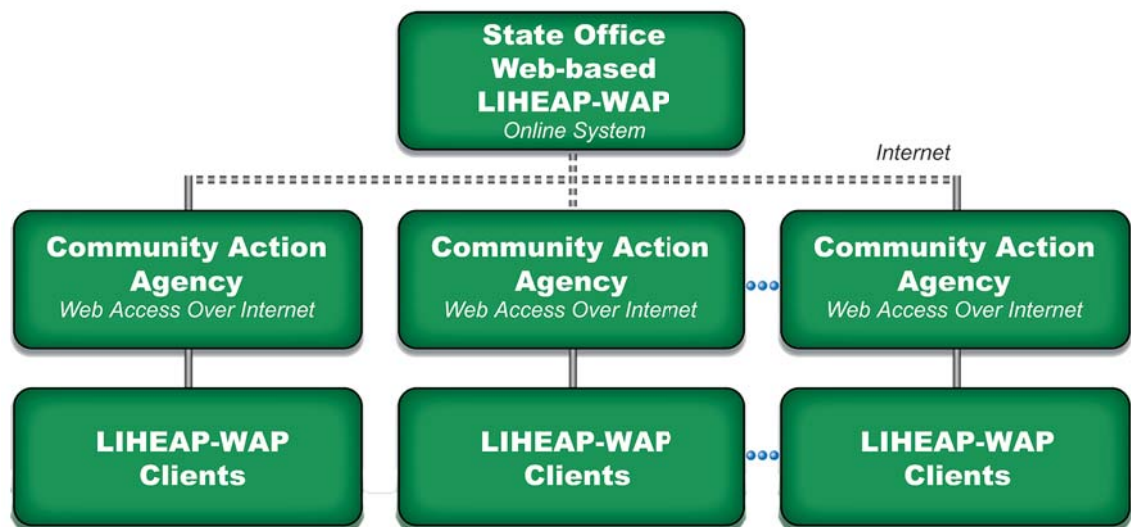**H** *Hancock Energy Software*

LIHEAP Online System

The **LIHEAP Online System** is a web-based online system that enables state offices to manage and administer their LIHEAP program (Low Income Heating Energy Assistance Program) more efficiently, more accurately and at lower cost than traditional solutions. LIHEAP Online is also used by agencies such as Community Action Agencies (CAA) to administer LIHEAP Programs.

Hancock Energy Software
LIHEAP Online System Deployment

States that implement Hancock Software's LIHEAP Online System realize significant benefits including:

- **Improved personnel productivity, accuracy, detailed reporting.** Centralized system eliminates duplicate entries, enables comprehensive statewide report generation.

- **Improved control, responsiveness.** Real time online secure access to data enables improved program monitoring, more accurate inventory control, more responsive customer service and more timely invoicing.

- **Reporting to DHHS.** (Dept. of Health and Human Services)

- **Comprehensive invoicing.** Built-in invoicing functionality with multiple funding sources.

- **Cost-saving implementation.** Simple Web access from any PC eliminates capital expense.

- **Reduced acquisition and operating costs.** Centralized system management and maintenance streamlines costs.

Hancock Energy Software LIHEAP Online System

State offices across the country have used LIHEAP Online to gain control and reduce costs of managing LIHEAP programs.

Helping State Offices and Comunity Action Agencies

State Offices

State offices that use LIHEAP Online have online information about all Community Action Agencies' activities and the ability to securely access clients' information in real time. State office users have the following capabilities:
- Define User Type
- Manage User
- Manage CAA
- Budget Auto Distribution
- Budget Tracking
- Define Benefit Metrics
- Special Case Online Approval
- Payment Reporting
- Process Payments to Utility for Client
- Statistical Reports
  - Reporting to DHHS

Community Action Agencies

Community Action Agencies use this system to securely manage all aspects of the LIHEAP Program from client intake through the processing of payments. It provides CAA the following functions:
- Client Intake which includes:
  - Client Info
  - Family Member Info
  - Family Income Info
  - Employment Info
  - Benefits History
  - Required Documents
- Client Benefits Management
- Client Payment Tracking
- Client Incomplete Document List
- Client Incomplete Letter List
- Client Qualification Letter
- Client Denial Letter
- Budget Tracking
- Payment Reports
- Statistical Reports

Allocation and Balance

Agency					Allocation		2007 DHHS			
Parish	Allocation	Crisis Budget	NonCrisis Budget	Admin Budget	Crisis Balance	%	NonCrisis Balance	%	Admin Balance	%
Acadia	2007 DHHS	$16,628.32	$175,165.62	$18,494.38	0	0%	15.62	0%	1.51	0%
Allen	2007 DHHS	$6,673.96	$93,657.44	$9,674.79	0	0%	57.44	0.06%	5.54	0.05%
Ascension	2007 DHHS	$0.00	$79,743.40	$7,689.55			43.4	0.05%	4.19	0.05%
Assumption	2007 DHHS	$6,204.64	$82,354.64	$8,539.62	0	0%	1,004.64	1.21%	96.88	1.13%
Avoyelles	2007 DHHS	$12,257.87	$168,936.94	$17,472.30	0	0%	6,586.94	3.89%	635.17	3.63%
Beauregard	2007 DHHS	$4,498.64	$83,589.06	$8,494.16	0	0%	139.06	0.16%	13.41	0.15%
Bienville	2007 DHHS	$475.00	$49,227.62	$4,792.75	0	0%	6,577.62	13.36%	634.27	13.23%
Bossier	2007 DHHS	$12,889.91	$236,809.57	$24,078.13	0	0%	62,409.57	26.35%	6,018.05	24.99%
Caddo	2007 DHHS	$71,459.05	$543,744.96	$59,323.19	0	0%	30,494.96	5.6%	2,940.59	4.95%
Calcasieu	2007 DHHS	$29,566.30	$464,424.99	$47,634.80	0	0%	324.99	0.06%	31.34	0.06%
Caldwell	2007 DHHS	$1,484.00	$29,886.84	$3,025.04	0	0%	136.84	0.45%	13.2	0.43%
Cameron	2007 DHHS	$0.00	$25,822.94	$2,490.07			522.94	2.02%	50.43	2.02%

State offices that use LIHEAP Online have access to real time online information. The Allocation and Balance screen shows funds by category and remaining balances.