**ENERGY ASSISTANCE**

**BPRO MEETING MINUTES**

**September 19, 2018**

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

**Speakers:** Catherine Pond and Angela Ector Home Office Consultants

**Attendees:** 38 attendees in person at Central Regional Office, 33 participated by telephone phone

VaCMS is currently set to inquiry however, you can update addresses but do **not** run eligibility.

Management reports – now available in VaCMS. Currently the reports are in PDF format and cannot be sorted. They are hoping to have this changed at a later date. Handouts were provided on how to access the new reports. The reports now capture additional service requests not just the number of applications.

Workers should still use the pending by component report to view daily information.

Management activities - be sure workers have email access, the correct VaCMS access prior to the start of the program.

Fuel application period start 10/9 but you can begin working cases in VaCMS on 10/1. This is so you can work on preprinted applications that are received prior to 10/9. You will also be able to work on any changes reported on pre-approved cases. You can accept applications but cannot apply though the call center or CommonHelp until 10/9.

If you receive a pre-approval letter returned in the mail as undeliverable go ahead and close out the case. If the agency knows where the HH is, you can send a checklist requesting all info: HH members, fuel type, etc. to obtain updated information. If client does not return the information, close the pre-approval.

There have been no changes to the application which can be found on Fusion>Divisions>Benefit Programs>Energy Assistance>Forms

If you receive an application from a household that received a pre-approved, you can deny the new application under Application disposition.

Preprinted applications can be given to client if agency choses.

Helpful hints and FAQ’s have been updated with current information. Workers should review the training materials on Fusion and in the Learning Center.

Applications received through CommonHelp by midnight on the cutoff date are received timely.

EA year is 2019 – “program year” will show as 2019 in VaCMS

Touch each screen, review all fields to be sure everything is accurate for the current programs year. Run eligibility and certify/authorize the case. If you do not certify/authorize, the change is not saved.

Disability coding – a must, do not leave the field blank – must always review – this causes big payment errors when the field is not correct. Elderly trumps disability so if an elderly person applies and disability is not verified you would put no disabled for them.

Medicare premium – should enter the amount if known, the payment method determines if the deduction is giving in the calculation.

Vendor, acct name and number. Always check for correct entry.

For Fuel – verify all income.

Add new income records for EAP customers. Income has been end dated because there is a new program year. You must add a new income record. **DO NOT EDIT THE EXISTING RECORD**. If you edit, the income will **NOT** count for the current program year and will cause payment errors.

Use the new data button. If there is an open SNAP/MA case, you can use information from the open case. If there is no open case, must use SVES to verify SSA/SSI disability. **DO NOT SEND A CHECKLIST IF YOU CAN GET IT FROM SVES.**

Scanning – returned mail, what should be scanned? The returned envelope should be scanned into VaCMS. The letter does not need to be.

Scanning – should use DMIS list located on Fusion.

Review your approved Vendor list. If you are aware of a vendor who is no longer in business, please notify Sandy Spady. Vendor’s agreements do have dates they are to comply with.

Vender list – VaCMS – inquiry –

A report will be available in November to show if a client selected a vendor that is no longer an approved vendor for the locality.

Please review the presentation for additional guidance.

Please let Phoebe Wright know if you have any topics or speakers you wish to hear from at future meetings.

I will be stepping down as the BPRO EAP chairperson as of June 30, 2019. Anyone interested in becoming the new chairperson please contact me or Deanna Bennett, BPRO 1st Vice President.