

Appendix 13. – OHEP Closeout Report and Procedures



Maryland Department of Human Services  
Family Investment Administration

Office of Home Energy Programs

FY2019 CLOSEOUT REPORT AND  
PROCEDURES

# CLOSEOUT INSTRUCTIONS

## CLOSEOUT OVERVIEW

The Office of Home Energy Programs (OHEP) State office requires that Local Administering Agencies finalize all applications and reconcile administrative and benefit funds at the end of each fiscal year. This process is known as Closeout. The Closeout Record must be maintained during the process of closing out the program year. The Closeout Record lists each task to be completed, provides space for the actual date completed, sign-off by the local OHEP director, and a comment section in the event problems may have prevented completion of the task by the specified deadline.

OHEP must account for all funds with the Federal Government, State Legislature, Public Service Commission and other entities. As such, it is critical that Administrative and Benefit financial reports be timely and accurate, and all refunds must be processed in a timely fashion. To this end, the Local Administering Agency plays a critical role in two key functions:

1. Tracking Energy Deliver Records for bulk fuel vendors and processing all related refunds; and
2. Reconciling and reporting Administrative funds and processing all related refunds to the State. For non-DSS Agencies, a check is to accompany the final Administrative Funds Report which reflects the amount that would appear in the "Cash on Hand" line of the June report. The check is to be made payable to: *The Department of Human Services* and mailed to the State OHEP office at *311 W. Saratoga Street, Baltimore, MD 21201*.

Each LAA shall follow the instructions below for each activity required as part of the Closeout process. Please read the document completely, noting the requirements and deadlines. The instructions follow the list of tasks on the Closeout Record.

## DATES TO REMEMBER

- April 15, 2019-** Run Application List Report to begin the process of clearing all cases in pending or awaiting status for all programs.
- April 30, 2019-** Last day for receiving Bulk Fuel MEAP applications
- May 15th – 16<sup>th</sup>, 2019-** OHEP Annual Meeting and Training
- May 20, 2019**
  - Run Application List Report for all statuses and process all remaining bulk fuel applications.
  - Run Eligibility Exception report.
  - Final payments to bulk fuel suppliers, direct pays & partial payments
  - **Only completed applications accepted after this date**
- May 16, 2019-** Suspension of MyDHR
- May 24, 2019-** DSS Budgets Due
- May 24, 2019-** Run EDR Report. Bulk fuel supplier letters prepared and mailed
- May 31, 2019**
  - Last day to accept and data enter complete applications for FY19
  - Submission of single audits
  - Submission of Section A of the Closeout Record
- June 1, 2019 (Begin entering all applications received under FY2020)**
  - Run Applicant List Report under all statuses to identify all records not completely processed.
  - Duplicate Application Report

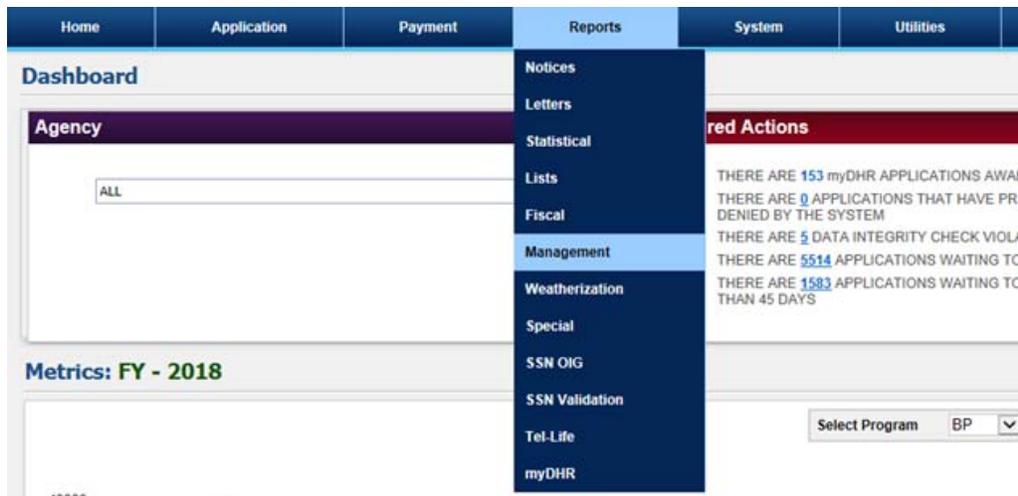
- June 5, 2019-** Final status for FY19 applications must be Denied or EDS sent. There must be no Awaiting, Pending, or Certified applications in the system as of this date.
- June 18, 2018-** DSS Approved Administrative Budgets for FY2020 Issued.
- June 21, 2019-** Deadline for bulk fuel vendors to return the signed Energy Delivery Record Verification form and EDR report
- June 28, 2019-** Delinquent vendor report submitted to State Office
- July 1, 2019-** New Program Year
- July 3, 2019-** Submission of Section B of the Closeout Record
- July 12, 2019-** Final FY19 MEAP Expenditure and Administrative Report. All

April 13, 2018

**APPLICATION LIST REPORT**

All local agency supervisors should begin the process of clearing all cases in pending or awaiting status for all programs (arrearage, bill assistance and MEAP). Generate three versions of the Applicant List Report-- selecting as the status Pending, Awaiting, and Certified. The report is located under Reports/Management.

This will identify all records that have not been completely processed. Enter the date limits beginning with the start of the fiscal year (7/1/17) through the period you need to review. Households subject to denial should be denied as soon as possible so that possible appeals or reapplication can be done before April 30th.



Run report under the following statuses: **Pending, Certified, Awaiting.**

**April 30, 2018**

**LAST DAY FOR RECEIPT OF BULK FUEL MEAP APPLICATIONS**

April 30th is the last day for MEAP applications for bulk fuel payments. Beginning May 1<sup>st</sup>, customers who heat with a bulk fuel source should be directed to a secondary heating source (i.e. electric) for MEAP benefits.

**May 9th – 10<sup>th</sup>, 2018**

**OHEP SPRING MEETING**

The OHEP Annual Spring Meeting and Training will be held in Ocean City, MD. An e-mail will be sent to local Directors with instructions regarding registration for this meeting.

**May 15, 2018**

**1. RUN APPLICATION LIST REPORT**

Generate three versions of the Applicant List Report-- selecting as the status Pending, Awaiting, and Certified. The report is located under Reports--Management. This will identify all records that have not been completely processed. **Process all remaining bulk fuel applications for payment or denial.**

**2. RUN ELIGIBILITY EXCEPTION REPORT**

This report identifies applicants which had a notice that was not complete (i.e., missing a paragraph, missing a denial reason, etc). The report currently shows records for past years as well as the current year. Review only the current year records and make the necessary corrective action.

Home Application Payment Reports System Utilities

Dashboard

Agency

ALL

Metrics: FY - 2018

40000  
35000  
30000  
25000  
20000  
15000  
10000  
5000  
0

33966

Applied  
Pending

Notices  
Letters  
Statistical  
Lists  
Fiscal  
Management  
Weatherization  
Special  
SSN OIG  
SSN Validation  
Tel-Life  
myDHR

red Actions

THERE ARE 154 myDHR APPLICATIONS AWAITING REVIEW  
THERE ARE 0 APPLICATIONS THAT HAVE PROGRAMS AUTOMATICALLY DENIED BY THE SYSTEM  
THERE ARE 5 DATA INTEGRITY CHECK VIOLATIONS  
THERE ARE 5597 APPLICATIONS WAITING TO BE PROCESSED FOR 25-45 DAYS  
THERE ARE 1578 APPLICATIONS WAITING TO BE PROCESSED FOR MORE THAN 45 DAYS

Select Program BP Select Month ALL

Office of Home Energy Programs  
QHEP  
Your Home Energy Partner

Data Management System

Home Application Payment

Reports - Notices

Eligibility Determination Notice

Eligibility Notice Exception

Mail Out Application

Summary of Eligibility Determination

### 3. FINAL PAYMENTS TO BULK FUEL SUPPLIERS, DIRECT PAYS AND PARTIAL PAYMENTS

All payments to bulk fuel suppliers, direct payments and partial payments must be completed and paid by May15th. **Note: Community Action Agencies, should not make a payment or commitment if they do not have funds in your MEAP Bulk Fuel account. LDSS offices should not make any additional MEAP payments.**

### 4. ONLY ACCEPT COMPLETED APPLICATION PACKAGES FOR FY18

Only accept completed applications after May 15, 2018. Customers must submit all supporting documentation so that applications can be processed and EDS'd by May 31, 2018. No applications will be placed in PENDING status between May 16<sup>th</sup> and May 31<sup>st</sup>. **Reminder: MEAP benefits will go to electric utilities.**

**May 16, 2018**

**SUSPENSION OF MYDHR**

Beginning May 16<sup>th</sup>, transmittal of new applications from myDHR will be suspended until June 1<sup>st</sup>.

**May 18, 2018**

**DSS LOCAL ADMINISTRATIVE BUDGETS DUE**

DSS agencies must submit their administrative budget requests for the upcoming year. These budget requests are due to the OHEP state office by the close of business on May 18, 2018 to [Bill.freeman@maryland.gov](mailto:Bill.freeman@maryland.gov). Budget Request forms for DSSs have already been distributed. Community Action Agencies are currently under contract through March 31, 2020 and do not have to submit a budget.

**May 22, 2018**

**BULK SUPPLIERS LETTER PREPARED AND MAILED WITH THE ENERGY DELIVERY RECORD (EDR) REPORT**

Mail a letter to MEAP bulk fuel energy suppliers by May 22, 2018 requesting refunds of undeliverable fuel benefits. You should use the Energy Delivery Record Report (EDR) as a template for submitting the request. The report is located under Reports—Fiscal---Energy Delivery Record. Enter the date limits beginning with the start of the fiscal year (7/1/17) through the period you need to review.

A draft for your letterhead is included with this document. The supplier is to sign the attached form and return a copy. The letter is to be sent to all bulk fuel vendors. Letters are to be returned by the suppliers by the close of business on June 22, 2018.

Agencies should begin tracking submission of EDR reports and refund checks on the Vendor Report & Check Log (attached).

**May 31, 2018**

**1. LAST DAY FOR RECEIPT OF MEAP AND EUSP UTILITY APPLICATIONS FOR FISCAL YEAR 2018**

Applications received on this day must be data entered and certified for FY18. All applications received after May 31, 2018 will be entered into the OHEP Database under FY2019. EUSP applications will be mass certified by State OHEP in July.

## 2. SUBMISSION OF SINGLE AUDITS

All A-133 Single Audit reports are due to OHEP by May 31, 2018. Applicable agencies should have already sent these materials to the State OHEP Director, [Bill.freeman@maryland.gov](mailto:Bill.freeman@maryland.gov).

If you need assistance with audit issues, please notify the OHEP office. Notify OHEP in writing if your agency cannot provide the audit report by the close of business May 31, 2018. Also provide any corrective action plans and documentation of measures taken to address prior year audit findings by May 31<sup>st</sup>.

## 3. SUBMIT SECTION A OF THE CLOSEOUT RECORD TO OHEP

Submit Section A (attached) of the close out record to the State OHEP Quality Assurance Analyst at [Chanel.tate@maryland.gov](mailto:Chanel.tate@maryland.gov).

**June 1, 2018**

## 1. GENERATE AND PRINT APPLICANT LIST REPORT

Generate the Applicant List Report three times selecting as the status Pending, Awaiting, and Certified. This will identify all records that have not been completely processed. Complete all transactions and generate the report again. **There should be no applications in Pending, Awaiting or Certified status.**

**Agencies having difficulty meeting this deadline should notify State OHEP prior to June 1st.**

## 2. GENERATE AND PRINT THE DUPLICATE APPLICATION REPORT

Review the report and ensure all duplicate applications have been appropriately resolved. Run report from 7/1/17. Maintain the report for monitoring purposes next year.

The screenshot shows a web application interface with a top navigation bar containing tabs for Home, Application, Payment, Reports, System, and Utilities. Below the navigation is a 'Dashboard' section with an 'Agency' dropdown menu set to 'ALL'. A sidebar menu is open, listing various report categories: Notices, Letters, Statistical, Lists, Fiscal, Management, Weatherization, Special, SSN OIG, SSN Validation, Tel-Life, and myDHR. The 'Management' category is highlighted. On the right side, a 'red Actions' section displays the following statistics: 'THERE ARE 153 myDHR APPLICATIONS AWAIT', 'THERE ARE 0 APPLICATIONS THAT HAVE PRO DENIED BY THE SYSTEM', 'THERE ARE 5 DATA INTEGRITY CHECK VIOLA', 'THERE ARE 5514 APPLICATIONS WAITING TO I', and 'THERE ARE 1583 APPLICATIONS WAITING TO I THAN 45 DAYS'. At the bottom right, there is a 'Select Program' dropdown menu currently set to 'BP'.

Reports - Management	
Application List	Clients Not Applying This Year
Application List With Active Vendors	Community Action Data Report
Application Status List	Denied Applications Summary (Agency)
Assigned Worker	Denied Applications Summary (County)
Audit Report	Distribution of clients by zip code/center code
Benefit Refunds (Invalid)	<b>Duplicate Applications</b>
Bill Usage	Energy Supplier List
Bulk Fuel Expenditure Report	JCR - Application Processing Time Report
Client List Payment Data	Landlord List
Clients List	LIHEAP Performance Measure Report

**June 5, 2018**

**FINAL STATUS FOR FY18 APPLICATIONS**

All applications for FY18 should be in a Denied or EDS Sent status.

**June 18, 2018**

**DSS APPROVED ADMINISTRATIVE BUDGETS FOR FISCAL YEAR 2019 ISSUED**

OHEP forwards approved DSS administrative budget amounts for FY 2019 to local DSS Offices.

**JUNE 22, 2018**

**DEADLINE FOR MEAP BULK FUEL ENERGY SUPPLIERS TO RETURN THE SIGNED ENERGY DELIVERY RECORD VERIFICATION FORM AND EDR REPORT**

Bulk fuel suppliers must return the completed and signed Energy Delivery Record Verification and the EDR report. Refunds of undelivered MEAP benefits should be sent to the LAA no later than July 30, 2018.

**June 29, 2018**

**REPORT ON DELINQUENT ENERGY SUPPLIERS**

To assure timely closeout, it is important that State OHEP be made aware of Bulk Fuel Suppliers that have not submitted timely reports of benefit refunds and/or has not cooperated to refund benefits that need to be returned. Per the Vendor Agreement, vendors must comply and will be followed up on by State OHEP with possible suspension from the program.

Beginning June 29, 2018, LAAS shall notify the state office on a weekly basis of any energy suppliers that have not fulfilled this obligation. E-mail the Vendor Report and Check Log of delinquent energy suppliers to Bill Freeman, Director at [Bill.freeman@maryland.gov](mailto:Bill.freeman@maryland.gov)

**July 1, 2018**

**NEW PROGRAM YEAR BEGINS**

The official start of Fiscal Year 2019 is July 1, 2018.

**July 3, 2018**

**SUBMISSION OF SECTION B OF THE CLOSEOUT RECORD**

Submit Section B of the Closeout Record to the State OHEP Quality Assurance Analyst at [Chanel.tate@maryland.gov](mailto:Chanel.tate@maryland.gov).

**July 15, 2018**

**FINAL MEAP BENEFIT EXPENDITURE AND ADMINISTRATIVE REPORTS**

The Final MEAP Benefit Expenditure and Administrative Reports are due by the close of business July 15, 2018. Include a check for advanced MEAP funds and Administrative funds due to be returned. Submission of the Final MEAP Benefit Expenditure Report and Administrative Report indicates that the agency's records are reconciled to the expenditures reported. This means that fiscal information is recorded in all the applicable and appropriate places, including, but not limited to, the OHEP database, agency ledgers and check registers, expenditure reports and weekly workload reports.

For the June reports the reversion of funds to DHS is a negative amount on the State Advances line of the report and \$0 in Cash On Hand. This means that the total cash received line and the total expenditures line will be equal. Checks for the amounts being returned for the MEAP and Administrative funds to the state are made payable to the Department of Human Services and mailed to the OHEP state office with this report.

## **SAMPLE LETTER TO BULK FUEL SUPPLIERS**

LAA Agency Letterhead

Supplier Name

Dear OHEP Energy Supplier:

Enclosed is the Energy Delivery Record (EDR) detailing payments from the Office of Home Energy funds in FY 2019. Please review and update the information and return by June 22, 2018. Per your supplier agreement, you may substitute a report with the same information as required on the EDR form if a waiver is requested and approved by OHEP.

Vendors must deliver energy assistance benefits to active customer accounts no later than the end of May in the following fiscal year from the date of the Energy Delivery Statement (EDS) received. The State fiscal year is July 1 – June 30. For example, if a customer receives a \$1,600 oil benefit with EDS Sent Date of 12/5/2017, but you were unable to deliver the benefit to the household for the current heating season, \$800 of the leftover grant may be used for delivery of fuel in the next heating season, so long as the balance is exhausted by the end of May 2019.

If you are unable to deliver benefits within the allowable timeframe, you must return undelivered benefits to this office. If a customer's account becomes inactive, as defined as a customer who has died, moved from the vendor's service area, changed fuel type, becomes institutionalized or otherwise terminates active service with the vendor, you must return any undelivered energy assistance benefits within thirty (30) days of the time the account is terminated.

If MEAP customers have not used all of the benefit funds received by your company, unused balances as described above must be accounted or refunded to this Office.

1. Return funds by June 22, 2018 if the client is no longer a customer.
2. Your company may retain unused funds on customer's account for a future delivery or to pay an existing bill with your company. You must send a statement of the customer's account balance before June 22, 2018.

Checks should be made payable to MEAP.

Please complete and return a signed copy of the attached EDR and the EDR verification by June 22, 2018. Failure to do so may delay your participation in next season's heating assistance program.

If you have any questions, please feel free to contact me at \_\_\_\_\_ .

Sincerely,

**ENERGY DELIVERY RECORD VERIFICATION**

<b>Name of Supplier:</b>	<b>MEAP Account #</b>	
<b>Address:</b>		
<b>City</b>	<b>State</b>	<b>Zip</b>

Attached is the revised Energy Delivery Record. Based on this information, our company has determined that the refund amount due is \$\_\_\_\_\_ .

- Refund check included
  
- Refund check to be sent by July 30, 2019:

My signature affirms that the information provided here is true and accurate. Delivery receipts are available to support all information given on the Energy Delivery Record.

Energy Supplier Officer or Designee Signature: \_\_\_\_\_

Date: \_\_\_\_\_.

**Return to:** LAA Address

**SECTION A: FY 2018 CLOSEOUT RECORD - MONITORING REPORT (Due by May 31, 2018)**

**Agency:** \_\_\_\_\_

Closeout Task To Be Completed	Completion Date	Actual Date Completed	OHEP Director	Waiver Requests, Explanations, or Comments (Use Additional Pages if Needed)
Begin clearing of pending and awaiting cases	4/13			
Last Day for Receipt of Bulk Fuel MEAP Applications	4/30			
OHEP Annual Meeting and Training	5/9 – 5/10			
Final Payments to Bulk Fuel Suppliers	5/15			
Only fully-complete applications may be accepted	5/15			
DSS Administrative Budgets Due	5/18			
Bulk suppliers letter mailed	5/22			
Last day to accept and enter fully-complete applications for FY18. All applications received after this date are entered in FY19.	5/31			
Submission of Single Audits	5/31			

Contact: \_\_\_\_\_

Phone: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**ATTACH ANY ADDITIONAL NOTES TO THIS DOCUMENT**

**SECTION B: FY 2018 CLOSEOUT RECORD - MONITORING REPORT (Due by July 3, 2018)**

**Agency:** \_\_\_\_\_

Closeout Task To Be Completed	Completion Date	Actual Date Completed	OHEP Director	Waiver Requests, Explanations, or Comments (Use Additional Pages if Needed)
Begin entering all applications in the OHEP Data System as FY2019	6/1			
All FY2018 applications are in EDS Sent status	6/5			
Deadline for Bulk Fuel Energy Suppliers to Return the Signed EDRs and EDR verifications with Refunds	6/22			
Approved DSS Administrative Budgets for Fiscal Year 2019 Issued	6/17			
Report on Delinquent Energy Suppliers	6/29			
Submit Section B of Closeout Record to State OHEP	7/3			
Final MEAP Benefit Expenditure Report	7/6			

Contact: \_\_\_\_\_

Phone: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**ATTACH ANY ADDITIONAL NOTES TO THIS DOCUMENT**