



New Mexico Human Services Department

Susana Martinez, Governor
Sidonie Squier, Secretary-Designate

Income Support Division

Office of the Director


PO Box 2348

Santa Fe, NM 87504-2348

Phone: (505) 827-7250; Fax: (505) 827-7203

INCOME SUPPORT DIVISION INTRADEPARTMENTAL MEMORANDUM

ISD GI 12 - 60
DATE August 27, 2012

TO: ISD Field Staff
FROM:  Ted Roth, Director
Income Support Division
RE: LIHEAP Federal Fiscal Year (FFY) 2012 Year End and
FFY 2013 Early Application Period

FFY 2011 LIHEAP Close out Important Dates:

- 08/31/12 LIHEAP FFY 2012 application period ends
- 09/12/12 Last day to receive verification - do not re-verify rather use all documentation available in active cases
- 09/13/12 Last day to approve or deny FFY 2012 applications in HLEA (LIHEAP Computer system)
- 09/14/12 Field staff have inquiry only capability in HLEA
LIHEAP central office makes all case changes in HLEA

Close of LIHEAP FFY 2012

The FFY 2012 LIHEAP application period ends on Friday, August 31, 2012. Applications for benefits for FFY 2012 cannot be accepted after that date. Applicants who apply on or before August 31, 2012 must provide all required documentation by September 12, 2012. Whenever possible, please assist the applicants in obtaining any missing documentation. If the necessary documentation to determine LIHEAP eligibility is not received by September 12, 2012 the application must be denied. All applications received for FFY 2012 must be approved or denied in HLEA by the close of business on September 13, 2012. The final report to vendors will be sent on September 14, 2012

It is a very lengthy and complicated process to issue benefits outside of HLEA. Please review all LIHEAP applications received during FFY 2012 that have not been entered into HLEA. Make sure that each application is dispositioned in HLEA on or before September 13, 2012.

Please check DISPATCH reports, HPLE 607 LIHEAP pending cases and HPLE 605B Active Unpaid LIHEAP Cases. All pending applications must be approved or denied by September 13, 2012. Changes must be made by September 13, 2012 to all active unpaid LIHEAP cases so that payments will be accepted by the vendors.

After September 13, 2013 field staff will have only inquiry access in HLEA. After that date, please contact the LIHEAP office if information in any case in HLEA needs to be changed. Contact the LIHEAP office if unprocessed applications from FFY 2012 are identified.

FFY 2013 Early Application Period

LIHEAP FFY 2013 begins October 1, 2012.

Each year the LIHEAP computer system, HLEA, is refreshed to remove last year's issuance data and to allow applications to be entered for the new fiscal year. FFY 2013 applications cannot be entered in HLEA until it is refreshed. LIHEAP central office staff will complete testing in HLEA to assure benefit integrity. After the testing is complete, field offices will be notified when FFY 2013 applications may be entered into HLEA.

The month of September is considered the early application period. LIHEAP applications for FFY 2013 may be accepted during September 2012.

Although applications for LIHEAP are accepted during the early application period, applications cannot be processed during the month of September. Application processing begins in October. Make sure to process early applications as soon as the HLEA system becomes available in October. If the applicant has a crisis situation prior to October, contact the utility vendor to alert them of potential benefits being issued to clients in October.

FFY 2013 point values and income guidelines will be released by October 1, 2012. A point value of \$16 is proposed for FFY 2013.

If you have any questions or comments feel free to contact JoAnn Lapington by phone at 505-827-7258; or by fax at 505-827-7259; or by e-mail at JoAnn.Lapington@state.nm.us.