

<b>Program:</b> HEAP Fuel Assistance	<b>MHPN #</b> 2023-HEAP-013
<b>Action:</b> Program Guidance Clarification	<b>Effective Date:</b> 8/18/2023
<b>Issued by:</b> MaineHousing, Energy and Housing Services	<b>Expired Date:</b>

**This MaineHousing Notice is being issued to provide guidance regarding use of the HEAP Reminder Form and denying applications for missing requested income documentation.**

## 1. Denying Applications for missing requested income documentation.

Per the HEAP Handbook Section 17: Completing the Application, “All questions on the Application must be asked, and responses documented and/or entered in HEAP Cloud. If the Applicant cannot provide the required information, a *Reminder Form*, which clearly states the documentation needed to determine eligibility, must be given to the Applicant and a copy must be retained in the Application file. The signed Application and required documentation must be received by the CAA within twenty (20) business days.”

### Clarification-

During Intake, CAAs should ask Applicants if any member of the Applicant Household receives TANF or SNAP assistance. If a Household member receives TANF or SNAP assistance, the CAA should request documentation of receiving TANF or SNAP assistance **and** income documentation. Documentation of receiving TANF/SNAP assistance **or** income documentation is required in order for the CAA to process the Application. This requested documentation must be placed on the *Reminder Form* that is sent to the Applicant. If one or both pieces of documentation are submitted by the Applicant, the CAA will process the Application using the documentation provided. If the Applicant does not provide either documentation of receiving TANF/SNAP assistance or income, the CAA should deny the Application. See the HEAP Handbook and MaineHousing MHPN# 2023-HEAP-012 *Use of HEAP Income Worksheet for Applicants submitting documentation of Categorical Income Eligibility* for additional guidance on processing applications using Categorical Income Eligibility.

## 2. Notice Contact

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*Lauren Bustard, Maine State Housing Authority, 26 Edison Drive, Augusta, Maine 04330,  
 Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice) or Maine Relay 711.*

