

MANUAL MATERIAL TRANSMITTED					
MANUAL: Income Maintenance			CHANGE NUMBER: 96		
DELETE			INSERT OR CHANGE		
PAGES	CHAPTER	DATED	PAGES	CHAPTER	DATED
209 - 212	19	1/96, 12/96	209 - 212	19	1/98
229 - 232	19	1/96, 12/96	229 - 232	19	1/98
235 - 236	19	1/96	235 - 236	19	1/98
Appendix D	19	1/97	Appendix D	19	1/98
DATE: 11/97 TO: ALL INCOME MAINTENANCE MANUAL HOLDERS					

Please find indicated below the following revisions and clarifications for the FY 1998 LIEAP Program:

A. CLARIFICATIONS:

Pages 209-212

Clarifications on these two pages include emphasis upon certain terms to assure the reader that only Regular LIEAP is being discussed under "a. Regular LIEAP Application" and only Emergency LIEAP is being discussed under "b. Emergency LIEAP Application." Also, emphasis is placed upon the fact that computer-generated letters will be generated for Emergency LIEAP approvals because ES-NL-A Notification letters must continue to be used to notify applicants of Emergency LIEAP denials (see revisions below).

Pages 229-230

Emphasis placed upon the fact that no computer-generated letters are generated for Emergency LIEAP denials.

B. REVISIONS

Page 231:

Instructions in item 3, Terminal Entries, have been expanded to enter denials of Emergency LIEAP. For the first time, Emergency LIEAP denials must now be entered because the Federal Health and Human Services requires that applications be included in the annual LIEAP statistics. Please review this policy very carefully and carry out the instructions.

Page 235:

Under Eligibility Determination, code three (3) is now entered in this block to designate an Emergency LIEAP denial.

PLEASE NOTE THAT NO COMPUTER-GENERATED LETTER WILL BE SENT FOR EMERGENCY LIEAP DENIALS. IT WILL BE NECESSARY TO NOTIFY THE APPLICANT VIA ES-NL-A NOTIFICATION LETTER.

APPENDIX D:

The LIEAP income chart is upgraded for the FY 1998 program.

payment of \$146. If all other eligibility requirements are met, the client will be found eligible for \$150 emergency LIEAP because the total amount of the budget payments is less than the last bill received prior to June 1 (\$250).

- Using the same example as above, the applicant's last bill prior to June 1 was \$100. Budget payments of \$50 each were made in June and July. The applicant submits an overdue bill for \$125 on August 20 because he received a termination notice. However, the applicant does not meet the emergency home heating requirement because none of the overdue bill was incurred during the heating season (or prior to June 1).

The same procedure referred to above will apply as well to bulk fuel users. The applicant will be expected to provide verification substantiating the amounts referred to above. Applicants who are ill, handicapped, or aged will be assisted by the Worker to obtain verification. FAILURE ON THE PART OF THE APPLICANT AND/OR HOME HEATING PROVIDER TO PROVIDE THE REQUIRED INFORMATION WILL RESULT IN A DENIAL OF THE APPLICATION.

6. Client Notification of Case Action Taken

Applicants must be notified of the decision made on the application within 30 days of the date of application. Notification will be accomplished by following the instructions below:

a. Regular LIEAP Application

- Computer-generated Letter - The computer-generated letter will be used to notify clients of an approval or denial of all Regular LIEAP cases entered into the LIEAP Client Information System.
- ES-NL-A Notification Letter - The ES-NL-A form will be used to notify regular LIEAP applicants in the following situations:
 - o When the Worker denies a duplicate

decision within 30 days of the date of application.

NOTE: Copies of all clientele correspondence generated by the Worker MUST be placed into the case record.

E. Payment Process

The payment process will consist of vendor payments and direct payments. A vendor payment is a payment made to the home heating provider on behalf of the benefit group. A direct payment is when the check is made directly to the benefit group. All regular and emergency LIEAP payments will be made via the State Office. Vendor certification, a part of the payment process, is described at the end of this section.

1. Regular LIEAP Benefits

a. Direct Payment

Direct payment of regular LIEAP will be made only in the following circumstances:

- (1) The primary source of home heating is via bulk fuels such as fuel oil (all types), LPG (liquefied petroleum gas), coal, kerosene and wood.

EXCEPTION: Please refer to item b, vendor payments, (3) below.

- (2) Heating costs are included in the rent or mortgage payment.
- (3) The PSC-regulated home heating supplier that services the household has not entered into a contractual agreement with the Department.
- (4) Home heating costs are paid separately to a landlord or someone else.

b. Vendor Payments

Vendor payments will be made only in the following circumstances:

- (1) The home heating provider is a PSC-regulated

issue, the agency has 30 days after the hearing request is received to schedule the hearing, arrive at a decision and initiate the action necessary to carry out the decision.

- If the action by the Department is to decrease or stop the payment, the hearing must be scheduled and a decision made prior to any action by the agency.

b. Processing Requests for Fair Hearings

Please be advised that the computer-generated letter contains no instructions about how the applicant or client shall request a fair hearing except that he should consult the local Health and Human Resources office.

All requests for fair hearings resulting from a computer-generated letter must be placed on a log or register. This record must contain the name and address of the person who requested the hearing, and the date the request was forwarded to the appropriate Hearings Officer. Copies of the correspondence completed by the Worker and forwarded to the Hearings Officer must be maintained with the log.

Requests for Hearings resulting from the ES-NL-A form will be handled in the same manner as with other programs. Please change from 90 days to 60 days in the statement on the back of the ES-NL-A form under the heading "TIME LIMITS" since this is the deadline for the LIEAP Program.

G. LIEAP CLIENT AND PAYMENT INFORMATION SYSTEM

1. General Description and Purpose

The LIEAP client and payment information system consists of a case data entry system in which certain information obtained from the application form is entered into the terminal.

The system will perform the following tasks:

- Compute the amount of and write the payment for regular LIEAP benefits.

3. Terminal Entries

In order to comply with Federal requirements on reporting case data, Emergency LIEAP denials must now for the first time be entered into the LIEAP system. In order to do this, the following procedure regarding case entries must apply:

a. Approvals

When the case is found eligible for both Regular and Emergency LIEAP, (or either component) the approvals (or either) must occur on one household number using code 1 to designate the approval(s). This no different than what has been done in the past.)

b. Denials

When a Regular or Emergency LIEAP case is being denied to prevent duplicate payment, it is NOT entered into the terminal. Instead, the worker will complete the ES-NL-A notification letter and give or mail it to the applicant. Otherwise, all other denials are processed as indicated below:

--Regular LIEAP denials will be entered on a separate household number using code 2 to designate a Regular LIEAP denial.

--Emergency LIEAP denials will be entered on a separate households number using code 3 to designate an emergency LIEAP denial.

If it is necessary to enter subsequent denials of the same benefit group, a different household number must be used for each denial.

c. Deactivating the Social Security Number

Whenever a Regular or Emergency LIEAP case has been previously entered into the LIEAP terminal, the social security number of that case must be DEACTIVATED in order to enter subsequent case actions. Contact Esther Crim at 558-3292 who will deactivate the security number(s) on the case. Afterward, the worker will enter the case action using a DIFFERENT OR SEPARATE case number.

- Obtain "record processed" message on the terminal screen by pressing the "enter" key.
- Enter the LIEAP household number for the next LIEAP case in the "next number" field located in the lower right of the screen.
- Press "enter". This will bring the next LIEAP case onto the screen for the entry update.

New Cases

- Activate the LIEAP System (WENG) and enter the case data.
- Obtain "record processed" message on the terminal screen by pressing the "enter" key.
- Press the "enter" key once more. This will activate a blank LIEAP screen for the next new case entry.

PLEASE NOTE THAT "RECORD PROCESSED" MUST BE OBTAINED BEFORE THIS PROCEDURE WILL FUNCTION FOR EITHER DUMPSHEET CASES OR NEW CASES.

f. System Messages

The terminal is designed to respond with certain messages (MSG) depending upon the nature of the entry. When the "ENTER" key is pressed after case information is entered correctly, the terminal will respond with "MSG-Record Processed." Other messages are as follows:

MSG - Transaction no accepted
MSG - Household record not on file
MSG - Vendor record not on file
MSG - Monthly income ineligible for LIEAP payment
MSG - Error in record

g. Client Information System

Agency - Enter the appropriate code to designate which agency received the LIEAP application:

- 1 Bureau of Human Resources
- 2 Community Action Agency

system will respond with 00350.00.

EXAMPLE: The household income is \$352.45. The dollars amount must be entered to the left of the decimal point and the cents must be entered to the right of the decimal point. The amount will be entered in the system as 352.45. The system will respond as 00352.45.

PLEASE ENTER THE EXACT AMOUNT. DO NOT ROUND UP OR DOWN.

Other Assistance - Enter the appropriate code to indicate the type of other assistance, if any, that is being received by benefit group: (1-3) (refer to #6, Data Entry Codes).

Priority Classification - Enter the appropriate code to indicate the type of target group being reached by the program (refer to #6, Data Entry Codes, below).

Method of Home Heating - Enter the appropriate code to indicate how the client heats the home.

Date of Application - Enter the date of application as follows:

EXAMPLE: The date of application is February 4, 1996. The date will be entered in the system 02-04-96. The system will respond with 02-04-96.

Eligibility Determination - Enter code 1 for Regular and/or Emergency LIEAP approvals and code 2 for Regular LIEAP denials. Code 3 will be entered for emergency LIEAP denials. When denied, enter the appropriate reason code for the denial. (Please refer to item #6 which designates data entry codes for denial codes.)

Code 1 - REA (Regular - Emergency LIEAP Approval)

Code 2 - RD (Regular LIEAP Denial)

Code 3 - ED (Emergency LIEAP Denial)

h. Payment Information System

Regular LIEAP Payment

Direct Payment

amount of the regular LIEAP payment and the name, and the name, address, city/state and zip code that was entered in the client information section in the space designated as "pay to".

The number in the V.N. block for direct payments to the benefit group is a billing control number. The terminal operator should enter this number on the ES-LIEAP-2 form or dumpsheet for future use as reference and identifying case information. The case number and the amount of the LIEAP payment should also be entered on the ES-LIEAP-2 or dumpsheet for future reference.

"Date Paid" will be automatically entered as the date printed upon the check. This date will automatically be entered in the system after the check is written.

Vendor Payment

In order to make a vendor payment on behalf of the client, the terminal operator must enter all case information as described above, enter the correct six digit number in the V.N. block and enter the correct client or customer account number in the field designated as V.C.N. block.

The system will respond with the case number, the amount of the regular LIEAP payment, and the name, address, city/state and zip code of the vendor that will receive payment on behalf of the client. "Date paid" will be automatically entered by the computer.

Emergency LIEAP Payment

As indicated in Item C-2, Emergency LIEAP payments, a client must have received a regular LIEAP payment before receiving an emergency LIEAP payment except when the regular LIEAP component has been closed. Therefore, in order to make an emergency LIEAP payment to a vendor on behalf of the eligible client, THE TERMINAL OPERATOR WILL NEED TO ENTER "WENG" AND ENTER THE HOUSEHOLD NUMBER OF THE CASE PREVIOUSLY APPROVED FOR REGULAR LIEAP BENEFITS IF APPROPRIATE. This will bring up the client and regular LIEAP payment information

APPENDIX D
LEAP PROGRAM BENEFIT/INCOME CHART
NUMBER IN BENEFIT GROUP

Gross Monthly

Income	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
0-413	112	117	122	127	132	137	142	147	152	157	162	167	172	177	182	187	192	197	202	207
414-424	107	112	117	122	127	132	137	142	147	152	157	162	167	172	177	182	187	192	197	202
725-820		107	112	117	122	127	132	137	142	147	152	157	162	167	172	177	182	187	192	197
821-973			102	107	112	117	122	127	132	137	142	147	152	157	162	167	172	177	182	187
974-1,071				102	107	112	117	122	127	132	137	142	147	152	157	162	167	172	177	182
1,072-1,221					97	102	107	112	117	122	127	132	137	142	147	152	157	162	167	172
1,222-1,318						97	102	107	112	117	122	127	132	137	142	147	152	157	162	167
1,319-1,472							92	97	102	107	112	117	122	127	132	137	142	147	152	157
1,473-1,575								92	97	102	107	112	117	122	127	132	137	142	147	152
1,576-1,721									87	92	97	102	107	112	117	122	127	132	137	142
1,722-1,818										87	92	97	102	107	112	117	122	127	132	137
1,819-1,970											82	87	92	97	102	107	112	117	122	127
1,971-2,064												82	87	92	97	102	107	112	117	122
2,065-2,220													77	82	87	92	97	102	107	112
2,221-2,307														77	82	87	92	97	102	107
2,308-2,469															72	77	82	87	92	97
2,470-2,640																72	77	82	87	92
2,641-2,718																	67	72	77	82
2,719-2,811																		67	72	77
2,812-2,968																			62	67
2,969-3,066																				62
3,067-3,217																				57
3,218-3,310																				57
3,311-3,466																				52
3,467-3,542																				52
3,543-3,716																				47
3,717-3,809																				47
3,810-3,965																				42
3,966-4,057																				42
4,058-4,214																				37
4,215-4,306																				37
4,307-4,464																				32
4,465-4,555																				32
4,556-4,713																				27
4,714-4,801																				27
4,802-4,962																				22
4,963-5,061																				22
5,062-5,212																				17
5,213-5,300																				17
5,301-5,461																				12