



WAP Notice 03-11-04

Issuance Date: March 29, 2011

Client Household Income Check in HES

Effective immediately, the Categorical Eligibility option field is no longer usable in the Hancock Energy Software at Client Intake. Going forward, the household income that is input at Client Intake will be software-checked for eligibility per Maryland's Income Eligibility Limits. The client file will continue to indicate if the client was pre-certified as eligible by the Liheap program or by the Local Weatherization Agency because those two choices will remain in the Required Documents screen.

The anticipated benefit of this change is a significant reduction of data entry errors of the household income, which until now, did not have a system check. Common errors included placing the decimal points incorrectly, and entering annual income into the monthly field, which was then multiplied by twelve by the software.

Avoid other common mistakes by carefully reviewing all the information you enter.