**ENERGY ASSISTANCE**

 **BPRO MEETING MINUTES**

**January 16, 2019**

**Meeting Facilitator:** Phoebe Wright, Committee Chair

**Speakers:** Marilyn Coleman and Rita Randolph with Dominion Energy

Catherine Pond and Hagan Hicks Home Office Consultants

**Attendees:** 22 in person at Central Regional Office, 33 participated by telephone phone

EnergyShare - presentation attached

Ms. Coleman and Ms. Randolph provided the group with the background and funding of the Energy Share program. They gave us information on the eligibility requirements.

Hagan and Catherine - Presentation attached

Fuel case changes – page 2 of presentation shows how to make updates for fuel cases. This is for Fuel Assistance only. Updating the account number does not issue new CA to vendor. Worker will need to contact the vendor. Always update account numbers so that the new information will go on any pre-approval letters next season.

Pages 3-4 - Takes approximately 10-12 days for vendor changes to be complete. Once case updates have been completed, a final bill is issued to originating vendor-they have 10 days to return final bill, the new vendor is then notified of the remaining fuel balance. If the payment is changed to direct pay, it can take 2-3 weeks for a check to be issued to client.

DO NOT FAX CA’S TO VENDORS. Not even to a new/changed vendor. The vendor will receive notification from the state.

Slide 6 – have instructions on looking up EAP payments. You may need to contact vendor if client has applied for crisis but the fuel benefit have not yet been paid out, to ask if fuel has been applied to their account so that worker can decide if a crisis exists.

Slides 9-10 – please review for returned, cancelled and lost stolen checks. There is a QRG that needs to be followed. Linda Jean-Pierre in finance is the contact for check issues. Workers cannot see if a check has been cashed but Linda can. Worker’s can email her and ask her to find out if the check has been cashed. Check email that was sent by Hagen regarding the correct forms that need to be completed for payment issues. The finalized forms have not yet been posted to Fusion. If you did not receive the email/forms please contact Hagen.

Crisis question:

Vendor issues – contact Sandra Spady – or have vendor contact her with their changes.

Do not fax CA!! You must fax the notice of eligibility. It can take up to a week for the actual CA to be received via mail however you cannot fax the CA as this may cause duplicate benefit issuance and overpayments on ac case.

Verification checklist – does not have information needed for EAP and no due date prints on the checklist. They are aware of the missing date and they are working on a fix. Worker can suppress and send a manual one or print it handwrite in a due date but will then need to upload to the corrected checklist to DMIS. The checklist generated through “generate manual” do have the dates. Co-Pay checklist errors, please submit tickets and send ticket number to your consultant.

One agency mentioned that the wording on the notice is not correct as it address TANF case information and not EAP.

Question asked – when will they fix the living arrangement system error? At this time it has not been fixed. Be sure tickets are submitted for this issue and notify your consultant with the ticket number.

Income populating from SNAP case: finding that SSA/SSI amounts populating for 2-3 years and system is averaging the years together which is a mistake. You should only use the current payment.

The next EAP committee meeting is scheduled for Wednesday, April 3, 2019 10am at Central Regional Office.

Phoebe Wright is stepping down as chair effective June 30, 2019. If you are interested in becoming the committee chairperson, please contact Phoebe Wright or Deana Bennett.