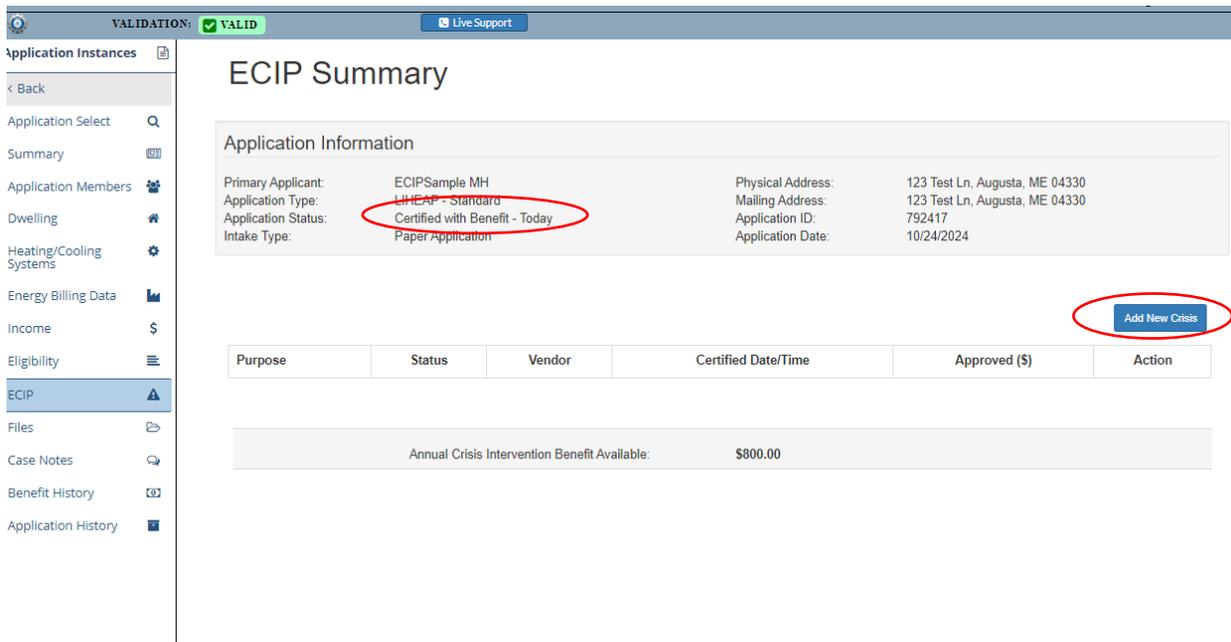


How to Create an ECIP Crisis Record

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:

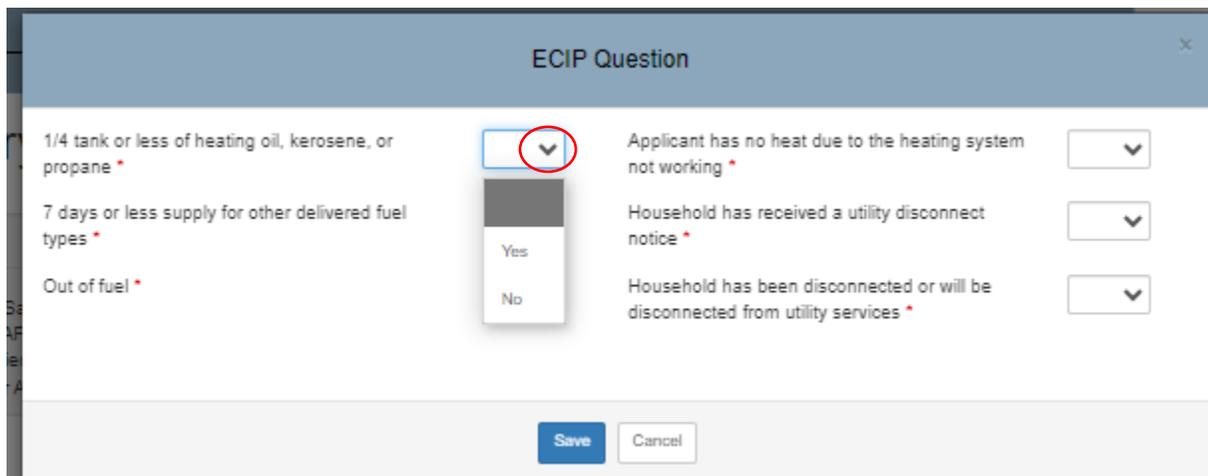
Click 'Add New Crisis'.



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.

The screenshot shows the 'ECIP Detail' form. At the top, there is a validation status bar that says 'VALIDATION: VALID'. The sidebar on the left contains the following navigation items: Application Instances, Back, Application Select, Summary, Application Members, Dwelling, Heating/Cooling Systems, Energy Billing Data, Income, Eligibility, ECIP, Files, Case Notes, Benefit History, and Application History. The main content area is titled 'ECIP Detail' and contains the following sections:

- Application Information:** A table with the following data:

Primary Applicant:	ECIPSample MH	Physical Address:	123 Test Ln, Augusta, ME 04330
Application Type:	LIHEAP - Standard	Mailing Address:	123 Test Ln, Augusta, ME 04330
Application Status:	Certified with Benefit - Today	Application ID:	792417
Intake Type:	Paper Application	Application Date:	10/24/2024
- Checkboxes:** A group of checkboxes for reporting issues:
 - 1/4 tank or less of heating oil, kerosene, or propane
 - 7 days or less supply for other delivered fuel types
 - Out of fuel
 - Applicant has no heat due to the heating system not working
 - Household has received a utility disconnect notice
 - Household has been disconnected or will be disconnected from utility services
- Application Date:** 10/24/2024
- Application Time:** 12:02pm
- Type of ECIP:** A dropdown menu (highlighted in red).
- Vendor:** A dropdown menu with the text 'Select a Vendor.' (highlighted in red).
- Fuel Type:** A dropdown menu (highlighted in red).
- Additional Options:** Three checkboxes at the bottom:
 - Space Heater
 - Temporary Relocation
 - Non-Contracted Vendor

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

- *Fuel Left in Tank*
- *Days of Fuel Left*
- *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?'

ECIP Detail

Application Information

Primary Applicant:	ECIPSample MH	Physical Address:	123 Test Ln, Augusta, ME 04330
Application Type:	LIHEAP - Standard	Mailing Address:	123 Test Ln, Augusta, ME 04330
Application Status:	Certified with Benefit - 3 days	Application ID:	792417
Intake Type:	Paper Application	Application Date:	10/24/2024

1/4 tank or less of heating oil, kerosene, or propane
 7 days or less supply for other delivered fuel types
 Out of fuel
 Applicant has no heat due to the heating system not working
 Household has received a utility disconnect notice
 Household has been disconnected or will be disconnected from utility services

Application Date * Application Time *

Type of ECIP * Vendor *

Fuel Type *

Has ability to pay?

ECIP will remedy?

Heat will fail?

In payment arrangement?

Broken payment arrangement?

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'.

Space Heater Temporary Relocation Non-Contracted Vendor

Expected Delivery Date Date/Time Space Heater(s) Provided

Number of Space Heaters Model Number(s)

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'.

Space Heater Temporary Relocation Non-Contracted Vendor

Hotel/Motel	<input type="text"/>	Expected Check-in Date	<input type="text"/>
Name & Location	<input type="text"/>	Expected Check-out Date	<input type="text"/>
Reservation #	<input type="text"/>	Date/Time Certified	<input type="text"/>
Number of Rooms	<input type="text"/>		

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'.

Space Heater Temporary Relocation Non-Contracted Vendor

Vendor Name	<input type="text"/>	Fax	<input type="text"/>
Address	<input type="text"/>	Email	<input type="text"/>
Phone	<input type="text"/>	Contact Name	<input type="text"/>

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.

	Balance	Cash Price	Units
HEAP	\$0.00	\$0.000	0
TANF Supplemental	\$0.00	\$0.000	0

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.

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.

Note: In this case scenario, the Applicant had HEAP and TANF Supplemental benefits to cover a total of 90.58 gallons of fuel. Therefore only 9.42 units must be covered by ECIP to deliver 100 gallons.

Click 'Save'.

	Balance	Cash Price	Units
HEAP	\$25.99	\$3.599	7.22
TANF Supplemental	\$300.00	\$3.599	83.36

ECIP

Cash Price	<input type="text" value="\$3.599"/>	Delivery/Service	<input type="text" value="\$100.00"/>
Units	<input type="text" value="9.42"/>	ECIP Amount	<input type="text" value="\$133.90"/>

Benefit Approved Max Benefit Remaining **\$800.00**

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'.

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

Application Information

Primary Applicant:	ECIP Sample MH	Physical Address:	123 Test Ln, Augusta, ME 04330
Application Type:	LIHEAP - Standard	Mailing Address:	123 Test Ln, Augusta, ME 04330
Application Status:	Certified with Benefit - Today	Application ID:	792417
Intake Type:	Paper Application	Application Date:	10/24/2024

- | | |
|---|--|
| <input checked="" type="checkbox"/> 1/4 tank or less of heating oil, kerosene, or propane | <input type="checkbox"/> Applicant has no heat due to the heating system not working |
| <input type="checkbox"/> 7 days or less supply for other delivered fuel types | <input type="checkbox"/> Household has received a utility disconnect notice |
| <input type="checkbox"/> Out of fuel | <input type="checkbox"/> Household has been disconnected or will be disconnected from utility services |

Application Date *	<input type="text" value="10/24/2024"/>	Application Time *	<input type="text" value="12:02pm"/>
Type of ECIP *	<input type="text" value="Fuel"/>	Vendor *	<input type="text" value="Fabian Oil Inc.-Oakland"/>
		Fuel Type *	<input type="text" value="Oil"/>

Fuel Left in Tank	<input type="text"/>	<input type="checkbox"/> Is the household on autofill?
Days of Fuel Left	<input type="text"/>	Next Schedule Delivery

- Space Heater Temporary Relocation Non-Contracted Vendor

	Balance	Cash Price	Units
HEAP	<input type="text" value="\$25.99"/>	<input type="text" value="\$3.599"/>	7.22
TANF Supplemental	<input type="text" value="\$300.00"/>	<input type="text" value="\$3.599"/>	83.36

ECIP			
Cash Price	<input type="text" value="\$3.599"/>	Delivery/Service	<input type="text" value="\$100.00"/>
Units	<input type="text" value="9.42"/>	ECIP Amount	<input type="text" value="\$133.90"/>
Benefit Approved	<input type="text" value="\$133.90"/>	Max Benefit Remaining	\$800.00

Validation to certify:

Validated

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

Additional fields will populate.

The Certification Date and Time will auto populate.

Select the Certifier for the Crisis Record in the drop-down.

To finalize the Certification of the Crisis Record:

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

Select 'Finalize Certification'.

The screenshot shows a certification interface. At the top left, there are 'Save' and 'Cancel' buttons. Below them, the text 'Validation to certify:' is followed by a 'Certify' button, which is highlighted with a red box. To the right of this is the word 'Validated' in green. Below the 'Certify' button, there are fields for 'Certification Date' (10/24/2024), a clock icon with '12:14PM', and a 'Certifier*' dropdown menu. At the bottom left, there are two radio button options: 'Certify as Eligible' and 'Certify as Denied', both highlighted with a red box. Below these is a blue 'Finalize Certification' button.

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

ECIP Summary

Application Information

Primary Applicant:	ECIPsample MH	Physical Address:	123 Test Ln, Augusta, ME 04330
Application Type:	LIHEAP - Standard	Mailing Address:	123 Test Ln, Augusta, ME 04330
Application Status:	Certified with Benefit - Today	Application ID:	792417
Intake Type:	Paper Application	Application Date:	10/24/2024

[Add New Crisis](#)

Purpose	Status	Vendor	Certified Date/Time	Approved (\$)	Action
Fuel	Eligible - Benefit Determined	Fuel	10/24/2024 12:14 PM	\$133.90	Edit

Annual Crisis Intervention Benefit Available: \$666.10

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.

VALIDATION: ✔ VALID Online App Survey 7 Files Attached Live Support Online Help

Application Instances ECIPSample MH x +

Benefit History

Application Information

Primary Applicant:	ECIPSample MH	Physical Address:	123 Test Ln, Augusta, ME 04330
Application Type:	LIHEAP - Standard	Mailing Address:	123 Test Ln, Augusta, ME 04330
Application Status:	Certified with Benefit	Application ID:	792417
Intake Type:	Paper Application	Application Date:	10/24/2024

Benefits Issued

[Special Benefit Payment](#) [Edit Special Benefit](#) [Benefit Return](#) [Change Vendor](#) [Rescind Voucher](#)

Benefit Type	Benefit Date	Recipient	Benefit	Fuel	Rescinded	Invoiced	Outstanding	Paid	Status
+ Standard	10/24/2024	Fabian Oil Inc.-Oakland	\$345.00	Oil	\$0.00	\$0.00	\$345.00	\$0.00	Payable
Totals			Benefit: \$345.00	Rescinded: \$0.00	Invoiced: \$0.00	Outstanding: \$345.00	Paid: \$0.00		

Credit Notifications

Benefit Type	Fuel Type	Vendor	Approved Date	Balance	Action
ECIP - Fuel	Oil	Fabian Oil Inc.-Oakland	10/27/2024	\$133.90	Payment Rescind Download

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