P-2910 Crisis Assistance Program (Continued)

C. Expedited Benefits for Eligible Crisis Applicants

1. Expedited Application Period

Community Action Agency crisis fuel or outreach workers may fax requests to the OHHFA from the last Monday in November through the last day of February (Monday through Friday 9:00 a.m. to 3:00 p.m.). Requests will not be accepted after 3:00 p.m. or on weekends or official state holidays.

2. Eligibility Determination

A fuel worker must first determine the household meets all eligibility requirements for crisis fuel assistance. In addition, the following conditions must be met to request an expedited benefit:

- Crisis situation is for primary home heating fuel or energy,
- Household has not received any fuel benefit for the season,
- Household has completed and submitted a fuel assistance application.

Crisis fuel workers consult the ACCESS database to determine the status of Seasonal Fuel. If an application is active or pending with the OHHFA, the applicant need not complete another application.

Crisis fuel worker calls the OHHFA to request expedited fuel assistance is being sent. Worker faxes the completed request form to the OHHFA with the application (if appropriate). Worker must advise the applicant not to leave the CAP office before the request is complete and a decision is rendered. Worker mails the original application to the OHHFA but keeps a copy in the files.

NOTE: If an application has been denied during the current season, the worker will fax a **newly completed application** with the request for expedited. Workers will not re-process an application that has been denied; a new application must be submitted. There are no exceptions.

P-2910 Crisis Assistance Program

C. Expedited Benefits for Eligible Crisis Applicants

2. Eligibility Determination (Continued)

a. Granted Expedited

If the applicant is eligible for an expedited benefit, the OHHFA worker completes form PATH 220EX, Notice of Expedited Seasonal Fuel Assistance Benefit, and faxes it to the crisis worker. The worker faxes a copy of the PATH 220EX to the fuel supplier. Worker requests by telephone from the fuel supplier the fuel supplier deliver fuel to the applicant's metered primary heating fuel or energy service. The original PATH 220EX is given to the applicant along with an "Important Information" sheet which explains use of the benefit and the applicant's right to appeal. A copy of the PATH 220EX remains in the file.

If additional assistance is necessary to resolve the crisis such as a special trip fee or pressure test, the crisis worker will follow standard operating procedure in determining authorization and payment for such services.

If the crisis worker makes no other crisis worker assist during the intake of a single application, the crisis worker records the expedited benefit as a crisis fuel denial.

b. Denied Expedited

If the applicant is not eligible for fuel assistance, the OHHFA worker will complete and fax to the worker the Notice of Denial for Expedited Seasonal Fuel Assistance.

If incomplete or conflicting information exists and requires verification, the request for expedited assistance will be denied. Any questionable information, pursuant to 2905, requires verification. The OHHFA worker will fax to the crisis worker the Notice of Denial for Expedited Seasonal Fuel Assistance.

Denial of a request for expedited fuel assistance does not preclude the crisis worker from assisting the applicant with crisis fuel funds or any other available funding source providing eligibility requirements are met.

P-2910 Crisis Assistance Program

C. Expedited Benefits for Eligible Crisis Applicants (Continued)

3. Payment for Crisis Services Authorized

Crisis workers should negotiate special trip charges because the expedited benefit would typically be a larger delivery than the minimum crisis delivery.

If the crisis worker authorizes other services (beyond primary heating assistance covered by expedited benefits) payment for such services will be rendered directly to the fuel or energy supplier under the Community Action Agency's usual and customary financial procedures.