

## **810.1 Administrator Privileges**

### **EAP Data Access Policy**

When a sub-grantee performs weatherization services in territories that are served by another sub-grantee's Energy Assistance Program, IHEDA requires that the following guidelines be followed to ensure that all necessary and required EAP information and documents are accessible within the database, and can be transmitted securely between subgrantees:

- In order to access EAP applications and documents, when a sub-grantee provides weatherization services to clients that another agency serves in EAP, the subgrantee will automatically be given read-only access in the EAP database for the counties in question. The sub-grantee will be notified when access has been granted.
- Permissions in the EAP database for sub-grantee staff will be assigned by the sub-grantee.
- The sub-grantee providing EAP services must ensure that all documents are uploaded to the EAP database, and that they are accurate and up-to-date within 60 days of the completion of the EAP application for files that will be accessed by the weatherization provider. If additional time is needed, the sub-grantee providing EAP may submit a request for extension to IHEDA.
- IHEDA strongly recommends that an audit of each file be performed by the weatherization provider to ensure the information is correct before proceeding with weatherization services.
- Any errors found in the client files by the weatherization sub-grantee must be forwarded to IHEDA for review. IHEDA will then work with the EAP service provider to resolve the issues, and will notify the weatherization provider when the information has been verified.
- Sub-grantees must reference the client by application key only when communicating. Any other Personally Identifiable Information (PII) should not be shared.
- The weatherization provider must ensure that the client's EAP application is active when the weatherization services are provided, and at the time of final inspection. An application is considered active for a twelve month period starting from the date of the approved application. If the version in the weatherization database is the most current, no paper copy is required.