

LIHEAP NEW HANCOCK ENERGY SOFTWARE (HES) WEBINAR

March 7, 2019



Louisiana Housing
Corporation

LHC Energy Assistance Department

NEW INTAKE PROCEDURES



Louisiana Housing
Corporation

Collette Oglesby

Client Benefits

- Client benefits are applied based upon season (Heating/Cooling/Crisis)
 - ❖ Heating Season – October 1st – March 31st
 - ❖ Cooling Season: April 1st – September 30th
 - ❖ Crisis Assistance: 12 months (October 1st – September 30th)
- Clients are eligible for one (1) FY2019 heating benefit, one (1) FY2019 cooling benefit, and one (1) FY2019 crisis benefit.
- The benefit matrix has not changed.

Example of New Exhibit A

Allen Action Agency, Inc.					
<u>Parish</u>		<u>Administration</u>	<u>Client Education (Assurance 16)</u>	<u>Total</u>	
Allen		\$14,661.29	\$5,817.97	\$20,479.26	
	<u>Assistance</u>	<u>Period</u>	<u>Program Support</u>	<u>Client Assistance</u>	
	Heating	October 1, 2018 - March 31, 2019	\$3,490.78	\$66,324.90	\$69,815.68
	Cooling	April 1, 2019 - September 30, 2019	\$4,130.76	\$78,484.46	\$82,615.22
	Crisis	October 1, 2018 - September 30, 2019	\$1,163.59	\$22,108.30	\$23,271.89
				FY2019 Allocation Total:	\$196,182.05

Total Energy Cost (TEC) Calculation



- A heating and cooling utility bill from the same month may be used to calculate the TEC and determine the maximum benefit amount. (has not changed)
- However, the entire benefit will be applied to the client's utility vendor based upon the season. (new)
- For example, during the Heating Season, the entire maximum benefit is applied to the client's heating fuel source, whether it is gas, propane, or electricity.

NOTE: Agencies are no longer applying a minimum of \$50 to one utility vendor. The entire benefit will be applied to the to one fuel source vendor.

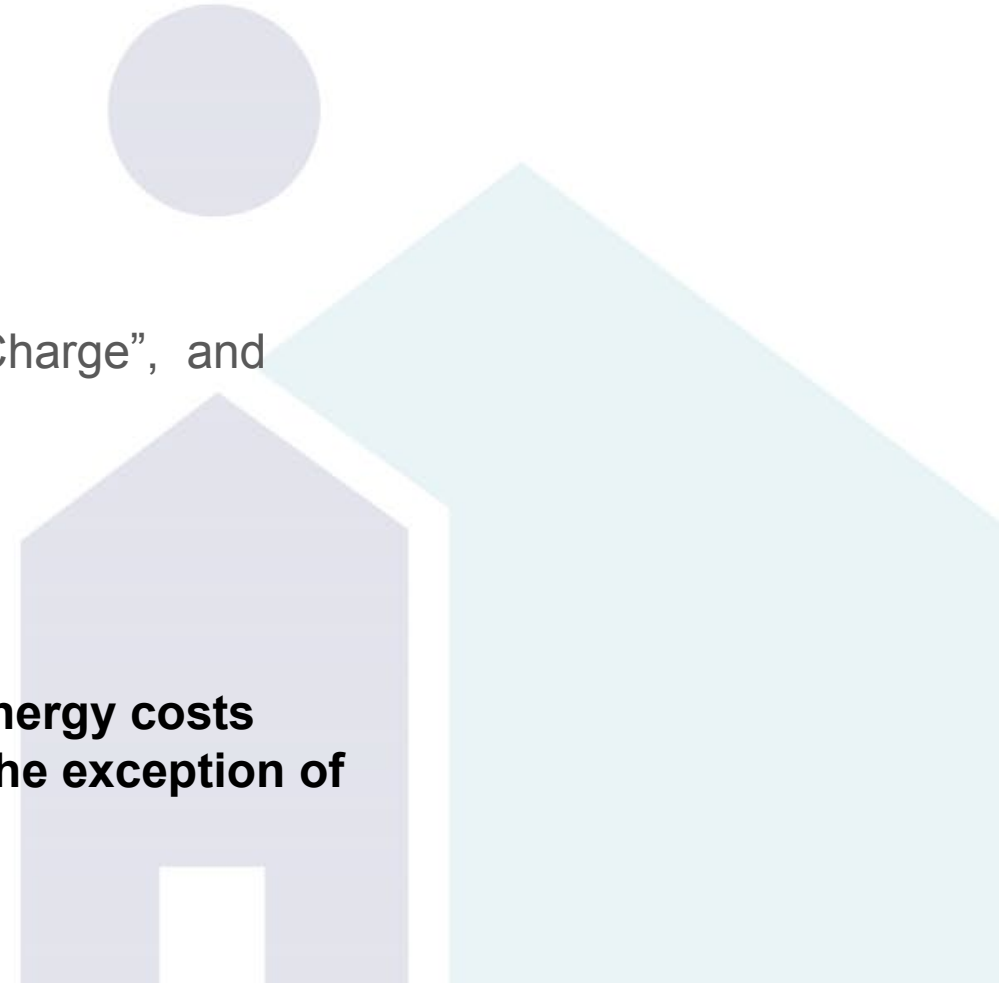
Total Energy Cost (TEC) Calculation Inclusions and Exclusions

Inclusions:

- Total energy cost for cooling or heating the home, both natural gas and electric (total energy usage including fuel adjustment cost)
- Taxes
- Fuel adjustment charges on energy cost
- Any additional mandated charges, such as “Hurricane Recovery Charge”, and “Hazmat Fee”
- Reconnect fees
- Deposits or additional deposits

NOTE: For households receiving a utility allowance (UA), the energy costs must be reduced by the UA in order to compute the TEC, with the exception of applicants 60 years or older.

(Energy Costs – UA = TEC EXCESS CHARGE = TEC)



Total Energy Cost (TEC) Calculation Inclusions and Exclusions

Exclusions:

- Sewer, water, garbage assessment fees (included on some city bills)
- Installment payments for appliances
- Security lighting fees (night watchmen)
- Any other fees not related to heating or cooling costs (except Hurricane Recovery Charge and taxes)
- Formula Rate Plan Reduction
- Previous balances (arrearages) or carryover fees
- NSF Fees
- Tampering charges
- Customer charges



ADMINISTRATIVE, PROGRAM SUPPORT, AND CLIENT EDUCATION (ASSURANCE 16) COSTS



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Lauren Holmes

Administrative Costs

Costs necessary for the proper administration and management oversight of the Louisiana LIHEAP, including all costs, both direct and indirect, associated with the general administration and coordination of the program; supportive services including accounting, human resource, and procurement; development of policies, goals and objectives; participant intake and eligibility determination; and monitoring.

- All Federal funds used to administer LIHEAP activities (except for the costs associated with client education – Assurance 16) count against the 10% State limit and are considered an administrative cost.
- It excludes direct costs of providing program services.
- It includes costs for general administration and coordination of these programs, including contract costs and all indirect (or overhead) costs.

Examples of Administrative Cost Inclusions



- ❖ Salaries and benefits for administrative staff (executive director, accounting staff, administrative secretary, etc.)
- ❖ Activities related to intake functions, including eligibility determination, assessing income and benefit levels, and application processing
- ❖ Preparation of plans, budgets, and schedules
- ❖ Monitoring of programs and projects (auditors)
- ❖ Fraud and abuse prevention
- ❖ Procurement activities
- ❖ Public relations

Examples of Administrative Cost Inclusions



- ❖ Services related to accounting, litigation, audits, management of property, payroll, and personnel
- ❖ Costs for goods and services required for administration of the program such as the costs for supplies, equipment, travel, postage, utilities, and rental of office space and maintenance of office space (such costs must not be excluded as a direct administrative cost for providing program services under paragraph (I)(b) of this section)
- ❖ Travel costs incurred for official business and not excluded as a direct administrative cost for providing program services under paragraph (I)(b) of this section

Examples of Administrative Cost Inclusions



- ❖ Trainings and/or meetings related to national organizations, fiscal training, strategic planning, and overall staff development
- ❖ Management information systems not related to the tracking and monitoring of LIHEAP requirements (e.g., for a personnel or payroll system for State staff)
- ❖ Preparing reports and other documents

Examples of Administrative Exclusions



- ❖ Providing diversion benefits and services
- ❖ Providing program information to clients
- ❖ Screening and assessments
- ❖ Development of employability plans, work activities, post-employment services, work supports, and case management
- ❖ Salaries and benefits costs for staff providing program services and the direct administrative costs associated with providing the services (for example, supplies, equipment, travel, postage, utilities, rental of office space and maintenance of office space.)

Program Support Costs

These are actual costs that are non-administrative in nature but are for activities directly related to outreach, information resource and referral, case management and crisis service necessary to serve eligible households.

- Other federal sources may subsidize program support costs without any effect on the allocation limit given by the State.
- It includes direct costs of providing program services not strictly associated with intake and eligibility determination.

Examples of Program Support Costs

- Costs associated with program outreach, including dissemination of program information, information on and referral to other programs, taking applications, and staffing of outreach sites
- Screening and assessments (not eligibility determination)
- Referrals to other agencies, assistance in budgeting for utilities, short-term case work, coordination of benefits on behalf of a household



Examples of Program Support Costs

- Case work in response to a household's energy emergency, including all crisis related activities, such as intervention with utility companies, negotiation with township trustees or other agencies on behalf of a household
- Salaries and benefits for staff providing direct program services and the direct costs associated with providing the services, such as the costs for supplies, equipment, travel, postage, utilities, rental and maintenance of office space



Examples of Program Support Costs

- Costs associated with home visits (e.g. mileage, gas)
- Expenses related to maintenance of outreach sites
- Trainings and/or Meetings related to case management, intake worker training, and LHC provided-training
- Management information systems related to the tracking and monitoring of LIHEAP statutory requirements.



Client Education (Assurance 16)

The term “client education costs” means costs associated with activities that support providing direct services to the eligible participant, including but not limited to, energy conservation activities which encourage and enable participants to reduce their home energy needs and thereby the need for energy assistance, including needs assessments, counseling, and assistance with energy vendors, and reporting regarding such activities.

- LIHEAP funds used to administer Assurance 16 activities do count against the 10% State limit and are considered an administrative cost.
- Other Federal funds (such as CSBG funds) may be used to pay for the costs associated with administering Assurance 16 activities, without regard to the 10% State limit on the use of federal funds for planning and administration.

Client Education (Assurance 16) Acceptable Activities

1. Energy Education
2. Production or acquisition of DVD'S, CD'S, brochures, or pamphlets, the cost associated with the development or procurement of those materials, and the labor cost associated with this activity.
3. Itineraries or flyers indicating an energy conservation training or conference, and the labor cost associated with producing and distribution of these flyers.
4. Copies of newspaper, radio, or television advertising cost related specifically to customer education and/or outreach, and the labor cost associated with preparation and distribution of these advertisements.



Client Education (Assurance 16) Acceptable Activities

5. Purchase and distribution of CFL and/or LED light bulbs. Distribution must include information on the energy savings generated by the use of CFL and/or LED bulbs, and the labor cost associated with this activity.
6. Purchase and distribution of energy kits, and the labor cost associated with procuring and distributing these products.
7. Purchase of laptop computers, WI-FI hot spot equipment, purchase of USB type modems to use with laptops, purchase of portable printers to conduct off-site outreach to new clients, and the labor cost associated with procuring these products.
8. Outreach activities

Invoice Process for Administrative, Program Support, and Client Education Cost in the New Hancock Energy Software (HES) System



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Lauren Holmes and Collette Oglesby

Entering Invoices into HES

- Agencies will only submit one (1) monthly invoice for all administrative, program support, and client education (Assurance 16) costs.
- Invoices for administrative, program support, and client education are due by the seventh 7th of each month, unless the 7th falls on the weekend or holiday, then the invoice will be due the next business day. Invoices for client services are still due weekly, by Tuesday.
- All supporting documentation must be attached to all invoice submissions for review by LHC staff until which time the Agency is notified by LHC it is no longer needed. (at a minimum of three (3) months)
- LHC is in the process of drafting a LIHEAP Invoicing Memo for distribution. It will include an invoicing detail spreadsheet to attach with Agency's monthly invoice requests.

Entering Invoices into HES

ATTACHMENT A
NOTICE LHP-2019-02



[Subgrantee] LIHEAP INVOICE DETAIL FOR [Month] [Year]

Budget Type	Program Year	Invoice Start Date	Invoice End Date	Date of Expense	Total Bill Amount	Funding Source	Percentage Allocated to LIHEAP Funding Source	Amount Allocated to Funding Source	Description
Admin	2019	3/1/2019	3/31/2019	1/15/2019	\$600.00	LIHEAP	20.00%	\$120.00	Quarterly General Liability and Worker's Comp Policy eff 7/1/18 - 7/1/19
Admin	2019	3/1/2019	3/31/2019	2/28/2019	\$450.00	LIHEAP	20.00%	\$90.00	Salaries - Executive and Accounting
Admin	2019	3/1/2019	3/31/2019	1/17/2019	\$163.18	LIHEAP	20.00%	\$32.64	5 boxes of paper and 2 packages of blue ink pens
Client Education	2019	3/1/2019	3/31/2019	2/4/2019	\$125.00	LIHEAP	100.00%	\$125.00	50 LED Light Bulbs
Client Education	2019	3/1/2019	3/31/2019	2/28/2019	\$400.00	LIHEAP	100.00%	\$400.00	30 second Radio Spot with WFMM
Heating - Program Supp	2019	3/1/2019	3/31/2019	2/28/2019	\$553.20	LIHEAP	20.00%	\$110.64	Personnel time spent performing Home Visits to 5 Clients during Feb. 2019
Heating - Program Supp	2019	3/1/2019	3/31/2019	12/5/2018	\$234.40	LIHEAP	100.00%	\$234.40	LHC LIHEAP Training Conference: Hotel 2 nights (\$100/night) & 60 miles (\$0.54/mile) in personal vehicle (no agency vehicle)
							0.00%	\$0.00	
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Entering Invoices into HES

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							0.00%	\$0.00

Salaries Included

Employee Name	Title	Salary	Budget Types	LIHEAP Hours Worked	LIHEAP Responsibility by Budget Type
Lauren Holmes	Deputy Administrator	\$65,000.00	Admin	25	\$781.25 Admin

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New Hancock Energy Software (HES) Log In and Roles

The URL for the new LIHEAP Hancock Software System (HES) site:

<https://la.hancocksoftware.com/fa>

- Log in with current User ID
- “Hancock01” is the default password for initial log in for the new system.
- Users must change their password after their initial log in.

NOTE: The system works more efficiently using Google Chrome as the web browser.

- New user role created called “LIHEAP Agency Admin”.
- Each Agency must submit a request to LHC with the name of the person to assign the role of LIHEAP Agency Admin.
- This role has the rights to reset passwords and define roles for users in their agency.
- LHC is in the process of creating a “User Authorization Access Form” – complete for each HES system user prior to giving access to use the system and keep on file for review during monitoring.

Entering Invoices into HES

Basic process to enter invoices into the new HES system:

1. Log in – Defaults to “Payment” tab
2. Click “New” on the Payment tab
3. Select “Allocation”
4. Select “County”, if you serve more than one parish
5. Click “New”
6. Select “Budget Type” (Admin, Client Education, Crisis/Heating/Cooling Prog Supp)
7. Enter “Budget Type Detail”
8. Enter “Requested Amount”
9. Select “Save”
10. Repeat steps 5 through 8 until all expenses are entered into the invoice screen
11. Attach support documentation
12. Enter Comments, if any
13. Click “Submit”

Entering Invoices into HES

- Once an Agency clicks “Submit”, LHC is able to begin their review process of the invoice.
- If LHC finds any discrepancies during the review, they will send the invoice back to the Agency and enter comments in the comment field.
- The invoice will show as “Needs Additional Information” under the Payment tab in the system.
- Once the Agency has corrected and/or added requested information to the invoice, they will submit the invoice back to LHC for completion.

Invoice Status:

1. New
2. Needs Additional Information
3. Approved
4. Paid

It is important for Agencies to monitor HES for any invoices LHC has returned requesting additional information.

Cost Allocation Plans



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Cost Allocation Plans



- Each Agency's Cost Allocation Plan must be reviewed and accepted by LHC before an Agency will be paid invoices for Administrative, Program Support, and Client Education costs.
- LHC staff is in the process of reviewing Cost Allocation Plans received by Agencies to date and will follow up with any questions or concerns via email.
- Once reviewed by LHC staff, Agencies will receive an email stating the Cost Allocation Plan has been accepted and deemed reasonable to fulfill the needs of LIHEAP.
- You may submit an invoice now. But, please note, if you have not received an email stating your cost allocation plan has been accepted, your invoice may be kicked back requesting additional information or corrections.

Cost Allocation Plans



What is LHC Looking For:

- Budget based upon the Agency's 2019 award
- Cost Allocation Plan that includes a summary regarding how the Agency determined the cost allocation of funding for all costs associated with providing program services (rent, paper, utilities, insurance, salaries, etc.).
- Is it by square footage, Salaries and benefits for staff providing direct program services and the direct/indirect costs associated with providing the services, such as the costs for supplies, equipment, travel, postage, utilities, rental and maintenance of office space, etc.

Frequently Asked Questions (FAQs)



Louisiana Housing
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Collette Oglesby

Frequently Asked Questions (FAQs)

Question:

If a client has a central unit that heats with gas but has to use electricity for the fan, can they have part of their benefit put on their electric account?

Answer:

No. The benefit is applied to the fuel source, which is gas in the question of reference.

It will be important to educate clients regarding the fact that the program is intended to pay benefits based upon the “fuel source”. The electricity used is the mechanical side of the equation and not the actual “heating source”. (i.e. gas, propane, wood, fuel oil, etc.)

NOTE: This does not apply to homes in which their heating fuel source is electricity.

Frequently Asked Questions (FAQs)

Question:

Do we determine what the client's primary heating source is by the bills or by what the client says is their primary heating source is?

Answer:

Depends on the season. During the Heating season, the bill will be needed for vendor information, etc. However, during the Cooling season, the bill is not necessary.

NOTE: Both bills can be used to calculate the maximum benefit amount; therefore, it would be to the client's benefit to provide both bills.

Frequently Asked Questions (FAQs)

Question:

Are we still using the 50% by June 30 and 90% spent by September 30 benchmarks?

Answer:

LHC will be a little flexible due to the late issuance of the 2019 LIHEAP contracts and changes to the invoicing process.

Frequently Asked Questions (FAQs)

Question:

Do we have to put both energy bills in the system or just the bill for each season?

Answer:

Agency should use both energy bills to calculate the Total Energy Cost (TEC). The benefit will be applied to the bill associated with the season. (For example, gas for Heating season and electric for Cooling season)



Frequently Asked Questions (FAQs)

Question:

Page 12 of the LIHEAP Service Delivery Guide states that “if both gas and light bills are used to maximize the (TEC) benefit amount, they must be from the same month, and a minimum of **\$50** must be applied to any one bill”.

Does this still apply?

Answer:

No. This no longer applies. The entire benefit is paid based upon the season. Therefore, if the client’s heating fuel is gas, or propane, the entire benefit is paid to that single utility provider because they are provide the client’s fuel for heating. LHC will issue a LIHEAP Policy Change, as done with the Administrative Costs and Program Support Costs Memo.

Frequently Asked Questions (FAQs)

Question:

Page 13 of the LIHEAP Service Delivery Guide states: “An energy bill with a “Credit Balance” does not qualify for computing the Total Energy Costs (TEC). Another bill for any month in the previous 6 months is acceptable.”

Does this mean that you can apply the benefit to this bill also?

Answer:

Yes. The benefit is applied to the “fuel source” and is determined by the clients energy burden.



Frequently Asked Questions (FAQs)

Question:

Why does the system not take in consideration for disabled clients when using the Utility Allowance like it does for 60 and over clients?

Answer:

LHC is looking into this issue and will send update later.



Frequently Asked Questions (FAQs)

Question:

The manual states the “Kinship Care (KCSP)” is to be included as income. The HES system does not have a selection for this type of income.

Where do we put this on the income page?

Answer:

If there is an “Other” option, select this option to enter the Kinship Care on the income page.

The new version of HES allows LHC to define the drop down tables. LHC will update/add additional fields as needed.



Frequently Asked Questions (FAQs)

Question:

HES system is showing the date of application as the eligibility date also.

Does the 6-month rule still apply?

Answer:

This issue was addressed on February 26, 2019 with a post in HES. LHC was experimenting with how the current application system handles the previous 6 month requirement with non-crisis allocations.

The 6 month requirement was re-entered into the 2019 Heating allocation to avoid any confusion.

LHC is exploring this field in the new HES software release that will occur this summer.

Frequently Asked Questions (FAQs)

Question:

When will we get the new updated Manual?

Answer:

LIHEAP Service Delivery Guide is in the process of being updated/modified to incorporate changes.

LHC will issue the updated guide for draft comments by June 30, 2019.



Frequently Asked Questions (FAQs)

Question:

The heating period shows to end March 31, 2019, but we are just now receiving our contract.

Will we be able to take applications for heat past March 31, 2019? For example, if a client comes to the office in April with a March heating bill, can we go into the heating to process the application and pay benefits to the client?

Answer:

No. Beginning April 1st, only applications for Cooling assistance will be processed. However, clients may use both bills to calculate their maximum benefit.

NOTE: This does not disqualify the client from qualifying and receiving crisis assistance for the utility not covered at the time of their application.

Frequently Asked Questions (FAQs)

Question:

What happens when a client wants help with both gas and light bill? Can we put all of that under heating or cooling, or can they no longer get help with both?

Answer:

The entire benefit is paid based upon the season, either heating or cooling. Therefore, if the client's heating fuel is gas, or propane, the entire benefit is paid to that single utility provider because they are provide the client's fuel for heating. LHC will issue a LIHEAP Policy Change, as done with the Administrative Costs and Program Support Costs Memo.

NOTE: This does not disqualify the client from qualifying and receiving crisis assistance for the utility not covered at the time of their application.

Frequently Asked Questions (FAQs)

Question:

In the meeting in December, we were told that we would have to enter both bills in (HES) even if they (the client) did not want help with both and enter the other utility as zero so the report would be correct.

Are we supposed to do this?

Answer:

The client cannot be forced to use both utility bills to calculate their TEC. Agencies should explain to clients it is to their benefit to use both because it will allow them to receive the maximum benefit amount they are entitled. Agencies should still enter “0” into the other utility amount field if the client does not wish to provide the information.

Frequently Asked Questions (FAQs)

Question:

In the summer time for cooling, can they (the client) only get help with their gas or propane instead of electric bill?

Answer:

The benefit is based upon the type of fuel used to either heat or cool a client's home. Therefore, during the "Cooling" season, the entire benefit will **only** go towards the fuel source used to cool the client's home.

NOTE: This does not disqualify the client from qualifying and receiving crisis assistance for the utility not covered at the time of their application.



Frequently Asked Questions (FAQs)

Question:

Can agencies can use the fuel surcharge and hazmat fees towards calculating the TEC?

Answer:

In the December LIHEAP Training conference, it was determined “Hazmat” fees are considered “Any additional mandated charges”, as defined in the LIHEAP Service Delivery Guide and should be included in the calculation of the TEC. Based upon LHC’s review of the current rules in the LIHEAP Service Delivery Guide and research on the propane gas company’s website regarding their charges, “Fuel Surcharge” fees are costs for the gas company to do business which they are passing down to the client. At this time, this fee is excluded from calculating the TEC.

QUESTIONS AND ANSWERS



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