Home Energy Assistance Program (HEAP)
Helpful Information for Providers

- Please make sure that you are processing the oldest HEAP and PIPP online applications first.
- If an application is missing citizenship designation, please check a previous application to copy into the current application.
- Please make sure you are following the online and paper application reports, reviewing the dates of the oldest applications, and processing them as soon as possible.
- Winter and Summer Crisis applications require an interview. If the client has not scheduled an interview, please leave the online application incomplete until the interview is conducted – making sure to update the application date to the interview date.
- When processing Winter Crisis applications, please document in the notes or on the Utility Verification Form (UVF) if it's an in-person or phone interview.
- Your agency can cover delivery fees for firewood and pellets using Winter Crisis Program funds.
- For incomplete Winter or Summer Crisis program files, you must include documentation showing the client has been contacted to complete the application. This documentation must demonstrate at least one written or email notification to the client, stating the application is incomplete and

noting the reason. Notes and supporting documentation must be maintained in the electronic client file.

- Your agency is responsible for maintaining full compliance within the HEAP and PIPP programs.

- Review updates to HEAP guidelines with your staff every season.

- Review the guidelines before submitting a question to your field representative. Most questions are addressed in the guidelines. If you cannot find the answer or need clarification on an item in the guidelines, contact your field representative.

- Grant instructions and all related documents should be reviewed before completing your grant applications.

- All inquiries from the state regarding client complaints should be responded to within 48 hours. You should be making a valid attempt to assist these customers.

- Keep track of all reports that are required for HEAP monitoring.

- Track all purchase invoices for this grant period so it is easier to submit them for monitoring purposes.

- HEAP coordinators can also run Application Processing Queue by County and Application Processing Queue Status reports under the Ocean report launcher.