

## CONNECTICUT ENERGY ASSISTANCE PROGRAM

### Recurring Duties

Duty:	Frequency/Timeframe:	Comments
CEAP Energy Hotline	Ongoing	The state's Office of Community Services operates a CEAP Energy Assistance Hotline at 1-800-842-1132. Clients, consumers with questions, and vendors can call this number for assistance during standard business hours.
Periodic Energy Assistance Activity Report	Each week during heating season	This report tracks cumulative application and benefit information at each CAA and statewide, and also compares the current year's activity against the previous year. Once completed, it is shared with CAAs and with LIEAB members.
Financial Tracking	Ongoing	Detailed CEAP financial information is tracked consistently throughout the year by an accountant who is a staff member of the DSS Office of Community Services. In addition to reviewing fiscal information included in quarterly financial reports submitted by CAAs, benefit commitments, fuel delivery authorization amounts, payment invoices, and expenditures are all tracked and documented on a set of spreadsheets. Information is used to complete reports and to project payment needs of CAAs.
Fiscal Monitoring	Ongoing	In addition to financial tracking activities noted above, accounting staff familiar with LIHEAP visit CAAs and review/test their financial records to ensure compliance with federal and state requirements.
Heating System Repair/Replacement Requests	Ongoing	Requests for the repair and/or replacement of heating systems are prepared by CAAs and forwarded to DSS for review. If approved, the work is tracked by CAAs and expenditures are reported to DSS.
Collecting/Reviewing Quarterly Reports	Typically due the 15th of the month following the end of each quarter	Each quarter, two financial reports are due to DSS; an Administrative Report and an Assurance 16 Report. In addition, a quarterly Narrative Assurance 16 Report is also submitted by CAAs and reviewed by DSS.

Payments to CAAs	As necessary during the heating season	Payments made through or on behalf of CAAs for the energy assistance program are complex. Payments to CAAs include funding for program services (deliverables, utilities, and/or rental assistance), administrative expenses, and/or Assurance 16 funding. Administrative and Assurance 16 payments are advanced each quarter based upon expenditure reports submitted by CAAs.
Fixed Margin Price Posting	Daily during the time of year when deliverable fuel authorizations can be issued	Under the Fixed Margin Pricing Program, the daily New Haven Rack Average Oil Price Information Service (OPIS) <b>Gross Ultra Low Sulfur Red Dye Distillate Price</b> must be pulled from the OPIS website. This price, plus the fixed margin (currently 33 cents), is entered into a preadsheet which is then forwarded to vendors that have provided DSS with their email address. The daily price is also posted in a monthly chart which is available on the state's energy assistance website. County differentials (supplements ranging from 3.3 to 11.5 cents per gallon) are automatically added.
Processing of Utility Refund Checks	Received intermittently	Utility Refund checks are tracked to determine the FFY in which the energy benefit was originally issued. Refund checks are then forwarded to DSS fiscal staff for processing. In order to reuse these refunds to pay for current year program expenses, the Energy Assistance Program Spending Plan must be updated.
CAA Field Reviews	September – May	The provision of on-site technical assistance by Office of Community Services staff to CAAs is multi-faceted. Duties include process/policy training, discussing individual cases, monitoring production with a view to help prevent bottlenecks such as processing backlogs, etc. Beyond these duties, Field Representatives are also expected to test sample cases as a quality assurance measure to ensure that applications are being processed in accordance with program requirements. Each review must include an assessment of both hard file information and the associated computer file for that case. Results are documented in on-site writing. Any issues found in the field are resolved immediately on-site when possible. A follow-up letter is sent to the chief executive of the monitored CAA, detailing each finding and its resolution.

Review of Sample Deliverable Fuel Slips	November - May	Each year, the processing of payments by CAAs for fuel deliveries is reviewed for accuracy, timeliness, documentation of retail prices, ensuring that vendors are registered with the program, etc. A sample of deliverable fuel slips or vendor invoices are examined during this review.
Downloading SSN data into 'O' drive	Each Monday during heating season	This weekly download represents the current process used to verify the validity of SSNs submitted by energy assistance applicants. Separate data runs must be completed for each CAA, and then downloaded into designated 'O' drive files. All of the SSNs are run through the federal database on Tuesdays, and the reports identifying non-matches are sent to DSS and each CAA on Thursdays. A report template also exists to track cumulative information by agency, which should be updated once a month. A designated staff person at each CAA resolves any SSN discrepancies attributed to their CAA.