

P-3104 APPLICATION PROCEDURES (Crisis Fuel Assistance Rule 3104)

P-3104A Goals and General Procedure for Expediting Applications (7/1/25, 25-14)

Applying for Crisis Fuel Assistance

Households that experience a heating crisis during regular office hours may apply in person for crisis assistance at their local Community Action Agency. Crisis fuel assistance applications are accepted beginning on the last Monday of November each year.

1. No applications for crisis assistance for oil, kerosene, bulk propane, coal, or wood will be accepted after the second Friday in April.
2. No applications for crisis assistance for electricity, natural gas, or metered propane will be accepted after the last business day in April.
3. Occasionally DCF-ESD may extend the crisis fuel application deadline beyond these dates.
4. See P-3105 for procedures on applying for crisis fuel assistance outside regular business hours.

A household applying for crisis fuel assistance must also apply for seasonal fuel assistance (Form 201SF) at the same time, unless:

1. The household already receives seasonal fuel assistance;
2. The household's income is above 185% of the federal poverty line (but no more than 200%); or
3. These are extenuating circumstances, for example, bad weather prevents in-person applications.

An application for crisis fuel assistance must be denied unless unforeseen extenuating circumstances have prevented the household from heating the living unit.

Goals of Expedited Seasonal Fuel Assistance for Clients Facing a Home Heating Crisis

Expediting a client's seasonal fuel benefit for a consumer with a home heating crisis has three goals:

1. To solve the client's home heating crisis.
2. To enroll the client in ongoing eligibility for seasonal fuel.
3. To preserve the client's single crisis fuel benefit.

Over-Arching Process

1. Based on the intake, the Community Action Agency must determine that the applicant is eligible crisis assistance and income eligible for seasonal fuel benefits before an expedited seasonal fuel request is submitted to the local ESD District Office.
2. The crisis fuel worker's and the client's responsibility is to make every effort to obtain seasonal fuel assistance in time to prevent the client's loss of heat.
3. In some instances, the client may be required to submit an application to the local ESD office or meet ESD program and/or procedural requirements.
4. Program and procedural requirements cannot be waived by the ESD District Office.
5. When, in the opinion of the crisis fuel worker, a client is unable to send over a completed application to the ESD District Office, a crisis fuel benefit can be given to solve the home heating crisis.
6. But the crisis fuel worker and the client must agree and document the client's responsibilities for obtaining seasonal fuel assistance.
7. When a client's seasonal fuel benefit cannot be expedited by the ESD District Office, the Community Action Agency should issue a crisis fuel benefit to solve the client's home heating crisis.
8. However, the crisis fuel worker **MUST** take into account the reason(s) why ESD could not expedite seasonal fuel assistance and re-determine if the client still meets eligibility criteria for crisis fuel assistance.

Criteria for Expediting Seasonal Fuel Applications

A seasonal fuel application may be expedited if:

1. The household completes the application and provides all documents to verify eligibility;
2. The household is eligible for seasonal fuel benefits;
3. The household hasn't received benefits during the heating season; and
4. The household has a home heating emergency, such as:

- the fuel tank is at 25% or less of its full capacity, or
- there is one week's supply (or less) of firewood, wood pellets, or coal (if those are the primary sources of heating in the home), or
- the household has received a disconnect notice from a metered utility.
 - The utility must provide heat to the home or must operate a necessary part of home heating equipment, like a furnace.