How to Deny a Crisis Record

Crisis Records may be denied for the following reasons:

- Applicants have enough HEAP and/or TANF Supplemental Funds on account to remedy the Crisis
- ECIP cannot remedy the Crisis
- Do Not Pay List indicate the Applicant is ineligible for ECIP
- Household is otherwise ineligible for ECIP

Once a Crisis record is added to the Application and is validated, select 'Certify'.

The Certification Date and Time will auto-populate.

Select the Certifier from the drop-down.

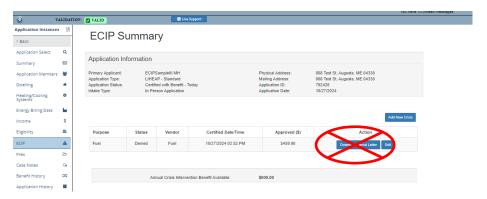
Select 'Certify as Denied'

Select 'Finalize Certification'.



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

Do not use the Denial Letter in the system of record. Complete the Manual Denial letter that is located the CAA Portal under Program Forms, ECIP.



Naming configuration ECIP Last Name Denial Notification. Example: ECIP Smith Denial Notification.

This must be saved in Files section under 'Other' with a description written of what the documentation entails.