

LIHEAP NEW HANCOCK ENERGY SOFTWARE (HES) WEBINAR

May 8, 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 (Extended to April 10, 2019)
 - ❖ Cooling Season: April 1st – September 30th (Began April 11, 2019)
 - ❖ 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

Cost Allocation Plans and Annual LIHEAP Budgets



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Cost Allocation Plans and LIHEAP Annual Budgets



A Cost Allocation Plan is a narrative description which documents the methods and procedures used to identify, accumulate, and distribute allowable costs in a consistent and equitable manner among activity centers providing services to support a grant or contract.

Cost Allocation Plan at a minimum should include the following:

- ❖ A list of all federal and non-Federal programs performed, administered, or serviced by the agency, along with each program's funding source and a brief description of the activities performed by each program.
- ❖ Description of methodology (procedures) used to identify, measure, and allocate costs to each program operated by the agency. This will include, but is not limited to, salaries and fringe 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.
- ❖ Job descriptions of all staff members

Cost Allocation Plans and Annual LIHEAP Budgets

Annual LIHEAP Budget

- Based upon the amounts allocated to the agency on the Attachment A of their LIHEAP Agreement Contract
- ❖ A test of amounts budgeted for expenses should line up with the agency's cost allocation plan and other pertinent support documentation.

Example: LHC's Energy Assistance Manager's job description states the position manages the HHS Low Income Home Energy Assistance Program and the DOE Weatherization program for the state and supervises support staff. LHC's cost allocation plan states salaries for the Energy Assistance Manager is allocated 50% to weatherization program and 50% to the LIHEAP program. LHC's PY 2019 budget should reflect the salary as follows:

Energy Assistance Manager: Annual salary \$60,000 LIHEAP \$30,000 WAP \$30,000

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



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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. However, the Attachment A – LA LIHEAP Invoice Detail Workbook has been distributed for use.

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 WFMF
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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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

2415 Quail Drive • Baton Rouge, Louisiana 70808
 (225) 763-8700 • FAX (225) 763-8710 • TTY/TDD (225) 763-8762
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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.

QUESTIONS AND ANSWERS



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CONTACT INFORMATION

Collette Oglesby, Housing Finance Manager

Phone: 225-754-1485

Email: coglesby@lhc.la.gov

Lauren Holmes, Housing Finance Administrator

Phone: 225-754-1452

Email: lhartley@lhc.la.gov

Energy Assistance Email:

E4@lhc.la.gov