

HOME ENERGY ASSISTANCE PROGRAM (HEAP/Fuel Assistance)

APPLICATION REOPEN MONTHLY LOG INSTRUCTIONS

Under certain circumstances when an Application has been denied CAAs may reopen it to make updates/corrections and recertify the Application. CAAs are required to track all Application Reopens that are completed and submit the Application Reopen Log to MaineHousing monthly.

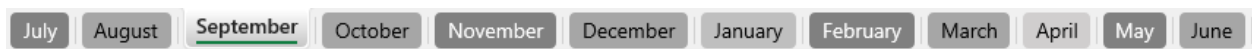
Situations when an application may be reopened:

- Applicant provides missing documentation within 15 business days of Denial.
- Applicant provides documentation for medical deductions within 15 business days of over-income Denial.
- Application was certified in error.
- Application should not have been void and must be corrected.

Application Reopen Logs must be uploaded to ShareFile no later than the 20th of each month. The Application Reopen Log has a tab for each month of the active program year.

When uploading the document to ShareFile, the entire/cumulative Application Reopen Log workbook must be uploaded. Do not submit each month individually.

Below are the pages of the workbook that must be included with the CAA submission each month. Please use MM/DD/YYYY Format when entering dates into the Application Reopen Log. Only denied or void Applications that have been reopened and certified need to be logged. Applications that are Reopened to make changes that do not affect benefits **do not** need to be logged.



Complete each month as listed below:

1. **CAA Name:** Enter the CAA Name
2. **CAA Contact:** Enter the CAA contact person
3. **CAA Phone:** Enter phone number of the CAA contact person
4. **Month of Log:** This is this month for which Reopens are being tracked on this tab. It is a prepopulated field.

| | |
|---------------------|----------------|
| CAA Name | MaineHousing |
| CAA Contact | Donald Draper |
| CAA Phone | (207) 626-4600 |
| Month of Log | September |
| | |

5. **Application ID:** Enter the Application ID from the system of record.
6. **Denial Date:** Enter the date the Application was denied.
7. **Reason for Denial:** Enter the reason the Application was denied.
8. **Date Documentation Received from Applicant:** Enter the date the missing/additional documentation was received by the CAA, if applicable.
9. **Date of Application Reopen:** Enter the date the Application Reopen was completed.
10. **Completed By:** Enter the name of the CAA staff person who completed the Application Reopen

| Application ID | Denial Date | Reason for Denial | Date Documentation Received From Applicant | Date of Application Reopen | Completed By |
|----------------|-------------|-----------------------|--|----------------------------|----------------|
| 48967 | 9/6/2024 | Missing Documentation | 9/10/2024 | 9/12/2024 | Pete Campbell |
| 96873 | 9/2/2024 | Over-Income | 9/16/2024 | 9/16/2024 | Roger Sterling |
| 65478 | 9/5/2024 | Voided in error | 9/9/2024 | 9/9/2024 | Peggy Olson |

NOTE: If there are more than 35 Application Reopens completed in a month, CAA's should add rows below the 35th entry on the log.

When uploading to ShareFile, each CAA has a folder named "CAA LIAP-HEAP REPORTS". Within that folder there is a folder titled "Application Reopen" this is where CAAs will upload the Reopen Logs as an Excel file.

When submitting the log on 20th of each month, the data provided will be for the **full month prior**.

Example: When uploading the log by the 20th of September, CAAs will be submitting for the **full month** of August. The workbook should be saved on the August tab.

If no Application Reopens have been completed for the month prior, write “None” on the first line of the log. When uploading the Application Reopen Log to ShareFile, name the file for the month being submitted for and not the month they are uploaded.

*****please keep in mind that these instructions are subject to change as ECOs furthers development and configuration. CAA's will be notified of any changes made to these instructions*****