**Attachment #3: Low Income Home Energy Assistance Program (LIHEAP)**

**Business Functional Requirements**

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**A. General**

**A1. General Requirements**

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| GEN-1 | The system must provide and process applications, determine eligibility, and calculate benefits correctly for LIHEAP according to federal and state statutes, the State Plan and State Policy. (links below)  ***Federal Statues***: <http://www.acf.hhs.gov/programs/ocs/resource/liheap-statute-and-regulations>  ***State Statutes:*** <http://www.moga.mo.gov/statutes/C600-699/6600000100.HTM> <http://www.moga.mo.gov/statutes/C600-699/6600000105.HTM>  <http://www.moga.mo.gov/statutes/C600-699/6600000110.HTM>  <http://www.moga.mo.gov/statutes/C600-699/6600000115.HTM>  <http://www.moga.mo.gov/statutes/C600-699/6600000122.HTM>  <http://www.moga.mo.gov/statutes/C600-699/6600000125.HTM>  <http://www.moga.mo.gov/statutes/C600-699/6600000130.HTM>  <http://www.moga.mo.gov/statutes/C600-699/6600000135.HTM>  <http://www.moga.mo.gov/statutes/C600-699/6600000136.HTM>  ***State Plan:*** <http://dss.mo.gov/fsd/eassist/liheap/stateplan.htm>  ***State Policy:*** <http://dss.mo.gov/fsd/eassist/pdf/liheap-manual-2014.pdf> |
| GEN-2 | The system must provide a method to issue an Energy Assistance (EA) one-time payment for heating on a household’s primary fuel source. |
| GEN-3 | The system must provide a method to issue multiple Energy Crisis Intervention Program (ECIP) payments in the amounts to resolve the energy crisis. The system must provide a method to ensure these payments do not exceed $800 for winter crisis and $300 for summer crisis for each LIHEAP eligible household. The system must be configurable to change the $800 and $300 threshold as needed. |
| GEN-4 | The system must provide a method to issue emergency services payments up to $400 over the regular maximum ECIP amounts to maintain or restore heating or cooling through furnace or central air replacement or repair. The system must provide a method to deduct from the ECIP limits while allowing an exception for an additional $400 for furnace and/or central air repair, or replacement of furnace and/or central air in certain circumstances. |
| GEN-5 | The system must provide a vendor portal that allows at least, but not limited to, nineteen (19) contractor agencies to process LIHEAP applications and determine eligibility. |
| GEN-6 | The system must provide method to enter, display and maintain LIHEAP contractor information including agency name, address, abbreviation, director's name, phone number and email address. |
| GEN-7 | The system must provide a method to enter, display and maintain LIHEAP county information including mail-out return address, fax number, and email address for agency reports. |
| GEN-8 | The system must provide a vendor portal that allows at least, but not limited to, seven hundred (700) participating energy suppliers to process LIHEAP payments. |
| GEN-9 | The system must provide a method to enter, display and maintain participating energy supplier information including name, address, phone number, fax number, five (5) email contacts, fuel types, contact person and start and end dates of supplier agreements. |
| GEN-10 | The system must access and interface with IIVE; IMES; the Work Number; National Directory of New Hires; Child Support; Missouri Department of Corrections, Missouri Department of Health and Senior Services Bureau of Vital Records, and Department of Revenue, Code One Plus (CD1P) etc at the time of application, reapplication, or change action and return data to the system for application processing. |
| GEN-11 | The system must allow for deletion, cancellation and/or override of any entry or action in the system (some actions will be limited to appropriate supervisory/clearance levels or time frames). Allow for data corrections, changes and writing over data in system. |

**A2. Global: Demographics**

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| DEM-1 | The system must allow a method to enter, display and maintain an unlimited number of household members. |
| DEM-2 | The system must provide method to enter, display and maintain member's name (first, middle and last) |
| DEM-3 | They system must provide method to enter, display and maintain member's suffix (Jr. Sr. or the III) |
| DEM-4 | The system must provide method to enter, display and maintain member's Social Security Number (SSN). |
| DEM-5 | The system must provide method to enter, display and maintain member's date of birth. |
| DEM-6 | The system must provide method to enter, display and maintain member's relationship to others on case. |
| DEM-7 | The system must provide method to enter, display and maintain member's gender (male, female). |
| DEM-8 | The system must provide method to enter, display and maintain member's race. |
| DEM-9 | The system must provide method to enter, display and maintain member's ethnicity. |
| DEM-10 | The system must provide method to enter, display and maintain member's citizenship status. |
| DEM-11 | The system must provide method to enter, display and maintain household's residential (physical) address. |
| DEM-12 | The system must provide method to enter, display and maintain household's mailing address. |
| DEM-13 | The system must provide method to enter, display and maintain household's county of residence. |
| DEM-14 | The system must provide method to enter, display, and maintain PO Box for Safe at Home residential addresses. |
| DEM-15 | The system must provide method to enter, display and maintain member's email address. |
| DEM-16 | The system must provide method to enter, display and maintain member's phone number. |
| DEM-17 | The system must provide method to enter, display and maintain member's cell phone number. |
| DEM-18 | The system must provide method to enter, display and maintain if member is interested in receiving text messages. |
| DEM-19 | The system must provide method to enter, display and maintain member Department Client Number (DCN) |
| DEM-20 | The system must provide method to enter, display and maintain an authorized representative name, address, phone number, and roll. |
| DEM-21 | They system must provide method to direct applicant correspondence to be directly mailed to authorized representative. |

**A3. Global: Verification**

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| VER-1 | The system must provide method to interface with SSA State Data Exchange (SDX). |
| VER-2 | The system must provide method to interface with SSA for Beneficiary and Earnings Data Exchange data file (BENDIX). |
| VER-3 | The system must provide method to interface with SSA for Enumeration Verification System (EVS) |
| VER-4 | The system must provide method to interface with SSA State Verification and Exchange System (SVES). |
| VER-5 | The system must provide method to interface with SSA Quarters of Coverage. |
| VER-6 | The system must provide method to interface with SSA Prisoner Query. |
| VER-7 | Provide method to interface with SSA LIS Data for MSP. |
| VER-8 | The system must provide method to interface with SSA SVES 1/Citizenship. |
| VER-9 | The system must provide method to validate the mailing address of application against United States Postal Service CD1P system. |
| VER-10 | The system must provide method to interface with Employment Security information. |
| VER-11 | Provide method to interface with Department of Health and Senior Services Bureau of Vital Records for birth and death information. |
| VER-12 | The system must provide method to interface with Department of Corrections for incarceration information. |
| VER-13 | The system must provide method to interface with Department of Motor Vehicles for driver's license information. |

**A4. Global: Eligibility**

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| GEL-1 | The system must provide method to enter, display and maintain program eligibility factors. |
| GEL-2 | The system must provide method to enter, display and maintain federal poverty income level information. |
| GEL-3 | The system must provide method to determine eligibility for all programs based on program specific rules. |
| GEL-4 | The system must provide method to re-determine eligibility for all programs based on program specific rules. |
| GEL-5 | The system must provide method to enter display and maintain third-party verification for household members. |

**A5. Global: Case Processing**

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| CP-1 | The system must provide method to enter, display and maintain case notes in system. |
| CP-2 | The system must provide method to record case action including date, time, worker identification, and action/screen updated. |
| CP-3 | The system must provide method to generate forms from system. |
| CP-4 | The system must provide method to generate reports from system. |

**A6. Interfaces**

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| INT-1 | The system must provide method to interface with Social Security Administration (SSA) included in LIHEAP Attachment A SSA-Date of Death Processing in EA document. |
| INT-2 | The system must provide method to interface with CARS system included in LIHEAP Attachment B EA CARS For Members document. |
| INT-3 | The system must provide method to interface included in LIHEAP Attachment C Interfaces with suppliers and MACA document. |
| INT-4 | The system must provide method to interface with Employment Security System. |
| INT-5 | The system must provide method to interface with Division of Finance & Administrative Services (DFAS) ACH and paper check processing system. |

**B. Applications and Eligibility**

**B1. Application**

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| AP-1 | The system must generate applications to previous Federal Fiscal Year (FFY) LIHEAP recipients, separating out by predetermined demographics, and sending first to elderly/disabled households. |
| AP-2 | The system must provide a method for LIHEAP contractor agencies, supplier and Family Support Division (FSD) to enter a request for a mail out application. |
| AP-3 | The system must provide processes for applications to be accepted electronically. |
| AP-4 | The system must provide a pre-screening calculation to determine potential eligibility prior to application. (i.e. allowing the applicant to enter income, household size, fuel source and elderly/disable income deduction to determine potential eligibility.) |
| AP-5 | The system must provide an internet application. (Online applications include only those that permit a client to apply directly with a State agency and do not include downloadable applications on a State's web site that the client must print and submit) |
| AP-6 | The internet application must have an electronic signature. |
| AP-7 | The internet application has to be able to be submitted with only the applicant’s name, address, and signature. |
| AP-8 | The internet application must populate the eligibility system with data. (i.e., The information entered by the client on the online application form must automatically transfer into the eligibility screens of the new system) |
| AP-9 | The internet application must get filed electronically. |
| AP-10 | The system must capture verification of identity types/sources. |
| AP-11 | The system must check that each member is not in another active case to prevent duplicate participation. |
| AP-12 | If duplicate participation (in another county or the same office) is detected; the system must prevent entry of the duplicate case. |
| AP-13 | If an individual is being added to a case while active in another case the system must pend the new case for removal from the previous case. This must be done only by key personnel such as managers. |
| AP-14 | The system must contain mandatory data fields that must be completed before the worker can move to the next screen (i.e., can any fields be left blank, should include error message indicating mandatory field not complete). |
| AP-15 | The system must provide method to enter, display and maintain applicant and all household member demographic information. |
| AP-16 | The system must provide method to enter, display and maintain member status. (i.e. Active, Inactive, Deceased) |
| AP-17 | The system must allow method to remove members from case. |
| AP-18 | The system must provide method to enter, display and maintain member roll/relationship. (i.e. Applicant, Spouse, member). |
| AP-19 | The system must provide method to update and change member role. |
| AP-20 | The system must provide method to enter, display and maintain household home ownership. |
| AP-21 | The system must provide method to enter, display and maintain household weatherization information. |
| AP-22 | The system must provide method to enter, display and maintain household primary fuel supplier. (name, address and contact) |
| AP-23 | The system must provide method to enter, display and maintain household primary fuel account number. |
| AP-24 | The system must provide method to enter, display and maintain household primary fuel type. |
| AP-25 | The system must provide method to enter, display and maintain household primary fuel source crisis status. (i.e. disconnection notice, terminated, or not in crisis. |
| AP-26 | The system must provide method to enter, display and maintain if crisis status is life-threatening for primary fuel source. |
| AP-27 | The system must provide method to enter, display and maintain date of termination, disconnection, fuel less than 20%, or low pre-paid electric for primary fuel source. |
| AP-28 | The system must provide method to enter, display and maintain household primary account holder name. |
| AP-29 | The system must provide method to enter, display and maintain household secondary fuel supplier. (name, address and contact) |
| AP-30 | The system must provide method to enter, display and maintain household secondary fuel account number. |
| AP-31 | The system must provide method to enter, display and maintain household secondary fuel type. |
| AP-32 | The system must provide method to enter, display and maintain household secondary fuel source crisis status. (i.e. disconnection notice, terminated, or not in crisis.) |
| AP-33 | The system must provide method to enter, display and maintain if crisis status is life-threatening for secondary fuel source. |
| AP-34 | The system must provide method to enter, display and maintain date of termination, disconnection, fuel less than 20% or low pre-paid electric for secondary fuel source. |
| AP-35 | The system must provide method to enter, display and maintain household secondary account holder name. |
| AP-36 | The system must provide method to enter, display and maintain household primary utility bill is in landlord's name. |
| AP-37 | The system must provide method to enter, display and maintain household lives in subsidizing housing and primary utility bill is included in rent. |
| AP-38 | The system must provide method to enter, display and maintain household receives Section 8 benefits and primary utility bill is included. |
| AP-39 | The system must provide method to enter, display and maintain household primary heating cost included in rent. |
| AP-40 | The system must provide method to enter, display and maintain household secondary utility bill is in landlord's name. |
| AP-41 | The system must provide method to enter, display and maintain household lives in subsidizing housing and secondary utility bill is included in rent. |
| AP-42 | The system must provide method to enter, display and maintain household receives Section 8 benefits and secondary utility bill is included. |
| AP-43 | The system must provide method to enter, display and maintain household secondary heating cost included in rent. |

**B2. Application Processing**

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| APP-1 | The system must provide a method for LIHEAP contractor agencies to enter applications information through web portal. |
| APP-2 | The system must provide method to enter, display and maintain application date stamp. |
| APP-3 | The system must provide method to enter, display and maintain date application entered in system. |
| APP-4 | The system must provide method to enter, display and maintain date applicant signed application. |
| APP-5 | The system must provide method to enter, display and maintain member who applied for LIHEAP. |
| APP-6 | The system must provide method to not allow applicant to be under the age of 15. |
| APP-7 | The system must provide method if between 15 and 18 only if another member of the household is not over the age of 18. |
| APP-8 | The system must provide method to enter, display and maintain which member is account holder for both primary and secondary. |
| APP-9 | The system must provide method not to allow 18 year old member to be account holder if household has a member that is 18 or older. |
| APP-10 | The system must provide method to enter, display, change, update, correct, and retain case notes concerning LIHEAP household. |
| APP-11 | The system must provide method to delete case notes concerning LIHEAP household. |
| APP-12 | The system must provide method to enter, display and retain case note flag to bring attention of important LIHEAP household information. |
| APP-13 | The system must provide method that will not allow members to receive more than one EA payment. |
| APP-14 | The system must provide method to enter reapplication for LIHEAP assistance. |
| APP-15 | The system must provide method to issue supplemental payments. |
| APP-16 | The system must provide method to delete LIHEAP registration. |
| APP-17 | The system must provide method to search DCN common area and interface information back to LIHEAP case. |
| APP-18 | The system must provide method for LIHEAP contractor to assign DCN. |
| APP-19 | The system must provide method to display and retain LIHEAP case status. |
| APP-20 | The system must provide method through Interactive Voice Response (IVR) to provide clients status of LIHEAP case and EA, ECIP and other utility assistance payments. |
| APP-21 | The system must provide method to enter partial name to search for LIHEAP case. |
| APP-22 | The system must provide method to track EA applications are registered in 3 working days. |
| APP-23 | The system must provide method to track EA applications are processed in 30 working days. |
| APP-24 | The system must provide method to track ECIP applications are processed no later than 48 hours after a household applies for energy crisis benefit. |
| APP-25 | The system must provide method to track ECIP applications are processed no later than 18 hours after a household applies for energy crisis benefit in life-threatening situations. |
| APP-26 | The system must provide method for LIHEAP contractor agencies to establish waiting lists during time periods where funding is not available. |
| APP-27 | The system must provide method to process EA component for applications completed for primary heat source and secondary heat is not included on application. |
| APP-28 | Provide method to process EA and ECIP component for primary heat source where EA will not resolve crisis. |
| APP-29 | The system must provide method to process EA on primary heat source when secondary heat source is included on application but not in crisis. |
| APP-30 | The system must provide method to process EA on primary heat source when not in crisis and process ECIP on secondary heat source that is in crisis. |
| APP-31 | The system must provide method to process EA and ECIP component for both primary and secondary heat sources when both heat sources are in crisis. EA may only be applied to primary heat account. |
| APP-32 | The system must provide method to process ECIP component for electric (which becomes primary in summer months) in crisis for summer program. |

**B3. Eligibility**

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| ELG-1 | The system must provide method to enter, display and maintain citizenship and legal permanent resident status. |
| ELG-2 | The system must provide method to enter, display and maintain household resources. |
| ELG-3 | The system must provide method to enter, display and maintain household responsible for heating costs. |
| ELG-4 | The system must provide method to enter, display and maintain household is responsible for cooling cost. |
| ELG-5 | The system must provide method to determine LIHEAP eligibility based on income 135% Federal Poverty Level (FPL) or less based on household size. (Also allow FPL to be changed up to 150% or 60% of the State Medium Income). |
| ELG-6 | The system must provide method to create LIHEAP household in system and retain household size. |
| ELG-7 | The system must provide method to compare through online transaction household's address to United States Post Office system and provide notification if EA payment has been received at same address, disallowing the update. Allow supervisor to override if same address used by different household. |
| ELG-8 | The system must provide method to interface with Social Security Administration match daily to determine if any household member is deceased. |
| ELG-9 | The system must provide method to compare members Social Security Numbers to the Social Security Administration and provide notification if the SSN does not match for reason provided (i.e. SSN, DOB, Name). |
| ELG-10 | The system must provide method to enter, display and maintain each member's gross income. |
| ELG-11 | The system must provide method to use gross income information from other MEDES programs including SNAP and TANF. |
| ELG-12 | The system must provide method to enter, display and maintain Supplemental Medical Insurance paid by member. |
| ELG-13 | The system must provide method to use SMI information from other MEDES programs including SNAP and TANF. |
| ELG-14 | The system must provide method to enter, display and maintain Medicare Part D paid by member. |
| ELG-15 | The system must provide method to use Medicare Part D paid by member recorded in other MEDES programs including SNAP and TANF. |
| ELG-16 | The system must provide method to enter, display and maintain Child Support payments made by member. |
| ELG-17 | The system must provide method to use Child Support payments made by member recorded in other programs including SNAP and TANF. |
| ELG-18 | The system must calculate twenty percent (20%) earned income deduction from gross earned income and display on eligibility determination worksheet. |
| ELG-19 | The system must calculate household medical deduction for households that have at least one member that is disabled or over the age of 60. |
| ELG-20 | The system must record member as disabled when disability unearned income recorded in MEDES. |
| ELG-21 | The system must interface with Employment Security for all household members and obtain any current Unemployment Benefit Compensation Income. |
| ELG-22 | The system must interface with Employment Security for all households member over the age of 18 for employer and income information for previous six (6) months. |
| ELG-23 | The system must provide method to enter, display and maintain excluded retroactive/deficiency payments from member's gross income. |
| ELG-24 | The system must provide method to exclude retroactive/deficiency payments under the other MEDES programs including SNAP and TANF. |
| ELG-25 | The system must provide method to enter, display and maintain excluded overpayments from member's gross income. |
| ELG-26 | The system must provide method to enter, display and maintain excluded income which household has no control . |
| ELG-27 | The system must provide method to enter, display and maintain member's excluded income from personal loans. |
| ELG-28 | The system must provide method to enter, display and maintain member's excluded income from earnings of children. |
| ELG-29 | The system must provide method to enter, display and maintain member's excluded income from interest/dividend income. |
| ELG-30 | The system must provide method to enter, display and maintain member's excluded income from lump sum payments. |
| ELG-31 | The system must provide method to enter, display and maintain member's excluded student income. |
| ELG-32 | The system must provide method to enter, display and maintain member's miscellaneous income exclusions. |
| ELG-33 | The system must provide method to enter, display and maintain member’s income as excluded if they no longer have income and household is in emergency crisis. |
| ELG-34 | The system must provide method to calculate eligibility determined on gross income less adjustments and deductions. |
| ELG-35 | The system must provide written notification to applicant when household is determined eligible that includes amount of LIHEAP benefits and right to request hearing. |
| ELG-36 | The system must provide method to query on line the number of pending applications by LIHEAP contractor. |

**B4. Ineligibility**

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| NEL-1 | The system must provide method to enter, display and maintain if individual is ineligible due to not being a citizen or legal permanent resident. |
| NEL-2 | The system must provide method to enter, display and maintain if individual is ineligible due to not living in the home at the time of the LIHEAP application. |
| NEL-3 | The system must provide method to enter, display and maintain if individual is ineligible due to incarceration. |
| NEL-4 | The system must provide method to enter, display and maintain if individual is ineligible due to being defined as a roomer, boarder or live-in attendant. |
| NEL-5 | The system must provide method to enter, display and maintain if individual is excluded because they have resided in household that already received EA payment. |
| NEL-6 | The system must provide method to enter, display and maintain if household is ineligible due to physical address being located outside the State of Missouri. |
| NEL-7 | The system must provide method to enter, display and maintain if household is ineligible due to residing in professional, practical or domiciliary nursing or boarding home and does not pay a home energy supplier directly for heating/cooling. |
| NEL-8 | The system must provide method to enter, display and maintain if household is ineligible due to residing in a hotel, motel, dormitory or temporary shelter and does not pay home energy supplier directly for heating/cooling costs. |
| NEL-9 | The system must provide method to enter, display and maintain if household is ineligible due to residing in government subsidized housing, unless they are paying a home energy supplier or are billed by the landlord/housing authority for any out-of-pocket heating/cooling costs. |
| NEL-10 | The system must provide method to enter, display and maintain if a household is ineligible due to a transitional living situation. |
| NEL-11 | The system must provide method to enter, display and maintain if a household is ineligible due to having credit balance with supplier in excess of $500.00. |
| NEL-12 | The system must provide method to enter, display and maintain if a household is ineligible due to heating with their own wood. |
| NEL-13 | The system must provide method to enter, display and maintain if household is ineligible due to residing in recreational vehicle or travel trailer located on the same property/address EA payment was provided. |
| NEL-14 | The system must provide method to enter, display and maintain if household is ineligible due to excess income. |
| NEL-15 | The system must provide method to enter display and maintain if household is ineligible due to not providing income documentation. |
| NEL-16 | The system must provide method to enter, display and maintain if household is ineligible due to not providing supplier documentation. |
| NEL-17 | The system must provide method to enter, display and maintain if household is ineligible due to not providing Social Security Number documentation. |
| NEL-18 | The system must provide method to enter, display and maintain if household is ineligible due to customer account name change not completed. |
| NEL-19 | The system must provide method to enter, display and maintain if household is ineligible due to not providing resource documentation. |
| NEL-20 | The system must provide method to enter, display and maintain if household is ineligible due to application not being signed. |
| NEL-21 | The system must provide method to enter, display and maintain if household is ineligible due to household management not explained for low/no income. |
| NEL-22 | The system must provide method to enter, display and maintain if household is ineligible due to not providing permanent residency documentation. |
| NEL-23 | The system must provide method to enter, display and maintain if household is ineligible due to excess resources. |
| NEL-24 | The system must provide method to enter, display and maintain if household is ineligible due to supplier denial of payment. |
| NEL-25 | The system must provide method to enter, display and maintain if household is ineligible due to not living in home at time of application. |
| NEL-26 | The system must provide method to enter, display and maintain if household is ineligible due to living in subsidizing housing and not responsible for energy bill. |
| NEL-27 | The system must provide method to enter, display and maintain if household is ineligible due to heating with their own wood. |
| NEL-28 | The system must provide method to enter, display and maintain if household is ineligible due to using coal as fuel source. |
| NEL-29 | The system must provide method to enter, display and maintain if household is ineligible due to being a roomer/boarder or live-in attendant. |
| NEL-30 | The system must provide method to enter, display and maintain if household is ineligible due to applicant being incarcerated. |
| NEL-31 | The system must provide method to enter, display and maintain if household is ineligible due to not being a U.S. citizen or Permanent Resident. |
| NEL-32 | The system must provide method to enter, display and maintain if household is ineligible due to not providing landlord documentation. |
| NEL-33 | The system must provide method to enter, display and maintain if household is ineligible due to other reason. |
| NEL-34 | The system must provide Witten notification to applicant when household is determined ineligible and provide reason for ineligibility. |

**B5. Documentation**

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| DOC-1 | The system must provide method to enter, display and maintain Citizenship and Legal Permanent Resident Status documentation for each member. |
| DOC-2 | The system must provide method to enter, display and maintain Social Security Number documentation for each member. |
| DOC-3 | The system must provide method to enter, display and maintain Individual Taxpayer Identification Number documentation for each member. |
| DOC-4 | The system must provide method to enter, display and maintain Pseudo Social Security Numbers for members that do not have SSN. |
| DOC-5 | The system must provide method to interface with Social Security Administration to verify SSN. |
| DOC-6 | The system must provide method to enter, display and maintain age documentation for each member. |
| DOC-7 | The system must provide method to enter, display and maintain disability documentation for each member. |
| DOC-8 | The system must provide method to enter, display and maintain resources documentation for household. |
| DOC-9 | The system must provide method to enter, display and maintain customer account name documentation. |
| DOC-10 | The system must provide method to enter, display and maintain customer name variations from the primary supplier billing. |
| DOC-11 | The system must provide method to enter, display and maintain home energy supplier documentation for primary supplier. |
| DOC-12 | The system must provide method to enter, display and maintain home energy supplier documentation for secondary supplier. |
| DOC-13 | The system must provide method to enter, display and maintain energy bill, delivery ticket, or verbal documentation from energy supplier. |
| DOC-14 | The system must provide method to enter, display and maintain household landlord documentation. |
| DOC-15 | The system must provide method to enter, display and maintain household renter documentation. |
| DOC-16 | The system must provide method to enter, display and maintain earned income for each household member. |
| DOC-17 | The system must provide method to enter, display and maintain unearned income for each household member |

**C. Benefits, Claims and Payments**

**C1. EA/ECIP Benefit Determination**

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| BEN-1 | The system must provide method to determine EA benefit based on income eligibility, household size and fuel source. Display and maintain this benefit amount. |
| BEN-2 | The system must provide method for household with heating/cooling included in rent EA benefit based on 8% of annual rent amount. Display and maintain this benefit amount. |
| BEN-3 | The system must provide method to calculate ECIP benefit based on LIHEAP eligibility and amount to restore services for 30 days. Display and maintain this benefit amount. |
| BEN-4 | The system must provide method to enter, display and maintain allowable income deductions. |
| BEN-5 | The system must provide method that allows multiple ECIP benefit payments. |
| BEN-6 | The system must provide method that will only allow total of $800 per household be used for Winter ECIP. |
| BEN-7 | The system must provide method that will only allow total of $300 per household for Summer ECIP. |
| BEN-8 | The system must provide method that will allow emergency services be deducted from $800 winter ECIP household limit |
| BEN-9 | The system must provide method that will allow emergency services be deducted from $300 summer ECIP household limit. |
| BEN-10 | The system must provide method to allow an additional $400 be used for emergency services to repair or replace furnace/central air conditioning unit. Display and maintain this benefit amount. |
| BEN-11 | The system must provide method to enter, display and maintain other utility assistance payments. |
| BEN-12 | The system must provide method to display and retain eligibility income determination history including worker ID and changes made. |
| BEN-13 | They system must provide method to display and maintain history of income information used from the SNAP and TANF programs. |
| BEN-14 | The system must provide method for LIHEAP contractor to update and change county of application, address, phone number. |
| BEN-15 | The system must provide inquiry screen that displays case actions by date, time and worker ID. |
| BEN-16 | The system must provide a method to allow the recalculation of eligibility when changes are made to case (i.e. members, income or fuel source, household composition.) |

**C2. Administrative Hearing**

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| AH-1 | The system must provide written notification to applicant right to request administrative hearing. |
| AH-2 | The system must provide method to enter, display and maintain hearing request received and supporting documentation. |
| AH-3 | The system must provide method to forward appropriate information to the Division of Legal Services (DLS) Hearing Unit. |
| AH-4 | The system must provide method to schedule administrative hearing and provide notification to LIHEAP contractor agency and applicant or representative. |
| AH-5 | The system must provide method to enter, display and maintain hearing decision. |
| AH-6 | The system must provide method to enter, display and maintain hearing request withdrawal. |

**C3. Claims and Restitution**

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| CAR-1 | The system must provide method to generate Claims and Restitution document. |
| CAR-2 | The system must provide method to enter, display and maintain claims and restitution referrals. |
| CAR-3 | The system must provide method to generate LIHEAP Overpayment Notification. |
| CAR-4 | The system must provide method to generate LIHEAP Payment Agreement. |
| CAR-5 | The system must provide method to generate Request for Administrative Hearing. |
| CAR-6 | The system must provide method to enter, display and maintain repayment agreement amounts. |
| CAR-7 | The system must provide a method to generate payment document upon receipt of a CARS payment to forward to Division of Financial and Administrative Services (DFAS). |
| CAR-8 | The system must provide method to interface with CARS system for all members that have claim. |
| CAR-9 | The system must provide method to deduct Claims and Restitution (CARS) amount from LIHEAP benefit and credit to CARS balance through automated interface. |
| CAR-10 | The system must provide method of notification if other programs such as SNAP and TANF have filed CARS. |
| CAR-11 | The system must provide method to notify other programs if LIHEAP has filed CARS. |

**C4. Payments**

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| PMT-1 | The system must provide method for participating supplier to access system to process LIHEAP payments. |
| PMT-2 | The system must provide method to search energy supplier in system by name and city. |
| PMT-3 | The system must provide method to search energy supplier in system by email address. |
| PMT-4 | The system must provide a method to search by customer account number. |
| PMT-5 | The system must provide method to set EA benefit amount by income, household size and fuel source. |
| PMT-6 | The system must provide method to set EA benefit at 8% of annual rent for households that have utilities included in rent. |
| PMT-7 | The system must provide method to enter, display and maintain amount of ECIP payment to continue or restore services. |
| PMT-8 | The system must provide method to enter, display and maintain ECIP amount and pledge date. |
| PMT-9 | The system must generate Customer Eligibility Listing (CEL) to participating supplier with eligible customers by File Transfer Protocol (FTP), web, and paper reports. |
| PMT-10 | The system must provide method for suppliers to return CEL by FTP and update systems to indicate if LIHEAP payment will be accepted. |
| PMT-11 | The system must provide method for supplier and LIHEAP staff to enter, display and maintain response to CEL through web. |
| PMT-12 | The system must provide method for direct payment to households that supplier denies payment including denial reason. |
| PMT-13 | The system must provide method to generate supplier denial notification to LIHEAP contractor agencies. |
| PMT-14 | The system must provide method to enter, display and maintain denials received from supplier to be reset changing the account number, supplier or fuel source. |
| PMT-15 | The system must provide method for direct payments to households where suppliers fail to enter a response to CEL within 30 business days. |
| PMT-16 | The system must provide method to pay supplier through Automatic Clearing House (ACH). |
| PMT-17 | The system must provide method to generate paper checks to suppliers that do not participate in ACH. |
| PMT-18 | The system must provide method to generate paper checks to households that do not have participating suppliers. |
| PMT-19 | The system must provide method to generate paper checks to households that use cylinder propane, kerosene and wood for fuel sources. |
| PMT-20 | The system must provide method to generate paper checks to households that are billed by landlords or utility is included in rent. |
| PMT-21 | The system must provide method to display LIHEAP Payment information and include household members, address, CARS Recoupment, Primary Supplier, Secondary Supplier, customer name, energy source, service status of threatened, terminated or not in crisis, supplier notification date, supplier response, payment, program type (EA or ECIP) processing date, check date, check number. |
| PMT-22 | The system must provide method to enter, display and issue credit including reason and amount when household receives underpayment of LIHEAP Benefit. |
| PMT-23 | The system must provide method to enter display and issue debit including reason to a supplier and amount when household receives overpayment of LIHEAP Benefit. |
| PMT-24 | The system must provide method to enter display and issue refund including reason and amount back to LIHEAP funds. |
| PMT-25 | The system must provide method to enter, display and maintain return check information. |
| PMT-26 | The system must provide method to enter, display and maintain cancelled LIHEAP checks. |
| PMT-27 | The system must provide on line query to display payroll total and amounts by agency and state wide. |
| PMT-28 | The system must provide method to create and display payroll dates by entering the first payroll date. |

**D. Suppliers**

**D1. Suppliers**

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| SUP-1 | The system must provide method for energy supplier to access system for their customers only to determine application status and payment status. |
| SUP-2 | The system must provide method for energy supplier to access outstanding supplier CEL responses on system. |
| SUP-3 | The system must provide method for energy supplier to display LIHEAP payment information by supplier number, customer SSN or account number. |
| SUP-4 | The system must provide method for energy supplier to receive FTP Usage Data report for updating billing and consumption information for their customers. |
| SUP-5 | The system must provide method for energy supplier to enter, display and maintain Usage Data on system of their customers. |
| SUP-6 | The system must provide method for State LIHEAP staff to generate usage data entered by energy suppliers. |
| SUP-7 | The system must provide method to query on-line by supplier the total number of households and funding received. |

**E. Forms and Reports**

**E1. Forms**

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| FOR-1 | The system must provide process to generate LIHEAP Applications from system. |
| FOR-2 | The system must provide process to generate LIHEAP Request for Additional Information form from system. |
| FOR-3 | The system must provide process to generate LIHEAP Low Income Interview Guide form from system. |
| FOR-4 | The system must provide process to generate LIHEAP Landlord/Renter Documentation form from system. |
| FOR-5 | The system must provide process to generate LIHEAP Employee Wage Documentation form from system. |
| FOR-6 | The system must provide automatic forms generation to issue eligibility notification to applicant. |
| FOR-7 | The system must provide automatic forms generation to issue ineligibility notification to applicant. |
| FOR-8 | The system must provide automatic forms generation to issue supplier denial of payment notification to applicant. |
| FOR-9 | The system must provide automatic forms generation to issue supplier payment receipt notification to applicant. |
| FOR-10 | The system must provide process to generate LIHEAP Claims and Restitution notification to applicant. |
| FOR-11 | The system must provide process to generate LIHEAP Check Cancellation form. |
| FOR-12 | The system must provide process to generate LIHEAP Check Reissuance form. |
| FOR-13 | The system must provide process to generate LIHEAP DCN Update Request form. |
| FOR-14 | The system must provide process to generate Application for State Hearing (IM-87) form. |
| FOR-15 | The system must provide process to generate Affidavit for Replacement Check (IM-214) form. |
| FOR-16 | The system must provide method to generate Affidavit of Forgery (IM-215) form. |

**E2. Reports**

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| RPT-1 | The system must create, generate and maintain LIHEAP reports included but not limited to Attachment D LIHEAP Reports for Business Requirement document. |
| RPT-2 | The system must provide method to generate reports automatically by email to LIHEAP Contractors, energy suppliers and Family Support Division (FSD) LIHEAP staff. |
| RPT-3 | The system must provide method to generate reports to energy suppliers by File Transfer Protocol. |
| RPT-4 | The system must provide method to allow FSD LIHEAP staff to access intranet dashboard to view reports on demand. |
| RPT-5 | The system must provide method to create and generate reports daily, weekly, monthly, annually. |
| RPT-6 | The system must provide method to create and generate trend reporting over program years. |
| RPT-7 | The system must provide method to request ad hoc online reports as needed for all data elements in computer system. |
| RPT-8 | They system must provide method to create and generate reports required by Department of Health and Human Services(HHS) <http://www.acf.hhs.gov/programs/ocs/resource/funding-applications> |
| RPT-9 | The system must provide method to upload file to Department of Health and Human Services (HHS) Online Data Collection System (OLDC). |