Low Income
Home Energy Assistance Program

Spring Meetings 2012

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IHCDA's MISSION

The Indiana Housing and Community Development Authority (IHCDA) creates housing opportunity, generates and preserves assets, and revitalizes neighborhoods by investing financial and technical resources in the development efforts of qualified partners throughout Indiana.

STRATEGIC PRIORITIES

Ending Homelessness
Comprehensive Community Development
Aging in Place
Individual Self Sufficiency
High Performance Building

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DEPARTMENT OF ENERGY PROGRAMS

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AGENDA

- WELCOME & INTRODUCTIONS
- FUNDING & PROGRAM IN REVIEW
- LIHEAP & THE MORTGAGE SETTLEMENT
- PERFORMANCE MEASURES PREVIEW
- DUKE CFL PROGRAM
- SUMMER COOL
- AGENCY PRESENTATION
- MONITORING & COMPLIANCE
- FORMS
- 2013 PROPOSED MANUAL CHANGES
- RIAA UPDATES
- FALL PREPARATION

Agency Presentations:
May 1- Donna Taylor (HS)
May 3- Ingrid Simmons (REAL)
May 10- Susan Laughlin (PACE)

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FUNDING IN REVIEW

Year	Block Grant Funding	Funding Received	Households Served	Avg Benefit Amt
2010	4.51 billion	117.5 million	186.625	$382
2011	4.50 billion	107.5 million	168,576	$378
2012	3.47 billion	79.9 million 5 million in state funds	148,000*	$233

- LIHEAP Block Grant funded at $3.47 billion
  - Funding was based a hybrid between the old formula (favors cold weather states) and new formula (favors warm weather states)

- Indiana received 25.7% funding cut
  - Strategy was to serve the same number of households with a lower benefit amount

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NATIONAL PERSPECTIVE: EAP PROGRAM CHANGES

- States took two approaches:
  - Serve the same number of people with a lesser benefit amount
  - Keep the benefits the same, but serve fewer people

- Decreased benefit amounts to prepare for funding reductions
  - National average benefit amount was $305

- Required utilities in a household member's name over age 18

- Require zero income clients to complete an income affidavit
  - Created zero income affidavits
  - Required additional documentation to justify zero income

- Enhanced Program Integrity with coordination other state and federal agencies for income and SSN verifications

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LIHEAP & THE MORTGAGE SETTLEMENT

- Indiana was one of 49 states included in the $25 billion mortgage settlement
- Indiana's portion of the settlement will be spent as follows:
  - $100 million in direct assistance to homeowners who lost their homes through foreclosure or are about to lose their home
  - $45 million will be retained by the Attorney General's office
    - $15 million will go toward mortgage foreclosure prevention
    - **$28.8 million will go toward LIHEAP funding**
- The State EAP funding is expected to be expended in $4 million increments over the next 7 or 8 years
- IHCDA has not released a plan of action for expending these funds

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PERFORMANCE MEASURES PREVIEW

Background

- Stems from Government Performance and Results Act (GPRA) 1993
- OCS Division of Energy Assistance requested the assistance of State EAP Directors to evaluate and improve the data collection process
- Began in April 2010
- This collaboration is currently called the LIHEAP Performance Measures Work Group
- Was a collaboration between OCS and 14 states

Mission

…to measure the impact of LIHEAP on meeting the home energy needs of low income households

Goal: A LIHEAP reporting tool that is similar to the CSBG IS Report

Focus Areas

- Energy Assistance
- Energy Services
- Client Services

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PERFORMANCE MEASURES FOCUS AREAS

Energy Assistance- managing energy bills and crisis prevention

- Received EAP benefits
- Crisis prevented or restoration
- Monthly bill management

Energy Services- energy usage and conservation (more LIHEAP wx)

- Heating and cooling equipment
- Energy usage management

Client Services (increasing access, education, and awareness)

- Participation in energy education
- Referrals to non-energy services

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PERFORMANCE TARGETS
TIER 1- ENERGY ASSISTANCE

ENERGY ASSISTANCE			Data Detail:	Potential Data Source(s):	Examples/Best Practices:
Tier Three (DRAFT)	*Outcome 3:*	Households make payments for energy bills with increased consistency.	The average number of bill payments within a year of receipt of FFY 2010 LIHEAP Benefit.	Energy Suppliers	Request monthly transaction data for LIHEAP recipient households (all or sample)--then analyze for number of payments made during 12 months after LIHEAP benefit provided. Some utilities may be able to provide this information outside of transaction reports.
	Outcome 4:	Households lowered or maintained arrearages and fewer HH are in arrears	Average Amount of Arrears for FFY 2010 Recipient Households.	Energy Suppliers	Data collection suggested in September for Heating States as this is when arrearages is lowest.
			# of Households in Arrears	Energy Suppliers	
	Outcome 5:	Reduced # of Service Interruptions after receiving benefit.	# who were disconnected or out of fuel after receiving LIHEAP benefit.	Energy Suppliers, Customer Survey	

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PERFORMANCE TARGETS

TIER 2- ENERGY SERVICES

ENERGY SERVICES			Data Detail:	Potential Data Source(s):	Examples/Best Practices:
Tier Three (DRAFT)	*Outcome 2:*	Heating/Cooling Equipment operates properly one year after receiving equipment repair or replacement.	# of HH where equipment operates properly 1 year after receiving services.	Customer Survey, Follow-up Visit	
	Outcome 3:	Homes actually use less energy during the year.	Measured energy consumption in the year before and after weatherization to calculate energy savings.	Energy Suppliers for Raw Data, Usage Analysis for Savings	Work group will discuss having states send consumption data to third party for savings analysis.

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PERFORMANCE TARGETS

TIER 3-CLIENT SERVICES

CLIENT SERVICES			Data Detail:	Potential Data Source(s):	Examples/Best Practices:
Tier Three (DRAFT)	*Outcome 4:*	Residents change how they use energy.	Measured energy consumption in the year before and after Energy Education to calculate energy savings.	Energy Suppliers for Raw Data, Usage Analysis for Savings	Work group will discuss having states send consumption data to third party for savings analysis.
	Outcome 5:	Households maintained a payment program.	# of households who received energy advocacy who have maintained a payment program or didn't have arrears at the end of the program year.	Energy Suppliers, Customer Survey	
	Outcome 6:	Households make payments for energy bills with increased consistency.	The average number of bill payments within a year of receipt of FFY 2010 LIHEAP Benefit.	Energy Suppliers	Request monthly transaction data for LIHEAP recipient households (all or sample)--then analyze for number of payments made during 12 months after LIHEAP benefit provided. Some utilities may be able to provide this information outside of transaction reports.
	Outcome 7:	Households lowered or maintained arrearages and fewer HH are in arrears	Average Amount of Arrears for FFY 2010 Recipient Households.	Energy Suppliers	Data collection suggested in September for Heating States as this is when arrearages is lowest.
			# of Households in Arrears	Energy Suppliers	
	Outcome 8:	Reduced # of Service Interruptions after receiving benefit.	# who were disconnected or out of fuel after receiving LIHEAP benefit.	Energy Suppliers, Customer Survey	

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PERFORMANCE MEASURES IN OUR CURRENT STATE PLAN

- Annually increase the number of households referred for other needed services; for example, Weatherization Assistance Program services, Family Development case management services, Lifeline/Link-up telephone services and Medicare Part D Drug Prescription services for seniors.

- If program budgets are cut, maintain services to at least 90% of the clients served in FFY 2011. If funding remains static or increases, increase program enrollment in an amount exceeding the respective percentage gain in funding.

- Decrease each agency's error rate by two to three percent during annual monitoring reviews

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DATA CURRENTLY COLLECTED BY OTHER FEDERAL REPORTS

LIHEAP Households Report (Energy Assistance)

- # clients receiving regular, crisis, LIHEAP Weatherization, and summer cool
- # at risk households served by LIHEAP funds

LIHEAP Grantee Survey

- Funds spent on Assurance 16 activities, EAP, and LIHEAP Weatherization

CSBG IS Report (Client Services)

- # clients receiving emergency/non-emergency services
- Community linkages to other programs

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DUKE CFL PROGRAM

- Duke Energy is now offering a free program to its EAP clients as a way to help them lower some of their energy costs.
- Tentative start date is **June 1**
- Each client will receive a package of 12 CFL lightbulbs
- The goal is to serve **1,000** clients in the first year.
- The following agencies are eligible to participate:
  - Area IV, Area Five, CFS, CAECI, CAGI, CAPE, CASI, COWI, HS, HUEDC, ICAP, JS, LHDC, OVO, PACE, REAL, SCCAP, SIEOC, TRICAP, and WICAA

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DUKE CFL PROGRAM

Eligibility Requirements

- Must use Duke Energy as the electric service provider
- Must have never received light bulbs from Duke previously

Information that will be sent to Duke

- Name, address, Duke account number, primary heating source, type of cooling system, dwelling type, approximate year home was constructed, housing status, number of household residents

Survey Submission

- Will occur during the intake process
- Survey takes 3 minutes or less
- A report of clients will be sent to Duke weekly

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DUKE CFL PROGRAM

Statement of Work

- Participating agencies must sign and return a Statement of Work to IHCDA

Administrative support by your agency

- Submit the survey via RIAA
- Send Duke a weekly report of all clients
- Will uploaded to a secure FTP site

Administrative Expenses

- Your agency will receive **$1.00** for every client deemed eligible for the program!

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SUMMER COOL 2012

- **Program dates- June 4 – August 31**

- **Funding- $10.5 million**
  - Each client will receive **$65** electric credit
  - Agencies will receive **9%** in eligibility assistance
  - Agencies will receive funds for **10 A/C's at $275 each**

- **Client Eligibility-** all clients that received winter assistance
  - *If the electric bill is included in rent, then the clients are not eligible for summer cool*

- **Air Conditioners-** clients who meet the medical requirements are eligible for a window A/C unit
  - must not have received an A/C within the last five years (FY 2007-2011 recipients are ineligible)

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SUMMER COOL PREPARATION

HAVE YOU COMPLETED THE FOLLOWING ITEMS?

- ✓ Reconciled your outstanding transmittals with utility vendors
- ✓ Reconciled claims and transmittals with the fiscal department
- ✓ Received client address and account updates from the utility vendors
- ✓ Sent communication to the winter clients about the summer cool program

If you've answered yes to all of these questions, then you are ready to run your summer cool transmittals!

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SUMMER COOL TIMELINE

Date	Process	Responsible Party
April 17	Contract amendments sent to agencies	IHCDA
May 15	Heating season ends	Statewide
May 31	Last day to approve incomplete EAP applications	Community Action Agencies
June 4	Summer Cool Begins Agencies should run the first batch of transmittals	Statewide Community Action Agencies
June 18	Agencies must submit the first batch of transmittals to utility vendors	Community Action Agencies
July 2	Agencies should run the second batch of transmittals Agencies can begin to take walk-in appointments	Community Action Agencies
July 16	Agencies must submit the second batch of transmittals to utility vendors	Community Action Agencies
July 18	The first batch of approved transmittals should be sent from the utility vendors to the agencies for payment	Utility Vendors
August 1	Agencies should run the third batch of transmittals	Community Action Agencies
August 15	Agencies must submit the third batch of transmittals to utility vendors	Community Action Agencies
August 18	The second batch of approved transmittals should be sent from the utility vendors to the agencies for payment	Utility Vendors
August 31	Last day to take walk-in applications	Community Action Agencies
September 21	All transmittals must be remitted to IHCDA for payment	Community Action Agencies
October 19	All transmittals must be reconciled with utility vendors	IHCDA, Utility Vendors and Community Action Agencies
November 30	LIHEAP closeouts for 2011-12 are due	IHCDA and Community Action Agencies

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SUMMER COOL:
THINGS YOU SHOULD KNOW

Transmittal Approval

If transmittals are not approved and returned within 30 days, IHCDA will contact the utility vendors and request that the transmittals be returned for payment. Agencies should notify IHCDA's Claims Specialist if this occurs.

Returned Benefits

Electric benefits may be rejected if the clients have moved and failed to contact the electric vendor or the agency with a forwarding address. Utility vendors will make a reasonable effort to return these funds to the clients. If they are unable to locate the clients, these refunds will be returned to IHCDA and tracked by IHCDA staff.

Walk-in Clients

Agencies may begin to process walk-in applications if they have funds remaining after sending all eligible clients $65 and purchasing air conditioners. Walk-ins may begin July 2 and end August 31.

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STRATEGIC PLANNING APPROACH TO PROGRAM DELIVERY

- The goal is to create a more strategic approach to implementing EAP each year.

- When IHCDA requests a plan from a troubled agency or seeking a plan for implementing the program, it will be expected that agencies have considered planning in each of these areas.

- Agencies should consider creating a plan for each of the following areas when planning the program:
    - **Outreach Activities**-fulfilling Assurance 16 requirements
    - **Communications Plan**- how will you communicate to your community partners and clients
    - **Transmittal Process**- what is your planning for timely transmission of pledges to vendors
    - **Quality Assurance**- how will you ensure program integrity

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CURRENT STATE PLAN ABOUT OUTREACH

Is outreach a requirement for low income housing in addition to disabled and senior communities?

Assurance 3 *states that "…conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and households with high home energy burdens, are made aware of the assistance available under this title, and any similar energy-related assistance available under subtitle B of title VI (relating to community services block grant program) or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this"*

Assurance 16 *states that "…use up to 5 percent of such funds, at its option, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance, including needs assessments, counseling, and assistance with energy vendors, and report to the Secretary concerning the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.*"

Common Outreach Activities:

- In-home intake visits
- Large intake sessions at multi--family and senior living facilities
- Mass mailings
- Coordination with local township trustees

Outlined Communications Approaches:

- Posters/flyers
- Articles in newspapers and broadcast media announcements
- Inserts in energy vendor billings
- Mass mailings to past recipients

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HOW DOES THE MONEY FLOW?

President submits a budget

↓

Congress approves a budget

↓

Funds are allocated to the federal agencies (Health and Human Services)

↓

Funds are then allocated to the States

↓

States allocate funds to the eligible entities via contract

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EAP BUDGET

Eligibility- 9% for Administrative Expenses and client intake
Program Support- 3% outreach and non-intake admin expenses
Family Development- 2% short and long case management

Can't exceed 12%

Energy Education- up to 4% toward teaching energy conservation
Energy Ed Materials

Regular Assistance- heating benefits
Crisis Assistance- additional assistance to prevent disconnect

Summer Cool Assistance-credit toward the electric bill in summer months
Summer Cool Admin- 9% in eligibility support
Summer A/C Funds- to buy air conditioners for medically approved clients ($2750 or 10 A/Cs per agency)

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FAMILY DEVELOPMENT & PROGRAM SUPPORT

Are their program parameters in place that will reduce clients' benefits over time for repeat customers and increase awareness for clients who don't know about the program?

Family Development

- Assurance 16 activities are designed to reduce home energy needs and thereby the need for future energy assistance.
- Agencies will be encouraged to work with clients in compliance with the Indiana Family Development Process, a case management approach toward self-sufficiency with an energy conservation emphasis.
- Agencies will then take a holistic approach at guiding families toward self-sufficiency.
- Agencies may budget up to 2% of their budget

Program Support

- Agencies may also budget up to 3% of their Assurance 16 funds for intake functions that include; information and referral to other programs, dissemination of program information, budget counseling, coordination of crisis benefits and negotiations on behalf of the client with outside entities.

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WHAT IS PROGRAM INTEGRITY?

Program Integrity-multi-faceted approach to protect LIHEAP funds from fraud, waste, and abuse

SSN & Income Verification

- SSNs required for all residents age 1 and over
- Clients must provide documentation or affidavits to certify income
- Zero income claimants must sign income affidavit and provide Work One Inquiry

Monitoring

- Agencies are required to monitor at least 30% of their files annually
- State will hire monitoring consultants
- State will monitor 3% of all client eligibility files for the year

Quality Improvement Plan

- Agencies with an error rate of 20% or higher are eligible for additional monitoring, training, and technical assistance

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QUALITY IMPROVEMENT PLAN (QIP)

QIP Eligibility Requirements

- The total number of findings and/or concerns divided by the number of files reviewed equals 20 percent or more

What's in the QIP

- Requires the agency to inform IHCDA in writing what actions the agency will put in place to reduce the number of errors to an acceptable level.
- May include increased training, additional QA procedures increase percentage of files QA'd, assigning staff to specialized duties, hiring extra staff, and many more possible actions.

QIP Monitoring

- IHCDA will visit the agency at least three more times no less than 30 days apart to gauge the progress and effectiveness of the quality improvement plan
- Will consist of 30 files pulled at random and completely reviewed on three separate occasions
- Successful completion of the Quality Improvement Program is achieved when on each QIP visit there are no more than 5.99 errors (findings and concerns {5.99/30 = .1997).

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ENGAGING SOLUTIONS LOOKS FOR

The following are some items that result in findings:

1. Billing name does not match and there is no supporting information
2. Electric indicated on application but information is missing
3. Electric and gas are indicated on app but information is missing for one
4. Income is calculated incorrectly and points change
5. No documentation to support income
6. No documentation to support zero income
7. No support for disability
8. Tax return used, adjusted gross figure not used
9. Incorrect PY matrix sheet used
10. Poverty points are not correct

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ENGAGING SOLUTIONS LOOKS FOR CONT.

11. Points do not match dwelling
12. Points given for heat included
13. Crisis given but no disconnect notice
14. Crisis exceeds $200 for regulated utility
15. Cuts own wood given heating benefit
16. Transmittal takes longer than 60 days to be paid
17. At risk indicated but no points given
18. Price per points not correct
19. Clients with credit balance > $500 receiving benefit
20. Entering application later than 10 days

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ES LOOKS FOR CONT.

The following are some items that result in concerns:

1. Drivers license and social security card in file
2. HH person not the highest wage earner
3. Income not calculated correctly but points do not change
4. Self-employed but no self declaration form
5. Matrix points do not agree with application
6. Income code incorrect
7. Missing denial letter
8. Agency QA's less than 30 percent of files
9. Incorrect social security numbers
10. Incorrect address
11. Claim not sent to IHCDA within five days from utility vendor
12. Zero income forms do not indicate survivability
13. Missing information for renters

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PREPARATION FOR EAP REVIEW

Upon receipt of monitoring notice, swing into action!

1. Can you locate all of the files?
2. Make sure you have the files in the recommended order if possible. This is not required, however it makes the visit easier!
3. Make sure a notification letter of approval or denial is in the file.
4. Make sure QA form is in file for those files checked.
5. Make sure correct person is head of household.
6. Make sure name on utility matches person in HH or documentation.

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COMMON ERRORS FOUND IN 2012 PROGRAM YEAR

1. INCOME CALCULATION ERRORS
2. LEASE AGREEMENTS NOT SIGNED
3. APPLICATION DOES NOT MATCH CRISIS GIVEN
4. APPLICATION ADDRESS DOES NOT MATCH UTILITY ADDRESS
5. CRISIS NOT GIVEN
6. INCOME CALCULATOR ERRORS
7. FILES NOT QA'D WITHIN 45 DAYS
8. NO NOTIFICATION LETTERS FOR DENIED CLIENTS
9. NO ZERO INCOME FORMS FOR SOME PEOPLE
10. OVER 20 DAYS TO PROCESS TRANSMITTAL
11. HOUSING STATUS ENTERED INCORRECTLY

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PROGRAM INTEGRITY
MONITORING REPORT CARD

	2009	2010	2011
# Files Monitored	1,274	1,461	5,001
Total # Findings	52	73	117
Total # Concerns	120	87	344
Funds Paid to IHCDA	$1,734	$2,380	$3,773
Credits to Clients	$870	$1,280	$1,480
Error Rate	12%	9%	9%

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PROGRAM INTEGRITY
2012 MONITORING SCHEDULE

- Monitoring schedule runs March 1 thru September 30
- All monitoring reports must be closed by November 30
- Monitoring Process
  - Engaging Solutions will send the notice between 5 and 20 days prior to the visit
  - Engaging Solutions will complete the review
  - Chuck will follow them within 7 days of the exit interview to confirm their monitoring procedures
  - Report issued within 30 days of the exit interviews; 40 days if there are outstanding items

- Things to remember about monitoring
  - Let the monitors complete the process
  - Dispute any findings or concerns in the response to the report
  - Let Chuck know of any issues with the monitors or the process during his visit

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PROGRAM INTEGRITY
FORMS & COMPLIANCE

Landlord Affidavit

Total Zero Income Form

Income Calculation Form

Income Self-Declaration Form

Wood Certificates

Air Conditioner Certificates

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2013 EAP MANUAL UPDATES
SECTION 100

- **Updated Program Dates**
  - Outreach sites due to IHCDA September 4
  - Mail applications starting September 1
  - Enter mail applications starting September 17
  - Schedule appointments starting October 1
  - Run transmittals starting November 1
  - Start program on November 5
  - Program ends May 17
  - Summer Cool June 3 through August 30

- **Additions to the Moratorium Policy**
  - Am I a covered utility?
  - Who is a customer?
  - Moratorium Qualifications
  - Eligibility without Benefits
  - Disconnection Prior to December 1
  - Benefit Refusal
  - Landlord/Tenant Agreements
  - Disconnection during Moratorium

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2013 EAP MANUAL UPDATES
SECTION 200

- New Poverty Guidelines
- Proposed Benefit Changes
  - Change Price per point from $15 to $20
- 201.4- defining subsidized housing
- 202.2/202.3-keep crisis allocation policy amendments
- 203.1-benefits for clients with credit balances
- 204- appliance service programs are not EAP eligible expenses
- 205-clarification of utility policy
- 207-clarification of refund policy

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2013 EAP MANUAL UPDATES SECTION 300

- 301.1- ITIN numbers are not valid identification numbers
- 302.4- the most desirable form of disability verification is a letter and/or benefits from SSA
- 302.7- clarification of student policy including emancipated teens
- 304.6- clarification of policy on drop-in guests
- 304.10- *New*- Adopted children should be counted in the household

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2013 EAP MANUAL UPDATES SECTION 400

- 401.3-clarification of total zero income claimants
- 402.3- clarification of most recent tax returns
- 403.10- tax withholdings was added to list of eligible SS deductions

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2013 EAP MANUAL UPDATES SECTION 500

- 504.4- Clarification of an emancipated teen

- Current suggestions under review
  - Exclusion of child support
  - Military Deployment

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EMANCIPATION OF CHILD; FINDINGS; TERMS
INDIANA CODE § 31-34-20-6:

Sec. 6.

(a) The juvenile court may emancipate a child under section 1(5) of this chapter if the court finds that the child:

(1) wishes to be free from parental control and protection and no longer needs that control and protection;
(2) has sufficient money for the child's own support;
(3) understands the consequences of being free from parental control and protection; and
(4) has an acceptable plan for independent living.

(b) If the juvenile court partially or completely emancipates the child, the court shall specify the terms of the emancipation, which may include the following:

(1) Suspension of the parent's or guardian's duty to support the child. In this case the judgment of emancipation supersedes the support order of a court.

(2) Suspension of the following:

(A) The parent's or guardian's right to the control or custody of the child.
(B) The parent's right to the child's earnings.

(3) Empowering the child to consent to marriage.
(4) Empowering the child to consent to military enlistment.

(5) Empowering the child to consent to:

(A) medical; (B) psychological; (C) psychiatric; (D) educational; or (E) social services.

(6)Empowering the child to contract.

(7) Empowering the child to own property.

(c) An emancipated child remains subject to the following:
(1) IC 20-8.1-3 concerning compulsory school attendance.
(2) The continuing jurisdiction of the court.

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2013 EAP MANUAL UPDATES SECTION 600

- 601- outlines the MOU process
- 601.5- signed transmittals should be submitted for payment within 5 days of receipt from the utility vendors

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2013 EAP MANUAL UPDATES SECTION 700

Currently under review:

- QA Requirement: all pulled files must be reviewed within 45 days

Clarification:

- What is the 45 day requirement?
    - Is it 45 days from the application date?
    - Is it 45 days from the date it was pulled?

- What is the timeframe to complete the review?

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2013 EAP MANUAL UPDATES
NEW SECTION 1400

Proposed Reporting Topics

- Weekly Call In
- Statistics
- Quality Assurance
- Hold Status
- CFL Report
- Performance Measures

Reports will include:

- What data is collected
- How should the information be used by the agencies vs the state office
- When are they submitted/updated in RIAA

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RIAA UPDATES
CURRENTLY ON HOLD WITH ROEING

- Exception functionality: This would allow an exception code to be used to allow a household to be entered into RIAA even if validation rules currently prevent it. The exception code would be state generated and only for a single application. This would handle situations like duplicates or households that split up.
- Utility funding programs: This is partially done.
- Tracking of a person that is ineligible for future benefits such as in the case of fraud.
- Expand the weekly call-in report to include all state level funding programs.
- Modify the statistics (quarterly) report to be able to be run for other funding programs (like IHCDA reserve or utility programs).
- Ability to have a default amount for a claim for certain funding programs that are fixed rather than matrix driven.
- Display DMS budgets in RIAA and allow deeper integration on claims configuration.
- Configure (finish) the text messaging on claim payment.
- Create a web interface to 'opt out' of text/email notifications.
- Display previous year's income codes on the application screen.
- Tracking of users acknowledging validation warnings and provide the ability to report by user/date range/validation type.
- Enforce budgets when creating claims (real time) in RIAA.

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RIAA NEEDS IN HELP SECTION

- Clarification about the user types and accessibility
- How to run negative transmittals

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FALL PREPARATION: 2012-13 IN PREVIEW

- **Abbreviated State Plan is due to HHS on September 1**
- **Agencies submit an updated list of outreach sites to IHCDA by September 4**
- **Fall Training Dates**
  - South: Spring Mill State Park – September 5 – 6
  - North: Charley Creek Inn- September 10 – 11
  - Central: INCAA- September 13 – 14
- **Proposed Program Start Dates**
  - 1st Day to mail applications: September 1
  - 1st Day to enter mail applications: September 17
  - 1st Day to run Transmittals: November 1
  - 1st Day for Appointments: November 5

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Indiana Housing & Community Development Authority