

**Emergency Home Energy Assistance for the Elderly Program (EHEAP)
Technical Assistance Guide Training Webinar
Questions and Answers**

During the Question and Answer session of the Emergency Home Energy Assistance for the Elderly Program (EHEAP) Technical Assistance (TA) Guide Training Webinar, we received the following questions. Please find answers to each question below.

Questions Related to Social Security Number Verification, EHEAP TA Guide, Section 24

1. Question: If a client is unable to furnish his or her Social Security card, who grants approval to use a pseudo ID number?

Answer: Collecting the Social Security number for all household members is a contractual requirement. The Area Agency on Aging (AAA) EHEAP program manager should only grant approval for the use a pseudo ID number in the event of circumstances beyond the applicant's control. Examples of exceptions that would be considered beyond the applicant's control are fire, flood, or birth of a new household member that has applied for, but not yet received, a Social Security card. In the event an exception is made, the exception must be clearly documented in the client file, including management approval.

Clients must be informed that he or she must obtain proof of their Social Security Number before they can apply for future EHEAP benefits. An alternative method to obtain Social Security numbers is provided in Section 24 of the TA Guide, in lieu of the actual Social Security card. This alternative should be utilized to obtain the applicants documented Social Security number prior to seeking management approval for the use of a pseudo ID number.

2. Question: When using a determination letter to verify a client's Social Security number, can the claim number be used?

Answer: No. An alternative method of collecting Social Security numbers has been provided, in Section 24 of the TA Guide, in the event an applicant is unable to present their actual card. This alternative is provided with the knowledge that other government programs obtain, verify and document the correct Social Security numbers.

3. Question: Can you use a client's Medicare card to verify the client's Social Security number?

Answer: Yes, but only if the Medicare number is the client's Social Security number and not that of someone else, such as the spouse. The option of using documented Social Security numbers is not intended to circumvent this requirement, therefore, you should ask for all household member's Social Security cards first, and documented Social Security numbers as a last resort.

Questions Related to Required Identification and Documentation, EHEAP TA Guide, Section 26

4. Question: How do you verify the date of birth for the client or a household member if the identification you are accepting does not list the date of birth, such as a student ID and debit card?

Answer: A Florida Driver's License or State ID is the preferred ID. Both IDs include the date of birth. However, if another form of ID that does not have the date of birth is provided, then the applicant's signature on the application provides an attestation that all information, including the date of birth, is true and complete.

5. Question: What type of identification is required if the client is homebound and their only picture ID is expired?

Answer: Photo identification of the applicant is required. The identification presented should be no more than one year expired.

6. Question: Is photo identification required for just the applicant?

Answer: Yes, only the applicant is required to provide valid photo identification. Other members of the household must provide an acceptable form of identification as listed in Section 26, of the TA Guide.

7. Question: Can the other household members provide identification that has been expired for more than one year?

Answer: Names, ages and current identification documentation (no more than one year expired) is required for all household members.

8. Question: Can an agency establish a policy to require photo identification for all household members who are 18 years and older?

Answer: Yes.

9. Question: What documentation is required to prove home ownership?

Answer: The client needs to provide supporting documentation to prove home ownership. The title or deed to a piece of property is the most basic form of proof of ownership. Titles and deeds must be signed by notary public to legally ensure that the document is valid.

10. Question: Is proof of citizenship required for all household members?

Answer: The EHEAP applicant must possess legal citizenship. Proof of citizenship is not required of other members of the household.

11. Question: Do we need proof of address for every household member?

Answer: No. Only the applicant is required to provide proof of residency.

12. Question: A person is determined ineligible based on income for household size. One week later, the applicant submits a new application that includes additional household member(s). In this situation, is it permissible to request proof that additional household member(s) now live in the household.

Answer: Yes, it is permissible to verify the change in household composition to establish program eligibility.

Questions Regarding Income Verification, EHEAP TA Guide, Sections 16-22

13. Question: If a self-employed client was over-income last year, but currently claims that their current economic status has changed and should now be income eligible, what documentation would be required to determine eligibility?

Answer: It is the responsibility of the client to provide proof of their current income. Without documentation of income, a client's current eligibility cannot be determined. In order to determine income eligibility, those individuals who are self-employed should provide sufficient documentation to explain the change in their economic status, which includes proof of income and proof of business-related expenses.

14. Question: Is a regular, monthly contribution from a family member or friend counted as income?

Answer: Yes, any regular monetary support from a family member or someone not living in the household is counted as income.

15. Question: The EHEAP application requires income verification for household members age 18 and older. If we have a client with a household member that is 16 or 17 with a job, does their income need to be provided?

Answer: No. Income verification is only required for those age 18 and older.

General Questions

16. Question: Many heating, ventilating and air conditioning (HVAC) contractors charge for a repair quote or estimate, which is not covered by EHEAP benefits. Are there HVAC contractors throughout the state willing to do this for free?

Answer: EHEAP is not a HVAC repair program. EHEAP is a program that provides crisis energy assistance for heating and cooling purposes. Repairs covered by EHEAP benefits are minor or routine in nature and should only be utilized when a client is in

jeopardy of not having the means to heat and cool. Management oversight should occur with these requests and be evaluated on a case-by-case basis.

17. Question: Is a Weatherization Assistance Program (WAP) referral required if the client did not receive assistance within an 18 month period?

Answer: No. A WAP referral is only required if the client is a homeowner and has received EHEAP or LIHEAP assistance three times within an 18 month period. While not required, you may still want to refer the client to the local WAP for assistance. The reasoning behind this requirement is that if an individual is returning to an energy assistance program that often, it may be that they have air infiltration problems, resulting in higher than normal energy bills. A home receiving weatherization assistance is more likely to have lower, more affordable, energy bills.

18. Question: Can a client apply for and receive EHEAP benefits three separate times during the year?

Answer: Eligibility is based on one benefit per season, not calendar year. It is possible for a client to apply for and receive EHEAP benefits three separate times during a calendar year, as long as benefits are provided in different seasons. The client has the right to apply, and if eligible, receive an EHEAP benefit once during each season, regardless of when it falls during the calendar year.

19. Question: Can the supervisor/peer sign the application after the commitment has been made, but before payment is issued?

Answer: Yes. The supervisor/peer must review and approve the application before payment can be made to the utility vendor. It is not always possible to get supervisor/peer review and approval before making a commitment. The intent is to avoid errors in eligibility determination, payment amounts, and the possibility of fraud. If an error is detected and the applicant is determined ineligible, a commitment can be reversed prior to payment.

20. Question: If a client is unable to provide a past due notice, can we sign into an online portal and print it out?

Answer: The client is responsible for providing proof of an energy obligation at the time of application. Utilizing online portals is an optional verification method of the utility obligation and a means to make commitments. On-line response system printouts must provide adequate information that include the final bill with the minimum amount due to prevent disconnection. The commitment amount and commitment confirmation will be printed and included in the applicant's file.

21. Question: If an applicant's heating source requires both electric and gas to heat, which bill is eligible for assistance?

Answer: On page one of the EHEAP application, the applicant states their primary source of heat. Applicants are eligible for one energy assistance benefit during any given season. At no time is an applicant eligible for the award of two separate crisis benefits, nor payment of two energy bills during the same season, even if they total less than \$600.00. Only one energy crisis benefit can be provided for each season.