



# Notice of Instruction

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## Notice of Instruction Number 101821: EHEAP Application and Eligibility Update

**TO:** PSA 6 EHEAP Providers

**FROM:** Abbie Walters, Senior Contract Manager

**DATE:** October 18, 2021

**SUBJECT:** EHEAP/EHEAP American Rescue Plan (ARP) Application and Eligibility Update

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The purpose of this notice is to disseminate the updated EHEAP Application and Eligibility Worksheet for prospective clients of EHEAP services and provide program information.

### **Form Updates: Effective Immediately**

Responsive to policy changes and Financial Eligibility Standards, the annual income range found on the application has changed to a new “hybrid” benefit matrix (using a maximum of 100% of State Median Income for households with 8 or fewer individuals and 150% of Federal Poverty Guidelines for households with 9 or more individuals).

Additionally, the attached updated application will be used for EHEAP and EHEAP ARP (with a place in Section One to mark either “EHEAP” or “EHEAP ARP,” depending upon which funding source is used). The updated application will be included in the EHEAP ARP contract, which is forthcoming.

### **Eligibility**

The use of a year-round (12-month) Crisis Benefit cycle will continue. This allows income-eligible households to receive multiple Crisis Benefits per program year, up to a maximum of \$5,000 per household.

### **Application Documentation Updates**

The Department of Economic Opportunity (DEO) continues to allow EHEAP applications to be completed in-person, virtually, or over the phone. Therefore, applications can be submitted without a client's wet signature. Providers will be notified once DEO rescinds the ability to provide virtual and over-the-phone application assistance.

Paper copies of the payment to the utility provider, on behalf of the client, are no longer required. However, EHEAP providers must have some type of documentation, such as an electronic payment verification, to show proof of payment to the utility provider on behalf of the client.

Please forward this information to EHEAP staff with instructions to begin using the updated information and application effective immediately. Please contact your contract manager if you have questions. Thank you for your teamwork.

### **Attachments:**

EHEAP Application 10.7.2021 (DOEA Form 114, which is fillable and ADA compliant)

LIHEAP Benefits Matrix October 2021