

Section Number: 50-1.5

Effective Date: January 1, 2012

Subject: Heating Assistance Program Reports

A. Reports for Use by DPA Eligibility Staff

1. HAP (Heating Assistance Program) awards to date

Purpose/Description of report:

- Used for calculating the S.U.D. for DPA programs –primarily FS and TA
- Shows the grant amount (YTD). There is usually only one grant awarded per HH yearly, supplements are rare
- Awards list is cumulative for YTD, each month's list includes previous months' grants
- Lists are organized alphabetically by city/village, and alphabetically by head of household within each village
- Includes physical and Mailing address, Action date (date grant award is finalized), and fuel type(s)
- Mailed out to DPA Supervisors around the first of the month from the Heating Assistance Program. Supervisors are asked to share the report with those who report to them.

Things to note:

- The head of household in HAP reports is usually the person who signed the HAP application. It may differ from the head of a household according to a DPA case.
- HAP case numbers do not correspond to DPA case numbers and change every year.
- Reports are usually not sent in July, August or September unless supplements were issued or authorizations occurred in June
- Tribal energy Assistance reports do not necessarily follow the same format, and are usually sent out separately to the appropriate region directly from the tribal organizations or through the Heating Assistance Unit

Best Practices:

- ET's should use the information for determining SUD for DPA programs. This report is also useful for comparing address information with that appearing on DPA cases. ET's are encouraged to include the HAP case number in their CANOs.

How to access this report:

- Sent by e-mail to DPA Supervisor to distribute to their eligibility staff
- Issued at the beginning of each month
- **Further information** including **vendor information** is available upon request. Send an email to: liheap@alaska.gov or by calling 465-3058
- For copies of the report, contact: susan.marshall@alaska.gov

B. Reports for Use by HAP Personnel**1. Application Status and Productivity Report****Purpose/Description/Utility of report:**

- Review productivity totals by worker for a specified time period
- Track case status according to approved, pending, or denied
- May be used for allocating staffing resources

Availability

Available to any authorized user of the HAS

Best Practices:

Team leader should run this caseload report frequently to check for approved, pended, or denied status for all cases. Reports can be updated as needed.

How to access this report

- Click My Computer icon on desktop
- Select P drive
- Click on the current year's folder (example: 2011)

- Click on ProductvtyRpt-YYYYMMDD (Example: ProductvtyRpt-20110505 = May 5, 2011— a second group of numbers appears but does not reflect the date)
- For further details about this and other HAP reports refer to the on-line HAS manual on the P drive HAS-GUI-MANL-2009 (as newer versions become available date will change) or access from the DPA web page under Manuals (left hand list under EMPLOYEE RESOURCES)

Generating a report:

- Log on to HAS
- Click on F4 prompt or use F4 key on keyboard
- Select the report you want to run by clicking on it
- Enter date(s) you want the report to show, hit OK
- Once report runs, an Adobe PDF file of the report is automatically generated on the P drive and pops up on your screen

2. List of Pending or Inactive Applications

Purpose/Description/Utility of report:

- Review pended applications by worker
- Track applications that have exceeded 30 days in pending status
- Lists case number, client name, and number of days since entered

Availability

Available to any authorized user of the HAS, used mostly by supervisors

Best Practices:

Team leader should run this caseload report frequently to check applications exceeding

pending status for 30 days

Workers may extend pend for additional 15 days as needed

Supervisor can prioritize cases and bring cases to the attention of workers for action

How to access this report

- Click My Computer icon on desktop
- Select P drive

- Click on WrksPendApps-YYYYMMDD (Example: WrksPendApps -20110505 = May 5, 2011— a second group of numbers appears but does not reflect the date)
- For further details about this and other HAP reports, refer to the on-line HAS manual on the P drive HAS-GUI-MANL-2009 (as newer versions become available date will change) or access from the DPA web page under Manuals (left hand list under EMPLOYEE RESOURCES)

3. Long Stats Report

Purpose/Description/Utility of report:

- Contains Primarily end of year data
 - number of people served by location
 - number of expedites

 - amount of grant payments by community
- Data base for funding and grant purposes
- Can be run by program (LIHEAP or AKAHP) or together

Availability

Primarily used by Program coordinator, account technicians and Eligibility office manager

How to access this report

- Click My Computer icon on desktop
- Select P drive
- Click on LongStats-YYYYMMDD (Example: WrksPendApps -20110505 = May 5, 2011— a second group of numbers appears but does not reflect the date))