

A large group of diverse business professionals, including men and women of various ethnicities, are gathered in a meeting. They are dressed in business attire, such as shirts, blouses, and suits. The group is arranged in several rows, with some individuals in the front row looking directly at the camera. The background is a plain, light color.

BPRO EAP Quarterly Meeting

Spring 2019

- Review Pending
- MWS Inbox
- Review Unpaid Reports
- Supervisor timeline
- Community resources
- Cooling Assistance
- Q&A



Pending by Component

Pending by Component Search

Pending by Component Search Reports ? 📄

✓ 14000: No records found for this search criteria. Please change the search criteria and try again.

Locality: Buena Vista City (530) EAP Component: Crisis Assistance

Reset Search

Pending by Component Report Search Results

FIPS	Worker	Last Name	First Name	Middle Initial	Case/Application #	Application Date	Days
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At this point in the component, there should be no Crisis pending cases in your locality.

The LIHEAP federal statute requires resolution of the energy emergency for eligible applicants within 48 hours, or within 18 hours in a life-threatening situation.

If you have cases on the pending list that have been sent a verification checklist, go ahead and close or deny the case if the deadline has passed.

To access the pending report for your locality in VaCMS, on the left nav

- Inquiry / EAP / Pending by Component
- Click on your locality,
- Select Crisis from the drop down list.
- Click the Search button



My Workspace applications

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Agencies may continue to receive Crisis Assistance applications through CommonHelp.

- A customer can start an application in CommonHelp, save it and work on it up to 60 days before submission. So it is possible to receive a CommonHelp application for Energy Assistance outside of the component application period.
- Be sure to review MyWorkSpace periodically to make sure that every application submitted for Energy Assistance through CommonHelp (or the call center/RDE) has been submitted/processed.
- If the application has been submitted after the application period has ended for the component, register and process the request in VaCMS as you normally would. When eligibility is run, the request will be denied. The customer will be sent a denial notice once the denial has been certified.

The screenshot displays the 'Search Inbox' interface in VaCMS. The left sidebar contains a navigation menu with categories like 'History', 'Case Info', and 'My Workspace'. The main area is titled 'Search Inbox' and includes 'Application Inbox Search Criteria' with various filters such as Tracking #, Source, SSN, DOB, Application Received Date, Program, Processing Unit, Processing Status, Locality, Potential Expedited, Potential Pregnancy, Resource Assessment, Potential Disability, Minimal Indicator, and Incarcerated. A 'Reset' and 'Search' button are located at the bottom right of the criteria section. Below the criteria is a table with the following data:

Date Received	Tracking #	Source	Name	Processing Unit	Program(s)	Assigned To	Locality	Processing Status
03/22/2019	T18871125	CommonHelp	[REDACTED]	Local Agency	EA	[REDACTED]	[REDACTED]	New
03/25/2019	T18874345	CommonHelp	[REDACTED]	Local Agency	EA	[REDACTED]	[REDACTED]	New

A 'Refresh View' button is located at the bottom right of the table.



Review Unpaid – Fuel / Crisis

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Use the Unpaid by Component report located in Reports Search / EAP to determine which Crisis Credit Authorizations (CA's) have not yet been paid. All Crisis CA's must be paid by 5:00 p.m. on Thursday, April 25th this year.

VaCMS will be set to inquiry-only on Friday, April 26, 2019.

Send vendors who have not returned a completed Credit Authorization (CA) the [Vendor Letter - Crisis Need Signed CA Verifications](#) (DOC) available in the forms drawer on the EAP Fusion page.

VENDOR LETTER: NEED SIGNED CREDIT AUTHORIZATION AND VERIFICATIONS Crisis Program

Date:

Vendor:

Re:

Dear Vendor:

The customer listed above was approved for Assistance. We have not received the completed Credit Authorization from you. Receipt of the signed Credit Authorization along with the supporting information is necessary before your payment can be processed.

Per the Virginia EAP Vendor Agreement, you are to provide Crisis Assistance deliveries/services within 48 hours of receipt of authorization or within 18 hours of receipt of authorization for life threatening conditions and bill promptly.

A copy of the Credit Authorization is enclosed, if you have misplaced the original authorization.

Please sign the Credit Authorization and return it in the enclosed envelope along with any supporting documents.

All bills must be itemized with a breakdown of the costs for equipment, parts, labor hours, and rate.

If you were not able to render service, you may be eligible for a trip charge.

Please submit the authorization by . If you do not respond by this date, the case will be closed and no payment will be made.

Thank you for your continued assistance with the program. If you have any questions, please call the Energy Assistance office at .

Sincerely,

Energy Assistance Program
Phone Number:

A transaction guide for reviewing/using the unpaid list was sent to the EAP distribution list in late March. Contact your assigned regional consultant for additional copies, if needed.



At the end of the component period for Fuel and Crisis, VaCMS is set to Inquiry-only.

Funds allocated for the component are unencumbered and not available for payment processing.

Crisis (and Cooling) applications/service requests processed and approved after the system is set to inquiry-only will not have a benefit attached.

- The customer will not receive a system-generated approval notice.
 - A manual approval notice will need to be sent to the customer.
- The vendor will not receive a system-generated credit authorization.
 - A manual credit authorization will need to be sent to the vendor and benefits paid out of local agency funds [unless the delay was due to a technical issue].

The system will generate denial notices to customers if the service request was submitted outside the application period or the case/service request is otherwise ineligible (excess income, etc.).

At the end of Cooling, the system is set to Inquiry-Only for the end of the Program year.



Supervisor Timeline

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The Supervisor Timeline contains monthly recommendations for activities during the Fuel and Crisis components.

- For April:
 - Inform staff of the last date for data entry for closures, address changes, payment of Crisis Assistance Credit Authorizations., etc.
 - This date is found on the EAP Implementation Schedule.
 - Inform staff the date the system will be available for Inquiry ONLY.
- For May:
 - Client Notices will be mailed for vendor pay cases listing all payments made by Fuel Assistance and Crisis Assistance on the customer's behalf .
 - This is scheduled for a date in May that is listed on the EAP Implementation Schedule.
 - Be aware that staff may receive calls from clients when notices are sent.

The Supervisor Timeline is housed on the EAP Fusion page, under Training



For good customer service, make referrals to other organizations in your locality that may offer services for households in need, such as:

- EnergyShare offers bill payment and weatherization services to eligible households. Dominion also provides energy education through it's community outreach initiative. <https://www.dominionenergy.com/community/energy-assistance/energysshare>
- AEP – Neighbor to Neighbor program is funded mostly by donations, as local businesses and their employees, customers of AEP, and charities to provide electric bill payments for low-income households. <http://newrivercommunityaction.org/aep-neighbor-to-neighbor-dollar-energy-fund/>
- Salvation Army program funds are used to stop disconnection or to reconnect primary heating or cooling sources.
- Weatherization -- Local DSS agency staff should contact the WAP Partner for your area to introduce yourself and to ask if you can attend a home inspection, work etc. <http://www.dhcd.virginia.gov/images/Housing/Weatherization-Provider-List.pdf>



- There may be slight changes to the Cooling Assistance application. However, old versions of the application will remain valid if submitted.
- Cooling Assistance classroom dates are available in the Virginia Learning Center (VLC)
 - There is currently one session available for each region.
 - Additional sessions may be added if needed.
 - Limited seating
 - If there are more than 3 workers that need Cooling Assistance training in your agency, please let us know prior to classroom registration.

Remember: Classroom training is for brand new staff members who have never worked the component.

- Experienced workers should review the materials available in VLC and on the EAP Fusion page. Please feel free to contact your assigned regional consultant for help in devising in-house training/refresher sessions, if needed.



What's on your mind?

