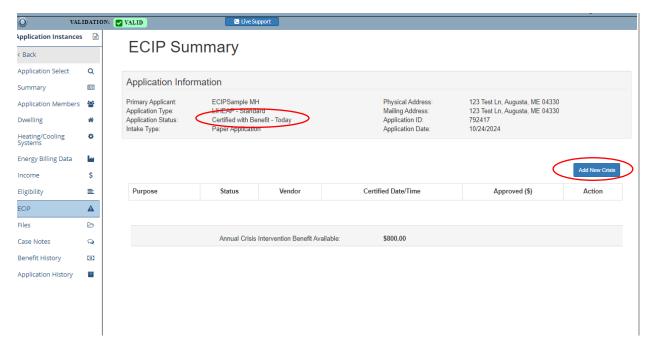
How to Create an ECIP Crisis Record

To create an ECIP Crisis Record, the HEAP Application must be eligible and have the status of 'Certified with Benefit'. If the Application is 'Pending' or 'Certified for Benefit', appropriate steps must be taken to complete the standard HEAP Application prior to beginning a Crisis Record.

To create a Crisis Record on a 'Certified with Benefit' Application:

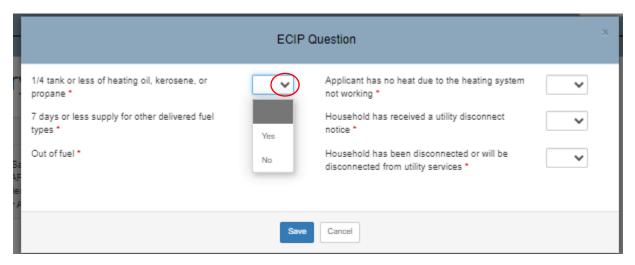
Click 'Add New Crisis'.



A new window will appear with ECIP Questions.

Answer each ECIP Question by selecting Yes or No from the drop-down. Click Save.

Note: Only one question may be answered with Yes for each Crisis Record. If the Applicant has more than one crisis, the CAA will complete a separate Crisis Record for each.

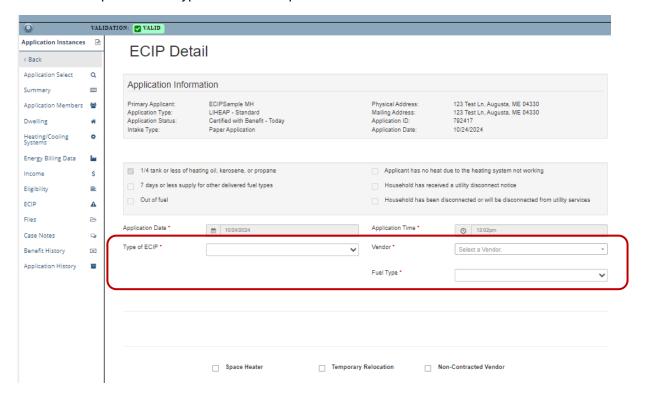


A Crisis Record will be reflected on the ECIP Detail screen. The Application Date and Application Time will prepopulate.

Select the 'Type of ECIP' from the drop-down.

Select the 'Vendor' who will remedy the Crisis from the drop-down.

Select the required 'Fuel Type' from the drop-down.



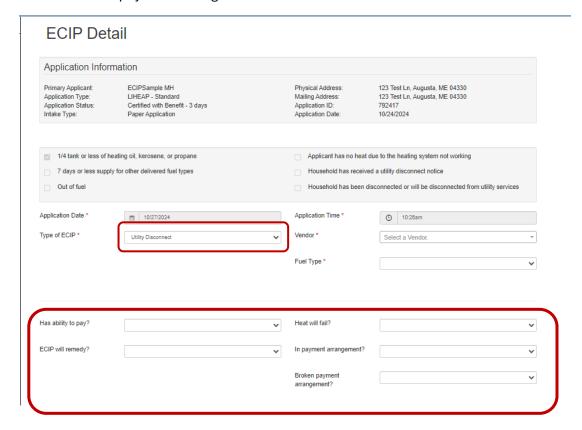
Note: Disregard the following field that will be removed once configuration has been completed.

- Is the household on autofill?
 - Next schedule delivery

Utility Disconnects: If the Type of ECIP selected is Utility Disconnect, additional fields will populate that must be answered.

Select Yes or No from the drop-down for each question:

- 'Has the ability to pay?'
- 'ECIP will remedy?'
- 'Heat will fail?'
- 'In a payment arrangement?'
- · 'Broken payment arrangements?'



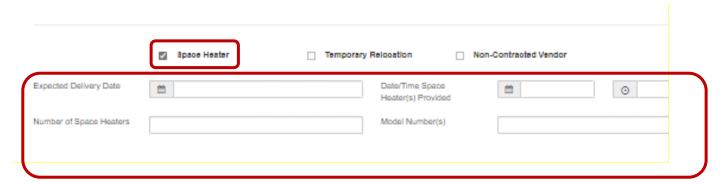
Space Heater: If the Crisis will be remedied with the Provisional Measure Space Heater select the Space Heater check box. Additional fields will populate that must be answered.

Enter the 'Expected Delivery Date'.

Enter the 'Date/Time Space Heater(s) Provided'.

Enter the 'Number of Space Heaters' provided.

Enter the 'Model Numbers'.



Temporary Relocation: If the Crisis will be remedied with the Provisional Measure Temporary Relocation select the Temporary Relocation check box. Additional fields will populate that must be answered.

Enter the 'Hotel/Motel' name.

Enter the 'Expected Check-In Date'.

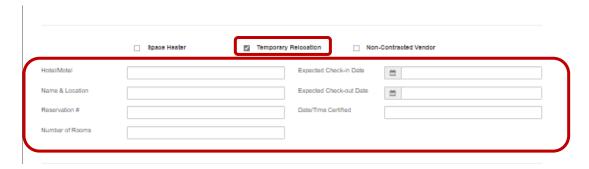
Enter the 'Name & Location'.

Enter the 'Expected Check-out Date.

Enter the 'Reservation #'.

Note: 'Date/Time Certified' is to be left blank. This information is captured later.

Enter the 'Number of Rooms'.



Non-Contracted Vendor: If the Crisis will be remedied with use of a Non-Contracted Vendor select the Non-Contracted Vendor check box. Additional fields will populate that must be answered.

Enter the 'Vendor Name'.

Enter the vendor 'Fax'.

Enter the vendor 'Address'.

Enter the vendor 'Email'

Enter the vendor 'Phone'.

Enter the vendor 'Contact Name'.



For all Crisis Types and Remedy Types:

Enter the HEAP and TANF Fuel Supplemental balances remaining on account with the Vendor.

Enter \$0.00 if the Vendor confirms there are no HEAP Benefits and/or TANF Fuel Supplemental Benefits/Credits remaining on account.

If there are Benefit or Credit balances on account:

In the HEAP Benefit section:

Enter the HEAP Benefit remaining on account.

Enter the Cash Price provided by the Vendor.

In the 'TANF Supplemental' section:

Enter the TANF Benefit/Credit remaining on account.

Enter the Cash Price provided by the Vendor.

Once the Balance and Cash Price have been entered, the units to be covered by each funding source will auto populate.



If it is determined that an ECIP is needed to remedy the Crisis, complete the 'ECIP' section:

Enter the 'Cash Price' to be charged for the delivery.

Enter the 'Delivery/Service' Fees, if applicable.

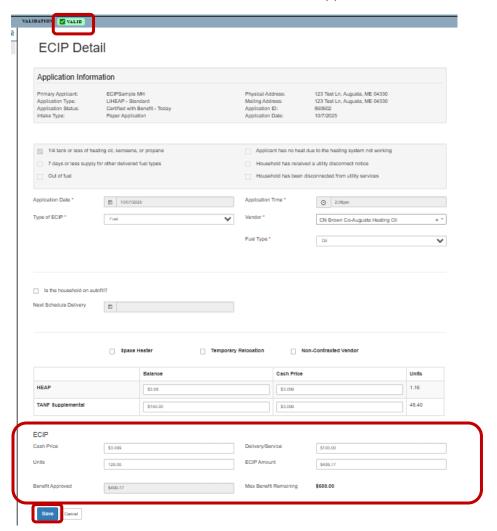
Enter the number of 'Units' that will be covered by ECIP. Round down to a whole amount.

Enter the total amount of 'ECIP'. This amount includes 'Delivery/Service' fees plus the fuel delivery amount to be paid by ECIP. The 'Benefit Approved' will auto-populate to match the ECIP Amount entered.

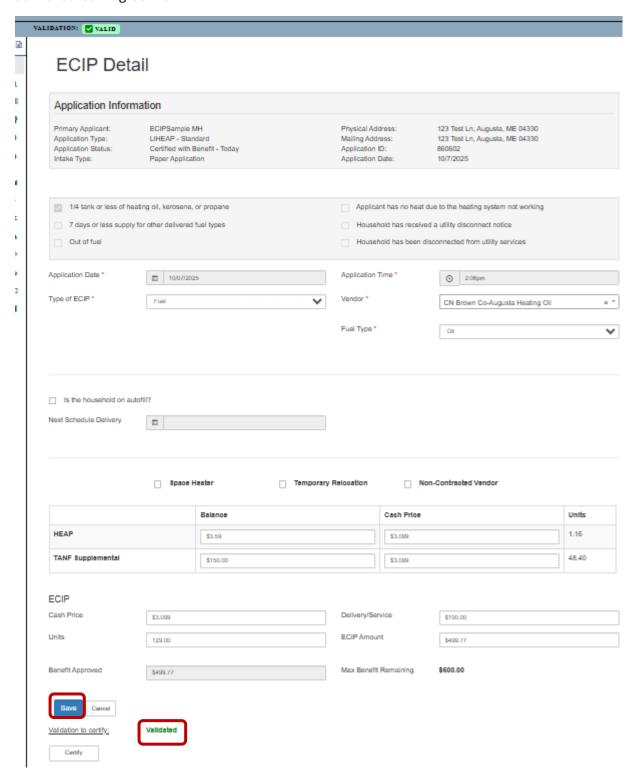
Click 'Save'.

Review the Crisis Record to ensure that all data has been entered accurately and that the HEAP Application is validated (shown across the top of the standard HEAP application in the blue bar).

If the Crisis Record data is correct and the HEAP Application is 'Valid', click 'Save'.



Once saved, validation will be run on the Crisis Record. If the Crisis Record passes, 'Validation to Certify' will show as 'Validated' in green text.



Once the Crisis Record has been saved and Validated select 'Certify'.

Additional fields will populate.

The Certification Date and Time will auto populate.

Certifier will auto populate for whomever is certifying the Crisis Record.

To finalize the Certification of the Crisis Record:

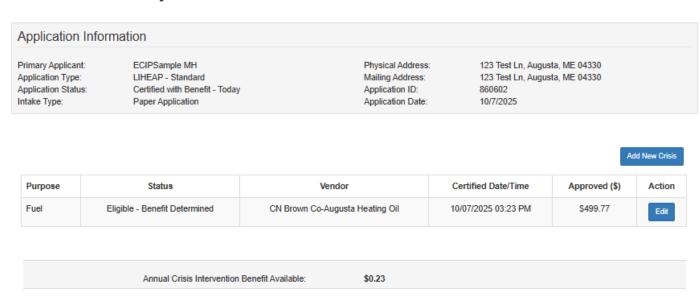
Select 'Certify as Eligible' or 'Certify as Denied', as applicable.

Select 'Finalize Certification'.



Upon finalizing the certification, the system will advance to the ECIP Summary screen as the Crisis Record is complete.

ECIP Summary

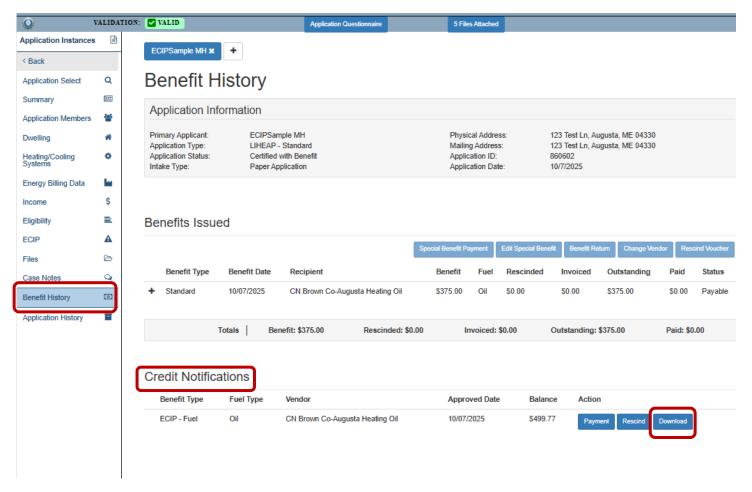


To generate the ECIP Credit Notification:

Navigate to the 'Benefit History' Screen

The ECIP Crisis Record that was created will be listed in the 'Credit Notifications' section.

Select 'Download' to generate the ECIP Credit Notification.



Prior to issuing the ECIP Credit Notification to the Vendor, confirm all details are listed appropriately.

Save Emergency Worksheet and ECIP Credit Notification in Files under 'Other'. Add description of what is in file. File naming convention should be ECIP, Last Name and Date of ECIP. Example: ECIP-Smith 11-1-2025.

Naming convention for Non-Contracted Vendor and provisional payment documentation is to be ECIP Last Name CAA Payment documentation.

Example: ECIP-Smith KVCAP Payment.