

2024-2025 HEAP Common Audit Findings

Below are the common errors found during the 2024-2025 HEAP local district case and operational monitoring, and report reviews. Please review all common audit findings with your staff and alternate certifiers to ensure proper application of HEAP policy.

HEAP Budgets must be accurate and stored correctly

HEAP budgets must be accurate and verified during the supervisory review, paying specific attention to the following:

- Income (Earned and unearned income must be entered into the budget correctly)
- Shelter Type
- Vulnerability indicator
- Budget Type

Returning applicants are not required to document unearned income unless the applicant's attestation warrants documentation. Categorically income eligible households may use the most recently stored SNAP or TA budget information if income documentation is not provided by the applicant.

All HEAP components must have a stored budget.

Timely emergency resolution for the Emergency HEAP benefit

Action must be taken to resolve a household's emergency situation within 18 hours from the time of the Emergency Application if the household is without heat or within 48 hours from the time of the Emergency Application if loss of heat is imminent. The resolution date must be notated on page 2 of the Emergency Benefit Budget Worksheet (LDSS-3594B-EBBW) in the Agency Use Section-Emergency Resolution Date. If there is no date entered here, this is considered an untimely emergency resolution.

Incorrect Denial

It should be verified that every case denial is denied correctly paying specific attention to applicants being denied for being the customer of record or having the vendor relationship. The person applying for the Regular HEAP benefit does not need to have the vendor relationship or be the customer of record. The applicant is eligible if the person with the vendor relationship or customer of record resides in the household. Even if the customer of record is temporarily absent from the household, other household members may apply.

Missing Required Forms

Each HEAP component has required forms that must be documented in the case record. These were the most common forms missing from the case record.

- CNS (generally the result from not having a stored HEAP budget)

**2024-2025 HEAP
Common Audit Findings**

- HEAP Rental Income Calculation Worksheet
- HEAP Self Employment Worksheet
- LDSS-2642 (Documentation Requirements)
- LDSS-3594B (HEAP Emergency Benefit Budget Worksheet) (EBBW)
- HERR Screening form (eliminated)
- WAP 37

Required Forms not completed

Every form must be completed in its entirety. Information that was commonly missing from the required forms:

- The cooling room square footage, air conditioner BTU information and warranty information on the HEAP Cooling Assistance Services Invoice (LDSS-5044)
- Customer signature on the HEAP Heating Equipment Clean and Tune Services Invoice (LDSS-5083) and the HEAP Heating Equipment Repair/Replacement Job Proposal (LDSS-4867A)
- Interview date on the HEAP application (LDSS-3421) for new applicants/or those applying for HERR
- Emergency resolution date and the emergency resolution on the HEAP Emergency Benefit Budget Worksheet (LDSS-3594B)

Timeliness

Social Services Districts have 30 business days to process an application. Applications can be pended for a maximum of ten business days for documentation for a total 40 business days.