

HEAP Application Process

Below is an overview of what the online application process will look like for the HEAP Program. The statuses listed below are meant to be an example. For a full list see the back of this sheet or visit mainehousing.org/HEAP.



To receive a HEAP Benefit, you will need to take the first step and fill out an application online.

Online Status

- Online Submitted



The CAA will then schedule an appointment to review your application with you and send you documents to sign and return.

Online Status

- Appointment Scheduled
- Reschedule Appointment
- Application Pending



After review the CAA will determine if you are eligible for a benefit. You will receive a Benefit Notification Letter in the mail.

Online Status

- Eligible
- Certified Eligible
- Ineligible
- Void



If eligible, benefits will, in most cases be paid directly to the fuel vendor. Once you receive the Benefit Notification Letter, contact your fuel vendor to arrange delivery.

Online Status

- Eligible, benefit determined
- Certified Eligible - Payable
- Certified Eligible - Paid

Status	Explanation
Online Submitted	Online application was created and submitted by applicant. CAA will contact applicant to schedule appointment
Appointment Scheduled	CAA has contacted the applicant and scheduled an appointment.
Reschedule Appointment	Appointment time was missed. Applicant needs to contact the CAA to schedule a new appointment time.
Application Pending	After an applicant has met with the CAA but before their eligibility is determined the application is still pending.
Void	The application is no longer valid for a variety of reasons. Please contact your local CAA for more info.
Ineligible - Over Income	The application will not receive a HEAP benefit because the applicant's income was too high.
Ineligible - Denied	The application will not receive a HEAP benefit because the applicant did not provide the required documentation.
Ineligible - Denied CHIP Only	The application will not receive a HEAP benefit because their heating system is not working. Applicant may be eligible for the Central Heating Improvement Program (CHIP).
Eligible, benefit determined	The application has qualified to receive a HEAP benefit.
Certified Eligible - Payable	The application will receive a HEAP benefit but it has not been paid yet.
Certified Eligible - Paid	The application was approved and the benefit has been paid. Once you receive a benefit letter, contact your vendor to arrange a fuel delivery.

Other: The statuses listed above are the most common. There are several other statuses such as Certify Failure and Quality Failure that may appear.