

EAP PY2024 Frequently Asked Questions

Program Operations and Policy Changes

Q: Are benchmarks being enforced this year?

A: Yes, benchmarks will be enforced this year. The dashboard on EAPConnect should provide the percentages so you can ensure that LSPs are hitting their benchmarks.

Q: Are there going to be flush benefits for approved clients from PY2023?

A: No. These funds will essentially be used as carryover for PY2024.

Q: If someone is in a payment arrangement, can we assist with crisis funding?

A: Yes

Q: How do you determine how much crisis can be awarded if an applicant is on a payment arrangement?

A: The bill should be providing a breakdown of the arrangement balances. Use the remaining arrangement balance to determine the crisis funding. E.g., if the remaining arrangement balance is \$422, then \$422 should be awarded in crisis, up to a maximum of \$500 per utility.

Q: Can we still pull photo IDs and social security cards forward from previous applications?

A: Yes

Q: Does being on a payment arrangement qualify applicants as being in crisis, thus requiring LSPs to mitigate the crisis on an expedited timeline?

A: No, but it does qualify them for the crisis benefit.

Intake Overview

Q: Can applications be processed before November 1st?

A: Yes

Q: Can you print out the approved letter for an applicant, but not mail it before November 1st?



A: Yes

Q: Is the application entered date automatically populated by EAPConnect?

A: Yes

Q: Can someone who is not the applicant and who does not have power of attorney with the client fill out an application for a client?

A: Yes, but the applicant themselves must sign the application.

Q: Can you only use an Indiana Real-ID for proof of social security, or can you use another state's Real-ID?

A: Because REAL ID is a federal initiative that verifies identity, SSN, address, and lawful status, a REAL ID from any US state or territory may be accepted.

Q: If the application is signed by a minor, does the applicant need to submit a new application?

A: Yes, only an adult, age 18 or over, can sign the application. If it's an online application signed by a minor, the application should be rejected rather than denied.

Q: If a household member is listed as disabled but does not receive any benefits, so they cannot provide any documentation, should the application be denied or listed as ineligible?

A: No, the application is to be put into incomplete status and proof of disability status requested. The applicant household is to be given 14 days to provide documentation. If the applicant household member cannot or opts not to provide such documentation, or if the applicant household member does not meet the definition of disabled, the disability status should be removed from any household members who cannot provide documentation of a disability, and then the application can continue to be processed.

Q: If the application has a utility affidavit, does the LSP also need to obtain an absent household member form if the utility bill is in the name of a non-household member?

A: The text of the utility affidavit doubles as an absent household member form, so the absent household member form is not needed unless it is required for another piece of documentation.

Q: If the utility bill is in the landlord's name, but the applicant pays for it, is a landlord affidavit sufficient or is a utility affidavit also required?

A: The utility affidavit is preferred due to reduced burden of getting a landlord signature, but if the applicant provides the LLA, it is acceptable.



Q: When determining whether the utility bill submitted is the most recent, what date should be looked at?

A: The billing date.

Eligibility Determination and Income Calculation

Q: Do you need to use the same income calculation method, whether that is the 3-complete months or the 13-week calculation, for all members of the household?

A: No, you can use different income calculation methods for different methods of the household.

Q: If someone who is self employed applies on April 1st, 2024, before the April 15th tax deadline, can they use 2022 tax forms for income?

A: Yes. If 2023 taxes are due on April 15th, 2024, then they can use 2022 taxes, but applicants should be providing you with their most recent tax forms. So, if they had already filed 2023 taxes by April 1st, 2024, they must use the 2023 taxes. We cannot compel applicants to file taxes before the deadline.

Q: Can you use the 13-week income calculations across two different calendar years in the worksheet?

A: Yes. As long as the check is within the 91-day window from the application date, you would use the sheet that corresponds to the pay stub you're using. So, if the pay stub was from 2023, use the 2023 sheet, and if it is from 2024, use the 2024 sheet.

Q: Any guidance on what to do when the 14-day timeline to receive the Request for Earnings Form bumps up against a shorter timeline for the disconnect date on the utility bill?

A: Try to work with the utility provider and let them know that you're getting required information and to push back that disconnection date. If needed, IHCD will get involved to assist in advocating for applicants.

Q: How do we calculate income from gig work, such as DoorDash?

A: It is difficult to provide one-size-fits-all guidance on this, but IHCD is working to provide guidance and trainings on how to calculate income from these types of services. Please reach out to us if you're having issues calculating this income.

Q: If an applicant says they have no income, but are at the at-risk age when they would be eligible for Social Security, do we need to reach out to the local Social Security Office to get verification?



A: While it would be good as a program integrity measure to do so, it is not required.

Q: What do you do when you see deposits in bank accounts from entities such as Zelle or Venmo?

A: These should be handled on a case-by-case basis and a conversation with the applicant to explain these deposits should be had.

Q: If there is a veteran's designation on a Real-ID (this will be a V on the back of a Real-ID card) does that qualify an applicant for veteran status?

A: Yes

Q: If an applicant is program eligible, but not benefit eligible due to excess credit, is it on the LSP or the applicant to follow up on the applicant's bill?

A: It is strongly encouraged for LSPs to regularly review their unobligated balance reports to determine if the applicant's credit has gone down sufficiently for a benefit to be awarded.

Vendor Relations and Communications

Q: If an account is closed, do vendors need to use the new Overpayment and Refund Summary forms and where do the refunded funds go?

A: It is important to distinguish between these new Overpayment and Refund Summaries and Overpayment remittances. These summaries will be used anytime the vendor needs to return funds to IHCD for any reason, whether that be due to an overpayment or a refund on a closed account. These funds will go back to the funding source where the funds originated from, such as the PY2023 Emergency Supplemental.

Q: Will the Overpayment and Refund Summary forms be something the vendor has, or is that something LSPs will need to include with negative transmittals?

A: Vendors will have this form and it is something IHCD will be managing. The form will be available to LSPs if a vendor reaches out to them, but IHCD will be distributing the forms directly to the vendors.

Budget, Award Management, and Transmittals

Q: Why can't transmittals be processed before November 1st?



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A: This is due to the moratorium dates. IHCD wants to ensure that early applicants don't become eligible for disconnection before the start of the moratorium on December 1st.

Q: What if the contact person changes and the name needs to be changed on the transmittal to reflect the new contact's name?

A: If an LSP receives this communication, send an email to IHCD's vendor email address (Vendors@ihcda.in.gov) or have the vendor representative send an email to IHCD's vendor email address and IHCD will ensure that the documentation is updated.

Q: Regarding Assurance 16, can you use the \$25 per approved household while also claiming funds for postage, kits, and other related expenses, or is it one or the other?

A: As per Attachment A of the subgrantee agreement, the LSP may either claim \$25 per household or actual costs.

Q: If an LSP does a negative transmittal to a vendor and the vendor sends back a signed copy of the negative transmittal acknowledging it, is the LSP liable for the repayment?

A: No, the vendor is liable because signing off agrees to the negative transmittal. If the vendor did not sign off on the negative transmittal, then the LSP would be responsible for the repayment.

Q: What does it mean when a Vendor rejects a claim?

A: It generally means that the Vendor is saying the account is no longer active and shouldn't get a benefit, or the account is not in fact a customer. There may be other reasons for a vendor to reject a claim, and it is advised as a best practice to ask the vendor about these rejections if the vendor does not explain them when returning the signed transmittal. This rejection would change the total dollar amount in the transmittal, so best practice for LSPs is to compare the transmittal with those in EAPConnect and make sure everything is lining up correctly.

