

Program:	Home Energy Assistance Program (HEAP)	MHN #	2021-08
Issued by:	MaineHousing Energy and Housing Services	Effective Date:	10/1/2021

MaineHousing Notice 2021-08 is being issued to provide clarification regarding the process of documenting and entering Household income in the HEAP Cloud system.

1. Reference HEAP Handbook

Reference: HEAP Handbook, Section 17.Q- Income Documentation

HEAP is an income based program and Applicants must provide documentation of Household income as part of applying for the HEAP. During the HEAP application intake process, Community Action Agency (CAA) personnel capture sources of income in the HEAP Cloud system. CAA Intake personnel inform Applicants that they need to provide related income documentation and that income for HEAP eligibility determination will be calculated based on documentation provided. Income documentation received by CAAs is reviewed by CAA Certifier personnel, captured on the Income Worksheet, and entered into HEAP Cloud. If a household reports zero or minimal income, CAA personnel need to document how the household is paying for basic living expenses per the Income Worksheet instructions.

2. Notice Contact

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