



Ron DeSantis  
*Governor*

Richard Prudom  
*Secretary*

## MEMORANDUM

**TO:** AAA Executive Directors **NOTICE#:** 101521-1-I-SWCBS

**FROM:** Richard Prudom, Secretary

**DATE:** **October 15, 2021**

**SUBJECT:** Notice of Instruction: October 2021 E HEAP/E HEAP American Rescue Plan (ARP) Application and Eligibility Update

The purpose of this notice is to disseminate the updated Attachment XVII, EHEAP Application and Eligibility Worksheet for prospective clients of EHEAP services. The updated XVI Application will be included in the EHEAP ARP contract, which is forthcoming. This notice also provides updates to the application documentation.

## **Form Updates: Effective Immediately**

Responsive to policy changes and Financial Eligibility Standards, the annual income range found on the application has changed from the previous year to a new “hybrid” benefit matrix. Additionally, the attached updated application will be used for EHEAP and EHEAP ARP.

The following attachments are included with this notice:

- Updated E HEAP Application and Eligibility Worksheet ADA Compliant (Fillable)
- Low-Income Home Energy Assistance Program Benefits Matrix October 2021

## **Eligibility**

The use of a year-round (12-month) Crisis Benefit cycle will continue. This allows income-eligible households to receive multiple Crisis Benefits per program year, up to a maximum of \$5,000 per household.

Please forward this information to your providers with instructions to begin using the updated information effective immediately.

## **Application Documentation Updates**

The Department of Economic Opportunity (DEO) continues to allow E HEAP applications to be completed in-person, virtually, or over the phone. Therefore, applications can be submitted without a client's wet signature. The Area Agencies on Aging will be notified once DEO rescinds the ability to provide virtual and over-the-phone application assistance.

Paper copies of the payment to the utility provider on behalf of the client are no longer required. However, E HEAP providers **must** have some type of documentation, such as an electronic payment verification, to show proof of payment to the utility provider on behalf of the client.

Please contact your contract manager if you have questions. Thank you for your cooperation.

Attachments