energy cost is included as an undesignated portion of their regular monthly rental charge.

Direct Applicant Payment Procedures: Direct payments to the applicant will be generated by assigning a unique supplier number. Checks print on the first payroll date that occurs after the application is updated to the LIHEAP EA system's master file. Listed below are the unique numbers assigned to direct applicant payments:

000000000	Non-Participating Home Energy Supplier
222222222	Cylinder Propane
555555555	Supplier Response is “No”-Failure to Respond
666666666	Kerosene
777777777	Landlord Situation
888888888	Wood-Wood Pellets-Corn Pellets
999999999	Renter Situation

LIHEAP Payment Information (E1PY) Screen: E1PY is a payment inquiry screen.

The E1PY screen will display payment data associated with the applicant's Social Security Number as well as the initial eligibility data used to determine the payment level.

It will default to the current fiscal year; however, previous years may be selected from the drop down box.

If a “no check” message appears, it means that the supplier has both a debit and a credit issued for the same customer and these actions have essentially cancelled one another out. No physical check is actually mailed to the supplier.

The fields in the Supplier Box are defined as:

Supplier Name	Displays the applicant's current energy supplier. This will be the supplier that is sent the Customer Eligibility Listing (CEL).
Supplier Number	Indicates the unique identifying number assigned to a supplier and used for identification purposes.
Customer Name	Displays the account name listed with the supplier. The customer account name may differ from the applicant name, such as: “William Smith” may be the applicant's full name, but the supplier may know the customer as “Bill Smith”.
Account Number	Indicates the number used by the supplier to track customer payments.
Energy Source	Displays the energy source for the customer.
Service	Displays information regarding status of the energy source: Not in Crisis, is in Threat of Disconnect or Terminated.
Notify Date	Indicates when the CEL was mailed or made available to the home energy supplier.
Response	Reflects the supplier response on the CEL. If response is “5 CARS RECOUP”, this indicates that an outstanding EA claim balance exceeded the current year’s benefit amount.

The fields in the Payment Information box are defined as:

Paid To	Indicates who the payment was issued to, a supplier or directly to the applicant.
Amount	Indicates the benefit amount the household was approved to receive.
Program Type	Displays the type of Energy Assistance benefit (EA, ECIP or Supplemental).
Process Date	Reflects the payment process date or date payment was processed in the EA system.
Check Date	Indicates the date of the check and the date it will be mailed to the supplier or account holder.
Check Number	If the check number is preceded by the letter "Z", this indicates a direct deposit was made to the supplier. If the check number is preceded by the letter "L", this indicates a paper check.
Debit-Credit-Refund	Reflects a Debit (DB), Credit (CR) or Refund (RF) of the Energy Assistance payment.
Reason	Reflects the reason for the Debit, Credit or Refund.

Returned Energy Assistance Checks: If the Energy Assistance (EA) direct payment check is returned to the LIHEAP as “Undeliverable”, LIHEAP staff will attempt to determine if this was a result of an error in the address. If so, LIHEAP staff will make the necessary address corrections on the LIHEAP Application (E1AP) screen and mail the check to the correct address.

If the EA check is returned due to the applicant moving, the check will not be re-mailed to the applicant. (Reference Ineligible Individuals-Ineligible Households located in the policy section)

Below are some common reasons for return of EA checks:

- Postmaster has labeled "Undeliverable"
- Postmaster has labeled "No Mailbox at this Address"
- Moved out-of-state
- Applicant has a PO Box and the physical address is not the mailing address
- Address does not have Lot Number, Apartment Number, or Box Number listed
- Address does not have correct label of E, W, N, S (East, West, North, or South)
- Address does not have correct label of ST, LN, AVE, CR, RD, RR (Street, Lane, Avenue, County Road, Road, or Rural Route)

If LIHEAP staff determine no typing error occurred, LIHEAP staff will make a case note indicating the date the check was received. Contract agency staff must monitor case notes in the EA System when the applicant inquires about a missing direct EA payment. LIHEAP will hold the returned check for two weeks. If, after two weeks, the applicant or contract agency staff have not provided updated information, LIHEAP staff will cancel the check with Division of Finance and Administrative Services (DFAS) and enter a refund on the LIHEAP EA system.

Cancelled Energy Assistance Checks: Upon receipt of an EA check due to the applicant moving, LIHEAP staff will cancel the check, issue a refund to the applicant's account and make a case note. Should the applicant request a new LIHEAP determination, they will be required to submit a Change Report (IM-145) that reflects their new-current address and updated income information. Once the Change Report is completed, the agency will scan the completed form and all necessary documentation to determine LIHEAP eligibility to the LIHEAP unit at FSD.LIHEAP@dss.mo.gov. The LIHEAP unit will enter the new information to determine if the household remains eligible and determine the correct EA benefit amount. If the household remains LIHEAP eligible, the LIHEAP unit will issue the appropriate credit.

Pre-Paid Utility Supplier Payments: Some utility suppliers utilize a pre-paid utility program. Some of these suppliers will not apply pledge amounts to a LIHEAP eligible household until they receive a payment. Contract agencies may set up a credit-debit card for Energy Crisis Intervention Program (ECIP) utility payments as a way to address this issue. The Department of Social Services (DSS) Division of Finance and Administrative Services (DFAS) require contract agencies using a credit-debit card for ECIP to set up the payment process into a two (2) step process which requires contract agency staff to approve the eligibility and contract agency fiscal staff to issue the payment. This process must be documented in the LIHEAP Case Notes (E1CN) screen.

APPLICATION

INTRODUCTION

There is one application form for the Low Income Home Energy Assistance Program (LIHEAP). Once an applicant is approved for LIHEAP, eligibility will continue for one program year (October – September for elderly-disabled and November – September for all other households), unless the customer moves.

PROCESS OVERVIEW

There are three major areas included in EA processing. These are the following:

- Application
- Determination
- Payment

Please see Appendix A for the Process Overview flow chart.

APPLICATION TIMEFRAMES

Energy Assistance Applications (EA)

- Application must be processed within thirty (30) calendar days of the date stamped-recorded date on the application form.
- Crisis Applications:
 - Life-threatening situation: eighteen (18) hours after a household applies
 - Non-Life-threatening crisis: Forty-eight (48) hours after a household applies.

APPLICATION INITIAL REVIEW

Once the application has been registered, you will need to review it to determine initial eligibility or ineligibility, time frames and crisis issues by using the following steps:

- Review the application to determine if all questions have been answered.
- Review the application to ensure it has been signed. An electronic signature is acceptable.
- Review all documentation included with the application.
- Coordinate LIHEAP application processing, services and benefits.
- Review automatic ECIP eligibility.
- Determine if a new LIHEAP application is required.

Application Processing Requirements: The agency that services the applicant's county of residence processes all applications for that county. If an agency receives an application for a resident of a county not serviced by that agency, the application will be registered using the county code number (reference Appendix C) for the county in which the applicant resides.

After registering the case, mail the complete application form by first class mail, with any accompanying documentation, to the agency providing services where the applicant resides. If the applicant is in crisis, the registered application and documents should be faxed, scanned or emailed to the agency that services the applicant's county of residence.

- When staff transfer an application, timeframes for application processing remain at thirty (30) calendar days for non-crisis, eighteen (18) hours for life-threatening crisis and forty-eight (48) hours for an energy crisis.
- Timeframes begin with the date the originating agency receives the application. This date will be stamped or recorded on the LIHEAP application.

Review Application for All Questions Answered: Review the Low Income Home Energy Assistance Program (LIHEAP) Application for Financial Assistance for Home Energy Costs (LIHEAP-1) to determine if all questions have been answered as referenced below:

- Review if applicant completes the citizenship question on the application form, if not the applicant must be contacted.
- Home ownership, weatherization or if anyone in the home paid child support are not answered; you presume that the answers to these are no and continue processing the application.
- Fuel bill-statement questions are not answered; documentation must be secured. You may contact applicant by phone to secure the name of the supplier. Any information obtained verbally must be recorded on the LIHEAP Case Notes (E1CN) screen which is accessed from any LIHEAP screen. The note should include the name of the person contacted and information obtained.
- Landlord-Renter questions are not answered; yet the application is a landlord-renter situation; the applicable questions must be answered on the application and documentation secured through the Energy Assistance Landlord-Renter Documentation Request (LIHEAP-1E) form. You may need to contact the applicant by phone to secure the name and address of the landlord. Any information obtained verbally must be recorded on the LIHEAP Case Notes (E1CN) screen which is accessed from any LIHEAP screen. The note should include the name of the person contacted and information obtained.

Income is not answered; income documentation must be provided unless everyone in the household is determined to be active on SNAP. If all members are not active on SNAP, you can contact the applicant by phone to obtain sources of income for the month prior to the application date so the source of income may be contacted or the applicant can send in the supporting documentation to verify household member(s) income who does not receive SNAP.

Verification of income amounts with the applicant is not an acceptable method of income verification. Verification of income, either verbally or in written form, must be obtained from the employer or other income source.

Income information obtained from an employer must be recorded on the LIHEAP Case Notes (E1CN) screen. The case note should include the name of the employer that was contacted and the income information obtained including the pay check dates when the applicant or member would have received this payment.

When income is required from an employer that uses The Work Number, the agency must contact The Work Number at (800) 367-2884 in order to obtain the income information related to the client's wage history for the month prior to the month of application. Any failed attempts to obtain past income information from The Work Number must be documented on the LIHEAP Case Notes (E1CN) screen.

- Resources are not answered; no action will be needed unless required by policy.

Signature on Application: If the applicant failed to sign the LIHEAP application (LIHEAP-1) form, an Information Request (LIHEAP-1B) form and the original LIHEAP-1 application must be returned to the applicant for signature. You will also retain a photocopy in the case file. Handwritten, typed and electronic signatures are acceptable.

DOCUMENTATION

The household's eligibility status must be documented in the current case file. Unless otherwise noted, these documentation policies and procedures apply for both EA and ECIP.

Documentation is defined as:

- Legible photocopy of original source document(s), including agency file;
- Computer printouts from FSD and supplier data bases; or
- Verbal recording on LIHEAP Case Notes (E1CN) screen as specified in policy.

The applicant is responsible for providing all necessary documentation to establish eligibility unless the agency has access to the documentation using the sources identified above.

Some cases in the FAMIS system will not be accessible to agencies when trying to determine LIHEAP eligibility. This is largely due to the information being confidential in nature (employee, employee family member etc.). A confidential case displays the following message, "Not Authorized for this Eligibility Unit". When this message appears, the agency will have to obtain all required documentation from the applicant. LIHEAP staff also does not have access to this information and will not be able to assist the agency.

Any documentation from prior year's application(s) that is being used in the current year's application must be moved forward in order to be included in the current application.

If all information is not provided at the time of application, the applicant must be advised in writing using the Information Request (LIHEAP-1B) form to request the information that must be documented in order to process their application. The applicant must be given a minimum of ten (10) calendar days from the date of request to provide all necessary documentation. A copy of the LIHEAP-1B must be retained in the file. If the applicant does not provide the requested information by the due date, the application will be denied.

The agency may allow an additional five (5) calendar days for mailing, however the LIHEAP-1B must indicate a return date of ten (10) calendar days.

LIHEAP-1B procedures do not apply to the Energy Assistance Landlord-Renter Documentation Request (LIHEAP-1E) form.

Documentation - Date Stamping: All documents and correspondence received on a case must be date stamped with the date received, not the date the agency begins processing the LIHEAP Application. Date stamping all documents and correspondence includes any information supplied to the agency whether received by mail, fax or in-person. Date stamping is important to present an accurate account of events that have occurred on any LIHEAP application and is especially important in the event of a LIHEAP administrative hearing.

The following case factors must be documented, when applicable

Home Energy Source - Supplier: Documentation of natural gas, electricity, tank propane and fuel oil for your energy source will not be required for cases approved in the prior year if all the following conditions are met:

1. Same participating home energy supplier
 - If the supplier was non-participating in the prior year, but is now a participating supplier, this exception will still apply.
2. Same energy source
3. Same account name
4. Same account address

If the documentation procedure described above does not apply, the following procedures must be used when documenting the LIHEAP energy source:

Natural Gas-Electricity: There are five (5) documentation source options:

1. A bill that identifies account name, address and account number which is dated no earlier than two billing periods prior to the application date for active accounts or a final bill dated later than September 30 of the previous program year; or
 - a. If bill-stub does not meet the required time frame or does not identify the account name, verbal documentation must be obtained from the fuel supplier.
2. Verbal documentation obtained from the supplier must be recorded on the LIHEAP Case Notes (E1CN) screen which is accessed from any LIHEAP screen and should include the date contacted, person contacted, supplier name, current account name, current address, customer account number and fuel type. Example of verbal confirmation: Contacted Robert at Kay's electric 11-16-20XX. Verified account name is Fred Wilson; address 214 Old Hwy 98, customer account 65V92. Or;
3. A current written statement from the fuel supplier documenting the account name, number and address. For pre-paid electric customers, the statement should also include the amount to maintain service for thirty (30) calendar days which can be determined by the supplier indicating an average monthly use; or
4. A current computer printout from the fuel supplier documenting the customer account name, number and address; or.
5. A paid deposit receipt from the fuel supplier documenting the customer account name and address.

Fuel Oil, Propane, and Kerosene: There are three (3) documentation sources:

1. A fuel supplier bill or delivery ticket that identifies the customer name and indicates the applicant has purchased fuel or paid on an account on or in the current program year; or
2. A current written statement from the fuel supplier documenting that the applicant is a current customer; or
 - a. If the fuel supplier bill, delivery ticket or written statement does not indicate a fuel purchase or payment on or after July 1, verbal documentation must be obtained from the fuel supplier.
3. Verbal documentation obtained from the supplier must be recorded on the LIHEAP Case Notes (E1CN) screen which is accessed from any LIHEAP screen and should include the following specific information: date contacted, person contacted, supplier name, current account name, current address, customer account number and fuel type.
 - a. Example of verbal confirmation: Contacted Susan at Western Propane

11-16-20XX. Verified account name is Fred Wilson, address 214 Old Hwy 98, customer account 1348.

Wood Including Wood and Corn Pellets: There are three (3) documentation sources:

1. A statement from the supplier dated in the current program year, indicating the applicant has purchased wood or pellets and has been charged for this or paid for labor to cut wood.
2. Verbal documentation obtained from the wood supplier must be recorded on the LIHEAP Case Notes (E1CN) screen which is accessed from any LIHEAP screen,
3. The above identifiable documentation from the previous LIHEAP FFY as long as the supplier and household address has not changed.

All three (3) documentation sources must include the date of purchase-charge, supplier name, buyer's name and amount paid.

Households that cut their own wood will not be eligible.

An application that indicates the household is in a crisis situation must be processed as a priority.

ELIGIBILITY-INELIGIBILITY

LIHEAP Eligible:

After you determine the case is LIHEAP eligible, you will then determine how to use each program component (EA and ECIP), while ensuring to use the appropriate program type. EA and ECIP are to be used in **conjunction** in order to resolve the specific household energy need.

When the application has been determined eligible, the status on E1RG will display "ELIGIBLE" and include the BENEFIT AMOUNT field. The SUPPLIER NAME and SUPPLIER NUMBER fields will also display. The SUPPLIER NOTIFIED DATE populates when the Customer Eligibility Listing (CEL) is sent to the supplier after Friday payroll processing. The system will automatically generate an Energy Assistance Notification (EA-6) to the applicant advising they are eligible to receive an EA benefit.

LIHEAP Ineligible: When it is determined that an applicant is not LIHEAP eligible, the application will not be processed for payment. The status on E1RG will display "INELIGIBLE" and will not include a BENEFIT AMOUNT. The appropriate ineligibility code reason will update on the LIHEAP Application (E1AP) screen. The system will automatically generate an Energy Assistance Notification (EA-6) to the applicant advising they are ineligible to receive EA benefits.

Energy Crisis Intervention Program (ECIP) Ineligibility Notification: Agencies must notify in writing all applicants who are denied ECIP assistance and advise them of their rights to a fair hearing.

Ineligibility Determination: The LIHEAP Registration (E1RG) screen, LIHEAP Member (E1MM) screen and LIHEAP Application (E1AP) screen household address information fields are required documentation for all cases, including those deemed ineligible. Document the ineligible reason. Record ineligibility determinations on the LIHEAP Application (E1AP) screen. Record all determinations in the LIHEAP EA System for statistical data and federal reporting.

If staff determine LIHEAP ineligibility for any other reason than (A) Excess Income or (K) Negative Supplier Response, select the reason for ineligibility from the INELIGIBILITY field drop down box on the E1AP screen.

(A) Excess Income will populate upon completion of the LIHEAP Worksheet (E1LW) screen when the applicant's income exceeds that allowed on the LIHEAP – Income Ranges and Benefit Amounts (E1IR) screen.

(K) Negative Supplier Response will populate upon receipt-recording of the energy supplier response.

All other ineligibility reasons, require user input.

ENTERING INELIGIBLE APPLICANT WHEN CODE OTHER THAN (A) OR (K):

1. Type Date Stamp date.
2. Type Household Mailing Address and Phone Number in Household Information. If the applicant is homeless, enter "homeless" in the address line then the city and appropriate zip code.
3. Type Resource Amount from the application. This is a required field for Category B and Category C cases. A zero will auto-populate on Category A cases or when there are no resources. Record resources in whole dollars (i.e. \$45 will read as \$45.00).
4. Select the INELIGIBILITY drop down box.
5. Click on appropriate reason for applicant ineligibility.
6. Type YES in VERIFY box.
7. Click SAVE.
8. A message will display, "Applicant Updated". Once verified, data can be changed-corrected through Friday of the week the data was entered. After Friday passes, any changes to eligibility will require a reapplication. For Excess Resource denials, if you enter over \$3,000 in RESOURCE AMOUNT and click on SAVE prior to entering the (J) code, a message will display, "Resource Amount Exceeds Maximum; Ineligible Reason (J) Not Selected". If you select Excess Resource (J) and click on SAVE prior to entering an amount over \$3,000, a message will display, "Resource Amount Must Be Greater Than 3000; If Ineligible Reason (J) Selected".

TYPES OF APPLICATIONS

Duplicate Application Procedures: If an agency receives a duplicate application, the agency must send a locally drafted letter, or the Energy Assistance Notice of Denial (Reference Forms Section), to the applicant. After approval for an individual or household member for EA, they cannot receive approval again within the same program year. The LIHEAP EA system does not allow entry of a duplicate application.

Applicant Withdraws a LIHEAP Application: If an applicant requests to withdraw their application, we should attempt to secure a written, signed statement of the request and determine the application is ineligible. If staff cannot secure a written statement, enter the ineligibility on the 30th working day.

Deceased Applicant: If an applicant dies while the application is in pending status, the application will be ineligible if a one-person household is involved. If additional household members exist and there is a member who can assume responsibility as the applicant, have this person initial and date the change on the application form and proceed with processing

Landlord-Renter Applicant:

Renter applicants are eligible to receive EA benefits; however, they are not eligible to receive ECIP benefits.

Landlord cases, in which the landlord sends a fuel bill to the renter, are eligible to receive ECIP benefits as long as the agency receives in writing from the landlord that the

applicant's service is threatened or terminated. This information should be documented on the LIHEAP Case Notes (E1CN) screen and maintained in the case record.

If the landlord-renter applicant has the same mailing address as their landlord, such as General Delivery or the same route-box number, it must be documented that they are living in separate households on the LIHEAP Case Notes (E1CN) screen.

For an applicant's LIHEAP, including both EA and ECIP documentation, a signed and completed Energy Assistance Landlord-Renter Documentation Request (LIHEAP-1E) must be in the record. If the landlord has an out-of-town or state address, the receipt of the LIHEAP-1E is still required. The LIHEAP-1E must be received within the application processing time frame.

If the landlord fails to return the LIHEAP-1E, the agency may contact the landlord and obtain verbal confirmation. Verbal confirmation must be recorded on the LIHEAP-1E by agency staff, which must be included as part of the LIHEAP casefile. Agency staff must also make a note on the LIHEAP Case Notes (E1CN) screen which indicates they completed the LIHEAP-1E verbally due to the landlord failing to return the form. Verbal confirmation cannot be obtained from the applicant, only the landlord or a representative of the landlord when the applicant resides in a housing complex.

The application cannot be denied prior to the deadline because the LIHEAP-1E has not been received.

A new LIHEAP-1E-receipt is not needed if the applicant is denied and reapplies within thirty (30) calendar days declaring the same landlord situation. Any change, alteration or unclear information must be resolved with the landlord and recorded on the LIHEAP Case Notes (E1CN) screen.

The following questions are found on the Energy Assistance Landlord-Renter Documentation Request (LIHEAP-1E) form. Answer these questions to determine whether or not you are dealing with a landlord or a renter situation.

Question 1: Is the above individual living in the property at the above address?

Question 2: Do you live in a separate household from your tenant

Yes: Review the rest of the form

No: Contact the applicant must be contacted concerning correct household composition.

Please review the following six scenarios to determine landlord or renter situation

	Question 3: Receive Section 8 or Rental Subsidy on behalf of the tenant?	Question 4a: Total cost of home heating or cooling normally included in the tenant's rental payment	Question 4b: If yes, has the tenant made any extra payments for heating or cooling costs for October – September	Question 5: Tenant normally pay for their total heating or cooling costs in a separate payment form their rent	Result
Scenario 1	Yes	Yes	Yes	N/A	RENTER
Scenario 2	No	Yes	Yes	N/A	RENTER
Scenario 3	No	No	N/A	Yes	LANDLORD
Scenario 4	Yes	No	N/A	Yes	LANDLORD
Scenario 5	No	Yes	No	N/A	RENTER
Scenario 6	Yes	No	N/A	No	DENIED

Question 6: What is the monthly amount of rent actually paid by the tenant?

The monthly amount of rent actually paid by the applicant is used to determine the benefit amount for Renter applicants.

- If the applicant is actually paying a lower amount, use only that figure to determine the benefit amount.
- Verbal documentation recorded on the LIHEAP Case Notes (E1CN) screen will be acceptable
- If the rental amount paid by the applicant (as indicated on the LIHEAP-1E) exceeds the gross documented household income, the landlord must be contacted to clarify payment of rent for possible unreported income or resources.
 - If the landlord declares the applicant is actually paying the amount indicated, the applicant must be contacted to secure an explanation.
- If the applicant has unreported income or available resources record the explanation on the LIHEAP Case Notes (E1CN) screen, document any unreported income and calculate the benefit level based on the amount of rent paid. If the unreported income and or resources exceed specified maximums, the application will be denied.
- If a change in household income occurs (currently employed but not employed in the prior computation month), record the explanation on the LIHEAP Case Notes (E1CN) screen and calculate the benefit amount based on the amount of rent paid.
- If an individual and or organization assists the applicant with the rental payment, contact the individual or organization to provide documentation of income.
 - If the assisted rental payment is paid directly to the household. The assisted rental payment will be included as income to the household and the benefit level will be calculated based on the total amount of rent paid.
 - If the assisted rental payment is paid directly to the landlord, it will not be counted as income. Only the amount of rent actually paid by the applicant will be used to determine the benefit level.
- If the household fails to provide an adequate explanation or if rent is not being paid, the application will be denied.
- If the applicant is living in subsidized housing (Question 3 is answered Yes), use only the amount paid by the applicant, not the total rental charges to determine the benefit amount.
- If it is determined to be a landlord situation, the amount of rent is not a determining factor of eligibility.

APPLICATION PROCESS

The registration and application process begins with the date the agency receives the application, whether centrally or in an outreach office. For contracted agencies that process applications centrally, the date received refers to the date the agency received the application whether it was submitted by mail, in-person, electronically or faxed to an outreach office or to the central location. This date will be stamped or recorded on the LIHEAP application and is considered the application date with all processing time frames beginning on this date. Processed is defined as date the final eligibility determination is completed according to the LIHEAP Case Action (E1AC) screen.

Staff will register the application within three (3) working days of the date stamped-recorded date. Staff will process the application within thirty (30) calendar days of the date stamped-recorded date.

Register the EA component of LIHEAP on the LIHEAP Registration (E1RG) screen. If the application involves processing for the Energy Crisis Intervention Program (ECIP) component of LIHEAP, record the applicant in the Missouri Community Action Network (Missouri Can) Missouri Information System (MIS).

E1RG is an administrative tool used for:

- Tracking an application or reapplication.
- Monitoring processing time frames.
- Identifying duplicate applications.
- Assisting in preventing duplicate payments.
- Tracking the total number of pending applications by County, Agency and Statewide totals.
- Providing information on the resolution of an application.
- Identifying ECIP payments when recorded by the agency on the LIHEAP Worksheet (E1LW) screen.

Screens: At the bottom page of the EA screens you will see a series of buttons and links with the other screens' transaction IDs. Buttons will display in gray boxes and when clicking on a button, the applicant information will be carried to the next screen. Links will display the transaction ID with an underline and when clicking on a link, you will be taken to the screen, but applicant information will not be carried to the next screen.

LIHEAP Fiscal Year (FY): The LIHEAP Fiscal Year (FY) is located on all LIHEAP screens. The Fiscal Year (FY) field defaults to the current program year. If you are accessing a Fiscal Year (FY) other than the current program year, CLICK on the drop down box and select the correct Fiscal Year (FY).

LIHEAP Program Type: The Program Type is located on all LIHEAP screens. There are four (4) Program Types; EA, Winter ECIP, Summer ECIP and Supplemental. The LIHEAP EA System defaults to the EA Program Type. If you are accessing a Program Type other than EA, CLICK on the drop down box and select the correct Program Type.

LIHEAP Registration (E1RG) Screen: When you sign on the EA System, the LIHEAP Registration (E1RG) screen will display.

- The purpose of the E1RG screen is to register the LIHEAP application.
- This screen will also display the status, payment amount and supplier information.

The applicant is the only household member that is registered on E1RG. Registration begins with typing the applicant's Social Security Number (SSN) in the SSN field. Once registration is complete, all other information for the LIHEAP transactions are accessed using the applicant's SSN.

The LIHEAP Registration (E1RG) screen displays with one of two possible scenarios. If the applicant is applying for EA for the first time or did not receive EA in the previous Fiscal Year, supplier information will not display when E1RG is accessed. If the applicant did receive EA in the previous Fiscal Year, supplier information from the previous EA season will auto-populate when E1RG is accessed. The option to retain or discard the auto-populated supplier Information on E1RG will display.

If the applicant was a direct pay customer in the previous Fiscal Year or if the supplier has not signed to be a Low Income Home Energy Assistance (LIHEAP) Participating Supplier, the auto-populated supplier information will not display. In addition, if the applicant was assigned a Pseudo SSN in the previous Fiscal Year, the option to auto-populate supplier information will not display.

LIHEAP Member (E1MM) Screen: On the E1MM screen you will see;

- see the associated the members to the applicant and case;
- information concerning disability for each member;
- their status and whether they are the account holder;
- if the case is a landlord or renter situation, when applicable; and
- If a Claims and Restitution (CARS) has been recouped against a household member.

The LIHEAP Member (E1MM) screen displays with one of two possible scenarios. If the applicant is applying for EA for the first time or did not receive EA in the previous Fiscal Year the applicant will be the only household member whose Member Information will display when E1MM is accessed.

If the applicant did receive EA in the previous Fiscal Year, the applicant and all household members from the previous Fiscal Year will display under Member Information. Any household members whose Member Information displayed Inactive on E1MM in the previous Fiscal Year will not auto-populate on E1MM for the current season.

The applicant's identifying information will be listed under Member's Information in the first line [01]. If the applicant never received EA or did not receive EA in the previous Fiscal Year, the message will display, *"Applicant Found, Enter All Other Household Member SSN's And Click Inquiry Button. If No Other Members in Home, Indicate If Disabled, If Acct-Holder or Landlord-Renter, Verify And Click Save Button"*. If the applicant did receive EA in the previous Fiscal Year, the message will display, *"Auto Pop OK. Enter SSN's If More Members And Click Inquiry. If None, Change Members Status To Active Or If Not In Home, Select Remove. Indicate If Disabled, Acct-Holder Or A Landlord-Renter, Verify and Save"*.

The VERIFIED field will display NO until all the members have been verified. If the applicant has not been registered on E1RG, a message will display, "SSN not registered". E1RG screen must be completed and verified before entering data on E1MM.

E1MM will search the DCN common area for each member and populate this information on the screen, if found.

When a member cannot be located in the common area, it may be determined that a pseudo SSN is necessary in order to proceed. Prior to entering a member on the LIHEAP

Member (E1MM) screen with a pseudo SSN, it is necessary to determine if the member was associated with a pseudo SSN in the previous Fiscal Year. Once a pseudo SSN has been assigned to a member, a NAME SEARCH should be completed the following LIHEAP season to ensure the same pseudo SSN is assigned in subsequent seasons, should a pseudo SSN still be required. If the member now has a SSN, the SSN is to be used on the EA System in place of any previously assigned pseudo SSN's.

Pseudo SSN's do not auto-populate to LIHEAP screens from previous fiscal years.

ENTERING MEMBER WITH PSEUDO SSN ON E1MM:

1. Type the applicant SSN on E1MM.
2. The Fiscal Year defaults to the current program year. Select the Fiscal Year if a year other than the current year is needed.
3. Click on INQUIRY.
4. The LIHEAP Member (E1MM) screen will display.
5. A [] will display next to an updateable field. This field is used for entering a member's SSN-Pseudo SSN.
6. Type Pseudo SSN. The first three digits of a Pseudo represent the county number. This must agree with the County code, which is displayed in the County field at the top of the screen.
7. Click INQUIRY.
8. Go back to the pseudo SSN field and delete the pseudo SSN.
9. Re-enter the pseudo SSN and **tab** over to the first field.
10. Type member Last Name, First Name, MI, Date of Birth and Gender in the available fields.
11. Enter "YES" in the verify fields.
12. Click save.
13. Select the Disabled drop down box for each member and choose YES or NO to indicate whether the member has a disability. The Disabled field defaults to NO for all household members.
14. Select the RELATIONSHIP drop down box for each member and select either SPOUSE or MEMBER to indicate how the member is related to the applicant. The RELATIONSHIP field will already be populated for the applicant.
15. Select the STATUS drop down box and select either ACTIVE, INACTIVE or DECEASED to indicate current member status. The STATUS field defaults to ACTIVE for all household members.
16. Select the ACCT-HOLDER drop down box and select YES to indicate which member is listed on the energy bill. All other members will say NO in this field.
17. If none of the members are the ACCT-HOLDER due to a LANDLORD-RENTER situation, leave the ACCT-HOLDER field N and select the LANDLORD-RENTER drop down box and select YES to indicate this is a landlord-renter situation. LANDLORD-RENTER and ACCT-HOLDER fields cannot display the same response. If the ACCT-HOLDER field displays YES then the LANDLORD-RENTER field must display NO and vice versa.
18. Review data for accuracy.
19. Type YES in the VERIFY box.
20. Click on SAVE.
21. A message will display, "Applicant Updated, All Members Updated". Once verified, data can be changed-corrected through Friday of the week that the case is determined eligible. A case is determined eligible once the LIHEAP Member (E1MM), screen LIHEAP Application (E1AP) screen and LIHEAP Worksheet (E1LW) screen have been

verified. After Friday passes, the screen will be locked from data entry changes-corrections until after the supplier response has been recorded for payments made to participating suppliers. For payments made directly to the applicant, the screen can be changed after the payment is processed.

Removing Members From E1MM Screen: Some household members added in error can be removed from the LIHEAP Member (E1MM) screen.

A household member that has been added to the LIHEAP Member (E1MM) screen in error can be removed from a case. An applicant cannot be removed. Removing an applicant entered in error is done using the LIHEAP – New Applicant (E1NA) or LIHEAP – Delete Registration (E1DR) transactions.

The timeframe to remove a household member added in error is limited. This transaction can only be completed when the LIHEAP Registration (E1RG) screen STATUS indicates the case is in pending status. Once the LIHEAP Worksheet (E1LW) screen has been verified, the option to remove a household member is no longer available. An incorrect household member will have to have a member status of INACTIVE should the decision to REMOVE no longer be an option. If the worksheet should become unverified for any reason, such as disability, address change, etc. the option to REMOVE a household member will display again as an available selection. The option to REMOVE a household member will never be available on a reapplication case; therefore, an incorrect household member on a reapplication case must be displayed as INACTIVE.

REMOVING A HOUSEHOLD MEMBER FROM LIHEAP MEMBER (E1MM) SCREEN:

1. Access the LIHEAP Member (E1MM) screen.
2. Click on STATUS drop down box belonging to the household member you are removing.
3. Click on REMOVE.
4. Type YES in the verify box.
5. Click on SAVE.
6. A message will display, "Applicant Updated. All Members updated. Removed Member(s) – SSN". The SSN of the removed household member will display in the message.

LIHEAP Application (E1AP) Screen: On the E1AP screen you will add household information including:

- Mailing address (address may need to be standardized with the address that is recognized by the United States Postmaster),
- Supplier information (the supplier that the client wants their EA payment to go towards will be entered into the "supplier information"), and
- Landlord-renter information, if applicable.
- LIHEAP ineligibility reason for any reason other than excess income or negative supplier response.

Once verified, data can be changed-corrected through Friday of the week that the case is determined eligible. A case is determined eligible once the LIHEAP Member (E1MM) screen, LIHEAP Application (E1AP) screen and LIHEAP Worksheet (E1LW) screen have been verified. After Friday passes, the screen is locked from data entry changes-corrections until after the supplier response has been recorded for payments made to

participating suppliers. For payments made directly to the applicant, the screen can be changed after the payment is processed.

The LIHEAP Application (E1AP) screen will display;

- Applicant's DCN;
- Last name, first name, MI;
- Agency;
- County;
- Last User ID; and
- Fiscal Year drop down box in the header of the screen.

The above are populated for cases involving an applicant who never received EA or did not receive EA in the previous Fiscal Year.

If the case involves an applicant who received EA in the previous Fiscal Year, the LIHEAP Application (E1AP) screen displays with one of two possible scenarios:

- If the field "Auto-Populate Previous FY Supplier Data?" on the LIHEAP Registration (E1RG) screen was saved with a "YES", the Supplier Information will be auto-populated with the Supplier Information that was on the LIHEAP Application (E1AP) screen from the previous Fiscal Year. In addition, the applicant's address and phone number from the previous Fiscal Year will auto-populate. If the LIHEAP Application (E1AP) screen from the previous Fiscal Year did not contain a phone number for the applicant or Supplier Information, information will not be available to auto-populate to the current screen and the fields will contain no data; or
- If the field "Auto-Populate Previous FY Supplier Data?" on the LIHEAP Registration (E1RG) screen was saved with a "NO", the Supplier Information will display no data. These fields will need to have information added by reviewing the LIHEAP-1 application for the necessary data. In this situation, the applicant's address and phone number from the previous Fiscal Year will auto-populate. If the LIHEAP Application (E1AP) screen did not contain a phone number for the applicant, information will not be available to auto-populate to the current screen and the field will contain no data.

All auto-populated information should be reviewed against the LIHEAP-1 application for accuracy and-or necessary corrections prior to clicking the SAVE button.

Each of the four sections is preceded by a HIDE-SHOW feature. Household Information and Supplier Information come over with the SHOW feature on. Supplier Information comes over with the HIDE feature on. Landlord-Renter is not available unless E1MM has indicated the household as Landlord-Renter. When Landlord-Renter is YES, the information will come over with the SHOW feature on. Any section can be hidden from view by selecting the HIDE feature.

When printing the E1AP screen, all four sections will print regardless of whether the HIDE feature has been selected.

The Application Date Stamp, Household Information and first Supplier Information appear ready for data entry or updates if any auto-populated data is no longer accurate.

The additional Supplier Information is accessible for data entry or updates if any auto-populated data is no longer accurate by clicking on the SHOW button.

If E1MM indicates YES in the Landlord-Renter field, the Landlord-Renter Information will also display and is ready for data entry.

When the LIHEAP Application (E1AP) screen is initially accessed, it will display one of two messages:

- "Applicant Found; Enter Data and Click Save Button" when an applicant has never received or did not receive EA in the previous Fiscal Year ;
- "Auto-Populate Complete. Review And Correct Any Information That Has Changed Since Last Year, Enter Data In Required Fields, Verify (Yes) And Click Save Button" when an applicant did receive EA in the previous Fiscal Year.

VERIFIED field will indicate NO until the application has been verified on E1AP.

If the applicant has not been registered on E1RG, a message will display, "SSN not registered". If the applicant has been registered on E1RG, but E1MM has not been verified, a message will display, "Applicant Found but E1MM Screen Not Verified". E1RG must be registered and E1MM must be verified before entering data on E1AP.

The E1AP screen is used:

- To record Date Stamp and Applicant Signature Data.
- Household Information records Household Address, Household Phone Number, Household Size, Home Owner, Home Weatherized, Resource Amount and Ineligibility data (when applicable). Supplier Information captures Customer Account Number, Account Holder Name, Supplier Name, Address, Account Number, Energy Source, Service and Contact data.
- Landlord-Renter Information records Landlord Name, Address, Landlord Billed, heating or cooling in Rent, Subsidized Housing, Section 8 and Monthly Rent data.
- Household Information and Supplier Information appear ready to populate or make updates to when an auto-populated address, phone number or supplier information has changed.

The first Supplier fields should be entered using the chosen energy source, regardless of program type (EA, Supplemental, Winter ECIP, or Summer ECIP). The additional Supplier fields should be entered using the other chosen energy source, regardless of program type (EA, Supplemental, Winter ECIP, or Summer ECIP).

Standardized Addresses: Address standardization occurs on the LIHEAP Application (E1AP) screen through online processing. The process of Address Standardization runs addresses through the Code-1 Plus Coding System (CD1P) which obtains information from the United States Postal Service (USPS). CD1P formats valid addresses in a standard format used by the USPS.

Non-Standardized Address: When an address entered on the LIHEAP Application (E1AP) screen does not standardize, the USPS does not recognize this as a valid address. A non-standardized address will display an "N" on the right side of the LIHEAP Application (E1AP) screen in the Standardized Address field and no address will appear.

Standardized Address: When an address entered on the LIHEAP Application (E1AP) screen is standardized, the USPS recognizes this as a valid address. A standardized address will display a "Y" on the right side of the LIHEAP Application (E1AP) screen and the formatted address will appear in the Standardized Address field.

All addresses are standardized with CD1P, regardless of whether they are manually entered or come over pre-populated from the previous Federal Fiscal Year (FFY).

As variations exist, addresses that return standardized should be compared to the address information entered on the LIHEAP Application (E1AP) screen. To ensure correspondence arrives at its intended destination, any variations between the address on the left and the standardized address must be updated to ensure the address on the left side of the LIHEAP Application (E1AP) screen matches the standardized address on the right.

The purpose for using CD1P to standardize addresses is to ensure system integrity and that correspondence is delivered to the correct address the first time; however, CD1P and the EA System have some limitations to keep in mind:

- If all of or a portion of a previous address remains on the LIHEAP Application (E1AP) screen, CD1P will only standardize one of the addresses. Therefore, when entering a new address on the LIHEAP Application (E1AP) screen, it's important to delete former address information in its entirety.
- A limited number of characters are available for data entry on the LIHEAP Application (E1AP) screen. Longer address information will need to be entered utilizing both address line 1 and address line 2.
- Certain characters are prohibited in the LIHEAP EA System. The # sign is one of them. When CD1P returns a standardized address which displays the # sign, the user will need to substitute # with the reference "NO" or the user could spell out the word "number".
- When a household's mailing address is not the same as its service address, the mailing address should be entered on the LIHEAP Application (E1AP) screen and the service address should be documented on the LIHEAP Case Notes (E1CN) screen.

The address shown below is an example of having to utilize more than one line to enter a standardized address as well as substitution for the character "#".

If the address provided by the applicant does not standardize, the applicant should be contacted, either by telephone or the LIHEAP-1B Information Request [ten (10) day letter], to determine the correct address which is recognized by the USPS. It will be the applicant's responsibility to provide an address that will standardize. The worker should make a note in the LIHEAP Case Notes (E1CN) screen to document this. In rare situations, the address will not standardize. The worker should make every effort to obtain the standardized address. Once a worker has verified through other sources the validity of the address entered, the worker should determine if they have transposed a letter or

number or misspelled anything. If it is determined no input errors have occurred, a case note should be entered on E1CN which details what sources were checked.

Duplicate Addresses: A duplicate address situation occurs when two (2) or more applicants have reported the same address on the LIHEAP-1 Application during the same LIHEAP season. When a duplicate address is entered, all further case processing activities will be halted until the duplicate address situation is resolved.

The “verify” box that usually appears when the address is not a duplicate will be replaced by the Duplicate Override Verify box and will display the message, “Duplicate Address with:” This will be followed by all the SSN’s which duplicate the newly entered address as shown in the example below.

Safe house and public administrator addresses are an allowable reason for a duplicate address to exist. These addresses should be excluded by the LIHEAP EA system duplicate address process, regardless of how many have been entered. Should a verified safe house or public administrator appear as a duplicate address, the Contract Agency should contact LIHEAP staff to request the address be added to the duplicate address exclusion list maintained by the Information Technology Services Division (ITSD).

When the duplicate address message appears at the bottom of the LIHEAP Application (E1AP) screen, the worker should take the following steps:

1. Check the LIHEAP-1 application to ensure the correct address has been entered.
2. Ensure the address entered is a standardized address.
3. Assuming the address is correct and has standardized, contact the applicant to determine why the address is duplicating. For example, there may have been a previous LIHEAP applicant residing at the same address that has since moved or an apartment or lot number is missing.
4. If the worker determines the address is correct and an override is necessary, submit the case to the Manager-Supervisor for the override to be completed.
5. Enter a case note on the LIHEAP Case Notes (E1CN) screen explaining why a determination to enter an override is justified.

A duplicate address can be resolved by one of the following actions:

- Manager-Supervisor enters a “Y” in the Duplicate Override Verify field on the LIHEAP Application (E1AP) screen.
- Update the address on the LIHEAP Application (E1AP) screen to the correct address if the duplicate was entered in error.
- Delete the registration on the LIHEAP Delete Registration (E1DR) screen.

When a Non-Manager-Supervisor attempts to override a duplicate address, the message, “You are not authorized to override a duplicate address.” displays on the message line.

When a Manager-Supervisor completes an override, the message, “Duplicate Overridden, Must Verify” displays on the message line.

When a Manager-Supervisor enters a “YES” in the verify field, the message, “Applicant Updated” displays on the message line.

Duplicate Address Non-Approval: Possible reasons a household should not be approved for an EA benefit due to duplicate address are:

- A person in the household has already received EA at the same address.
- A person in the household has already applied and the case shows “Pending in Progress”.
- A person in the household applies claiming the electric bill and another person in the household applies claiming the gas bill. (This is not limited to electric and gas, but any energy source)
- Another reason determined by the LIHEAP Contract Agency.

When it is determined an applicant is not entitled to an EA benefit due to a duplicate address determination and possible fraud exists, the Contract Agency should determine the case ineligible on the LIHEAP Application (E1AP) screen by selecting the reason “U Duplicate Address” and make a case note on the LIHEAP Case Notes (E1CN) screen to explain why the case was ineligible.

Duplicate Address Case Status: Upon entry of a duplicate address, where only one SSN is showing as a duplicate in the message box on the LIHEAP Application (E1AP) screen, the displayed SSN in the duplicate address message was not a duplicate address prior to the submission of the current (second) application.

When the LIHEAP Application (E1AP) screen was verified on the original case prior to the second case being entered, further processing of the original (first) case will be unaffected and further processing of the original case will be allowed even if the case is in pending status.

For the LIHEAP Application (E1AP) screens not verified on the original case prior to the same address being entered on the second case, a determination will need to be made regarding the duplicate address on both the original and current cases. The issue will need to be resolved and if it is determined an override is appropriate, the Manager-Supervisor will be required to complete an override on both cases.

Duplicate Applications: A duplicate application may be received when an applicant that has already provided an application for the current LIHEAP program year sends another application. Upon entering a duplicate application, a message will display, “SSN is Active in Case XXX-XX-XXXX” if the SSN you have entered is associated as a household member on another case. You will need to question why this message is displaying.

If the SSN is a member associated to another case, you will need to review the related case to determine if the member has received EA benefits in another household. You will also need to review the LIHEAP Application (E1AP) screen to determine if the applicant is applying and using the same address. If so, you may need to contact the applicant to determine who the household members are for each application.

If the SSN you have entered is an applicant, the E1RG screen will populate with the applicants information and the STATUS field will indicate one of the responses explained below. Registration cannot be completed until the reason for the duplication has been resolved and corrections completed. The correct SSN and status of Pending in Progress, Eligible, Approved, Approved Payment in Process, Ineligible or Denied will determine the appropriate steps to register the application on E1RG.

A household which uses multiple energy sources (ex: electricity and natural gas), must be considered one (1) household for purposes of the LIHEAP. Household members may not complete two LIHEAP applications with each claiming one of the sources of energy used by the household in order to receive an EA benefit for multiple sources of energy. Additional sources of energy may qualify for Energy Crisis Intervention Program (ECIP) should the source be in crisis.

Example: Julie (the mother) and Roger (the son) both reside at 1415 Usher Street, Columbia, MO. The household's chosen energy source is natural gas, and the account holder is Julie (the mother). The additional energy source is electric and the account holder is Roger (the son). Julie **or** Roger may complete a LIHEAP application. Both Julie and Roger must be recorded on the LIHEAP application. One will be considered the applicant and the other will be considered a household member. If eligible, the EA benefit would be applied to the natural gas bill.

CORRECT SSN STATUS INDICATES PENDING IN PROGRESS:

1. Review the SSN to verify that the correct number has been entered.
2. Review the STATUS field for PENDING IN PROGRESS.
3. Print a copy of the E1RG screen to attach to the new application.
4. The LIHEAP Registration (E1RG) screen cannot be completed since the application is already registered with PENDING IN PROGRESS status.
5. The new application will be given to the worker who is processing the application that is already on file.
6. The worker will review the new application for any additional information that may assist in processing the application that is currently on file.

CORRECT SSN STATUS INDICATES ELIGIBLE:

1. Review the SSN to verify that the correct number has been entered.
2. Review the STATUS field for ELIGIBLE.
3. Print a copy of the E1RG screen to attach to the new application.
4. Review the LAST USER ID field on the LIHEAP Worksheet (E1LW) screen to identify the worker that has been assigned the application.
5. The LIHEAP Registration (E1RG) screen cannot be completed since the application is already on file with ELIGIBLE status.
6. The new application will be given to the worker who is processing the application that is already on file.
7. The worker will review the new application for any additional information that may assist in processing the application that is currently on file.

CORRECT SSN STATUS INDICATES APPROVED OR APPROVED PAYMENT IN PROCESS:

1. Review the SSN to verify that the correct number has been entered.
2. Review the STATUS field for APPROVED.
3. Select the E1AP button and click on the transaction.
4. Print a copy of the E1AP screen to attach to the new application.
5. Review the address on E1AP to determine if the address is the same address that is listed on the new application or if it is a different address with the same household members as the approved application. Whether the address is the same or different, the application will be considered a duplicate and will be denied. It will not be possible

to register or enter the application to process the denial in the system since the SSN is already on file.

6. Complete a Notice of Denial (reference Forms Section) and mail it to the applicant.
7. File a copy of the Notice of Denial and the application in the case file. To determine if all adult household members are the same, compare the current application form, SSN's and birthdates to the members SSN listed on the E1MM screen.

CORRECT SSN STATUS INDICATES INELIGIBLE OR DENIED:

1. Review the SSN to verify that the correct number has been entered.
2. Review the STATUS field for INELIGIBLE or DENIED. This could be a duplicate application due to new information being provided. If so, worker will process a reapplication.
3. Type a Y in the REAPPLICATION field. If received in the same week, reapplication "Y" is not required.
4. Type YES in the VERIFY box and click SAVE.
5. The new REGISTRATION DATE for the reapplication will auto-populate.
6. Print a copy of the E1RG screen to attach to the new application.

INCORRECT SSN:

1. Review the entered SSN and documentation provided to verify that the correct number has been entered.
2. If the SSN was entered incorrectly on E1RG, correct it.
3. If the SSN was entered correctly, review the NAME, DOB and GENDER fields as this information will identify a different individual than named on the new application.
4. Review the AGENCY and COUNTY fields to determine which agency registered the application that is on file. Contact the agency to correct their registration as they have entered an incorrect SSN for the NAME identified on E1RG. Once they have corrected their registration, you will be able to register your application.
5. If the STATUS field indicates PENDING IN PROGRESS, ELIGIBLE, APPROVED, INELIGIBLE or DENIED, contact LIHEAP staff to correct the SSN. Once the SSN has been corrected in the common area, you will be able to register your application on E1RG. Once registered, a message will display, "REGISTRATION COMPLETE".

LANDLORD-RENTER APPLICATIONS

The Landlord-Renter Information will only be displayed on the E1AP screen and require data entry when the LIHEAP Member (E1MM) screen displays ACCT-HOLDER field as NO and LANDLORD-RENTER field as YES.

LIHEAP Worksheet (E1LW) Screen: The E1LW screen will display;

- income calculations from earned wages
- unearned income
- supplier information
- renter information
- EA-ECIP benefits and other payments
- Case Category
- Resources
- CARS Amount

- Renter information
- Primary and secondary supplier information.

If income cannot be verified through the system, reference the policy section of the manual on what is acceptable verification of income. Below you will find examples of how to pull income through the EA system and the FAMIS screens to determine income for Social Security, Income Maintenance Income (TANF, SAB, BP), Employment Security, and Child Support.

First, the E1LW screen will access FAMIS to determine if the members are receiving SNAP in a SNAP Eligibility Unit (FSEU) and will bring back income and child support deduction information from this system.

Agencies should work the case based on the Category type that appears when FAMIS is accessed and should not wait for a case to become a Category A case if they see the household is in APP status. Being in APP status does not guarantee the household will be approved for SNAP and waiting delays service to LIHEAP applicants and their household.

Should a Category A or C case be denied for reason "Excess Income", the E1LW screen will also display a SNAP adjustment box. This box is used to enter any income deductions that were not part of the SNAP case and can help a household become LIHEAP eligible. One example would be Aid and Attendance payments which are excluded income for LIHEAP (See the Policy Section for additional information concerning FS ADJUSTMENT field on E1LW screen).

For members that are not active on a FSEU, you will enter the information using the LIHEAP Income Summary (E1IS) screen which is accessed from the E1LW screen.

For individual member income, you will access the LIHEAP Income Detail (E1ID) screen from the E1IS screen. The E1ID screen will allow you to enter and verify individual member income and deduction amounts.

Case Categories: If all household members are included on one or more FSEUs, the CATEGORY field will

- Category A: all household members are included on one or more FSEUs
- Category B: none of the members are included on a FSEU,
- Category C: some, but not all the members are included on a FSEU

Entering income information is different for each case category.

Information obtained from the E1SN and E1SI screens can only be used to document LIHEAP program eligibility. This information cannot be accessed or used for other federal and state funded programs. Social Security income information may not be available if the benefits are received under a claim number that differs from the members SSN. Other documentation will need to be obtained to verify this information. **DO NOT PRINT OR SAVE A COPY OF THE E1SI SCREEN.**

Before you will be able to access SSA and SSI information, you will need to follow the instructions included in the Introduction Section of this manual, **SIGNING ONTO EA SYSTEM**. When you sign on, the E1RG screen will display.

E1SN SCREEN:

Click on the E1SN BUTTON at the bottom of the E1RG screen. The button will carry over the applicant SSN-DCN.

If selecting to view another member, the E1SN LINK will produce a blank screen. This will take you to the LIHEAP SSN Request screen.

Social Security Administration (SSA) information does not display immediately; it will involve a three-day time frame in receiving the data from SSA.

To retrieve the SSA data you will access the SSA Benefit E1SI screen after the three- day waiting period.

E1SI SCREEN: LIHEAP SSA Benefit Screen

The screen is divided into two sections. The first, TPQY-MBR-RESPONSE section, displays data concerning Social Security Administration (SSA) benefits and Supplemental Medical Insurance Entitlement.

- Payment Status: Monthly Benefit will display the benefit amount. If the monthly benefit amount displays an amount and the payment status is blank, the applicant is receiving a monthly benefit amount. If no monthly benefit amount is displayed, no benefits are being paid to the applicant.
- SMI Entitl: indicates if the person is entitled to receive Supplemental Medical Insurance (SMI).
- Buy-In: indicates if the person is in buy-in status (Y-N) and the Code field will display 260 if the state is paying their Medicare premium.
- Dual Entit Num: Indicates the member receives income from more than one Social Security Administration source. When a dual entitlement appears, the contract agency must contact the applicant to obtain the additional social security benefit amount being received.

The second part of the screen, TPQY-SSR-RESPONSE section, displays data concerning Supplemental Security Income (SSI) benefits.

- Curr Benefit Dt: displays the month SSI is being received.
- Fed Amt: displays the SSI amount.

BP income can be documented via written documentation from FSD or the FAMIS Payment History screen. Access this screen by clicking on the S024 screen. Retain a copy of the screen in the case file.

1. SAB or BP case, the SAB-BP column will display a "Y" and the Eligibility Unit will indicate MA. Click on the Eligibility Unit number for the MA for the SAB-BP case.
2. The LIHEAP FAMIS Eligibility Unit Summary will display.
3. Click on the Payment History link at the bottom of the screen.
4. The LIHEAP-FAMIS SAB-BP Payment History screen displays. (SAB or BP identification will be denoted under the Pay Category Column). Only use these screens to document SAB-BP income on Category B and C cases.
5. Print this screen for the case file.

If the month you are documenting income displays anything other than REG (Regular Payroll) in the PAYROLL TYPE field, you must then document TANF-SAB-BP income for the current month. You will use the amount displayed in the Net Amount field.

Income Maintenance income must be documented via transaction ID I066 Income Maintenance Payroll Information screen. Retain a copy of the screen in the case file.

If the month prior to the application month indicates a retroactive deficiency payment (code C-M-X), the regular grant amount for the current month identified on I066 will be used to document income.

Listed below are the different types of IM assistance and their categorical I066 code letters. These code letters display on the I066 screen preceding the case number.

- Supplemental State Payments (SSP) - Code A, E or M

Document TANF-SAB and BP income using the FAMIS screens. Supplemental Aid to the Blind (SAB):

- Document SAB income via written documentation from FSD or the FAMIS Payment History screen. Access this screen by clicking on the S024 screen. Retain a copy of the screen in the case file.

If the month you are documenting income displays anything other than REG (Regular Payroll) in the PAYROLL TYPE field, you must then document TANF-SAB-BP income for the current month. You will use the amount displayed in the Net Amount field.

E1ES: Employment Security Screen:

This screen will display wages for prior quarter first, then it will display UCB, if any.

- UCB will be documented by using the Check Date and Check Amount columns. All amounts displayed for the month prior to the application month must be included.
- Income tax withholding will be counted as income and will be identified by a Code field column entry of FDED & a Rec Flag column entry of FDED for federal income tax withheld and a Code field column entry of SDED & a Rec Flag column entry of SDED for state income tax withheld. Child support payments are an allowable deduction and would be denoted by an entry in the Code field column of CHSP and an entry in the Rec Flag field column of CHSP. Any overpayments would also be an allowable exclusion as denoted by a negative number and highlighted in red.
- Unearned income, such as remuneration, should be included in the UCB income amount.
- Income tax withholding will count as income and will be identified by a Code field column entry of FDED & a Rec Flag column entry of FDED for federal income tax withheld and a Code field column entry of SDED & a Rec Flag column entry of SDED for state income tax withheld.
- Child support payments are an allowable deduction and would be denoted by an entry in the Code field column of CHSP and an entry in the Rec Flag field column of CHSP. Any overpayments would also be an allowable exclusion as denoted by a

- negative number and highlighted in red.
- Unearned income, such as remuneration, should be included in the UCB income amount.
- Wages cannot be verified using this screen, unless received in conjunction with UCB, since wage information is always at least a quarter behind.

The wage section will be followed by any Unemployment Compensation. This screen is the only allowable documentation source for Missouri Unemployment Compensation Benefits:

ACCESSING CHILD SUPPORT PAYMENT INFORMATION:

1. <https://apps.dss.mo.gov-ChildSupportPaymentInformation->
2. Enter the eight digit Case ID, the last four digits of the Social Security Number and date of birth of the member receiving or paying child support.
3. Click on SUBMIT button.
4. The screen will display the support order(s) associated with the Case ID. Click on each support order to display the last 13 month's payments and disbursements. Check each order to determine if payments are being made on more than one order.
5. Print this screen for the case file.

Once the E1LW screen is verified, it will display the EA benefit amount, which generates the payment process. If the case is ineligible due to excess income, it will update the E1AP screen. Once E1RG, E1MM, E1AP and E1LW screens have been entered and verified, changes can be made to the screens until the weekly payroll process runs. If changes are made prior to the payroll process, these screens may need to be "verified" again in order to be processed.

LIHEAP Case Notes (E1CN) Screen: The LIHEAP Case Notes (E1CN) screen can be accessed from any screen. This screen can be used to enter, flag, or review case notes. It is important to review case notes prior to clicking the SAVE button as all case notes are final. If a case note is saved without the correct information displaying, the worker will have to type a new case note stating they are correcting the previous case note. Case notes cannot be deleted. These limitations apply to Contract Agency staff as well as staff in the LIHEAP unit.

The LIHEAP Case Notes (E1CN) screen is the official record and must be used when information, such as crisis date, pledge date and termination date, needs to be documented. LIHEAP will no longer accept notes entered on the Missouri Information System (MIS) or on scanning systems (i.e. Docuware) as part of the official note of record.

Notes appear in reverse chronological order, meaning the most recent note will display first for each program year.

The LIHEAP Case Notes (E1CN) screen only accepts a few abbreviations-characters. Some examples are: @, \$, and ().

The LIHEAP Case Notes (E1CN) screen does not allow staff to copy and paste information into case notes. When a character is included in the pasted information, it prevents the ability to enter case notes, so this feature is no longer available. Agencies

should also ensure they begin their case notes on Line 1 of the E1CN screen. Case notes that begin on Line 2 also prevent agencies from making subsequent case notes and require the worker to contact the LIHEAP unit to have this corrected.

Upon clicking the “SAVE” button; case notes entered on the LIHEAP Case Notes (E1CN) screen are final. If an error occurred on a case note, agency staff must make a new case note as an explanation or edit to show the correct information regarding the case.

Flagged Case Note: EA System screens are specific to each program year. The LIHEAP Case Notes (E1CN) screen will only display for the program years selected from the Fiscal Year (FY) drop down box. Flagging a case note allows the agency to bring attention to important information that could prove useful in subsequent program years. The FLAG NOTE indicator displays on E1CN.

ADDING FLAG NOTE ON E1CN:

1. Click on the LIHEAP Case Notes (E1CN) button which can be accessed from any of the LIHEAP screens.
2. Type information to be documented in the Applicant Case Notes Information box.
3. Click SAVE. A box will appear next to the case note box titled, “FLAG NOTE”.
4. Click on FLAG NOTE box.
5. Click SAVE. A message will display, “Case Note Flagged.”

ACCESSING FLAGGED CASE NOTE FROM E1RG:

Click on FLAGGED CASE NOTE AVAILABLE. The EA System will transfer to the most recently flagged case note. Flagged case notes could exist on Fiscal Years (FY) other than the Fiscal Year (FY) identified as having the most recent case note. When the E1RG displays, “Flagged Case Note Available” the worker should review all case notes on every Fiscal Year (FY).

When the information in a flagged case note is no longer important to the LIHEAP case, the flagged case note should be removed. If the flagged note is attached to a Fiscal Year (FY) that is no longer accessible (more than 5 FY), contract agency staff will need to send an email to LIHEAP so they can request Information Technology Services Division (ITSD) delete the unnecessary flag.

REMOVING FLAGGED CASE NOTE FROM E1CN:

1. Click on Flag Note field to remove check.
2. Click on SAVE. The message, “Case Note Flag Removed” will display. Removing a flagged case note is limited to LIHEAP staff and agency staff with Management Security Access.

ADDITIONAL SCREENS

LIHEAP Action (E1AC) Screen: The LIHEAP Action (E1AC) screen can be accessed from any screen and will display

- the date,
- time,
- transaction ID,
- member DCN;
- user ID of the person who performed the action. User ID's that start with FEADD or FEABB identify actions taken by the system;
- the screen where the action took place. BTCH identifies actions taken by the system, such as generation of the weekly Customer Eligibility Listing (CEL); and
- a description of the case action.

This screen can be used to view a history of actions taken on a given case.

The LIHEAP Action (E1AC) screen displays actions taken on the case during the program year chosen from the FISCAL YEAR (FY) drop down box.

You will not see all actions taken on a case on E1AC. You may contact FSD through supervisory channels for information that is not accessible.

LIHEAP Payment Information (E1PY) Screen: The payroll process will either generate a direct payment to the applicant or a client eligibility listing to the participating supplier. After payments are processed, you can view this information on the LIHEAP Payment Information (E1PY) screen. The status and payment information for a case can also be viewed on the E1RG screen.

Please see Appendix B for the LIHEAP Energy Assistance System Overview Flow Chart.

LIHEAP SUPPLIER NAME SEARCH (E1SS) SCREEN: The LIHEAP Supplier Search

(E1SS) screen is used to find participating suppliers and their supplier number.

Clicking on the E1SS Link will break the data entry flow of the LIHEAP Application (E1AP) screen. Any data entered that is not saved will be lost and will require re- entering. It is recommended to search for the supplier name and number prior to entering data on the E1AP screen.

From here you can click on “Details” to get supplier detail information.

LIHEAP – Income Ranges and Benefit Amounts (E1IR) Screen: The E1IR screen displays the Energy Assistance (EA) benefit amounts based on fuel type.

The LIHEAP – Income Ranges and Benefit Amounts (E1IR) screen can be accessed when referencing current income ranges and benefit amounts.

A history of benefit amounts can also be viewed when an adjustment-correction has occurred on the current programs E1IR screen. Some fiscal years will display only one list of income ranges and benefit amounts. If there is no history, the Version Field will display as, “0000”. Other fiscal years may display history for more than one income

range and benefit amount used in a LIHEAP program year. The most recent version will display. The “NEXT” button can be selected to review previous versions. A change in benefit amounts is determined by additional funding.

LIHEAP NAME SEARCH (E1NS) SCREEN: The purpose of this screen is to locate an existing LIHEAP case using a member's name when the SSN is not known or available.

A full screen will prompt the user to enter a member's Last Name, First Name, County and the Fiscal Year and Program Type drop down boxes will appear.

The Last Name field is denoted with an asterisk (*) indicating this as a required field. The First Name and County fields are optional, but can be used to narrow the search. Should a common name such as Smith be the name that is being searched, entering a few letters of or the full first name will narrow the number of names returned on the inquiry.

When a name does not appear, the user should check that the correct Program Type and year has been selected from drop down boxes.

New Applicant (E1NA): There may be instances when someone has been entered on the LIHEAP Registration (E1RG) screen as the applicant in error. In these instances, selected staff will be authorized to correct the applicant name. This correction is completed using the LIHEAP – New Applicant (E1NA) screen. An update on E1NA to correct the applicant may be made up until the LIHEAP Application (E1AP) screen has been verified. Once the LIHEAP Worksheet (E1LW) screen has been verified, this update is no longer an available option. When a correction has been made to E1NA, you should access the LIHEAP Member (E1MM) screen to make any necessary changes to the RELATIONSHIP and ACCT HOLDER fields.

Using the E1NA link will require that you enter the applicant's SSN to display the screen information.

Registration Deletion: Should a registration be entered in error and need to be deleted from the EA System, agency staff with Management Security Access is authorized to delete registrations using the LIHEAP Delete Registration (E1DR) screen. This should only occur in rare instances. No registration can be deleted if the EA case is in Eligible, Ineligible, Approved or Denied status. A registration should be deleted when a wrong SSN is entered; a number is transposed when entering the correct SSN, or when a member is registered as the applicant on their own case when they should be a household member on another case. If one of these situations did not occur, the appropriate action for an incorrectly entered case is to proceed with a case denial. A case note should be entered on the LIHEAP Case Notes (E1CN) screen when this occurs. A case note is not necessary when a registration deletion is completed as the entire case will no longer appear on the EA system.

Using the E1DR link will require that you enter the applicant's SSN to display the screen information.

Departmental Client Number (DCN): After you enter the SSN on the E1RG screen, the system will search the Department of Social Services (DSS) Common Area to determine if the SSN entered is already known to the data base. The common area maintains certain identifying information about the clients of various program areas within DSS. These

program areas access this data by using the Departmental Client Number (DCN). When the SSN is entered on E1RG the common area will automatically search for a match.

In some situations the applicant may have a DCN, or the information that is in the common area does not match the information provided by the applicant on the LIHEAP application. No error message will display. Information provided on the LIHEAP application and information that populates from the common area must be reviewed for accuracy prior to verifying and completing registration on E1RG.

The information from the common area is what will display on the E1RG screen. For Last Name, First Name, Date of Birth and Gender that does not match the common area, documentation which supports a change-correction should be gathered. You will access the common area using the S024 link to determine if a DCN exists and needs to be updated, or if there is no DCN and one needs to be assigned.

For the, "SSN Not on Common Area" message, you will need to access the common area using the SCLR-Client Search screen to determine if you have an incorrect Social Security Number.

If you find data in the common area that is different from what is listed on the application, you will need to correct the common area in order to complete the registration process. LIHEAP staff makes corrections to the common area. In order to complete the correction, scan the DCN update cover sheet (Reference Forms section) and supporting documentation to the LIHEAP email address: FSD.LIHEAP@dss.mo.gov.

All sensitive information scanned or provided over the computer system must be sent encrypted. (i.e. SSN, DCN). If the agency does not have scanning capabilities, the DCN Update cover sheet may be faxed to LIHEAP staff at (573) 522-9557. The cover sheet should indicate what information is not matching and also include a copy of the supporting documentation to LIHEAP staff.

You will have to acquire documentation, such as proof of birth date or last name from the applicant (this could include copies of birth certificates, marriage license or divorce decrees). Do not send copies of LIHEAP screen prints.

LIHEAP staff will assist in resolving the situation, contact you if there are questions and notify you when the information is corrected so you can complete the registration.

When a correction is made to the common area after a member has been saved to the EA System, LIHEAP staff or authorized agency staff will refresh the LIHEAP screens with the corrected member information.

This is completed by selecting the LIHEAP– Member Refresh From Common Area (C.A.) (E1MR) screen. This capability is restricted to LIHEAP staff or agency staff with Management Security Access.

Should an agency notice that the information in the common area differs from the information in the EA System, the agency should contact their designated agency staff for a member refresh to be completed. LIHEAP staff should only be contacted when the agency's authorized staff member is not available. In order to do this, the DCN and member's name should be provided.

If however, after accessing and reviewing the common area, you determine the individual is not found the message, "SSN NOT ON COMMON AREA" will display on the E1RG screen. You will need to take the following steps to resolve this message.

INDIVIDUAL NOT IN COMMON AREA:

1. Review the SSN to verify that it was entered correctly.
2. Print a copy of E1RG and give it and the case file information to the individual in your agency that is responsible for assigning DCN's.

Assigning DCN's instructions are included in Appendix D.

Member Refresh: There may be instances when information displaying in the Common Client Data Update screen has been entered in error or new information requires a change. Updates to the Common Client Data Update screen is restricted to LIHEAP staff; however once this screen has been updated, agency staff with Management Security Access are authorized to perform a member refresh on the LIHEAP Member Refresh from Common Area (C.A.) screen (E1MR).

The E1MR screen with display:

- Applicant DNC;
- agency, County;
- last User ID;
- applicant last name, first name, and MI;
- fiscal Year;
- program Type; and
- member information for all members.

A message will display "SSN Found"

APPLICATION INQUIRIES

E1RG can be used to handle inquiries regarding the status of an application. The status, benefit amount, check date, supplier name, supplier number, supplier notified date, supplier response, ECIP pledges (when recorded) and process date fields will be used to determine the status of the application.

Pending in Progress Status: The pending in progress status indicates the E1RG screen has been completed on the application; however, the application has not been processed.

Eligible Status: The eligible status indicates the application has been registered on E1RG, processed and the household has met the requirements for LIHEAP eligibility, but the payment has not processed. The Energy Assistance Eligibility Notice (EA-6) will be

generated to the applicant. (See Forms Section)

Approved Payment in Process Status: The approved payment in process status indicates the application has been registered on E1RG, processed, the household met the requirements for LIHEAP eligibility, the customer eligibility response (CEL) has returned from the supplier with a response of YES and payroll is processing. This status will appear for a short period of time. When payroll has processed, the status will change to approved.

Approved Status: The approved status indicates the application has been registered on E1RG, processed, the household has met the requirements for LIHEAP eligibility and the payment has been processed. The benefit amount, check date, check number, supplier name, supplier number, supplier notified date, supplier response, ECIP pledges (when recorded) and process date will also display. The Energy Assistance Payment Notice (EA-7) will be generated to the applicant. (See Forms Section)

If a direct payment is involved, the Supplier Number will display the unique number for a direct pay and the Supplier Name will display that particular energy source. For example, if an individual is approved using wood, the Supplier Name will display "WOOD" and the Supplier Number will display "888888888" (energy source code for wood).

Ineligible Status: The ineligible status indicates the application has been registered on E1RG, processed and the household has not met the requirements for LIHEAP eligibility. The customer eligibility response will not generate to the supplier when the ineligible status appears. The Energy Assistance Eligibility Notice (EA-6) will be generated to the applicant.

Denied Status: The denied status indicates the application has been registered on E1RG, processed, the household has met the requirements for LIHEAP eligibility and the customer eligibility response has returned from the supplier with a denial code.

E1RG will display the date and reason for the denial. The Energy Assistance Eligibility Notice (EA-6) will be generated to the applicant. There are seven possible denial reasons which the supplier chooses from:

- Inactive Account;
- Commercial Account;
- Non-Heat Account;
- Not Our Customer;
- Incorrect Account Number;
- Needs Additional Payment; or
- Negative Customer Response.

CASE NOTES

Case notes has a variety of purposes, including, but not limited to:

- Sharing information with the LIHEAP staff to facilitate seamless service delivery
- Reminders of information and ideas that have been discussed with the client

- Provide documentation to meet regulatory requirements, that will result in smother local, state, and federal monitoring processes – and possibly fewer audit findings
- Documenting information obtained from suppliers and-or clients
- Documenting services offered as well as the source (i.e. Ameren programs)
- Assist LIHEAP staff to:
 - Review records for compliance and quality of services
 - Assist client that contact the central office without sending to the agencies.

Every action taken on a case must be noted with a case note. Some general policies to follow when entering case notes:

- Should not record sensitive information such as:
 - Chemical dependency
 - Mental health
 - Family violence
 - Medical conditions-diagnosis
- Case notes should be fact based only
- Should be entered on the date of discussion or date of service Mandatory Case Notes:
 - Initial Case notes should be made on the date the application was registered and must include:
 - Post mark date and-or the date stamp date
 - Initial review notes:
 - Any missing documents
 - Missing signature
 - Ready for processing
 - Case notes when processed. Must include:
 - Date processed
 - Eligible or ineligible status
 - If ineligible include reason and next steps

When writing case notes, keep in mind Case notes are part of the permanent record

- Other staff will read case notes
- The participant has the right to receive copies of Case Notes.
- Any entries made, may become public record
 - Be accurate
 - Be professional

<i>Appropriate Case Notes should:</i>	<i>Inappropriate Case Notes should not:</i>
<ul style="list-style-type: none"> • Refer to case specific dates 	<ul style="list-style-type: none"> • Contain irrelevant details
<ul style="list-style-type: none"> • Contain all necessary information 	<ul style="list-style-type: none"> • Discuss medical details

<ul style="list-style-type: none"> • Be detailed enough for anyone authorized to access the file to understand 	<ul style="list-style-type: none"> • Include discussions of participant's benefits with third parties
<ul style="list-style-type: none"> • Identify services provided 	<ul style="list-style-type: none"> • Include any hearsay speculations
	<ul style="list-style-type: none"> • Be subjective, draw conclusions, or make judgements

Case Note Examples:

- LIHEAP application received XX-XX-XX with post mark date of XX-XX-XX. All required documents received ready to be processed.
- LIHEAP application processed on XX-XX-XX. Client is ineligible due to XXXXX.
- John Doe called to check status of LIHEAP application. Advised processed and CEL was sent to supplier waiting for response.
- Received John Doe's requested documents on XX-XX-XX. Will add to file to be processed.
- Jane Smith with [Supplier] called to check the status of payment for John Doe. Advised check was mailed on XX-XX-XX.

OTHER RESOURCES

Lifeline and SafeLink

Lifeline is a government program that offers qualified low income households a discount on their monthly local telephone bill. SafeLink Wireless is for individuals to access the federal Lifeline program through wireless phone services rather than a traditional home phone service.

Federal guidelines require telecommunications carriers to establish a customer's eligibility by allowing them to sign a form that self-certifies they participate in a program administered by FSD including LIHEAP. Missouri also requires the telecommunications carrier to obtain documentation that proves a customer receives benefits from the approved programs.

Applicants can provide this documentation by giving the telecommunications carrier a copy of their Energy Assistance Eligibility Notice (EA-6).

Upon signed, written authorization from a LIHEAP applicant, the agency shall provide a copy of the LIHEAP Registration (E1RG) screen to the telecommunications carrier. The written authorization will include the applicant's name, address, Social Security Number, signature and reason for the request.

Missouri's Telecommunication Access Program (TAP)

Missouri's Telecommunication Access Program (TAP) provides equipment to qualifying individuals who have difficulties using the phone or internet due to a disability. To qualify for TAP, the applicant must:

- Be certified by a licensed physician, audiologist, speech pathologist, hearing instrument specialist or qualified agency as unable to use traditional telecommunications equipment or computer equipment due to disability
- Be a resident of the State of Missouri
- Have access to basic telephone service for the TAP telephone program
- Meet financial income standards

The TAP telephone program provides access to basic voice telephone calling (both sending and receiving) for individuals with all types of disabilities through the delivery of adaptive telephone equipment. The program provides equipment such as:

- Text telephones
- Voice carry over phones
- Phones for hearing carry over
- Amplified phones
- Braille phones
- Hands-free phones
- Photo phones

To ensure ordering of the best equipment is ordered to meet the individuals' needs, applications must be completed in person. For more information about the program, refer individuals to Missouri Assistive Technology at (800) 647-8557 (voice) (in state only) or (800) 647-8558 (TTY) (in state only) or email info@mo-at.org.

REPORTS

INTRODUCTION

Low Income Home Energy Assistance (LIHEAP) Energy Assistance (EA) reports are generated for review and emailed to agencies that have contracted with the Family Support Division (FSD) LIHEAP. LIHEAP staff has access to all reports. Reports generate daily, weekly, monthly, annually, and on-request. Each report is assigned a Report ID. The Report ID starts with FEA to indicate this is an Energy Assistance (EA) Report, has a two letter code on each report which identifies how often a report generates and ends with a number that is unique to the particular report. The two letter code which indicates the report frequency is:

DD: Daily BB: Weekly MM: Monthly AA: Annually

RR: On Request

FEABB320-01 and FEABB320-02 – LIHEAP Date of Death Report

This report is a listing of LIHEAP members that are deceased; by agency. A daily tape match is run against the Social Security Administration (SSA) death inquiry database. The report displays the agency-county, member social security number, member name, member date of birth, member date of death and applicant social security number. The FEABB320-01 and FEABB320-02 reports are identical. The FEABB320-01 is sent to the agencies and the FEABB320-02 is sent to LIHEAP staff.

Upon receipt of this report, LIHEAP agencies will change the member's status to deceased. This change prevents use of the deceased member's name in future mailings and assists in the prevention of fraud. LIHEAP staff as well as agency staff use this report to determine if the member was deceased during the time of application. If the deceased member's date of death was prior to the LIHEAP eligibility determination date, a fraud determination should be made.

Member's whose date of death is after the LIHEAP eligibility determination date will be considered a part of the household. The household may receive the LIHEAP benefit amount so long as another household member age eighteen (18) or over continues to reside in the household. A household with another member between the ages of fifteen (15) and eighteen

(18) may also receive the LIHEAP benefit only when there is not another household member over the age of eighteen (18).

This report is not cumulative and is generated weekly by batch process.

FEABB430-01 - Processed Application Status

This report displays the number of applications processed by program type, county and month. This report indicates case status by displaying the number of cases that were eligible, ineligible,

direct pay, supplier approved, supplier denials, reapplication and total. Agency totals are recorded at the end of the report. Numbers will change from week to week as cases are processed.

This is a statistical analysis report used to track trends. Agency managers utilize this report as a tool to review application status and for program planning.

This report is cumulative and is generated weekly by batch process.

FEABB455-01 - Registration & Processing Timeframe Summary

This report is a listing of cases by agency and program type that are processed each week. The reporting period is identified in the heading of the report. It provides a snapshot indicating whether a case was registered within the required three (3) working days and processed within thirty (30) calendar days. This report displays applicant name, social security number, date stamp date, registration date, number of days to register, worker User ID from the LIHEAP Registration (E1RG) screen, process date, number of days to process, User ID from the LIHEAP Application (E1AP) screen and LIHEAP Worksheet (E1LW) screen. Agency totals are recorded at the end of the report. The number of days is calculated based upon the date stamp date which is entered on the LIHEAP Application (E1AP) screen.

Agency managers utilize this report as a tool to review staff productivity by ensuring cases are being registered and processed timely.

This report is not cumulative and is generated weekly by batch process.

FEABB455-03 - Processing Timeframe Summary

This report is a listing of cases by agency, program type and county that are processed for the week as well as processed in the year-to-date for the current LIHEAP season. The dates in which the weekly data are being reported is listed on the report. This report displays the worker's User ID from the LIHEAP Application (E1AP) screen or the LIHEAP Worksheet (E1LW) screen, number of applications processed in the current payroll period, number of applications over the required thirty (30) calendar day processing time and total number of applications processed by county. This report also displays the same data with year-to-date totals, total of processed applications and those over the thirty (30) calendar day timeframe. Agency totals are recorded at the end of the report. The number of days is calculated based upon the date stamp date which is entered on the LIHEAP Application (E1AP) screen.

Agency managers utilize this report as a tool to identify by worker whether the required thirty (30) day processing timeframes will be met.

This report is not cumulative when recording the weekly data, but the year to date data is cumulative. This report is generated weekly by batch process.

FEABB455-05 – Processed Category B-C Cases

This report is a listing of cases by agency, program type and worker name that are processed for the week and are a Category B or Category C case. These two case categories require manual recording of household income based on the LIHEAP application, unlike Category A cases which bring income data over from FAMIS via tape matching process. The dates in which the weekly data are being reported is listed on the report. This report displays the applicant's name, applicant's SSN, worker who updated E1RG, worker who updated E1LW, days to process, case category, reapplication yes or no, net income and program type. It provides a total number of cases processed by worker followed by a grand total that were processed by the agency.

Agency managers utilize this report for monitoring purposes and to complete reviews of cases that required the agency worker to enter income in order for LIHEAP eligibility to be determined.

This report could be useful to correct training issues or identify potential fraud by an agency staff member.

This report is also utilized by the LIHEAP Unit to monitor a random number of cases to review weekly that required the agency worker to enter income in order to determine eligibility. Cases that have income that is not included on the LIHEAP Worksheet (E1LW) screen and no LIHEAP Case Note exists explaining why the income was not included will be sent to the agency LIHEAP Manager. The agency LIHEAP manager will review the case and determine why the income was not included or a case note was not made. If the income needs to be added to the LIHEAP Income Detail (E1ID) screen they will scan proof of this income to LIHEAP staff. If the case note needs to be updated, they will notify LIHEAP staff of this update.

This report is not cumulative when recording the weekly data and does not provide year to date data. This report is generated weekly by batch process.

FEABB460-01 - Supplier Denial Responses

This report is a listing of cases by agency, program type and county where the supplier has entered a denial code in response to the Customer Eligibility Listing (CEL). This report displays supplier number and name, customer social security number, name, address, applicant social security number, fuel type, benefit amount, supplier response and the worker's User ID from the LIHEAP Worksheet (E1LW) screen. This report is sorted by supplier. Agency totals are recorded at the end of the report.

The agency worker should work with the supplier to resolve any issues regarding the reason for the denial. Depending on the reason for the supplier denial, the applicant could still be eligible for an EA benefit. The agency worker may need to identify a new supplier, correct an

account number or update the applicant's address. The LIHEAP manual Payment Section provides further instruction when a LIHEAP Reset Denied (E1RD) screen remedy may be used for more expedient processing.

This report is not cumulative and is generated weekly by batch process. The number of cases which are denied in a program year accumulate quickly. This report should be worked consistently throughout the LIHEAP season. LIHEAP staff recommends this report be worked on a weekly basis.

FEAMM500-01 – Numeric Participating Supplier List

This report is a listing of suppliers who have signed a supplier agreement with the State of Missouri for payment reimbursement of one-time Energy Assistance (EA) payments for the program year. The Numeric Participating Supplier List identifies participating suppliers in numerical order. (Each supplier has its own unique number which is referred to as the Supplier Number) This report displays supplier number, supplier name, supplier address, city, state, zip, authorized fuel type, supplier phone number and supplier report method (paper, FTP or web). This report is cumulative and is generated monthly by batch process.

FEAMM500-02 – Alphabetic Participating Supplier List

This report is a listing of suppliers who have entered into a supplier agreement with the State of Missouri for payment reimbursement of one-time Energy Assistance (EA) payments for the program year. The Alphabetic Participating Supplier List identifies participating suppliers in alphabetical order. This report displays supplier number, supplier name, supplier address, city, state, zip, authorized fuel type, supplier phone number and supplier report method (paper, FTP or web).

This report is cumulative and is generated monthly by batch process.

FEAMM672-01 - Assisted Households Associated with Landlords

This report is a listing of cases by agency, program type and county in which the household is coded as landlord (77777777) on the LIHEAP Application (E1AP) screen. This report displays the applicant name, social security number, mailing address, landlord name and case status.

County totals are recorded at the end of each county and agency totals are recorded at the end of the report.

This is a statistical analysis report used to identify the households associated with a landlord. A landlord household is one in which the landlord sends energy usage billing to the tenant.

This report is cumulative and is generated monthly by batch process.

FEAMM676-01 – Assisted Households Associated with Renters

This report is a listing of cases by agency, program type and county in which the household is coded as renter (999999999) on the LIHEAP Application (E1AP) screen. This report displays the applicant name, social security number, mailing address, monthly rent, net income, benefit amount, fuel type and landlord name.

County totals are recorded at the end of each county and agency totals are recorded at the end of the report.

This is a statistical analysis report used to identify the households associated as a renter situation. A renter household is one in which the utilities are included in the cost of the rent.

This report is cumulative and is generated monthly by batch process.

FEABB703-01 - Registered Application Count by County

This report displays the number of applications registered by agency and program type. This report displays the county, month and total applications registered. The total column indicates how many applications are registered in each county during the LIHEAP program year. Agency totals recorded at the end of the report indicate the total registrations each month and the agency total for the LIHEAP program year.

This is a statistical analysis report that identifies trends. Agency managers utilize this report as a tool to track registration counts over the LIHEAP season.

This report is cumulative and is generated weekly by batch process.

FEABB705-01 - Pending Application Listing

This report is a listing by agency and program type which indicates the number of days an application is pending from when the case was registered on the LIHEAP Registration (E1RG) screen. These cases need processing. This report displays applicant name, social security number, LIHEAP Registration (E1RG) screen registration date, number of days the application has been pending, county number and the worker's User ID. These cases drop off the report once they are processed. The most delinquent cases display on top. It does not display in alphabetical order by customer name. Pending applications are grouped by User ID and county. County totals include all pending applications for User ID. The agencies total pending applications are recorded at the end of the report. A case should be processed within thirty (30) calendar days of the date stamp date, which is found on the LIHEAP Application (E1AP) screen.

Agency managers utilize this report as a tool to review application processing and to identify workers who have delinquent cases to process. Agency managers can easily identify which cases are the most delinquent and ensure these cases are worked as a priority.

This report is cumulative and is generated weekly by batch process.

FEABB705-03 - Pending Application Totals

This report is a listing by program type and agency which indicates the number of applications by county that are pending since the case was registered on the LIHEAP Registration (E1RG) screen. This report displays by county, total number of applications pending over thirty (30) days, over sixty (60) days and over ninety (90) days. This report is in conjunction with the Pending Application Listing - FEABB705-01. Agency totals are recorded at the end of the report. A case should be processed within thirty (30) calendar days of the date stamp date which can be found on the LIHEAP Application (E1AP) screen.

Agency managers utilize this report to identify and resolve case processing problems for the agency.

This report is cumulative and is generated weekly by batch process.

FEABB706-01 – LIHEAP Duplicate Address Report (Agency)

This report is a listing by agency of LIHEAP cases in which two (2) or more households received EA at the same address. This report identifies duplicate households reported in the same county and handled by one agency. A weekly tape match is run against the LIHEAP EA system based upon the Code-1 Plus Coding System which is the same system utilized by the United States Postal Service (USPS). The report displays the agency, county, member social security number, member name, address and user ID.

Upon receipt of the report, agency staff should review the LIHEAP Case Notes (E1CN) screen to determine if a new address has been referenced. If this does not provide a resolution, agency staff should review the LIHEAP Application (E1AP) screen for each of the duplicate households to determine if an address update has been made. If each of the households continues to have a duplicate address, agency staff should contact the applicants and-or supplier to determine the reason for the duplicate address. If the agency makes a determination fraud has occurred, a Claims and Restitution (EA-8) form and supporting documentation should be sent to LIHEAP staff. Documentation to support a duplicate address claim will generally only consist of the EA-8, copy of the LIHEAP application for all households involved, and each household's energy bill(s).

This report is not cumulative and is generated weekly by batch process.

FEABB706-02 – LIHEAP Duplicate Address Report (LIHEAP Staff)

This report is a listing of LIHEAP cases in which two (2) or more households received EA at the same address. This report identifies duplicate households reported in different counties or agencies. A weekly tape match is run against the LIHEAP EA system based upon the Code-1 Plus Coding System which is the same system utilized by the United State Postal Service (USPS). The report displays the agency, county, member social security number, member name, address and user ID.

Upon receipt of the report, LIHEAP staff review the LIHEAP Case Notes (E1CN) screen to determine if the agency has referenced any address clarifications which could resolve the duplicate address issue. If this does not provide a resolution, LIHEAP staff review the LIHEAP Application (E1AP) screen for each of the duplicate households to determine if an address update has been made. If each of the households continues to have a duplicate address, the LIHEAP staff will send a Duplicate Address Listing to the agency. Since this report identifies addresses in multiple agencies, LIHEAP staff sends the inquiry to the agency who handles the county which appears when Code -1 Plus Coding is accessed. Should the duplicate address appear in two counties, both served by the same agency, Code-1 Plus Coding is not accessed by LIHEAP staff. The agency makes a determination whether fraud has occurred and if so, sends LIHEAP staff a Claims and Restitution (EA-8) form and documentation to support the claim. Documentation to support a duplicate address claim will generally only consist of the EA-8, copy of the LIHEAP application for all households involved, and each household's energy bill(s).

This report is not cumulative and is generated weekly by batch process.

FEABB707-01 – LIHEAP Non-Standardized Addresses

This report displays a listing of cases by County, Applicant Name, Address, and Worker User ID to indicate the address entered on the LIHEAP Application (E1AP) screen has returned from the tape match with the United States Postal Service (USPS) Code-1 Plus Coding System as not having a standardized address at all. An "N" will appear in the column on the far right titled "Standardized Address", on the E1AP screen.

Agency managers utilize this report as a tool to identify, by worker, what cases do not reflect a standardized address. Should the manager discover no action has been taken, they must require the worker to access the E1AP screen to take necessary steps as required by LIHEAP Policy and Procedure to ensure the address will standardize.

If the address provided by the applicant does not standardize at all ("N" on right hand side of E1AP screen), the applicant should be contacted either by telephone or LIHEAP-1B [Information Request] to determine the correct address as recognized by the USPS. It is the applicant's responsibility to provide an address that will standardize.

If the address will not standardize, the worker must make a case note on the LIHEAP Case Notes (E1CN) screen to document why it cannot be standardized.

This report is not cumulative and is generated weekly by batch process.

FEABB708-01 – Duplicate Address Overrides

This report displays a listing of cases by SSN, Applicant Name, Address, and Worker User ID to indicate an override was authorized by the LIHEAP manager. Cases appear on the report when an address is entered on the LIHEAP Application (E1AP) screen and the system flags the address as one that has already received a LIHEAP benefit in the current federal fiscal year (FFY), and have had an address override completed. (EX: Sue Miller received LIHEAP

at 405 Main Street, Nixa, MO. Sue moves and Jon Williams moves into 405 Main Street, Nixa, MO.) This case qualifies for an address override because there is no affiliation between the two households.

Agency managers utilize this report as a tool to review the number of overrides completed each week and determine if any of the override determinations should have a more in-depth review in order to ensure fraud has not occurred.

This report is not cumulative and is generated weekly by batch process.

FEAMM801-01 - LIHEAP Statistics

This report is a listing by agency and program type of LIHEAP statistics based upon cases that are processed in the EA System. This report displays by county the total applications processed, total cases that have a re-application completed, total amount of EA benefits paid, case category (A, B or C) and number of assisted households. This report also displays the number of cases that did not receive EA benefits based upon ineligibility or supplier denial, applicants number of cases that applied for EA with a service threat or terminated services, applicants who are elderly-disabled, applicants in a landlord household, renter household and the amount of any Claims and Restitution (CARS) recouped by the State of Missouri.

This is a statistical analysis report used to track trends. Agency managers utilize this report to determine possible under-served populations and to track money paid and recovered.

This report is cumulative and is generated monthly by batch process.

FEABB802-01 – Comparative Analysis Report

This report displays by agency and county a comparison of the previous Federal Fiscal Year (FFY) applications processed, registrations and pending percentages with the current FFY. The report displays the total number of applications processed in the previous FFY, the number of applications registered as of the same week in the previous FFY, number of registrations registered as of the current FFY, total applications processed in the previous FFY for the same week, the total number of applications processed for the current FFY, the percentage of pending applications for the same week in the previous FFY and the percentage of pending applications for the same week in the current FFY. This report displays the statistics for every agency.

This is a statistical analysis report used to track trends. Agency managers utilize this report to compare their agency's productivity in the current FFY in comparison to what their production was in the previous FFY.

This is a cumulative report and is generated weekly by batch process.

FEABB803-01 – EA Expenditure Comparison Report

This report is a comparison of statewide EA statistics from the previous FFY to statistics from the current FFY. This report displays a weekly comparison by processing date of total applications processed in the previous FFY, total applications processed in the current FFY, the percentage of applications compared between the previous and current FFY, total number of paid households for the previous FFY, the total number of households paid for the current FFY, the percentage of households paid between the previous and current FFY, the previous FFY year-to-date payments, the current FFY payments including supplemental totals, the percentage of year-to-date payments between the previous and current FFY, the previous FFY average payment amount, the current FFY average payment amount, the previous FFY number of applications pending, and the current FFY applications pending as of each week.

This is a statistical analysis report used to track trends. Agency managers utilize this report to compare statewide statistics in the current FFY to the statistics from the previous FFY.

This is a cumulative report and is generated weekly by batch process.

FEABB805-01 – Weekly Registration Counts by Agency-County

This report lists the number of applications registered each week by agency and program type. This report displays date, county, and number of registered applications. The agency total column indicates how many applications are registered each week. The report also provides a weekly average by count of registered cases.

This is a statistical analysis report used to track trends. Agency managers utilize this report as a tool to track registration counts by the week.

This report is cumulative and is generated weekly by batch process.

FEABB807-01- Unverified SSN Report

This report is a listing by agency of household members whose social security number returns as unverified. A weekly tape match is run against the Social Security Administration's (SSA) database to determine if the name, date of birth, and social security number agree with the SSA records. Social security numbers will be identified as unverified based on one (1) of the following six (6) verify codes:

- 1 = SSN not in file;
- 3 = Surname matched but DOB did not match NUMIDENT;
- 5 = Surname or given name does not match; DOB was checked;
- * = Input SSN was not verified;
- & = SVES. Multiple SSNs (up to 5) are provided for previously issued SSNs to Individuals; or
- = Same as [BLANK], did not make it to verification process.

This report displays the agency, county, social security number, verify code, program type, member name, and applicant social security number.

LIHEAP staff access available resources to identify the reason(s) for the unverified social security number and resolve many without requesting assistance from the agency. For those unverified social security numbers LIHEAP staff are unable to resolve, an Unverified SSN Listing is sent to the agency by email for assistance and necessary documentation to resolve the error. When the unverified social security number has been resolved, either within their office or through the assistance of the agency, LIHEAP staff correct the problem by completing a refresh on the LIHEAP Member Refresh (E1MR) screen and make a note on the LIHEAP Case Note (E1CN) screen.

This report is not cumulative and is generated weekly by batch process.

FEAMM903-01 - Service Threatened or Terminated

This report is a listing of cases by agency and program type which indicate whether a household has services threatened or terminated on the LIHEAP Application (E1AP) screen. This information is recorded based on applicant statement or when a disconnect or termination notice is included with an application. This report displays number of households by county and month with service threatened, number of households with service terminated and provides a total of the two (2). Agency totals are recorded at the end of the report.

This is a statistical report which assists in identifying trends in counties that each agency serves. This report is cumulative and is generated monthly by batch process.

FEAMM916-01 - Category Cases by County

This report is a listing by agency and program type of approved cases by county and category (A, B or C). This report displays number of cases approved by category and total payments (dollars spent) in each county within each category. Agency totals are recorded at the end of the report.

This is a statistical report which assists in identifying trends in the number of approved cases by category and determines where the need is.

This report is cumulative and is generated monthly by batch process.

FEAMM917-01 - Ineligible Application and Supplier Denial Count

This report is a listing by agency and program type of ineligible and denied cases by county and reason for the status determination (excess income, documentation not provided, excess resources, supplier denial response, other) and provides a total number of cases which are ineligible or denied.

This is a statistical report which assists in identifying trends in the number of ineligible and

denied cases and the reasons cases were not approved.

This report is cumulative and is generated monthly by batch process.

FEAMM918-01 – CSBG IS Report

This report is a listing by agency of Energy Assistance (EA) applications made and number of households assisted by specific categories which are required for the Community Services Block Grant (CSBG) annual Information Systems (IS) federal report. This report displays by county, CSBG IS National Performance Indicator (NPI) number and description. The NPIs are as follows:

<u>NPI</u>	<u>Description</u>
------------	--------------------

1.2J	– Other work Support;
6.1A	– Elderly;
6.1B	– Disabled 0-17;
6.1B	– Disabled 18-54;
6.1B	– Disabled over 55; and
6.4G	– Elderly and Disabled

This report includes agency totals for each NPI. This report is to be used in reporting non-emergency energy assistance information for the CSBG IS report.

This report is cumulative and is generated monthly by batch process.

Quarterly Reports

The information on these reports are gathered by the LIHEAP program staff and sent to ACF on a quarterly basis.

This report provides an overview of how the LIHEAP program is performing in the state of Missouri and the impact the program has on the public. Some of the items requested on the reports is:

- Total Households assisted. Both for that quarter and a cumulative for the program year and comparative to the prior year.
- Number of households the LIHEAP program assisted in preventing loss of home energy
- Number of Households the LIHEAP program assisted in restoring home energy.
- List of notable accomplishments, challenges faced, lessons learned, etc.
- Any changes to the program or eligibility requirements

Annual Report

There are two annual reports that are provided to ACF. Information for these reports are gathered by the LIHEAP program staff.

LIHEAP HOUSEHOLD REPORT: This report provides a yearly overview of how the LIHEAP program is performing in the state of Missouri and the impact the program has on the public. Some of the items requested on the reports are:

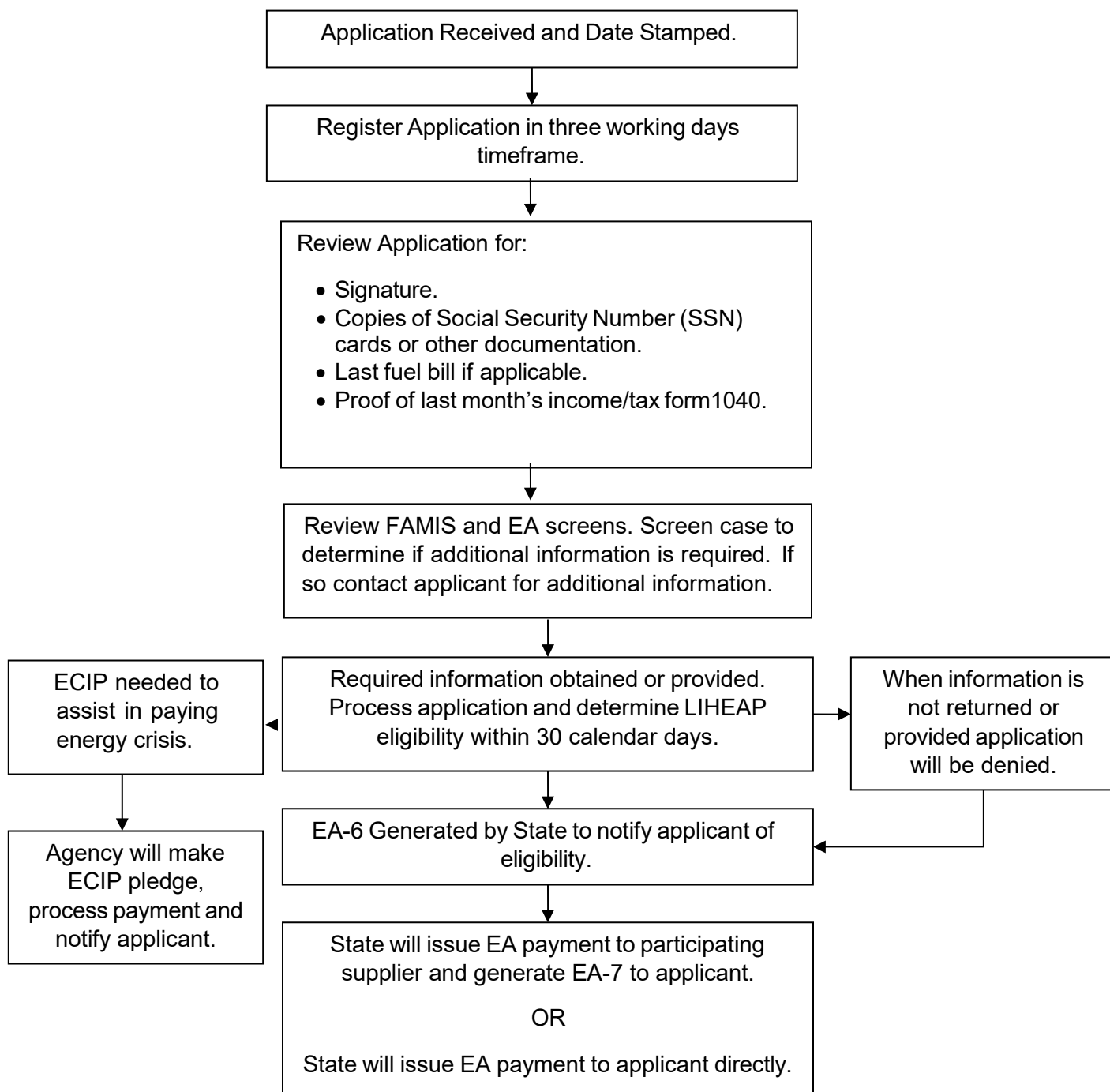
- Total households assisted. Broken down by:
 - heating or cooling assistance
 - funding used
 - CRISIS
 - Winter, summer, types of repairs, weatherization, type of assistance
- Totally households by poverty level
- Total households by vulnerable population
- Total households by young child age category

PERFORMACE DATA FORM: This report provides a complete overview of the LIHEAP Program. Some of the items requested on the report are:

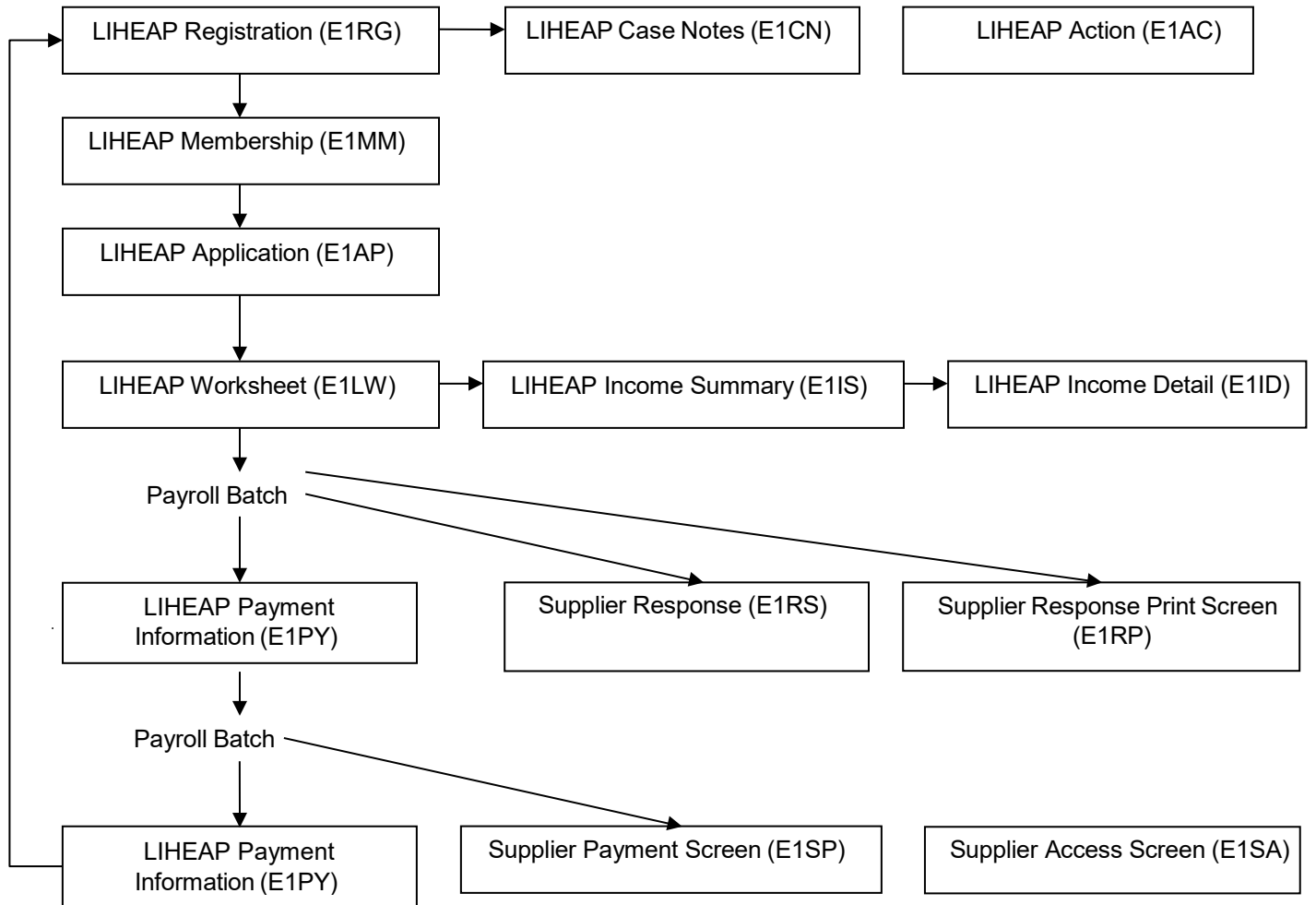
- Funding data:
 - Types of funding
 - Funding usage
- Household information for each funding source:
 - Types of energy (oil, propane, electricity, etc)
 - Main or supplemental energy providers
 - High burden households
 - Restoration of services
 - Prevention of services
- Performance Measures:
 - Electricity usage
 - Main heating usage
 - Types of Energy sources as main sources.

APPENDICES

APPENDIX A - PROCESS OVERVIEW FLOW CHART



APPENDIX B - LIHEAP ENERGY ASSISTANCE SYSTEM OVERVIEW FLOW CHART



APPENDIX C - COUNTY CODES

001	Adair	041	Harrison	081	Phelps
002	Andrew	042	Henry	082	Pike
003	Atchison	043	Hickory	083	Platte
004	Audrain	044	Holt	084	Polk
005	Barry	045	Howard	085	Pulaski
006	Barton	046	Howell	086	Putnam
007	Bates	047	Iron	087	Ralls
008	Benton	048	Jackson	088	Randolph
009	Bollinger	049	Jasper	089	Ray
010	Boone	050	Jefferson	090	Reynolds
011	Buchanan	051	Johnson	091	Ripley
012	Butler	052	Knox	092	St. Charles
013	Caldwell	053	Laclede	093	St. Clair
014	Callaway	054	Lafayette	094	St. Francois
015	Camden	055	Lawrence	095	Ste. Genevieve
016	Cape Girardeau	056	Lewis	096	St. Louis County
017	Carroll	057	Lincoln	097	Saline
018	Carter	058	Linn	098	Schuyler
019	Cass	059	Livingston	099	Scotland
020	Cedar	060	McDonald	100	Scott
021	Chariton	061	Macon	101	Shannon
022	Christian	062	Madison	102	Shelby
023	Clark	063	Maries	103	Stoddard
024	Clay	064	Marion	104	Stone
025	Clinton	065	Mercer	105	Sullivan
026	Cole	066	Miller	106	Taney
027	Cooper	067	Mississippi	107	Texas
028	Crawford	068	Moniteau	108	Vernon
029	Dade	069	Monroe	109	Warren
030	Dallas	070	Montgomery	110	Washington
031	Daviess	071	Morgan	111	Wayne
032	DeKalb	072	New Madrid	112	Webster
033	Dent	073	Newton	113	Worth
034	Douglas	074	Nodaway	114	Wright
035	Dunklin	075	Oregon	115	St. Louis City
036	Franklin	076	Osage		
037	Gasconade	077	Ozark		
038	Gentry	078	Pemiscot		
039	Greene	079	Perry		
040	Grundy	080	Pettis		

APPENDIX D - DEPARTMENTAL CLIENT NUMBER (DCN) ASSIGNMENT

Three individuals within each agency are designated to assign DCN's. These individuals will review the applicant information to determine whether the member already has a DCN prior to assigning another one in the Department of Social Services (DSS) Common Client Data Update screen.

Every member must have an assigned DCN in the DSS Common Client Data Update screen which is many times referred to as the "DCN Common Area". The DCN Common Area must display the member's current legal name.

SEARCHING THE DCN COMMON AREA

1. Click the Client Search (SCLR) Link.
2. Type EA in System Code.
3. Type member SSN (if known).
4. Type member Last Name, First Name.
5. Type member Middle Name or Initial (if known).
6. Leave Suffix blank.
7. Select the Gender drop down box and select male or female for the member.
8. Type member Date of Birth (MMDDCCYY – 12312002). **NOTE:** Date of Birth is required when assigning a DCN.
9. Click on YES in the Wide Search field.
10. Click SUBMIT.

If after conducting the WIDE SEARCH, the screen displays the message "NO DATA FOUND" or if the individual is not found, a DCN must be assigned for the member.

DUPLICATE DCN

Staff must ensure a thorough name search is conducted to avoid assigning a duplicate DCN (more than one DCN for a person). For example, if searching for Ruth Maria Garcia Torres, staff should search all four (4) combinations of the name. The combinations are as follows:

Garcia Torres TorresGarcia
GarciaTorres.

Remember, when combining two last names in the search, spaces and hyphens between the two names cannot be included. You must enter the second name directly after the first. All previous names entered in the DCN Common Area will appear as aliases on the Common Client Data Update (SUPD) screen.

When an agency identifies a member that has more than one DCN, the agency should send an encrypted email with all identifying information to the LIHEAP Unit at FSD.LIHEAP@dss.mo.gov for the DCN's to be merged.

ASSIGNING DCN:

1. Click on ASSIGN DCN.
2. The ETHNICITY, RACE & LANGUAGE PROFICIENCY (ADD) PROCESS will display.

ADDING DCN - ETHNICITY, RACE & LANGUAGE PROFICIENCY (ADD) PROCESS SCREEN:

1. Ethnicity HISPANIC-LATINO defaults to NO. If the member is HISPANIC-LATINO click on YES. If the data is not available, click on UNKNOWN.
2. Click on appropriate value for RACE.
3. Click on LANGUAGE PROFICIENCY from the drop down box and select the language for the member.
4. Click on SUBMIT. The system will respond requesting that you confirm your selection by entering "YES" in the CONFIRM SELECTIONS field.
5. Type YES in CONFIRM SELECTIONS field.
6. Click on SUBMIT. The system will now display the DCN ASSIGNMENT screen.

VERIFY INFORMATION TO ASSIGN DCN:

1. The message "Enter YES to assign a new DCN" will display.
2. Review the data for accuracy before assigning a DCN.
3. If any data is incorrect or incomplete, click on the Client Search (SCLR) Link at the bottom of the screen. This will start the process over to correct or add data. **NOTE:** The DCN assignment fields are protected and cannot be changed on the assignment screen. The search will be repeated before the DCN assignment will be documented.
4. Type YES in the VERIFY FLAG field once all data is correct.
5. Press SUBMIT. You will receive the message "DCN ASSIGNED"
6. Print the screen for the DCN file.
7. Complete member registration on the E1RG screen.

APPENDIX E - FY24 INCOME RANGES AND BENEFIT AMOUNTS

HOUSEHOLD SIZE	MONTHLY INCOME AMOUNTS
	0%-60% STATE MEDIAN INCOME (SMI)
1	\$0-2,535
2	\$0-3,315
3	\$0-4,095
4	\$0-4,875
5	\$0-5,655
6	\$0-6,435
7	\$0-6,581
8	\$0-6,727
9	\$0-6,874
10	\$0-7,020
11	\$0-7,166
12	\$0-7,312
13	\$0-7,459
14	\$0-7,605
15	\$0-7,751
16	\$0-7,897
17	\$0-8,044
18	\$0-8,190
19	\$0-8,336
20	\$0-8,482

FUEL TYPE	BENEFIT AMOUNT
1. NATURAL GAS	\$326
2. TANK PROPANE	\$495
3. ELECTRIC	\$318
4. FUEL OIL	\$326
5. WOOD	\$219
6. KEROSENE	\$153
7. CYL. PROPANE	\$177

APPENDIX F - CODE SHEET

DENIAL CODES

A=Excess Income

B=Income Documentation Not Provided

C=Supplier Documentation Not Provided

D=SSN Documentation Not Provided

E=Customer Account Name Change

Not Completed

F=Resource Documentation Not Provided

G=Application Form Not Signed and Returned

H=Household Management Not Explained For Low-No Income

I= Permanent Residency Documentation

Not Provided

J=Excess Resources

K=Negative Supplier Response (**Central Office Only**)

L=Not Living In Home At Time of Application

M=Living In Subsidized Housing and Not

Billed for Heat

N=Cuts Own Wood

O=Heats with Coal

P= Roomer, Boarder or Live-In Attendant

Q= Incarcerated

R= Not a U. S. Citizen or Permanent

Resident Alien

S=Landlord Form Not Provided

T= Other

U=Duplicate Address

HEATING SOURCE CODES

1= Natural Gas

2= Tank Propane

3= Electric

4= Fuel Oil

5= Wood

6= Kerosene

7= Cylinder Propane

DIRECT CLIENT PAYMENT CODES

0's=Non-Participating Energy Supplier

2's=Cylinder Propane

5's=Supplier Responded "No" or failed to
return CEL by due date

6's=Kerosene

7's=Landlord Situation

8's=Wood

9's=Renter Situation

APPENDIX G - FEDERAL FISCAL YEAR 2024 ELIGIBILITY AND PAYROLL SCHEDULE

Customer Eligibility Listing (CEL) Notification

Dates:

10-2-2023	4-1-2024
10-10-2023	4-8-2024
10-16-2023	4-15-2024
10-23-2023	4-22-2024
10-30-2023	4-29-2024
11-6-2023	5-6-2024
11-14-2023	5-13-2024
11-20-2023	5-20-2024
11-28-2023	5-28-2024
12-04-2023	6-03-2024
12-11-2023	6-10-2024
12-18-2023	6-17-2024
12-26-2023	6-24-2024
1-2-2024	7-1-2024
1-8-2024	7-8-2024
1-16-2024	7-15-2024
1-22-2024	7-22-2024
1-29-2024	7-29-2024
2-5-2024	8-5-2024
2-13-2024	8-12-2024
2-20-2024	8-19-2024
2-26-2024	8-26-2024
3-4-2024	9-3-2024
3-11-2024	9-9-2024
3-18-2024	9-16-2024
3-25-2024	9-23-2024
	9-30-2024

Note: Outstanding response located on **E1PP** with more details on **E1RS**.

Direct Pay-Supplier check or ACH dates:

10-6-2023	4-5-2024
10-13-2023	4-12-2024
10-20-2023	4-19-2024
10-27-2023	4-26-2024
11-3-2023	5-3-2024
11-13-2023	5-13-2024
11-17-2023	5-17-2024
11-27-2023	5-24-2024
12-1-2023	6-3-2024
12-8-2023	6-7-2024
12-15-2023	6-14-2024
12-22-2023	6-24-2024
12-29-2023	6-28-2024
1-5-2024	7-8-2024
1-12-2024	7-12-2024
1-19-2024	7-19-2024
1-26-2024	7-26-2024
2-2-2024	8-2-2024
2-9-2024	8-9-2024
2-20-2024	8-16-2024
2-27-2024	8-23-2024
3-1-2024	8-30-2024
3-8-2024	9-9-2024
3-15-2024	9-13-2024
3-22-2024	9-20-2024
3-29-2024	9-27-2024

Note: Information about supplier payments are available on **E1SP**.

APPENDIX H - CUSTOMER ELIGIBILITY LISTING (CEL)-PAYMENT PROCEDURES OVERVIEW

MONDAY – CEL made available electronically on web and to File Transfer Protocol (FTP) suppliers.



TUESDAY – CEL mailed to suppliers that do not utilize the web site or FTP.



MONDAY-FRIDAY – Suppliers determine the response for each applicant and notify FSD through the web process, FTP process or they mail/fax paper reports to FSD for entering. All eligibility listings that are received by FSD 8:00 A.M. Monday through 5:00 P.M. Friday are entered and will update in the system over the weekend. The deadline for FTP eligibility files is noon on Wednesday and Friday.



FRIDAY - Payrolls produced and mailed or sent through direct deposit/Automatic Clearinghouse (ACH) transfers to suppliers.

If CEL's are entered or faxed to the state office in the week they are received, a check will be produced the following Friday after weekend processing, resulting in a two week turnaround for payment.

For some customers, credits, debits and refunds are processed. The supplier should contact FSD if they have any questions about payments or missing payroll checks.

APPENDIX I - SCREEN INDEX

SCREEN ID	SCREEN NAME	PURPOSE OF SCREEN
E1AC	LIHEAP Action Screen	Displays actions taken on a case.
E1AP	LIHEAP Application	Records date stamp (date application received at agency), household (including address standardization), supplier information, and applicant signature date. Records landlord-renter data as applicable.
E1BE	LIHEAP Supplier Email Search	Searches Supplier by email address. Access restricted to the LIHEAP.
E1CA	LIHEAP CAA Information	Displays address, phone number, email, Central Office address and name of Executive Director for each CAA or agency.
E1CD	LIHEAP Credit-Debit-Refund	Records a credit, debit or refund. Access restricted to the LIHEAP
E1CM	LIHEAP Code Master	Displays code groups and tables used for EA System. Access restricted to the LIHEAP.
E1CN	LIHEAP Case Notes	Records and updates notes regarding case activity.
E1CO	LIHEAP County Information	Displays agency information (mailing and e-mail addresses), County Outreach Office, return mail-out address and email address for reports for the selected county.
E1DR	LIHEAP Delete Registration	Deletes a registration that was entered in error due to wrong-transposed number or duplicated households. Access restricted to agency Managers and the LIHEAP .
E1ES	LIHEAP Employment Security	Displays member's employment wages and unemployment from the Division of Employment Security.
E1FM	LIHEAP FAMIS Interface Tracking Menu	Displays the FAMIS data used to calculate the LIHEAP worksheet. Access restricted to the LIHEAP .
E1HT	LIHEAP Worksheet History Details	Displays the history of the income details for each household member used to determine eligibility for past verified LIHEAP worksheets.

SCREEN ID	SCREEN NAME	PURPOSE OF SCREEN
E1ID	LIHEAP Member Income Detail	Records a case member's earnings and deductions by source, frequency and amount.
E1IR	LIHEAP Income Ranges and Benefit Amounts	Displays EA benefit amount based upon income, number of household members and fuel type.
E1IS	LIHEAP Income Summary	Displays earned and unearned income and deductions for each household member. Provides link to E1ID (LIHEAP Member Income Detail screen).
E1LW	LIHEAP Worksheet	Displays income calculation that determines EA benefit amount. Displays case category, resource and CARS amount, EA benefit, primary-secondary supplier and renter information. Allows entry of ECIP and other payments. Provides link to E1IS (LIHEAP Income Summary screen).
E1MM	LIHEAP Member	Records household members, member demographics, account holder, CARS recoupment and landlord-renter status.
E1MR	LIHEAP Member Refresh From Common Area	Queries the common area when an update-correction has been made and brings this new information over to the EA System. Access restricted to agency Managers and the LIHEAP.
E1NA	LIHEAP New Applicant	Switches the role type of the applicant and a household member on the LIHEAP Member (E1MM) screen. Access restricted to agency Managers and the LIHEAP.
E1NS	LIHEAP Name Search	Locates a case by member name.
E1PN	LIHEAP Pending Registrations	Displays total number of pending registrations by agency, County and Statewide. Access restricted to agency Managers and the LIHEAP.
E1PP	LIHEAP Supplier Outstanding Responses	Tracks whether a supplier has any pending customer eligibility listings (CEL) awaiting response. Access restricted to web-based suppliers and the LIHEAP.
E1PY	LIHEAP Payment Information	Displays payment, credit, debit, and refund information. Also summarizes information from E1AP and E1LW (household composition, supplier data, income, etc.).

SCREEN ID	SCREEN NAME	PURPOSE OF SCREEN
E1RC	LIHEAP Supplier Notes	Records notes relating to calls from and to suppliers or to document payment issues. Access restricted to the LIHEAP.
E1RD	LIHEAP Reset Denied Status	Resets a supplier denied case when the case was denied based upon supplier number, energy source or applicant account number. Access restricted to agency Managers and the LIHEAP.
E1RG	LIHEAP Registration	Registers the applicant.
E1RP	LIHEAP Supplier Response Print	Displays the customers listed on a customer eligibility listing (CEL) for a supplier by notification date, as well as the supplier's response. Once the supplier's response is entered, a supplier cannot change a response unless it is in same week as initial response entry. Access restricted to web-based suppliers and the LIHEAP.
E1RS	LIHEAP Supplier Response Page	Records supplier responses upon receipt of the customer eligibility listing (CEL). Can be viewed after responses have been entered. Access restricted to web-based suppliers and the LIHEAP.
E1SA	LIHEAP Supplier Access Screen	Displays customer name, customer account number, customer address, energy source, application registration date and indicates whether case is a re-application. Also displays case status, notified date, supplier number, supplier name, supplier response, amount paid, check date and check number. Access restricted to participating suppliers and the LIHEAP.
E1SD	LIHEAP Supplier Detail	Displays supplier name, address, phone number, fax number, email address, supplier number, media type (FTP, Web or Paper), fuel types and name of contact person.
E1SE	LIHEAP Supplier Email	Displays the email addresses associated with a supplier. Access restricted to the LIHEAP.

SCREEN ID	SCREEN NAME	PURPOSE OF SCREEN
E1SI	LIHEAP SSA Benefits Screen	Accesses the social security income data requested from E1SN (LIHEAP SSN Request screen). There is a three day wait to access this data after E1SN has been entered. DO NOT PRINT OR SAVE THIS SCREEN
E1SN	LIHEAP SSN Request	Requests social security income data using an applicant's Social Security Number (SSN) or Departmental Client Number (DCN). Requests take three days to process.
E1SP	LIHEAP Supplier Payment Inquiry	Displays all customers and their individual EA benefit amount included on a supplier's payment (check date). Access restricted to web-based suppliers and the LIHEAP. Z= direct deposits and L = paper check.
E1SS	LIHEAP Supplier Name Search	Displays supplier name, supplier number, phone and fax numbers and email address. Provides a DETAILS button to access E1SD (LIHEAP Supplier Detail screen).
E1ST	LIHEAP Payroll Statistics	Displays current and year-to-date payroll, case status, applications processed and CARS statistics. Access restricted to agency Managers and the LIHEAP.
E1UA	LIHEAP Usage Inquiry By Applicant	Displays actual usage data for an applicant. Access restricted to web-based suppliers and the LIHEAP.
E1UD	LIHEAP Usage Data	Records usage data for EA customers. Access restricted to web-based suppliers and the LIHEAP.
E1UP	LIHEAP Usage Statistics and Selection Parameters	Pulls a sample of chosen suppliers and displays customer total numbers and payment information based on media and fuel types. Access restricted to the LIHEAP.
E1UR	LIHEAP Usage Summary Review	Displays the suppliers selected for usage monitoring for a particular Media-Fuel Type. Access restricted to the LIHEAP.
E1US	LIHEAP Usage Summary By Supplier	Displays information for an individual supplier selected for usage monitoring. Access restricted to the LIHEAP.
E1WH	LIHEAP Worksheet History Menu	Displays the history of all verified LIHEAP worksheets. Provides a link to E1HT (LIHEAP Worksheet History Details).

APPENDIX J - LIHEAP CASE FILE DOCUMENTATION

Case files for households applying for LIHEAP should include the original application as well as documentation used to support an applicant's eligibility determination. Documentation must be in one of the following formats:

- An agency photocopy of an original source documentation (ex: an agency photocopy of an INS form I-94 supplied by an applicant is acceptable; a photocopy of an I-94 photocopy supplied by an applicant is not acceptable);
- Computer printouts from FSD and supplier data bases; or
- Verbal recording on LIHEAP Case Notes screen (E1CN) as specified in policy.

Documentation needed for the case file as well as auditing purposes, include the following:

General Documentation:

- LIHEAP Application(s) [Include Re-applications];
- Fuel Bill(s)- Only those that support payments(s) made;
 - Verbal Documentation – Must provide proof of verification date or;
 - LIHEAP Payment Information (E1PY) screen from previous program year

Demographic Documentation:

- SSN verification:
 - SSN cards;
 - FSEU Supercase screen;
 - Driver's license; or,
 - Other acceptable documentation per policy
- Citizenship-Legal Permanent Residency status verification – if citizenship is not indicated on application)
- Disability Status:
 - Award letter;
 - IM screens;
 - FAMIS screens; or,
 - Other acceptable documentation per policy

Income Documentation:

- For A Cases:
 - FAMIS SNAP Budget Summary for ECIP approvals not based on original EA eligibility
 - For B and C Case Members not on FSEU:
 - FAMIS SNAP Budget Summary for ECIP approvals not based on original EA eligibility;
 - Earned Income (pay stubs, letter from employer, E1ES screen print for each case member 18 years of age or older);
 - Unearned Income (Social Security Award Letter, Employment Security screens, etc.); and-or
 - Child Support.

Other Documentation:

- Landlord-Renter Documentation Request form (EA-1E)
- Resource Verification
- CARS Referral (EA-8) (if applicable)

ECIP Documentation:

- Documentation of Crisis
 - Actual disconnect notice date stamped; or,
 - Verbal Documentation from supplier recorded on E1CN.
- ECIP Client Payment Notification Letter. Not required for the case file, but must be produced when a LIHEAP case file is being monitored for compliance.

Selected Audit Cases:

For independent auditor reviews, the agency will need to print the following, for purposes of documenting timeframes, income and eligibility determination:

- LIHEAP Member (E1MM) screen;
- LIHEAP Application (E1AP) screen;
- LIHEAP Payment Information (E1PY) screen;
- LIHEAP Worksheet (E1LW) screen;
- LIHEAP Member Income Detail (E1ID) screen;
- LIHEAP Worksheet History (E1WH) screen (when applicable);
- LIHEAP Action (E1AC) screen; and
- LIHEAP Case Notes (E1CN) screen – any notes that include information regarding timeframes and documentation issues.

Review Tips:

- Use the LIHEAP Action (E1AC) and LIHEAP Payment Information (E1PY) screens to assist with reviews.
- Review the following "LIHEAP Review Form" used by LIHEAP staff for monitoring LIHEAP cases to note how information from a LIHEAP Case File is utilized to determine policy compliance and benefit accuracy.

MISSOURI DEPARTMENT OF SOCIAL SERVICES
FAMILY SUPPORT DIVISION
LIHEAP REVIEW FORM

REVIEWER NAME: _____

EA ECIP BOTH

AGENCY	COUNTY	REVIEW DATE	APPLICANT NAME	APPLICANT SSN	WORKER NAME (EILW)
APPLICATION STAMP DATE	REGISTRATION DATE (FROM EIAC) IF OCT/NOV - QUALIFIES AS ELDERLY/DISABLED? YES NO	TIMEFRAME < 3 WORKING DAYS (EIAC) YES NO			
RE-APPLICATION STAMP DATE	RE-APPLICATION REGISTRATION DATE (FROM EIAC)	TIMEFRAME < 3 WORKING DAYS (EIAC) YES NO			
LIHEAP ELIGIBILITY DETERMINATION					
APPLICANT SIGNATURE: YES NO		ENERGY SOURCE (CIRCLE): GAS ELECT T. PROPANE OTHER:			
SAME PERSON APPEARS AS APPLICANT ON EIRG: YES NO		SERVICE STATUS (CIRCLE): NOT IN CRISIS THREAT TERMINATED			
ALL HH MEMBERS RECORDED ON EIMM: YES NO		SERVICE STATUS RECORDED CORRECTLY ON EIAP? YES NO			
NUMBER OF HOUSEHOLD MEMBERS: / U.S. CITIZEN: YES NO		RENTER: YES NO / LANDLORD: YES NO			
SSN DOCUMENTED FOR ALL HOUSEHOLD MEMBERS: YES NO		CATEGORY: A B C			
AGE > 65: (CIRCLE ONE) NO APPLICANT SPOUSE OTHER		RESOURCE AMT: \$ / RECORDED ON EIAP FOR B OR C CASE? YES NO N/A			
DISABILITY: (CIRCLE ONE) NO APPLICANT SPOUSE OTHER		COPY OF EIES FOR EVERY HOUSEHOLD MEMBER IS AND OVER ON			
DISABILITY ON EIMM FOR ALL QUALIFIED HH MEMBERS? YES NO N/A		CATEGORY B OR C CASE? YES NO N/A			
ADDRESS STANDARDIZED WITH CDIP TAPE MATCH DATA: YES NO		ALL INCOME AND DEDUCTIONS ON WORKSHEET: YES NO N/A			
HOME OWNER: YES NO / EIAP AGREES WITH APPLICATION? YES NO		ZERO INCOME STMT OBTAINED WHEN HH INCOME ZERO? YES NO N/A			
HOME WX: YES NO / EIAP AGREES WITH APPLICATION? YES NO		ELIGIBLE FOR LIHEAP: YES NO N/A / DENIAL REASON:			
NAME ON PRIMARY BILL MATCH ACCT HOLDER ON EIMM? YES NO N/A		EA BENEFIT AMOUNT: \$ AMOUNT CORRECT? YES NO N/A			
ADDRESS ON PRIMARY BILL MATCH ADDRESS ON EIAP? YES NO N/A		EA BENEFIT PAID < 15 CALENDAR DAYS FROM DATE OF SUPPLIER			
CUSTOMERS ACCT NO FOR UTILITY BILL MATCH EIAP? YES NO N/A		APPROVAL: YES NO N/A			
ENTERED ADDITIONAL SUPPLIER: YES NO ALL ELECTRIC		SUPPLIER DENIAL: YES NO DENIAL WORKED BY AGENCY: YES NO N/A			
SUPPLIER AUTO-POP AGREES WITH PREVIOUS FFY: YES NO N/A		CARS APPROPRIATE: YES NO / CARS REQUESTED: YES NO N/A			
		INCOMPLETE CASE NOTES: YES NO N/A			
		REASON: INCOME VERIFICATION SUPPLIER/CRISIS VERIFICATION			
ENERGY ASSISTANCE	EILW DECISION DATE: (Date worksheet verified or ineligibility date per EIAC)		DECISION DATE < 30 WORKING DAYS FROM DATE STAMP DATE: YES NO		
	EILW DECISION DATE: (From Re-application)		RE-APPLICATION DECISION DATE < 30 WORKING DAYS: (From Re-application) YES NO		
	EA COMPONENT IN COMPLIANCE: YES NO				
	REASON(S) EA NOT IN COMPLIANCE:				

ENERGY CRISIS INTERVENTION PROGRAM (ECIP)	SERVICE STATUS: (CIRCLE BELOW)	SERVICE STATUS: (CIRCLE BELOW)	SERVICE STATUS: (CIRCLE BELOW)
	TERMINATED THREAT % OF PROPANE %	TERMINATED THREAT % OF PROPANE %	TERMINATED THREAT % OF PROPANE %
	CRISIS DATE:	CRISIS DATE:	CRISIS DATE:
	PLEDGE DATE:	PLEDGE DATE:	PLEDGE DATE:
	PLEDGE MADE TIMELY? YES NO	PLEDGE MADE TIMELY? YES NO	PLEDGE MADE TIMELY? YES NO
	PAYMENT DATE: AMOUNT:	PAYMENT DATE: AMOUNT:	PAYMENT DATE: AMOUNT:
	CHECK NUMBER:	CHECK NUMBER:	CHECK NUMBER:
	PAID AMT TO RESOLVE CRISIS: YES NO	PAID AMT TO RESOLVE CRISIS: YES NO	PAID AMT TO RESOLVE CRISIS: YES NO
	PAYMENT MADE <45 C. DAYS: YES NO	PAYMENT MADE <45 C. DAYS: YES NO	PAYMENT MADE <45 C. DAYS: YES NO
	CLIENT NOTIFIED: YES NO	CLIENT NOTIFIED: YES NO	CLIENT NOTIFIED: YES NO
	ENERGY SOURCE:	ENERGY SOURCE:	ENERGY SOURCE:
	ECIP IN COMPLIANCE: YES NO	ECIP IN COMPLIANCE: YES NO	ECIP IN COMPLIANCE: YES NO
	WINTER ECIP \$1600 OR LESS: YES NO	SUMMER ECIP \$1200 OR LESS: YES NO	
	REASON(S) ECIP NOT IN COMPLIANCE:		
LIHEAP WORKSHEET (EILW) GROSS UNEARNED INCOME: \$ GROSS EARNED INCOME: \$ EARNED INCOME ADJUSTMENT: X .80 \$ INCOME SUBTOTAL: \$ ELDERLY/DISABLED (APPLICANT OR SPOUSE) \$ CHILD SUPPORT PAID DEDUCTION \$ SMI DEDUCTION: \$ PART "D" DEDUCTION: \$ FOOD STAMP ADJUSTMENT: \$ TOTAL NET INCOME: \$			
NOTES: (USED FOR ERRORS WITH NO IMPACT ON ELIGIBILITY) Incorrect Service Status on EIAP: _____ Home WX & EIAP don't agree: _____ Home Owner & EIAP don't agree: _____ Disability & EIMM don't agree: _____ (No impact on EA benefit amount) OTHER: _____ _____ _____			

APPENDIX K - LIHEAP ENERGY ASSISTANCE REFUND

FROM

Supplier name: _____

Supplier number: _____

Staff to follow up with (if questions): _____

PLEASE MAIL FUNDS AND THIS FORM TO:

Missouri Department of Social Services
Family Support Division, Low Income Home Energy Assistance Program
PO BOX 2320, Jefferson City, MO 65102-2320

Make checks payable to Missouri Department of Social Services

If questions: LIHEAP staff at FSD.LIHEAP@dss.mo.gov

THIS CHECK REPRESENTS A REFUND FOR THE FOLLOWING CUSTOMER(S):

Payments from multiple years must be recorded separately.

Name: _____

Social security number: _____

Account number: _____

Date of Original Payment (MM-DD-YYYY): _____

Reason for refund: _____

Name: _____

Social security number: _____

Account number: _____

Date of Original Payment (MM-DD-YYYY): _____

Reason for refund: _____

Name: _____

Social security number: _____

Account number: _____

Date of Original Payment (MM-DD-YYYY): _____

Reason for refund: _____

APPENDIX L - SUPPLIER ACH-EFT APPLICATION



MISSOURI DEPARTMENT OF SOCIAL SERVICES
FAMILY SUPPORT DIVISION, LIHEAP
SUPPLIER ACH-EFT APPLICATION

SECTION A: Supplier Information	
<p>*1. TYPE OF ACTION (Check Only One)</p> <ul style="list-style-type: none"> <input type="radio"/> Initial Direct Deposit setup <input type="radio"/> Change Direct Deposit Information <input type="radio"/> Cancel Direct Deposit and begin payment via paper check 	<p>*2. 9 DIGIT SUPPLIER NUMBER</p>
<p>*3. SUPPLIER NAME (Please include DBA information if applicable.)</p>	<p>*4. INFORMATION OF INDIVIDUAL COMPLETING FORM (Please print)</p>
	<p>Name: _____</p>
	<p>Title: _____</p>
<p>Email address: _____</p>	<p>*5. ADDRESS (Number, street name, city, state, and zip code)</p>
<p>*6. TELEPHONE NUMBER (include area code)</p>	
SECTION B: Financial Institution Information	
**Must be completed by your financial institution.	
<p>**1. NAME OF FINANCIAL INSTITUTION</p> <p>Name of staff completing form: _____</p>	<p>**2. PREVIOUS ACCOUNT INFORMATION (<u>Only complete if changing ACH-EFT information on file</u>)</p> <p>Type of Account (Circle): CHECKING SAVINGS</p> <p>9 Digit Routing Number: _____</p> <p>Account Number: _____</p>
<p>**3. FINANCIAL INSTITUTION ADDRESS & PHONE NUMBER</p>	<p>**4. CURRENT ACCOUNT INFORMATION (To be used for future deposits)</p> <p>Type of Account (Circle): CHECKING SAVINGS</p> <p>9 Digit Routing Number: _____</p> <p>Account Number: _____</p>
SECTION C: Vendor Authorization	
<p><i>I wish to participate in Direct Deposit and in doing so:</i></p> <ul style="list-style-type: none"> I (We) hereby authorize the State of Missouri to initiate credit entries (deposits) and to initiate, if necessary, debit entries (withdrawals), or adjustments for any credit entries made in error to my (our) account designated above. I (We) understand that it is my (our) responsibility to notify the Family Support Division when a change in banking information is made. This notification must be made at least two (2) weeks prior to the scheduled direct deposit. Without this notification, I (we) understand that payments may be delayed. I (We) understand that by endorsing or depositing checks that payment is made from Federal and State funds and any falsification, or concealment of material fact, may be prosecuted under Federal and State laws. I (We) hereby authorize the State of Missouri to initiate payment adjustments made to this account that were intended for another vendor or another account. I (We) understand the State of Missouri may terminate my (our) enrollment in the Direct Deposit program if the State is legally obligated to withhold part or all payments for any reason (for example, garnishment orders). I (We) understand that the Family Support Division may terminate my (our) enrollment if I (we) no longer meet eligibility requirements. I (We) understand that this document shall not constitute an amendment or assignment of any nature whatsoever, or any contract, purchase order or obligation that I (we) may have with any agency of the State of Missouri. 	
<p>Suppliers must sign and date the Application to authorize initiating, changing, or canceling this Application.</p>	
<p>*SIGNATURE</p>	<p>*DATE</p>

<p>ALL REQUIRED FIELDS MUST BE COMPLETED TO AVOID RETURN OF THE APPLICATION AND-OR DELAY IN PROCESSING. RETURN COMPLETED FORM AND ATTACHMENT TO:</p> <p style="text-align: center;">FSD, ATTN: LIHEAP P.O. Box 2320; Jefferson City, MO 65102 Fax 573-522-9557</p>
INSTRUCTIONS FOR COMPLETING THE SUPPLIER ACH-EFT APPLICATION
SECTION A - All fields in Section A are required fields.
<p>1. Type of Action (Check Only One) – Check the box for the action you would like to accomplish by completing the Application.</p> <ul style="list-style-type: none"> Initial Direct Deposit setup – Check this box if this is a new request for direct deposit or if you previously had a direct deposit, but it has since closed and you would like to re-open the request. Change Direct Deposit Information – Check this box to notify us of any change in the direct deposit request, including, but not limited to, change in routing number or account number, change in contract name, etc. Cancel Direct Deposit – Check this box to notify us to cancel the direct deposit. When the request to cancel the direct deposit is processed, you will no longer receive payments via electronic funds, but will begin to receive paper checks if you are entitled to payment. <p>2. Supplier Number – please include all 9 digits</p> <p>3. Supplier Name – name of business, to include DBA if applicable</p> <p>4. Information of Individual completing form – please print name, title and email address of person completing form for correspondence.</p> <p>5. Supplier address – please include number, street name, state and zip code</p> <p>6. Telephone number – include area code</p>
SECTION B - All fields in Section B are required fields.
<ol style="list-style-type: none"> Name – Input the name of your financial institution. Previous Account Information -- Type of Account (Check Only One) <ul style="list-style-type: none"> Checking Account – Check this box if payment is to be direct deposited into a checking account. Savings Account – Check this box if payment it to be direct deposited into a savings account. Financial Institution Address and phone number – Input the address and phone number of your financial institution, including number, street name, city, state, and zip code. Current Account Information – enter full routing number and account number and circle if this is a checking or saving account <ul style="list-style-type: none"> If you are submitting a voided check, the 9 digit routing number can be found at the bottom of your check. The 9 digit routing number is the first set of 9 numbers found at the bottom of the check, towards the left side. If you are submitting a voided check, the account number can be found at the bottom of your check after the 9 digit routing number or after the check number.
SECTION C
Signature Individual and – Individual must sign and date on this line.
<p>In order to allow the Family Support Division and the State of Missouri, Division of Finance and Administrative Services to deposit payments into an account, you must complete all of the required fields on the Application and attach a voided check or an official letter from your financial institution stating your name, the bank routing number and your account number. Starter checks and counter checks will not be accepted in place of a check or letter from your financial institution. With the exception of your signature(s), type or print the required information.</p>
WHAT YOU CAN EXPECT
<ul style="list-style-type: none"> The Application will be processed when a complete form is received, including all required fields and an attached voided check or letter from your financial institution. Failure to complete all required fields on the Application and attach a voided check or letter from your financial institution will cause the application to be returned to you for correction and will delay processing of the application. You should begin receiving payments by direct deposit approximately 10-14 days after the Application has been processed. If you are entitled to any payments during the time it takes to process the Application, the payments will be issued as paper checks.
CHANGING FINANCIAL INSTITUTIONS OR ACCOUNTS
<p>Payments will continue to be deposited in the designated account at your financial institution until you notify the Family Support Division you wish to change the financial institution and-or account where the payments are deposited. To make any changes to the financial institution and-or account where payments are deposited, you must complete a new Direct Deposit Application. All parties listed on the contract and-or listed as business owners, must review and sign, to authorize changes (including cancellations), to the Direct Deposit Application. Failure to notify the Family Support Division of a change in account information will result in a delay in receiving your payments.</p>

APPENDIX M – UCB CODES AND DESCRIPTIONS

(1) CLIENT (CLAIM) TYPE	
KEY	DESCRIPTION
ATA	ATAA Alternative Trade Adjustment
DUA	Disaster Unemployment Assistance
FSC	FSC-FSB Federal Supplemental Compensation-Federal Supplemental Benefits
REG	Regular
SEB	Extended Benefits
TAA	TAA Trade Adjustment Act
TEC	TEUC Temporary Extended Unemployment Compensation
TRA	Trade Readjustment Allowance
TUC	EUC Emergency Unemployment Compensation

(2) CODE VALUES TIED TO THE WEEKLY BENEFIT AMOUNT SENT TO THE CLAIMANT

KEY	DESCRIPTION
26EX	TRA 26-26 Expired
816E	TRA 8-16 Expired
ADJT	Adjustment
ADUA	Awaiting DUA Funds
CANO	Cancelled Offset
CIRO	Cancel IRORA Offset
CWPD	Cancel Waiting Period
DQWK	Issue on File
DUAP	DUA Pending
EXBP	Excessive Bank Payment
EXCS	Excessive Earnings
FSWW	Full Shared Work Week
IROR	Interstate Offset
IWCL	Insufficient Wage Claim
LWCF	Late Week Filing
MOTR	Fund Transfer-Not Paid
NOAT	No Attendance
NOTR	No training
NOTS	No timesheet
NOWV	No waiver
NSNL	Non seasonal benefits exhausted
NTBT	Not Between Training
OFST	Offset Week

ORIG	Payment
OTHR	TRA Issue
PAIC	Payment pending for 10 days due to claim renewal
PCLM	Payment pending due to pending claim
PDUA	Payment pending due to pending DUA claim
PEWB	Pension Exceeds WBA
PROT	Payment pending due to protest period
PSUS	Payment pending due to suspended claim
SQWK	Sequestered
STPC	Stop Pay by CSR
SUPL	Supplemental Payment
WKFF	Week of Forfeiture
WKHD	Work Search Pending
WKSH	Waiting Period
ZBCL	Exhausted Benefits

(3) RECORDING TIED TO WEEKLY UCB BENEFIT FOR CLAIMANT	
KEY	DESCRIPTION
CACL	Reported as cancelled
CLDC	Cancel DC Payment
CLDD	Cancel DD Payment
DAMG	Reported as damaged
MISS	Reported as missing
NCAL	Not cancelled
STOL	Reported as stolen

(4) DEDUCTION CODE IF THERE ARE DEDUCTIONS FROM CLAIMANTS WEEKLY BENEFIT AMOUNT
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KEY	DESCRIPTION
CHSP	Child Support
FDED	Federal Deduction
SDED	State Deduction

FAMIS SCREEN INDEX

SCREEN NAME	PURPOSE OF SCREEN
Energy Assistance/FAMIS Eligibility Unit Summary	Displays FAMIS information for the Eligibility Unit (EU) of the programs chosen to review from the Energy Assistance/FAMIS Program Participation screen. Displays EU status, application date, and EU members (listing name, date of birth, role, reason if excluded, DCN and role begin date)
Energy Assistance/FAMIS Program Participation	Displays a listing of FAMIS Program Eligibility Units (EUs) that include an individual accessed through a Participation Search on the S019 or S024 screens (lists EU, EU status, client status, duplicate DCN issue, Supercase number, FSD office where case is located and case load number). The EU column lists the programs the individual is/has been included in. This is indicated by the first two letters of the EU case number (CC – Child Care, FS – SNAP, MA – Medical Assistance, TA – Temporary Assistance). The links provided in the EU column connect to the Energy Assistance/FAMIS Eligibility Unit Summary screen for the chosen program. The links provided in the SuperCase Number column connect to the Energy Assistance/FAMIS Supercase Member List.
Energy Assistance/FAMIS Supercase Member List	Displays a listing of individuals in the household associated with the Supercase number chosen to review from the Energy Assistance/FAMIS Program Participation screen. Displays an individual's name, DCN, last four numbers of SSN, date of birth, race and sex. Provides a link to the Energy Assistance/FAMIS TA Payment History screen. This screen can be used to document SSN's.
Energy Assistance/FAMIS TA Payment History	Displays the Temporary Assistance (TA) payment history for a TA EU. Lists the benefit month, issuance date and number, payroll type, gross amount, recoup amount and net amount. Use this screen to document TA unearned income.
DCN Search	Locates a member and their demographics by use of a member's Departmental Client Number (DCN).
Social Security Number Search	Locates or determines if a member is already in the system with an assigned Departmental Client Number (DCN) by use of a member's Social Security Number (SSN).
Client Search	Searches to determine if a member has a Departmental Client Number (DCN) in the common area or whether a DCN needs to be assigned in the common area.