

HOME ENERGY ASSISTANCE PROGRAM (HEAP/Fuel Assistance)

REMINDER FORM INSTRUCTIONS

The CAA will use the Reminder Form to document the additional documentation/information (if any) required to determine a Household's eligibility for HEAP. The Reminder Form should clearly define the Applicant's responsibilities – i.e. what information is required and the date it must be submitted by.

The intake worker should make the Applicant aware of the importance of returning any required documentation as soon as possible, but no later than thirty (30) business days from the Date of Application for Telephone Applications and fifteen (15) business day from the date of Application for Face to Face and Online Application. Failure to provide documentation may result in the Application being denied for lack of documentation.

1. Intake will complete the following:

- a. CAA's (Agency) name, address, phone number, fax number and email.
- b. Applicant's name.
- c. Application Date.
- d. Application ID.
- e. Check the item(s) that describe the information/documentation required to process the Application and determine eligibility. Below each item checked, as applicable, indicate the name of the Applicant for whom it is needed.
- f. Intake Worker Signature and Date Signed.
- g. Intake Worker Name – print.

2. Applicant will:

Sign and Date the Reminder form.

3. A copy is given to the Applicant and a copy must be retained in the Application file in the System of Record.