

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'.

The screenshot shows a certification form with the following elements:

- Buttons: Save, Cancel
- Section: Validation to certify
- Button: Certify (highlighted with a red box)
- Fields: Certification Date (10/27/2024), Time (2:52PM), Certifier (McPherson, Lori)
- Radio buttons: ☐ Certify as Eligible, ☒ Certify as Denied (highlighted with a red box)
- Button: 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.

The screenshot shows the ECIP Summary screen with the following details:

- Header: VALIDATION: VALID, Live Support
- Section: Application Information
- Table:

Primary Applicant:	ECIPSamplelll MH	Physical Address:	888 Test St, Augusta, ME 04330
Application Type:	LIHEAP - Standard	Mailing Address:	888 Test St, Augusta, ME 04330
Application Status:	Certified with Benefit - Today	Application ID:	792459
Intake Type:	In Person Application	Application Date:	10/27/2024

- Table:

Purpose	Status	Vendor	Certified Date/Time	Approved (\$)	Action
Fuel	Denied	Fuel	10/27/2024 02:52 PM	\$459.90	Down, Denial Letter, Edit

- Buttons: Add New Crisis, Down, Denial Letter, Edit (the Denial Letter button is circled in red)
- Footer: Annual Crisis Intervention Benefit Available: \$800.00

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.