

Updates for LIHEAP 2020 Program Year

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July 26, 2019

2020 Program Year Startup

- 2020 Program Year will be enabled around September 1st
- Be careful adding new applications after that date
- Do not change your agency year until transmittals have been sent and closeout complete
- Do change before sending 2020 transmittals

RIAA and Authority DMS

- Before your first transmittal is sent to fiscal
 - Link your DMS award to RIAA
 - Send your budget to IHCDA
 - IHCDA must enter budget into DMS
- You can view your DMS budget in RIAA from System Utilities > Current Budget Utilization

Linking your DMS Award

Funding Programs - REGULAR

The EAP software is initially set-up to process regular EAP, crisis, leverage, summer fill, and summer cool claims. However, additional funding sources can be added to the system.

Fund Programs

- Citizens Gas Assistance
- CRISIS
- CSBG ARRA
- DUKE HELPING
- Energy Share
- ENERGY_ED
- Happy Fun Times
- Jeff Test
- Jeff's Funding
- LEVERAGE_C
- LEVERAGE_COOL
- LEVERAGE_FILL
- LEVERAGE_R
- Nipsco Assistance
- REGULAR**
- State EAP Crisis
- State EAP Regular
- SUMMER_COOL
- SUMMER_FILL
- Vectren Assistance
- VTR_STW

Program Name: Calculation Method:

Program Description: Active

| Annual Budgets | | | | |
|----------------|-------------|-----------------|-----------------|----------------|
| ProgramYear | TANF Budget | Non TANF Budget | Maximum Benefit | County Budgets |
| 2014 | \$0.00 | \$150,000.00 | \$415.00 | |
| 2015 | \$0.00 | \$500,000.00 | \$420.00 | |

DMS Award LI-014-026 - Energy Assistance Program - EAP 2014 Sample Agency

Return of Funds Award LI-014-026 - Energy Assistance Program - EAP 2014 Sample Agenc

For state funded programs, click on row for the program year and then use the search button to find the correct award for both your draws and return of funds.

RIAA Enhancements

RIAA Matrix Changes

- On-time payment incentive will not be shown on the matrix or report
- Regional differential will be zero for everyone

RIAA Matrix Changes

- Renters paying rent
 - New field

Dwelling / HH Information

| | | | | | |
|---------------------------|--|------------------------------------|--------------------------|--|-------------------------------------|
| Dwelling Type | Site Built Multi Unit (G) <input type="text"/> | Year Built | <input type="text"/> | Income Level | Up to 75% |
| Ownership | Rent <input type="text"/> | Heat Source Installation Year | <input type="text"/> | Heat Operable | <input checked="" type="checkbox"/> |
| Subsidized | <input type="checkbox"/> | Water Heater Installation Year | <input type="text"/> | | |
| Heat Included in Rent | <input type="checkbox"/> | On Time Heating Payment Incentive | No <input type="text"/> | | |
| Electric Included in Rent | <input type="checkbox"/> | On Time Electric Payment Incentive | No <input type="text"/> | | |
| Heating Fuel | Kerosene <input type="text"/> | In Crisis | <input type="checkbox"/> | Do Not Include in Mailings | <input type="checkbox"/> |
| Secondary Fuel | LP Gas <input type="text"/> | | | Would you like to receive information on Lifeline/Link-Up? | <input type="checkbox"/> |
| Cooling Source | Heat Pump <input type="text"/> | | | | |
| Rent Paid | \$1/month or greater <input type="text"/> | | | | |

Crisis Screen

Crisis Benefit Calculator

If the household is in need of Crisis benefits, this calculator will help determine the amount of Crisis to grant the household. If the household is not in need of Crisis funds, you do not need to complete this information.

| Electric Utility | |
|----------------------------------|----------------------|
| Date Contacted | <input type="text"/> |
| Vendor Representative | <input type="text"/> |
| (+) Arrears or Disconnect Amount | \$0.00 |
| (-) Regular EAP Amount | \$500.00 |
| (=) Balance Due | \$0.00 |
| (-) Crisis Benefit | \$0.00 |
| (=) Client Responsibility | \$0.00 |

| Heating Utility | |
|----------------------------------|----------------------|
| Date Contacted | <input type="text"/> |
| Vendor Representative | <input type="text"/> |
| (+) Arrears or Disconnect Amount | \$0.00 |
| (-) Regular EAP Amount | \$500.00 |
| (=) Balance Due | \$0.00 |
| (-) Crisis Benefit | \$0.00 |
| (=) Client Responsibility | \$0.00 |

- Matrix screen crisis amount will be read only and sum of crisis screen amounts
- Electric and Heating Utility are split
- New rule for crisis claims to ensure crisis benefit not exceeded by fuel type.

RealID and Passport

Application Members

HoH Last Name Knight First Name Fourth MI Suffix

SSN [***-**-****] Passport Number [*****] Real ID Number [***-**-****] ID Card Viewed []

Gender Female Race White Ethnicity Not Hispanic or Latino

DOB/Age 06/11/1999 20 Military Status Active Disabled Ineligible

Has Health Insurance Insurance Type Employer Email

Income Code(s) [] Edit Codes Disconnected Youth Yes

Household Previous Income Code(s) []

3 Month Income Zero \$ 0.00 3 Month Total Income \$0.00

School Years Completed 0 Employment Status Employed Part-Time

Add Member Remove Member Add Relationship Delete Relationship

| Application Members | | | | Related to at Agency |
|---------------------|-----|------------|--------------------------|----------------------|
| Name | SSN | DOB | Ineligible | |
| Knight, Fourth | | 06/11/1999 | <input type="checkbox"/> | |

Error The HOH's SSN, Passport, or Real ID is required. Details

- One of three required
- Date of viewing

Recertification

| Dwelling / HH Information | | | |
|---------------------------|-------------------------------------|--|--------------------------|
| Dwelling Type | Site Built Multi Unit (G) ▾ | Year Built | <input type="text"/> |
| Ownership | Rent ▾ | Heat Source Installation Year | <input type="text"/> |
| Subsidized | <input type="checkbox"/> | Water Heater Installation Year | <input type="text"/> |
| Heat Included in Rent | <input checked="" type="checkbox"/> | On Time Heating Payment Incentive | No ▾ |
| Electric Included in Rent | <input checked="" type="checkbox"/> | On Time Electric Payment Incentive | No ▾ |
| Heating Fuel | Pellets (corn or w) ▾ | In Crisis | <input type="checkbox"/> |
| Secondary Fuel | Pellets (corn or w) ▾ | Do Not Include in Mailings | <input type="checkbox"/> |
| Cooling Source | Heat Pump ▾ | Would you like to receive information on Lifeline/Link-Up? | <input type="checkbox"/> |
| Rent Paid | <input type="text"/> | | |

| | | | | |
|-----------------------------|-------------------------------------|---------------------|----------------------|---|
| Family Type | One Parent - Male ▾ | Application Date | 07/04/2019 ▾ | Do you wish to receive notifications of benefit payments and other information? |
| Relationship to HOH | SELF ▾ | Application Entered | 07/04/2019 ▾ | Email <input type="checkbox"/> |
| Application Taken | Home ▾ | Completion Date | <input type="text"/> | Text <input type="checkbox"/> Standard Text Rates Apply |
| Site if not office | <input type="text"/> | Interviewer | REAL Test ▾ | Mobile # <input type="text"/> |
| Application is Confidential | <input type="checkbox"/> | App Signed By | Fourth Test | Carrier <input type="text"/> |
| Recertification | <input checked="" type="checkbox"/> | | | |

Fields Moved to Services Received

Services Received

| Service | Active |
|---------|-------------------------------------|
| WIC | <input checked="" type="checkbox"/> |

Migrant Seasonal Farmer Farmer

Add Service Remove Service

Fraud Prevention

- Deleting household members not allowed after claims are added. Only allowed for Override or Supervisor users
- Claims that are sent to fiscal cannot be deleted
- Interviewer field
 - Will auto-populate with current user as name rather than initials
 - Can only be changed by a supervisor
- RIAA will require passwords to be changed every 90 days

Ad-Hoc Reporting

- Services received now available
- Annualized income in various views

Vendors

- No longer editable
- Will show statewide vendors assigned to LSP for adding claims and utilities
- Will show statewide vendors assigned to LSP for transmittals
- Be sure master vendors are setup to allow import to work for statewide vendors next year

| | | |
|---|--|---------------------------------------|
| Vendor Number/Code | Type: | Utility Type: |
| <input type="text" value="9911"/> (Must be 4 digits long) | <input type="text" value="Regulated"/> | <input type="text" value="Electric"/> |
| Account Num: | <input type="text" value="999-999-999"/> | |
| Premise Code: | <input type="text" value="Enter Premise Code Mask"/> | |
| Master Vendor: | <input type="text" value="Duke"/> | |

Minor Enhancements

- Exception code replaced by application key on the top of the screen
- Additional fields for ERR on the Crisis page
- Additional transmittal data shown on claim (transmittal and fiscal dates). Ability to see claim payment stage
- Masking of direct deposit information (and tracking of views)
- Notification letter language updates





EAPconnect

New browser-based version for use.

Auditing

- Indication if an application is also on state monitoring list
- Transmittal Audit history

Perform Audit

| Program Year 2019 | | | | | | | |
|---|-----------|-----------------|-------------|-------------------------------------|-------------------------------------|-----------------------|-------------------------------------|
| App Key | SSN | HOH Name ↑ | County Name | Agency Pulled | Agency Completed | Agency Findings Count | State Monitoring |
|  2470521 | *****4078 | Bigbird, Yellow | Elkhart | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 0 | <input type="checkbox"/> |
|  2470522 | *****6321 | Brown, Brian | Carroll | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 4 | <input checked="" type="checkbox"/> |
|  2470544 | *****2300 | Burke, Hazel | Marion | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 0 | <input type="checkbox"/> |
|  2470545 | *****2300 | Burke, Hazel | Marion | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 0 | <input type="checkbox"/> |

Reports

- Applications by Intake Worker report
- Mailing Labels (consolidated report)
- Applications without documents

Vendor Management

- IHADA will assign vendors to LSP's
- Agency setup screen will have fields for EDI file configuration for the agency
- Agency can choose which vendors to create EDI files (will be used by RIAA and EAPconnect when generating transmittals)

Minor Enhancements

- Searching by application phone number
- Upload a signature to generate on transmittals

Live Demonstration

- Using EAPconnect and RIAA
 - Online Application

Links

- <https://apps.roeing.com/riaa>
 - This slide deck
- Access to EAPconnect and RIAA QA environment - send in a ticket to dmssupport@roeing.com
- QA environments will have access in the middle of August.