



CENTRAL HEATING
IMPROVEMENT PROGRAM (CHIP)

CHIP
GUIDANCE AND PROCEDURES

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INTRODUCTION

MaineHousing's Central Heating Improvement Program Guidance and Procedures (CHIP Guide), provides guidance, procedures and best practices for administering CHIP funded projects.

MaineHousing's CHIP Guide will be updated as needed to provide CAAs with current information regarding the delivery and management of CHIP services. There may be times that a MaineHousing Program Notice (MHPN) is issued instead of updating the CHIP Guide. The MHPN's will be incorporated into the CHIP Guide at the next revision. CAAs must adhere to the applicable terms and conditions of regulations and rules when administering CHIP funded projects.

NOTE: *MaineHousing's CHIP Guide is effective as of the date on the cover page. Effective dates will be updated to coincide with any revisions made to the MaineHousing CHIP Guide.*

MaineHousing's Energy and Housing Services Department (EHS) provides the management, technical assistance and administrative support for CHIP. **NOTE:** MaineHousing's CAA Portal (<http://www.mainehousing.org/partners/partner-type/community-agencies/maine-weatherization-programs>) contains current CHIP Guide, forms, state plans, links to applicable federal references, and other resources.

A. References

CAAs must adhere to the terms and conditions of the HEAP Rule and HEAP State Model Plan when administering CHIP projects-

- Chapter 24, Home Energy Assistance Program Rule (adopted) (HEAP Rule)
- HEAP State Model Plan
- Subgrant Agreements and any applicable budgets, work plans and amendments
- MaineHousing's CHIP Guide
- MaineHousing's Home Energy Assistance Program Handbook (HEAP Handbook)
- MaineHousing Program Notices
- HEAT Enterprise Software Users Guide

B. Definitions

Capitalized terms not otherwise defined in this CHIP Guide have the same meaning as set forth in the HEAP Rule and Subgrantee Agreements. As used in this CHIP Guide, the following terms have the following meanings:

1. Familial Relationship

Persons related by birth, marriage, or adoption, and unmarried persons who have children in common (birth or adoptive parents).

2. Primary Heating System

Heating System that the Primary Applicant has designated on the HEAP Application as the Primary Heating System for the Dwelling Unit.

SECTION 1: CHIP PROGRAM GRANTS

This CHIP Guide applies to all active CHIP grant periods. Each program year, MaineHousing may allocate HEAP Weatherization (HEAP Wx) funds to Community Action Agencies (CAAs) through Subgrant Agreements. A percentage of the HEAP Wx funds is then allocated to CHIP. There may also be funds allocated directly to CHIP outside of the HEAP Wx allocation. The CHIP Guidance and Procedures will apply to any CHIP grant.

A. Active Grants

Refer to MaineHousing’s CAA Portal for a complete list of programs administered through MaineHousing’s EHS department, along with effective grant dates.

NOTE: A list of programs administered through EHS with corresponding grant periods is available on the CAA Portal.

B. Advances

- (1) Advances up to twenty-five percent (25%) may be issued for each Program Year upon subgrantees’ request and MaineHousing’s approval of subgrantees’ budgets and work plans.

SECTION 2: CHIP SERVICE AREAS

MaineHousing’s CHIP serves all Maine counties through nine (8) CAAs. CAAs provide CHIP services to households in the following designated counties:

CAA	Area Covered
Aroostook County Action Program (ACAP) 771 Main Street PO Box 1116 Presque Isle, ME 04759	Aroostook County
Community Concepts (CCI) 17 Market Square South Paris, ME 04287	Androscoggin, Cumberland and Oxford Counties
Downeast Community Partners (DCP) 248 Bucksport Road Ellsworth, ME 04605	Washington and Hancock Counties
Kennebec Valley Community Action Program (KVCAP) 101 Water Street Waterville, ME 04901	Kennebec, Lincoln, Sagadahoc and Somerset Counties
Penquis Community Action Program (PCAP) 262 Harlow St PO Box 1162 Bangor, ME 04402-1162	Penobscot, Piscataquis and Knox Counties
Waldo Community Action Partners (WCAP) 9 Field Street PO Box 130 Belfast, ME 04915	Waldo County
Western Maine Community Action (WMCA) 20A Church Street PO Box 200 East Wilton, ME 04234	Franklin County
York County Community Action Corp. (YCCAC) 6 Spruce Street PO Box 72 Sanford, ME 04073	York County

SECTION 3: PRIORITIZATION AND WAIT LIST REQUIREMENTS

A. Prioritization

CAAs shall provide CHIP services based on the following priority order:

- (1) Eligible Households experiencing an Energy Crisis caused by Heating System malfunction or failure.
- (2) Non-wood Heating Systems that cannot achieve a minimum steady state efficiency of 70% (as determined by a Clean, Tune, Evaluation- (CTE).
- (3) Preventative CTE and minor repairs on a non-emergency basis (owner-occupied Dwelling Units only). Date of the last CTE by a licensed technician must be more than twelve (12) months prior to the job's *Assessment Date*. See [Section 8.D, System Dates](#).

B. Wait List Requirements

Eligible Households shall be served on a first-come, first-served basis with respect to each level of priority except when the CAA is providing weatherization services to a Dwelling Unit. In this case, CHIP activities to Eligible Households that enable the CAA to leverage funds may be served first.

SECTION 4: ELIGIBILITY

A. Eligible HEAP Application

A household may be eligible for CHIP if the household:

- (1) Is eligible for Fuel Assistance benefits; and
- (2) Has an eligible HEAP Application (fuel assistance) that was certified within the preceding twelve (12) months; and
- (3) Does not have a more recent HEAP Application that has been denied.

NOTE: Prior to scheduling a job, CAA must re-verify a Household's eligibility to ensure that their most recent HEAP application has not been denied.

GUIDANCE: Once a job is scheduled in HEAT Enterprise based on an eligible HEAP application, the job can be completed even if the household is found to be ineligible on a subsequent HEAP application.

B. "CHIP Only" HEAP Application

A household may be eligible for CHIP services if the Household's standard HEAP Application was appropriately processed, documented and certified eligible for "CHIP Only" within the preceding 12 months. Household's application must be otherwise eligible for fuel assistance. Refer to the [HEAP Handbook](#) for more information. If a household was denied on a subsequent HEAP Application, the household/unit is no longer eligible for CHIP (denial overrides the prior certification for HEAP (fuel assistance) or "CHIP Only" certification).

NOTE: The dwelling unit must have a working heating system to be considered for fuel assistance benefits.

C. Proof of Ownership

The CAA shall verify ownership of Dwelling Units prior to performing any work. Proof of ownership verification consists of current property tax bill or statement from the local tax assessor, town clerk or similar municipal

NOTE: Property deeds alone are not considered adequate proof of ownership.

official. Any other forms of verification must be approved by MaineHousing

REMINDER: If a rental unit is receiving CHIP services and is not occupied by the owner, CAA must secure the property owner's consent prior to issuing the work order.

D. Life Estates and Life Leases

If an Eligible Household member holds a life estate or life lease interest in and occupies the Dwelling Unit, the Dwelling Unit may be eligible if the document conferring the Applicant's rights of the life estate or life lease states that the Eligible Household member is responsible for maintaining the Dwelling Unit, or is silent as to who is responsible for maintenance; or

E. Applicant Relocates

If a household is requesting CHIP services for a different Dwelling Unit (*i.e.*, moved to a new Dwelling Unit subsequent to the Date of Application for HEAP), the CAA should take appropriate steps to fully assess the heating situation of the new Dwelling Unit (*e.g.*, number of rooms, permanently installed heating systems, etc.).

F. Asset Test (Heating System Replacements Only)

The intent of the asset limitations is to encourage a household's contribution to meeting their needs for Heating System replacement, when possible, and at the same time recognize that household assets represent needed income and insurance against financial calamities, and that it is prudent to retain these assets to some extent. The asset verification criteria helps direct limited program resources to those households having the greatest need. Further, the policy was adopted in conjunction with the elimination of a maximum life-time Dwelling Unit limit. A HEAP household may be the beneficiary of services multiple times, which is all the more reason to consider a household's capacity to contribute to (or pay for) these costs.

1. Asset Limits

The Applicant household will be required to contribute toward the cost of a Heating System replacement if the Applicant household has Countable Assets in excess of \$5,000 or \$50,000 if a member of the Applicant household is 60 years of age or older (or 55 years or older if the member is a member of an Indian Tribe). The same guidelines apply to non-occupying co-owner's countable assets. If there is a penalty to withdraw funds from an account the funds will not be part of the Countable Asset. Ex: funds from a retirement account when the declarant is younger than the age to withdraw (account documentation will be needed).

2. Determining Maximum CHIP Benefit Amount

The amount of the Applicant household's contribution will be based on the Heating System replacement cost and the dollar amount of Applicant household's and non-occupying co-owner's Countable Assets in excess of \$5,000/\$50,000.

- a. An Applicant household's contribution shall be determined by subtracting \$5,000 or \$50,000 (whichever is applicable) from its total Countable Assets. That difference will then be multiplied by the Applicant household's percentage of ownership. A non-occupying co-owner's contribution shall be similarly calculated.
- b. The maximum CHIP benefit amount shall be determined by subtracting the sum of the Applicant household's and non-occupying co-owner's contributions from the total replacement costs.

3. Declaration of Assets Affidavit

The Declaration of Assets Affidavit is a self-declaration made by the HEAP Primary Applicant and non-occupying co-owner (account statements are not required). An affidavit must be signed or verbal attestation must be obtained and documented prior to scheduling a job and will be considered valid

provided it was signed within the sixty (60) day period preceding the job's *Assessment Date* in HEAT Enterprise. See [Section 8.D, System Dates](#). The following parties must complete and sign a Declaration of Assets Affidavit.

- a. The person designated as the Primary Applicant may submit one affidavit on behalf of all Applicant household members. Countable assets for all Applicant household members must be declared on the affidavit. An Applicant household member may submit a separate affidavit if they object to sharing their financial information with the Primary Applicant.
 - i. Persons listed as household members on the HEAP application who no longer reside in the Dwelling Unit would not be required to declare their assets (unless they are a non-occupying co-owner). This should be documented on the Declaration of Assets Affidavit.
 - ii. If the HEAP Primary Applicant does not have an ownership interest in the Dwelling Unit, the affidavit must be signed by a HEAP household member who owns the Dwelling Unit.
- b. Non-occupying co-owners are required to submit a separate affidavit.

4. Non-Occupying Co-Owner Assets

A non-occupying co-owner has a legal ownership interest in and liability for the property. In cases involving non-occupying co-owners:

- a. The share of replacement costs will be based on each party's percentage of ownership. If no percentage is specified or provided by state or local law, each party's share will be prorated evenly among the co-owners.

Example 1 –50% Occupant Ownership/50% Non-Occupant Ownership						
Heating System Replacement Cost	Occupant Owner		Non-Occupant Owner		Total Owner Contribution	Maximum CHIP Benefit
	Countable Assets	Asset Contribution	Countable Assets	Asset Contribution		
\$8,000	\$6,000	\$1,000	\$8,000	\$3,000	\$4,000	\$4,000
Project Costs Attributable to Occupant (50%)				$\$8,000 \times 50\% = \$4,000$		
Project Costs Attributable to Non-Occupant (50%)				$\$8,000 \times 50\% = \$4,000$		
Occupant Asset Contribution				$\$6,000 - \$5,000 = \$1,000$		
Non-Occupant Asset Contribution				$\$8,000 - \$5,000 = \$3,000$		
Maximum CHIP Benefit: (Attributable Project Costs minus Asset Contribution)				Occupant: $\$4,000 - \$1,000 = \$3,000$ Non-Occupant: $\$4,000 - \$3,000 = \$1,000$ $\$3,000 + \$1,000 = \$4,000$		
Total Owner Contribution (Project Costs minus Maximum CHIP Benefit)				$\$8,000 - \$4,000 = \$4,000$		

Example 2 - 70% Occupant Ownership/30% Non-Occupant Ownership						
Heating System Replacement Cost	Occupant Owner		Non-Occupant Owner		Total Owner Contribution	Maximum CHIP Benefit
	Countable Assets	Asset Contribution	Countable Assets	Asset Contribution		
\$8,000	\$6,000	\$1,000	\$6,000	\$1,000	\$2,000	\$6,000
Project Costs Attributable to Occupant (70%)				$\$8,000 \times 70\% = \$5,600$		
Project Costs Attributable to Non-Occupant (30%)				$\$8,000 \times 30\% = \$2,400$		
Occupant Asset Contribution				$\$6,000 - \$5,000 = \$1,000$		
Non-Occupant Asset Contribution				$\$6,000 - \$5,000 = \$1,000$		
Maximum CHIP Benefit: (Attributable Project Costs minus Asset Contribution)				Occupant: $\$5,600 - \$1,000 = \$4,600$ Non-Occupant: $\$2,400 - \$1,000 = \$1,400$ $\$4,600 + \$1,400 = \$6,000$		
Total Owner Contribution (Project Costs minus Maximum CHIP Benefit)				$\$8,000 - \$6,000 = \$2,000$		

- b. The CAA is expected to make good-faith efforts to secure an affidavit from a Non-occupying Co-owner. If there are extenuating circumstances, which make it unfeasible to obtain an affidavit from a non-occupying co-owner, the Applicant household's eligibility for Heating System replacement may be based on the Applicant household's assets only provided the CAA fully documents the efforts made.
- i. **Ex-spouse who is co-owner and not living in the Dwelling Unit:** An ex-spouse's assets will not need to be declared or considered if the Applicant provides legal documentation, such as a divorce decree, to substantiate the Applicant has sole responsibility for maintenance and repairs.
 - ii. **Domestic Violence Cases:** A non-occupying co-owner's assets will not need to be declared or considered if the non-occupying co-owner committed domestic violence against an Applicant household member. In such cases, an affidavit signed by the victim of domestic violence will be considered acceptable proof.

Example 3 – Non-occupant owner Assets not available due to extenuating circumstances						
Heating System Replacement Cost	Occupant Owner		Non-Occupant Owner		Total Owner Contribution	Maximum CHIP Benefit
	Countable Assets	Asset Contribution	Countable Assets	Contribution		
\$8,000.00	\$6,000.00	\$1,000.00	\$0	\$0	\$1,000.00	\$7,000.00
Project Cost				\$8,000		
Occupant Asset Contribution:				$\$6,000 - \$5,000 = \$1,000$		
Maximum CHIP Benefit: (Project Cost minus Occupant Asset Contribution)				$\$8,000 - 1,000 = \$7,000$		
Total Owner Contribution				$\$8,000 - \$7,000 = \$1,000$		

- c. If a Non-Occupying Co-owner refuses to submit a Declaration of Assets Affidavit, the maximum CHIP benefit will be calculated as follows: Heating System replacement cost multiplied by the Applicant household's percentage of ownership, minus the Applicant household's Countable Assets in excess of \$5,000 or \$50,000 (whichever is applicable).

Example 4 – Non-occupant owner refuses to disclose assets 50% Occupant Ownership/50% Non-Occupant Ownership						
Heating System Replacement Cost	Occupant Owner		Non-Occupant Owner		Total Owner Contribution	Maximum CHIP Benefit
	Countable Assets	Asset Contribution	Countable Assets	Contribution		
\$8,000.00	\$6,000.00	\$1,000.00	\$0	\$0	\$5,000.00	\$3,000.00
Occupant Ownership Percentage:				50%		
Calculated Project Cost (Cost multiplied by percentage of ownership)				$\$8,000 \times 50\% = \$4,000$		
Occupant Asset Contribution:				$\$6,000 - \$5,000 = \$1,000$		
Maximum CHIP Benefit: (Calculated Project Cost minus Occupant Asset Contribution)				$\$4,000 - \$1,000 = \$3,000$		
Total Owner Contribution				$\$8,000 - \$3,000 = \$5,000$		

5. Real Estate Assets

- a. All Real Estate Assets must be declared on the Declaration of Assets Affidavit but are not included in the asset calculation

6. Verification of Assets

- a. If the CAA needs further clarification to verify Countable Assets, the Applicant household and/or non-occupying co-owner must provide documentation as required by the CAA. This may include bank or financial institution statements, stock certificates, savings bonds, or documentation showing the value of real estate holdings. This allows the CAA the flexibility to exercise due diligence if it has reason to doubt the declared amounts.
- b. The CAA is expected to take reasonable steps to request verification if it has questions or concerns, and to keep file notes about its efforts to do so. If it is subsequently determined that the declarant knowingly gave false, misleading, or incomplete information, MaineHousing will request the file from the CAA and take appropriate action to recoup the overpayment from the declarant.

SECTION 5: ELIGIBLE UNITS

A. Dwelling Units

- (1) A Dwelling Unit must be occupied by a household that meets the eligibility for assistance under the Low Income Home Energy Assistance Act of 1981 as determined in accordance with criteria established by the Director of the Office of Management and Budget.
- (2) Dwelling Units include single family stick built and manufactured/modular homes, as well as multi-family units.
- (3) If the Dwelling Unit does not have a functioning Heating System, the CAA may certify the HEAP Application for “CHIP Only” provided the HEAP Application is complete and all applicable documentation has been provided.

NOTE: *Eligible Households that apply for CHIP services for more than one Dwelling Unit will be subject to additional review to ensure the requested services are consistent with the intent of the program.*

B. Rentals

- (1) A Rental Unit is eligible for CHIP if it is occupied by an Eligible Household. Prior to providing services, the CAA must verify the ownership of the unit/building and obtain written confirmation from the property owner. *See [Section 8.C, Required Documents](#).*
- (2) Written Permission. Secure owner's and tenant's consent on the *CHIP Consent* form prior to proceeding with CHIP services. Additionally, the owner and tenant are required to sign MaineHousing's *Rental Agreement* before the CAA can proceed with CHIP services.

NOTE: *Rental Units that have received prior CHIP services in an amount equal to the life-time maximum benefit are not eligible for additional CHIP services.*

C. Maximum Benefit Amount

- (1) There is no life-time maximum benefit amount for an Eligible Household of a single-family owner-occupied dwelling.
- (2) A single-family Rental Unit occupied by an Eligible Household is eligible for a life-time maximum benefit of \$600. The maximum allowed in a multi-family building is the lesser of \$600 times the number of Heating Systems that provide heat to Eligible Households or \$2,400.

D. Ineligible Units

A Dwelling Unit will not be eligible under CHIP if:

- (1) Dwelling Unit is a Rental Unit that has received prior CHIP services in an amount equal to the life-time maximum benefit
- (2) Dwelling Unit has been designated for acquisition or clearance by a federal, state, or local program or order;
- (3) A foreclosure proceeding has begun regarding the Dwelling;
- (4) Dwelling Unit is for sale;
- (5) Dwelling Unit is vacant;
- (6) Dwelling Unit is uninhabitable as determined by a local municipality, state agency, MaineHousing or a CAA;

- (7) Dwelling Unit is in poor structural condition making the installation of CHIP services impractical, impossible, or ineffective;
- (8) Dwelling Unit is in such poor structural condition that the proposed CHIP services would have a longer life expectancy than the Dwelling Unit;
- (9) Dwelling Unit's Heating System has been damaged by fire, flood or an act of God and repair of the damage is covered by insurance;
- (10) There are obvious discrepancies found between the information supplied on the Application and observed conditions during the CHIP process. The CAA must resolve any discrepancies before work can continue;
- (11) CAA determines the Applicant failed to properly maintain a Heating System that was previously repaired or replaced under CHIP.

SECTION 6: USE OF FUNDS

A. Allowable Uses

1. Primary Heating Systems

CHIP funds may be used to provide the following services for primary Heating Systems:

- a. Cleaning, tuning, and evaluating
- b. Replacing oil or gas burners;
- c. Replacing cracked heat exchangers;
- d. Replacing oil, gas, electric or solid fuel Heating Systems;
- e. Sealing and insulating Heating System pipes or ducts in unconditioned spaces;
- f. Installing electrical or mechanical Heating System ignition systems;
- g. Replacing or relocating thermostats and anticipator adjustment;
- h. Baffling of the combustion chamber;
- i. Optimizing the firing rate;
- j. Cleaning of the chimney;
- k. Smoke Alarms;
- l. Fire extinguishers;
- m. Carbon Monoxide detectors;
- n. Gas detectors;
- o. Oil tanks;
- p. Oil tank gauges;
- q. Other measures necessary to bring Heating Systems into compliance with applicable State and local codes and Maine Fuel Board requirements; and

- r. Other measures necessary to correct any Heating System problems that pose an immediate threat to the health and safety of the Eligible Household.

2. **Emergency Sources**

CHIP funds may be used for the purchase of electric space heaters under the following conditions:

- a. The space heater would provide interim heat where the dwelling has no heat pending the delivery of CHIP services.
- b. The purchase of electric space heaters are only for CHIP eligible Applicants who consent to receive CHIP services.
- c. The number of space heaters provided to the household is contingent on the size and layout of the dwelling and should not exceed 3 space heaters per dwelling unit.
- d. The Applicant will retain the space heater(s) upon completion of CHIP services.

GUIDANCE: Select HEAT Enterprise measure “155-420-2005 CHIP Emergency Electric Space Heater” when processing the CHIP job.

B. **Unallowable Uses**

CHIP funds may not be used to:

- (1) Reimburse or pay an Applicant.
- (2) Replace any parts, components or heating system(s) if the property owner does not consent to the replaced items being removed from the premises by the vendor.
- (3) Replace a Heating System if the Dwelling Unit received a prior Heating System replacement funded by CHIP, unless
 - a. The Heating System is near the end of or beyond its estimated useful life ; and
 - b. A waiver has been approved by MaineHousing.

NOTE: A waiver must be submitted requesting the replacement of a previously CHIP-funded Heating System.

C. **Fuel Switching**

As a general guideline, the practice of fuel switching is not allowed. However, if the CAA determines that the switching of a fuel source is warranted, then a written waiver request must be submitted to MaineHousing for review and consideration (on a case-by-case basis) prior to the installation.

D. **Oil Supply System Upgrades/Replacements**

The CAA can make the determination that an upgrade or tank replacement is needed using the criteria established by the [Maine Department of Environmental Protection Above Ground Storage Tank Program](#) (DEP AGST). Only those tanks that pose a high risk of causing an oil discharge will be replaced. In such cases, the oil supply systems can be replaced or upgraded under CHIP without an assessment and recommendation from a state licensed heating technician.

E. **Per Unit Average (PUA)**

1. **CHIP**

CHIP is not subject to a maximum statewide average cost.

2. **HEAP Wx Allocation to CHIP**

CAA must budget at least 25% of their HEAP Wx allocation to CHIP.

3. **Minimum Client Service Ratio**

The CAA must spend at least 65% of the CHIP Budget Allocation on CHIP job costs. Support, maintenance and administration fees are not included in the ratio calculation.

Client Ratio Calculation = Total CHIP Budget Allocation / Total Job Costs ≥ 65%

F. **Waivers**

Upon determination for good cause, the Weatherization Program officer or Manager of Weatherization at MaineHousing, or the Manager's designee, may, subject to statutory limitations, waive certain provisions of the guidance. Each waiver shall be in writing and shall be supported by documentation of the pertinent facts and grounds for the waiver. Waivers **must** be approved prior to the job commencing.

SECTION 7: PROCESSING CHIP JOBS

CAAs must create, install measures and invoice all CHIP jobs using HEAT Enterprise. *See [HEAT Enterprise Users Guide](#)* for more information. Prior to performing any CHIP service(s), the CAA must verify the ownership of the unit/building and secure confirmation of the following:

IMPORTANT: Jobs must be entered in HEAT Enterprise in real time to facilitate accurate tracking and reporting for CAAs and MaineHousing.

A. **Written Permission**

1. **Owner Occupied Unit**

Obtain owner's written permission to proceed with CHIP measures on MaineHousing's *CHIP Consent* form.

2. **Rental Unit**

Obtain the owner's and tenant's permission to proceed with CHIP measures on MaineHousing's *CHIP Consent* form. In addition, the owner and tenant are required to sign a *Rental Agreement* before the CAA can proceed with CHIP services. The provisions of this Agreement include:

a. **Rent Increases**

The owner is prohibited from increasing rent for a twelve (12) month period following completion of the CHIP project because of any increase in the value of the property due solely to the CHIP work.

b. **Sale of Property**

If the property is sold within one (1) year of the completion of CHIP work, the owner may be required to reimburse the MaineHousing for the cost of the CHIP improvements.

B. **Colored Digital Photographs**

For each inspected job, CAAs must upload a clear colored digital photograph of the exterior of the dwelling unit, as well as the following to HEAT Enterprise:

1. **Oil Tanks**

Provide pre and post pictures of oil tanks (if replaced under DEP AGST criteria).

2. **Heating System Replacements**

Provide a picture of the installed major components of the heating system replacement. Major components are heating appliance, fuel storage, chimney/exhaust.

C. System of Record

HEAT Enterprise is the “system of record” for the CHIP program. That means MaineHousing relies on the data entered into HEAT Enterprise to monitor jobs, track production, and report to stakeholders. All jobs must be entered into HEAT Enterprise in real time, even if the job is subsequently deferred. *See HEAT Enterprise Users Guide.*

MaineHousing does not consider a job in production until the job is entered (“scheduled”) in HEAT Enterprise.

D. System Dates

HEAT Enterprise system dates tell a story and affect all reports. Get in the habit of entering (scheduling) the job in HEAT Enterprise as soon as the client is contacted, which will provide a more accurate picture of the job's timeline and allow for the use of HEAT's management tools, such as number of jobs in the pipeline, etc. When entering jobs, the system may default a date, requiring the user to change the date and enter correct dates. The pipeline is derived from the following system dates:

NOTE: Dates affect all reports, whether using filtered or system report.

SYSTEM DATES	DEFINITIONS
<i>Application Date</i>	Date client applied for HEAP fuel assistance benefits. This date is obtained from HEAP Cloud.
<i>Certification Date</i>	Date client was certified eligible to receive HEAP fuel assistance benefits, thereby making the household eligible to receive CHIP/WAP services. The date is obtained from HEAP Cloud. The system automatically calculates the <i>Expiration Date</i> . It is important that the correct <i>Certification Date</i> be verified/entered in HEAT Enterprise on the Client Information screen for each job. The date entered provides verification that the job is HEAP-eligible for services. <ul style="list-style-type: none"> a. Each job retains the information on the Client Information screen used to create the job. b. The system may default the date to the job creation date and/or application copied date. The agency must correct this date by confirming the Certification Date in the HEAP Cloud system. c. HEAT uses the <i>Certification Date</i> to generate several reports and filters. An inaccurate date yields inaccurate results.
<i>Expiration Date</i>	12 months from the <i>Certification Date</i> . HEAT Enterprise auto-calculates this date.
<i>Assessment Date</i>	The record's <i>Assessment Date</i> on the Audit Information screen should always be the following: Date contact was made with the Applicant for services. HEAT Enterprise will default the <i>Assessment Date</i> to the date the job was created in the system. Change the date. <i>Assessment Date</i> is the “Scheduled” date on several reports.
<i>Deferred Date</i>	The date the Deferral of Services Notice was provided to the client. The Deferred Date is entered on the Audit Information screen. IMPORTANT: A completed <i>Deferral of Services Notice</i> must be uploaded to HEAT Enterprise WAP Documents for all deferred jobs and a copy of the notice must be provided to the Applicant.
<i>Work Order Date</i>	Date when the work order was generated in the system and/or work order instructions were verbally provided to the Contractor in an event of emergency services (e.g., no heat). NOTE: The assumption is that a work order is delivered to the contractor on or about the work order date.
<i>Installation Date</i>	Date the contractor invoice was received and prices/quantity verified in the system.
<i>Inspection Date</i>	CAAs should use the date the CAA and Applicant signed the <i>Statement of Completion</i> form.
<i>Invoice Date</i>	Date the CAA submitted the invoice to MaineHousing.

<i>Complete Date</i>	Date the job’s invoiced measures are submitted to MaineHousing for payment. All measures associated to a job must be invoiced and the invoice(s) submitted to MaineHousing before a job will be auto-assigned a complete date. IMPORTANT: Every time a job is taken off an invoice (for whatever reason) the Complete Date will default back to blank.
<i>Paid Date</i>	Date MaineHousing paid the invoice.

GUIDANCE: The difference between the *Assessment Date* and the *Complete Date* is the number of days to process the job (from beginning to end). This data provides useful information for MaineHousing and CAAs.

E. Program Forms

The CAA must use forms provided or approved by MaineHousing to administer CHIP. Additional forms may be used by the CAA provided the forms have been reviewed and approved by MaineHousing. Forms will be revised as needed and uploaded to the CAA Portal. See [Section G, Required Documentation](#).

F. Signatures and Dates

It is important that all forms signed by the Applicant, Owner, Contractor or CAA representative include the date of signature. Never have blank forms signed and dated prior to an event happening (e.g., completion). The signature date denotes when the parties agreed to the terms contained in the signed document(s).

IMPORTANT: Without an Applicant signature and date on the *Consent* or *Statement of Completion* (and other required forms), the federal and state monitors are not able to verify when the client agreed to receive services and the conditions for receiving services as well as when the Applicant agreed that all services were satisfactorily completed.

G. Required Documentation

Before a CHIP job can be invoiced, CAAs must upload required documents for the job into the “WAP Document” section of HEAT Enterprise. Certain forms must be signed by the owner (if different than the Applicant) and the Applicant. “Owner” is defined as an owner listed on the proof of ownership document. Other household member signatures are not acceptable. Required documents include the following:

Document	Explanation
<i>CHIP Consent</i>	Must be signed and dated by applicant and property owner, if different.
<i>Proof of Ownership</i>	Proof of ownership includes current property tax bill, statement from the local tax assessor, town clerk or similar municipal official, or documentation from electronic registry. Note: Property deeds are not considered adequate proof of ownership.
<i>Declaration of Assets Form (if applicable)</i>	Only applicable for Heating System replacements.
<i>Statement of Completion</i>	The Statement of Completion must be signed and dated by the applicant and property owner, if different. For heating system replacements only, the CAA inspector must indicate that an onsite inspection was conducted by checking the inspection box and signing the form once the heating system passes inspection.
<i>Technical Evaluation Report</i>	Must be completed, signed and dated by a licensed heating technician and include: <ul style="list-style-type: none"> • Details about the condition of existing system; and • Corrective action required (repair or replacement). IMPORTANT: CHIP expenditures for heating system replacements must be appropriately documented. Documentation from a licensed

Document	Explanation
	technician, who is qualified to engage in the business of installing or servicing oil/gas/solid fuel-burning equipment in the State of Maine, must substantiate the need for replacement.
Vendor invoice(s)	Must be provided by all vendors who performed CHIP activities for the job. Vendor invoices do not need to be modified to remove tasks that were paid for by Leveraged Funding. Note: MaineHousing will compare contractor invoices to work orders and installed measures in HEAT Enterprise to get a full picture of CHIP work performed on the unit. Invoices must contain itemized detail of major components and labor.
Vendor Release of Lien	Must be completed, signed and dated by each Vendor as a condition of being paid for CHIP work performed on the unit.
Pre, Post, and Inspection Photographs	Refer to Section 8.B.
Bid documentation (if applicable)	Only applicable for CHIP jobs that exceed \$10,000.00. <ul style="list-style-type: none"> • Bid invitation notices must include documentation to substantiate method of distribution/solicitation; • Bid submissions from all vendors; • Bid tabulation/summary sheet.
Rental Agreement	Refer to Section 8.A.2. Must be completed, signed and dated by applicant and property owner/Landlord.
Waiver Request	MaineHousing approved (<i>if applicable</i>). See Section 6.G, Waivers.

H. MaineHousing Forms

- (1) CAA must use the forms contained on the CAA Portal. MaineHousing posts only current forms on the CAA Portal, which are updated/edited from time-to-time. All MaineHousing forms contain a footer date.
- (2) All required program forms must be complete, signed by the appropriate individual(s). **Signatures must be dated.**
- (3) Applicants/Owners must never pre-sign blank forms.
- (4) The date the *CHIP Consent* form is signed determines which forms' footer dates are applicable.

NOTE: The submission of outdated forms may result in an open item by MaineHousing that must be corrected before payments can be made. This means CAAs will need to obtain signatures from applicant/owners and contractors on forms in effect on the date the Applicant signed the Consent.

I. Document Checklist

The *Project Cover Sheet* contains a Document Checklist specifying what needs to be submitted to MaineHousing for each job. The Project Cover Sheet is posted on the CAA Portal and is also included in the CHIP forms bundle.

J. Document Submission

Before a CHIP job can be invoiced, CAAs must upload required documents for the job into the “WAP Document” section of HEAT Enterprise. See the [HEAT Weatherization Software Users Guide](#) for more information.

- (1) CAA must upload a document bundle for each completed job to HEAT Enterprise >WAP Documents. Bundles should be uploaded to the “Bundle CHIP Final Documents” slot.
- (2) Upon review of invoiced jobs, the State Monitors will note missing documents as an “open item,” and notify the CAA.
- (3) CAA should upload missing documents resulting from open items to the designed document slot in HEAT Enterprise>WAP Documents. The file name of the missing document should contain language that would easily identify that the document submission is in response to an open item. *For example*, if the Proof of Ownership was insufficient and open item issued to CAA. The CAA would upload the correct Proof of Ownership to the “CHIP-WAP Proof of Ownership” slot in WAP Documents. The Proof of Ownership file name could be “POO in response to open item.”

K. Applicant Surveys

Applicant feedback is an important component of delivering MaineHousing programs. As such MaineHousing has created survey cards for CAAs to provide to recipients of MaineHousing program grants. MaineHousing will provide a supply of survey cards to each CAA.

A supply of Client Satisfaction Survey cards is provided to CAAs by MaineHousing. Contact EHSHelpdesk@mainehousing.org to request additional cards as needed.

- (1) The CAA must provide a *CHIP Client Satisfaction Survey* card to every Applicant whose unit is reported as completed. The survey card may be provided to the Applicant at any time after services commence, but no later than completion of a final unit inspection and/or Applicant signs the *Statement of Completion*.
- (2) The CAA must advise the Applicant that the survey card(s) provides an opportunity for the Applicant to inform MaineHousing of his/her experience with the program and that he/she is acknowledging receipt of the survey card when signing the *Statement of Completion* form. Inform the Applicant that MaineHousing is asking for feedback from all Applicants whether positive or negative.

GUIDANCE: CAAs should hand-deliver the survey card to Applicants at time of Inspection if possible or when the Applicant signs the *Statement of Completion*. CAAs should explain that the survey card can be completed electronically by scanning the Quick Response (QR) code with their smart phone camera or by completing and mailing the survey card, which is preaddressed to MaineHousing.

SECTION 8: CHIP VENDORS

A. Expectations

- (1) Vendor staff must behave in a professional manner at all times, as they function as CHIP representatives.
- (2) CAA and vendor staff must use all required Protective Personal Equipment (PPE) and comply with Federal, state and local codes and Program policies; including, but not limited to OSHA and EPA guidelines.

B. Prohibited Activities

- (1) Drinking intoxicating beverages, using illegal drugs, or the inappropriate use of tobacco products and/or prescription drugs while on the job or in interactions with the occupants of the Dwelling Unit.

- (2) Harassment and/or acts of violence, including but not limited to, physical, verbal or sexual.
- (3) Presence of weapons or firearms at the job site.
- (4) All other illegal and/or unprofessional activities not specified above.

C. Selecting CHIP Vendors

CAAs must adhere to the following conditions when selecting a CHIP vendor:

1. **Procurement less than or equal to \$10,000**

Procurement of services, including materials, equipment and services from specialized trades, such as electricians, plumbers, masons and oil burner repair people shall be performed in accordance with the following procedures.

- a. Solicit by phone, email, vendor website, catalog, or price list, or similar means one price quote for the required materials, equipment and services.
- b. Determine if the quoted price is reasonable based on one or more factors identified by CAA, such as recent purchases of, or research on, goods or services of the same kind or related knowledge or expertise; otherwise, solicit two price quotes by similar means.
- c. Copies of all procurement records, including basis for the contractor selection and factors used to determine if the quoted price is reasonable, must be retained in the CAA files.

2. **Procurement over \$10,000**

Procurement of services, including materials, equipment and services from specialized trades, such as electricians, plumbers, masons and oil burner repair people shall be performed in accordance with the following procedures.

- a. Perform a competitive bid process for the required materials, equipment and services.
- b. Solicit bids from at least three (3) reputable Vendors that are likely to submit a bid and fully document the bid process and all bids received on a survey sheet.
- c. Purchase the materials, equipment or services from the Vendor whose bid is the lowest, taking into consideration the Vendor's performance record and other relevant factors. Fully document the selection process.
- d. Copies of all procurement records, including basis for vendor selection must be retained in the CAA files.

3. **Sole Source Procurement over \$10,000**

CAA may solicit a proposal from only one source for one of the following reasons:

- a. **Emergency or Urgent Need.** An emergency situation or other urgent need exists and only one known source can provide the required goods or services within the time needed. Emergency or urgent situations include, but are not limited to, natural disasters or a Life Threatening Crisis.
- b. **Uniqueness.** The item or service is available from only one source, based on a reasonable, good faith review of the market for the type of item or service needed.
- c. **Inadequate Competitive Proposals.** After evaluation of all proposals submitted in a competitive procurement, all proposals are determined to be inadequate.

CAA shall submit a written statement justifying the use and approval of all sole source procurements, in excess of \$10,000 to MaineHousing for its approval prior to the installation of services. CAA will retain a copy of the solicitation and the proposal received in response, a record of the approval by MaineHousing in CAA's records.

4. Invitation to Bid over \$10,000

- a. The CAA must prepare an Invitation to Bid or a Request for Proposal, which:
 - i. Identifies all requirements which prospective bidders must fulfill, including the due dates for bids; and
 - ii. Identifies all factors which the CAAs will consider in evaluating and awarding bids.
- b. The Invitation to Bid or Request for Proposal must be mailed, faxed or emailed to no less than three (3) prospective contractors who may reasonably be expected to submit a bid.
- c. All bids must be received by the CAA contact person via mail, fax or e-mail prior to a specified time for a bid opening at a specified time and location. All bids received must be kept in a secure location prior to all bids being received and tabulated. In addition, all correspondence relating to the procurement action must be retained in the bid files.

D. **Payments to Vendors**

CAAs must pay vendors for work performed within thirty (30) calendar days of receipt of the vendor invoice. This requirement applies to any and all work performed under CHIP. CAAs must perform any required inspections of the vendor's work within this thirty-day time period.

1. Inspected Work

- a. CAA must perform a final inspection on all CHIP services for heating system replacement jobs. Inspection will include an evaluation to determine:
 - i. Materials are properly installed to the best of your knowledge
 - ii. all work performed was authorized by the CAA; and
 - iii. combustion efficiency level of the heating system where technically feasible.
- b. Any required inspections of the vendor's work must be completed within thirty days of the receipt of the vendor's invoice.
- c. CAA Inspector must sign and obtain the applicant's and homeowner's signature (if different) on the *Statement of Completion* form. **Signatures must be dated.**

2. Add Work

If upon inspection, the CAA adds work not called for in the original work order, the CAA must still pay the vendor for the original work performed within thirty calendar days of receipt of the vendor's original invoice.

3. Rework

If upon inspection, the CAA issues the vendor a "rework" order due to deficient or incomplete work on the part of the vendor, the CAA may delay payment to the vendor. Once the vendor completes the rework, the CAA must inspect the work and pay the vendor within thirty days of the date the rework is completed. All rework must be documented in the job file in the system of record

SECTION 9: FUNDING JOBS

A. Split Funding

CAAs may not use CHIP funds from more than one grant on the same job.

B. Leveraged Funding

- (1) Any job tasks not assigned to CHIP should be inspected (if applicable) and assigned to Leveraged Funding in HEAT Enterprise so that the vendor invoice, inspected tasks and the Selected Measures list all match. This provides a true picture of what was done to the Dwelling Unit.
- (2) See the [HEAT Weatherization Software Users Guide](#) for more information.

SECTION 10: INVOICING JOBS

All indirect and direct costs must be invoiced and submitted to MaineHousing through HEAT Enterprise. See [HEAT Weatherization Software Users Guide](#) for more information.

A. General Requirements

- (1) CAAs can only invoice MaineHousing for a job after all work has been finished.
 - i. **IMPORTANT:** If the job is for a heating system replacement, a final inspection must be completed and passed by a CAA inspector.
- (2) *CHIP Consent* and *Statement of Completion* forms must be signed **and dated** by the owner (if different than the Applicant) and the Applicant. “Owner” is defined as an owner listed on the proof of ownership document. Other household member signatures are not acceptable.
- (3) Jobs with issues identified at final inspection must be re-inspected and “passed” or mitigation tasks are installed, even when such tasks are funded with non-CHIP funds. Photo documentation of CHIP rework is required.
- (4) CAA must upload all required documentation in HEAT Enterprise in order for the job to be eligible for review, approval and payment by MaineHousing. See [Section 8.C, Required Documentation](#).
- (5) CAAs must submit invoices to MaineHousing by the 20th of each month for the preceding monthly billing. For example, February 2023 monthly billings must be submitted on or before March 20, 2023. MaineHousing reserves the right to reject late invoice submissions and require that the CAA remove any or all jobs and submit the job(s) on a subsequent month’s invoice.
- (6) Incomplete or unacceptable invoices will be returned to the CAA for correction and will not be paid until corrected and approved by MaineHousing.
- (7) CAA must complete and inspect all applicable jobs before the end date of the applicable Subgrant Agreement. Final billing invoices must be submitted to MaineHousing within thirty (30) days after the end date of the applicable Subgrant Agreement.
- (8) MaineHousing reserves the right to withhold payment until billing invoice is received and approved as accurate and final.
- (9) To ensure that jobs are invoiced to MaineHousing during the correct grant timeframe, MaineHousing has established the job “end date” as the date the client signs the Statement of Completion. If this date is more than four (4) weeks beyond the final test date (inspection date), the CAA must explain in job file.

- (10) Jobs cannot be billed to a grant if the “end date” is outside of the grant/contract timeframe.
- (11) Jobs must be billed within the next 3 billing cycles of the job end date. If jobs are billed outside this time frame the CAA must explain in the job file.

B. Grant Closing Invoice Requirements

CHIP funding periods and closing requirements are prescribed in Subgrant Agreements and Amendments to the Subgrant Agreement. In addition, MaineHousing maintains Grant closing date requirements on the [Grant Funding Periods and Closing Dates](#) publication, which is updated whenever closing requirement dates change and posted by MaineHousing on the CAA Portal.

C. Paid Invoices

Once MaineHousing has paid an invoice, the costs associated to the invoice are locked and cannot be adjusted. If the CAA needs to adjust any indirect costs previously paid by MaineHousing, the CAA must allocate negative costs to the indirect budget item in a subsequent monthly billing with a note in the monthly invoice comment section to explain the negative costs associated to the monthly billing. See the [HEAT Weatherization Software Users Guide](#) for guidance on initiating negative billings.

- (1) The negative billing feature in HEAT Enterprise is only available for indirect costs.
- (2) If a direct costs associated to a paid job needs to be adjusted, the CAA should consult a MaineHousing Weatherization Program Officer for guidance.

SECTION 11: MONTHLY BILLING PROCESS

HEAT Enterprise is the system of records for all CHIP jobs, including budget allocations and maintenance. *See* the [HEAT Weatherization Software Users Guide](#) for guidance on managing budgets, creating invoices, and invoicing costs in HEAT Enterprise. *See* Appendix A for the Monthly Billing Process Flowchart.

A. IMPORTANT NOTICE

CAAs must submit billing invoices in HEAT Enterprise on or before the 20th (or the first working day following the 20th day if the 20th falls on a weekend or a holiday) of each month for the previous month’s activity.

- 1. Late billing submissions will not be accepted by MaineHousing without written approval by an *EHS Weatherization Program Officer*.**
 - a. CAA must request an extension to submit a late invoice by emailing MaineHousing at chip@mainehousing.org before the billing submission is due in HEAT Enterprise.**
 - b. Only an *EHS Weatherization Program Officer* may authorize up to 3 days for late submission. CAAs not able to submit invoices within the prescribed timeframe must associate all costs (direct and indirect) to a subsequent month’s billing.**
 - c. Any request to submit late invoices beyond 3 days must be approved by *EHS Manager of Weatherization*.**
- 2. MaineHousing will reject (release and return to the CAA) all invoices submitted after the 20th of each month not previously approved by EHS for late submission.**

B. CAA Creates Monthly Invoice(s)

CAA creates monthly invoice(s) in HEAT Enterprise for each Program/Program Year by adding jobs

(direct costs) and/or adding administrative and support costs (indirect costs). Creating the monthly invoice(s) identifies the invoice status as “Open” and allows the CAA to modify and/or add costs at any time prior to submitting the invoice to MaineHousing.

NOTE: *Costs are automatically deducted from the CAA’s budget allocation whenever jobs are added to an invoice.*

C. CAA Submits Monthly Invoice(s)

CAA “Submits” each monthly invoice through HEAT Enterprise. Submitting an invoice in HEAT Enterprise changes the invoice status to “Submitted” and locks the audit information for any job contained on the invoice.

D. MaineHousing Retrieves/Reviews Monthly Invoice(s)

MaineHousing’s Programmatic Monitors (“State Monitors”) will conduct desk reviews on invoiced jobs prior to payment and will utilize the CHIP Compliance Review Checklist to record open items and needed clarification for each job reviewed. *See also* [Section 15](#), Program Oversight and Monitoring.

Programmatic State Monitors Review Invoice(s)

1. State Monitor creates a Review Checklist for each job on the invoice for each job that will be reviewed¹⁷; and
2. State Monitor reviews jobs and makes notation(s) directly on the job’s Review Checklist, including any open items that require resolution from the CAA; and
3. State Monitor uploads the job’s Review Checklist (with notations and/or approval signoff) to HEAT Enterprise>WAP Documents.

E. Invoice Passes Review

Once all jobs on a monthly invoice pass review, State Monitors will send a confirmation email to the CAA that the monthly invoice(s) has passed Compliance and/or Technical review.

F. Jobs with Open Items

1. MaineHousing Initiates Open Item Process
State Monitors will:
 - a. Release all HEAT invoice(s) that contain the applicable job(s) so that CAA can resolve any open items.

FYI: State Monitor will make a notation in the “Comment” section on the applicable invoice Payment screen in HEAT specifying the date the invoice was released with monitor’s initials.

- b. Send CAA an email from the chip@mainehousing.org mail box with a list of job numbers that have open items. Personal identifiable information will not be included in any email communications with the CAA unless sent securely.
2. CAA Options to Address Jobs with Open Items
CAA’s have two options to address open items identified by MaineHousing State

NOTE: *Downloading the Review Checklist from HEAT Enterprise requires that the CAA save the Review Checklist on their network to make notations directly on the Review Checklist in response to open item(s) and upload back to HEAT Enterprise.*

Monitors:

OPTION 1:

CAA corrects the open item(s) for the affected job(s). CAAs must adhere to the following process when addressing open items:

- (1) Receive/review email from MaineHousing;
- (2) Download the Review Checklist from each job's WAP Documents in HEAT Enterprise (which contains the open item(s) notations);
- (3) Correct issues, date and check the "Resolved" status checkbox that corresponds with the open items on the Review Checklist;
- (4) When ALL open items for a job have been addressed, upload the job's Review Checklist (with CAA response) back to the job's WAP Documents in HEAT Enterprise;
- (5) When the open items for ALL jobs are addressed, resubmit the HEAT invoice(s); and
- (6) Send MaineHousing an email at chip@mainehousing.org specifying the job number(s) and that open items have been resolved. Use the following email subject line protocol: "[CAA] [billing month yyyy-mm] Open Item RESPONSE." Personal identifiable information must not be included in any email communications with MaineHousing. **Do not send encrypted emails.**

OPTION 2:

CAA removes affected job(s) from the invoice and resubmits the invoice for payment.

- (1) Send email notification to chip@mainehousing.org specifying the job numbers that have been removed from the invoice. Use the following email subject line protocol: "[CAA] [billing month yyyy-mm] Open Item RESPONSE." Personal identifiable information must not be included in any email communications with MaineHousing. **Do not send encrypted emails.**
- (2) Add the affected job(s) to a subsequent month's invoice.

3. MaineHousing Reviews Open Item Responses from CAAs

- a. Receive email from CAA; and
- b. Download the job's Review Checklist from HEAT Enterprise>WAP Documents and reviews job(s).
- c. If open items remain, State Monitor will:
 - i. Make notation(s) on the job's Review Checklist;
 - ii. Release the HEAT Invoice;
 - iii. Upload a revised Review Checklists to HEAT Enterprise>WAP Documents; and
 - iv. Send email to CAA from CHIP@mainehousing.org with a list of jobs that still have open items.
- d. Once open items are resolved State Monitor will:
 - i. Note approval on the Review Checklist;

- ii. Upload Review Checklist to the job’s WAP Documents in HEAT Enterprise; and
 - iii. Send CAA an email from CHIP@mainehousing.org confirming approval.
- e. Any jobs that remain with open items one month after initial email will be removed from the invoice and the invoice will be approved and paid.
- i. State Monitors will notify the CAA of the job(s) have been removed from the invoice.

G. Compliance and Technical Review Checklists

(1) MaineHousing Review Status Boxes

- a. Upon completion of review by the State Monitors, a Technical Review Checklist and a Compliance Review Checklist will be uploaded to each reviewed job’s WAP Documents in HEAT Enterprise. Each Review Checklist will contain a list of the job elements reviewed by the State Monitor with corresponding notes and review status checkboxes for “Pass,” “Fail” and “NA.”
- b. All review status boxes will be checked as part of the State Monitor’s review of each job. The review status checkboxes mean the following:
 - i. **Pass** = No Action required.
 - ii. **Feedback** = Items with feedback will be reported as Pass. Feedback will be entered in the Feedback/Comments column. If there are instructions to change a process “going forward”, that item will subsequently be marked as Fail if still recurring after two (2) billing periods.
 - iii. **Fail** = Indicates an open item. The item must be corrected according to the comments/directions entered in the Comments column. Items that Fail will be rated for concern level, as defined on the Review Checklist, as Minor, Moderate or Major. Numbers will be tracked to identify training needs, analyze risk factors and inform the level of desk review appropriate for each CAA.
 - iv. **N/A** = Not applicable to the billing, no action required.

(2) Recognition of High Quality/Best Practice

The Review Checklist also provides an opportunity for MaineHousing to recognize exceptional performance by CAAs:

HQ = Recognition of best practices such as clear documentation of a complicated issue and the review passes with no open items.

(3) CAA Response Boxes

- a. Once the CAA has resolved an open item on the Review Checklist, the CAA should then date and check the “Resolved” checkbox that corresponds to the failed element and insert the date the item was resolved.
- b. The CAA should then upload the Review Checklist (with CAA resolved notations) back to the job’s WAP Documents; and
- c. Send an email to chip@mainehousing.org specifying that open items have been resolved, using the following subject line: CAA Month Year Open Item Response

SECTION 12: LEVERAGED FUNDING

HEAT Enterprise is the system of record for all CHIP jobs. CAAs are required to enter all measures assigned as the result of a CHIP job in HEAT Enterprise, regardless of which funding source(s) will pay for the costs. Please take into consideration the following when assigning measures for a CHIP job:

- (1) Measures assigned to CHIP jobs should be retained in HEAT Enterprise. No exception.
- (2) The CHIP work order(s) should show a complete picture of the measures needed to service the Dwelling Unit.
- (3) Measures not being paid for by CHIP funding should be assigned to Leveraged Funding on the Selected Measures section of HEAT Enterprise and never removed/deleted.
- (4) When reviewing jobs, the vendor invoice, installation and inspection screens should always match the job's Selected Measures screen in HEAT Enterprise.

NOTE: Auditors and State Monitors need to look at the whole job, not just what was paid for by CHIP. If a job measure is not entered in HEAT Enterprise the assumption is that the task did not occur.

SECTION 13: PROGRAM OVERSIGHT AND MONITORING

Customer survey cards, applicant phone calls, and applicant comments during site monitoring are tracked by MaineHousing. MaineHousing technicians, program and management staff engage with applicant/owners and CAAs as needed to address issues Resolutions are documented in applicable MaineHousing databases.

MaineHousing will perform program and fiscal monitoring to satisfy U.S. DHHS program oversight requirements.

NOTE: A supply of Client Satisfaction Survey cards has been provided to CAAs. Contact EHSHelpdesk@mainehousing.org to request additional cards as needed.

SECTION 14: DOCUMENT/RECORD MANAGEMENT SYSTEMS

A. In General

- (1) HEAT Enterprise is the system of record for all CHIP jobs.
- (2) CAAs must use the CHIP forms and bundles available on MaineHousing's CAA Portal or HEAT Enterprise>Program Documents. See the [HEAT Weatherization Software Users Guide](#) for more information. Forms are pdf writable. Download the "Forms Bundle" and complete the bundle's *Project Cover Sheet* (which also contains the Document Checklist) to auto-populate the forms. Use Adobe's bookmark navigation feature to view and/or print forms in the bundle. Individual forms are also available to download, populate and print as needed.
- (3) ShareFile provides authorized users with a secure platform to upload documents without restriction to file size, format or frequency

B. User Access

- (1) Each user is required to have a separate account. Multiple employees cannot use the same log-on ID and password.

- (2) Separate CAA System Access Request forms must be submitted for each user and will go through an approval process.

- (3) User Set up
 - a. The CAA must complete the *CAA System Access Request form* for each user, check only the applicable boxes in the Authorization section, and email the executed form to MaineHousing at EHSHelpDesk@mainehousing.org . Include “Authorization Request” in the subject line of the email.
 - b. MaineHousing will send an email to the user with the applicable system web-site address, log-on user id, temporary password, and system support procedure. The CAA approver will also be notified when access has been granted.
 - c. CAA is expected to provide security training for all staff to ensure the protection of client PII and network integrity.

- (4) Change a User’s Authorization Level or remove User Access

FYI: The CAA System Access Request forms can be downloaded by authorized CAA staff from Sharefile and are found in the EHS Documents folder

IMPORTANT: CAAs must notify MaineHousing immediately when an agency employee leaves the agency so that access can be terminated.

CAA must email a revised *CAA System Access Request form* to MaineHousing at EHSHelpDesk@mainehousing.org with a subject line of “[CAA Name] User Authorization Form.”

(5) Confirmation

MaineHousing will notify the CAA Manager/Director signing the *CAA System Access Request form* when access has been granted. Concurrently, an email is sent to the new user with the applicable log-on user ID and password. The user will be required to change their password after initial log on.

C. CAA Portal

CHIP forms and bundles are available on MaineHousing’s CAA Portal. From the Home page click on Menu, Partners and then Community Agencies. The different programs will be shown and clicked on to access forms and other resources.

- (1) **Open the document.** Be sure to use the most current version of Adobe, which is free. Older versions of Adobe had some glitches.
- (2) **Save then populate (not the other way around).** The browser is not designed to retain data. Once the document is open, “save as” and give the blank document a client file name, which should include the program type, client’s name and date.

TIP: Save the CAA Portal as a computer and/or tablet Favorite for easy access. That way forms and documents are one click away.

- (3) **Important: Do not save blank forms on computers for future use.** MaineHousing will be revising and updating forms as necessary (*e.g.*, new forms, correct typos, form fields not properly calculating, etc.). Always obtain documents for each client from the CAA Portal or HEAT.
 - a. **Document functionality.** Bundles have auto-populating functionality. Provide the data on the bundle's cover sheet and the forms will auto-populate. The cover sheet currently contains data which appears on most forms, such as applicant name, contact data, etc.
 - b. **Review Forms.** Review the forms and add missing data.

D. ShareFile

ShareFile provides authorized users with a secure platform to upload documents without restriction to file size, format or frequency.

- (1) Each CAA is assigned a ShareFile folder that provides access (permissions) to authorized users identified by the agency.
- (2) MaineHousing creates and maintains ShareFile folders and subfolders.
- (3) MaineHousing provides access for CAAs and MaineHousing's Energy and Housing Services (EHS) staff.

CAA Housing Directors/Managers must email the CAA System Access Request form EHShelpdesk@mainehousing.org to request employee access to the agency's ShareFile folder(s).

SECTION 15: PROCUREMENT

Federal regulations related to procurement are found in 2 CFR 200.317-327. The CAAs are required to abide by the procurement requirements found in the Code of Federal Regulations when using federal funding. CAAs must have a procurement policy that complies with 2 CFR 200.317-327 as well as establishes benchmarks for the different procurement types that the CAA currently utilizes or may utilize in the future.

MaineHousing may request a copy of the CAA's procurement policy to confirm compliance.

SECTION 16: AGREEMENTS, BUDGETS AND WORK PLANS

A. In General

Each CAA is required to enter into a Subgrant Agreement and develop a budget for each respective grant period. CAAs are also required to submit a work plan describing the CAA's policies and procedures for delivering CHIP services. Together, the budgets and work plan should address all CHIP services that CAAs plan to provide for each plan year allocation. The latest CHIP work plan will be in effect for any open grants. Budgets will not be uploaded to HEAT Enterprise until the work plan has been approved. The following templates are available in the CAA Portal to aid in the development of the budget and work plan:

- (1) CHIP Administration and Production Allocations
- (2) Budget Form for CHIP

(3) Support Salaries Schedule

IMPORTANT: Each CHIP Plan Year allocation must be supported by separate budgets, which independently meet the following requirements:

- (1) **Minimum Client Service Ratio:** 65%
- (2) CAA must budget at least 25% of their HEAP Wx/CHIP allocation to CHIP.
- (3) A CHIP job cannot be split-billed to multiple grant (*i.e.*, can only be funded by one CHIP (grant) allocation.

B. Subgrant Agreements

Subgrant Agreements and subsequent amendments will be issued to each CAA for each funding year. Subgrant Agreements will contain funding allocations and advances, if any, appropriated to each CAA for the respective grant and grant period.

C. Budget Preparation

IMPORTANT: Each CHIP Plan Year allocation must be supported by separate budgets. Schedules for the following line items must be submitted for each Budget:

1. Support Salaries & Fringe

A Staff Listing (on a form provided by MaineHousing) which details each staff member (by name and title), the number of weeks, the number of hours per week, and the applicable percentage of time for each EHS program. Federal cost principles require that staff salary/fringe allocations, between two or more programs, should be proportionate to the actual amount of time that staff work on those programs, as documented by signed time sheets. Salaries and fringe budgeted to federally-funded programs should reflect the CAA's best projections for how much time CAA staff will work on different programs. Final billings must be based on actual time and efforts, not budgeted. **CAA staff must support time billed to MaineHousing's funded programs with task lists.**

2. Administrative Cost

CAAs must include a copy of the HHS approved Indirect Rate Agreement, if applicable.

3. Support "Other"

CAAs must provide a schedule or an explanation to back up all items billed to this budget type.

4. Liability and POI

CAAs must provide backup, such as a copy of the premium billing, for Liability and POI insurance (if applicable).

NOTE: As part of its review, MaineHousing may request an explanation for any line item.

5. Revised Budgets

CAAs are required to submit revised budgets whenever actual expenditures differ from budgeted line items by more than 10% of the budget line item. The revised budget must be accompanied by an explanation of the variances.

D. Work Plan Preparation

CAAs must submit a work plan on the template provided by MaineHousing on or before the due date specified in the respective Subgrant Agreement. Work Plan templates are provided as part of the Subgrant Agreement delivered to each CAA and are also available on the CAA Portal. Each work plan should summarize the CAA's policies and procedures for delivering CHIP and describe how the CAA will meet major program requirements.

E. Submission to MaineHousing

The completed Work Plan and Budget must be signed by either the CAA's Housing Director or Executive Director and received by MaineHousing on or before the date prescribed in the respective Subgrant Agreement. CAAs must submit completed Work Plans and Budgets to MaineHousing's ShareFile subfolder Grant Management Compliance>Budgets-Workplans.

SECTION 17: CONFLICT OF INTEREST PROCEDURES

The CAA must disclose potential conflicts of interest as prescribed in the applicable section of the Subgrant Agreement.

A. Conflict of Interest Procedures

1. The CAA is expected to disclose potential conflicts of interest when employees, temporary staff, volunteers, and contractors are beneficiaries (or prospective beneficiaries of CHIP services). The aforementioned relationships are examples and do not represent an all-inclusive list of situations that could give rise to perceived partiality, an appearance of a conflict of interest, or an actual conflict of interest in connection with program services or benefits.
2. The job file should contain case notes documenting the names and relationships of the parties involved, the basis for prioritizing the Household for services, and notes describing how the CAA managed any potential conflict.

B. Reporting

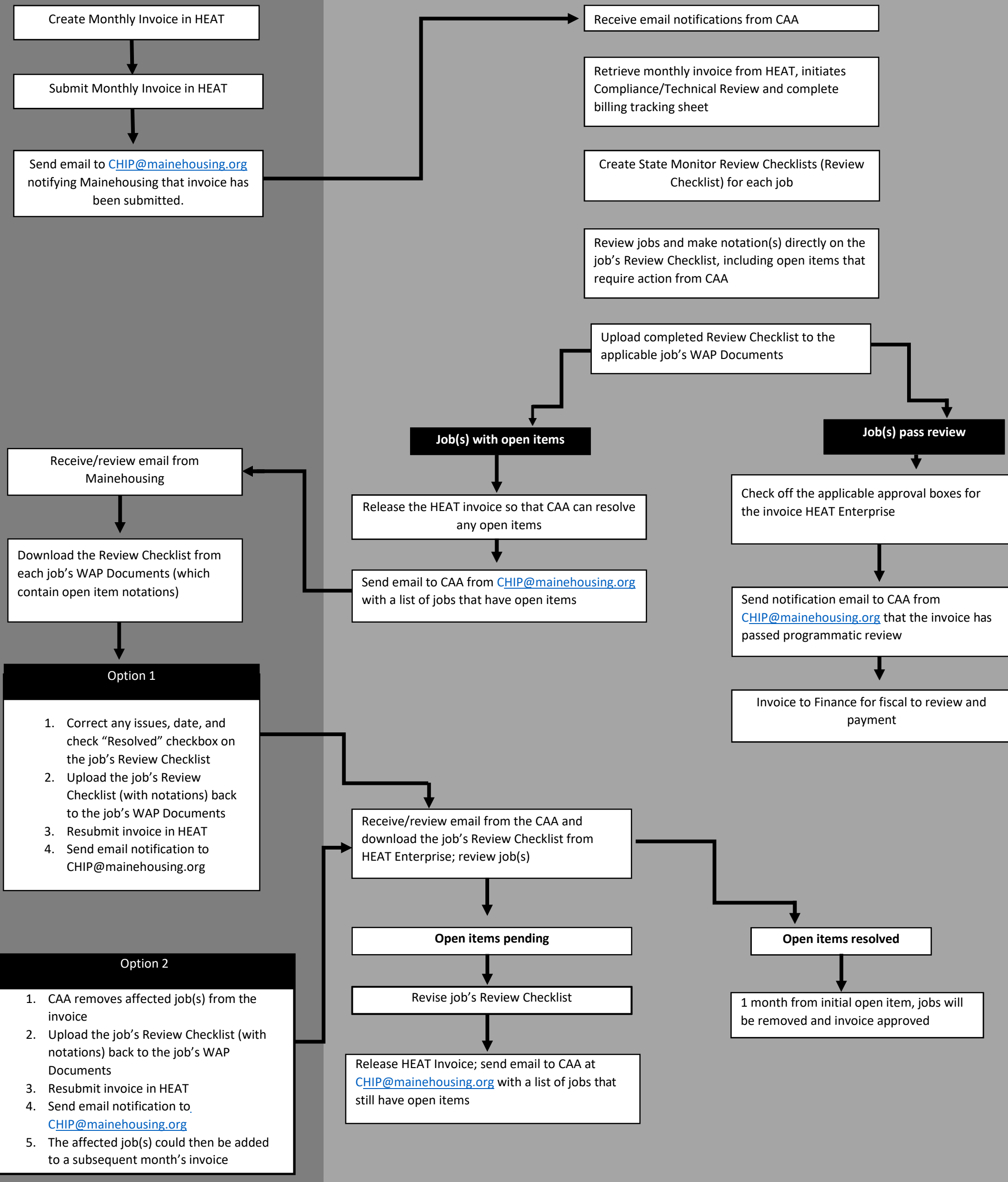
1. CAAs are no longer required to disclose potential conflicts of interest prior to the initiation of services (requirement and use of the Employee Benefit Disclosure Form has been discontinued).
2. Consistent with previous policy, the CAA must submit a report to MaineHousing's ShareFile>Conflict of Interest subfolder, on or no later than the 20th of each month (or first working day following the 20th day if the 20th day falls on a weekend or a holiday). The CAA shall submit a report each month even if the CAA has no cases to report or there are no additions to the CAA's prior monthly report.
3. The report should include any individuals who have received services or benefits funded by CHIP. This would be a cumulative report for the contract period, and would identify the person's name; job title or description of their affiliation with the CAA.
4. If there are no disclosures in a given month, the CAA shall resubmit the prior month's report or a statement that there have been no potential conflicts of interest.

REMINDER: The CAA shall advise MaineHousing if anyone who will be paid for work on the WAP projects has business ties, familial relationships, or other close personal relationships with a current MaineHousing employee or commissioner or anyone who was a MaineHousing employee or commissioner within the past two years.

MAINEHOUSING MONTHLY BILLING PROCESS FLOW CHART FOR CHIP

CAA

MAINEHOUSING



Create Monthly Invoice in HEAT

Submit Monthly Invoice in HEAT

Send email to CHIP@mainehousing.org notifying Mainehousing that invoice has been submitted.

Receive email notifications from CAA

Retrieve monthly invoice from HEAT, initiates Compliance/Technical Review and complete billing tracking sheet

Create State Monitor Review Checklists (Review Checklist) for each job

Review jobs and make notation(s) directly on the job's Review Checklist, including open items that require action from CAA

Upload completed Review Checklist to the applicable job's WAP Documents

Job(s) with open items

Job(s) pass review

Receive/review email from Mainehousing

Download the Review Checklist from each job's WAP Documents (which contain open item notations)

Release the HEAT invoice so that CAA can resolve any open items

Check off the applicable approval boxes for the invoice HEAT Enterprise

Send email to CAA from CHIP@mainehousing.org with a list of jobs that have open items

Send notification email to CAA from CHIP@mainehousing.org that the invoice has passed programmatic review

Invoice to Finance for fiscal to review and payment

- Option 1**
1. Correct any issues, date, and check "Resolved" checkbox on the job's Review Checklist
 2. Upload the job's Review Checklist (with notations) back to the job's WAP Documents
 3. Resubmit invoice in HEAT
 4. Send email notification to CHIP@mainehousing.org

Receive/review email from the CAA and download the job's Review Checklist from HEAT Enterprise; review job(s)

Open items pending

Open items resolved

Revise job's Review Checklist

1 month from initial open item, jobs will be removed and invoice approved

Release HEAT Invoice; send email to CAA at CHIP@mainehousing.org with a list of jobs that still have open items

- Option 2**
1. CAA removes affected job(s) from the invoice
 2. Upload the job's Review Checklist (with notations) back to the job's WAP Documents
 3. Resubmit invoice in HEAT
 4. Send email notification to CHIP@mainehousing.org
 5. The affected job(s) could then be added to a subsequent month's invoice