

STATE OF VERMONT
AGENCY OF HUMAN SERVICES

DCF

Department for Children and Families

Signed by:
Miranda Gray
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FROM: Miranda Gray, Deputy Commissioner
Economic Services Division

BULLETIN NO.: 25-24

DATE: 10/22/25

SUBJECT: Seasonal Fuel & Crisis Fuel Procedures

CHANGES ADOPTED EFFECTIVE 10/10/25

INSTRUCTIONS

- ☒ Maintain Manual - See instructions below.
☐ Proposed Regulation - Retain bulletin
and attachments until you receive
Manual Maintenance Bulletin: _____
☐ Information or Instructions - Retain
Until _____

MANUAL REFERENCE(S):

P-2900 P-3100

Changes made to ID of household members and third-party verifications.

Manual Maintenance

Significant changes are indicated by highlighting text in gray.

Seasonal Fuel Procedure

Remove

Insert

P-2908A	25-16		P-2908A	25-24
P-2908B	25-16		P-2908B	25-24

Crisis Fuel Procedure

Remove

Insert

P-3107A	25-14		P3107A	25-24
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P-2908 REQUESTS FOR ADDITIONAL INFORMATION OR VERIFICATION (Seasonal Fuel Assistance Rule 2908)

P-2908A Mandatory Verifications (10/10/25, 25-24)

Information that Must Always Be Verified

- Self-Employment Income: Federal Taxes, including all forms and schedules, should be requested and used.
 - If taxes are unavailable or not reflective, use the 204B, 204R, etc. These forms must be supported with some other verification such as quick books, receipts, etc.
 - Self-declared income is not acceptable.
- Citizenship Status: Immigration documents must be requested & SAVES run.
 - Eligible non-citizens include: Parolees, Refugees, Asylees, Cuban/Haitian Entrants, Lawful Permanent Residents, Conditional Entrant, Iraqi & Afghan Special Immigrants, Victims of Trafficking, Immigrant with withheld deportation and Battered non-citizens.
 - There is no five-year waiting period for fuel assistance.
- ID: Identification if not known to ACCESS for head of household and any authorized representative.
- Anything Questionable: You may request further information on anything you deem questionable, however you must CATN why you find the information questionable.

Use Relevant Forms for Verification

- 202H – Shelter Expense Statement: mandatory *IF* household rents and claims heat wood or pellets. Otherwise only use this form if the information provided is questionable.
- 204AN – Account Name / Metered Service Verification: This is a mandatory form for the following situations:
 - FOR RENTERS ONLY: If the dealer is not certified and landlord does not allow changes to dealer. The landlord must sign the form stating that they will not change their dealer and why. Once received these cases should be sent to the Fuel team for review.

- If the landlord bills the client for heat, or if the Fuel Account is in someone else's name. The landlord must sign off stating that they added the tenants name to the fuel account.
- 202SFH – Verification of Caretaker/Companionship Services: form used to verify Caretaker/Companionship in order to exclude a non-mandatory household member. This form is ONLY used to exclude a companion for the head of household (HOH) or his/her spouse or civil union partner, if either are elderly or disabled.
 - This form is only required once for the specific caretaker as long as the case stays active.
 - If the case closes, a new form is required if the household reapplies for fuel benefits.
- 202SFP – Verification of Medically Necessary Services: form used to verify a medically necessary caretaker in order to exclude that non-mandatory household member. This form can be used to exclude a medically necessary caregiver for ANY household member who is elderly or disabled.
 - This form is only required once for the specific caretaker as long as the case stays active.
 - If the case closes, a new form is required if the household reapplies for fuel benefits.

Documentation and Fuel

Make sure to CATN any actions taken and any decisions made.

P-2908 REQUESTS FOR ADDITIONAL INFORMATION OR VERIFICATION (continued)

P-2908B When and How to Verify Information (10/10/25, 25-24)

Requests

Interviews are not required, but staff may contact applicants by phone or mail to clarify questionable or confusing information or to obtain additional information.

Applicants are allowed no less than ten days to respond to a request for information or verification. The ten-day count begins the day following the date the notice was issued.

Use these verification request forms as follows:

- 202V – for a new or pending application
- 202RL2 – for verification required for a review
- 202VCR – for verification needed for changes on active cases between reviews

Processing Verification Requests in ACCESS

If all information necessary to determine Fuel eligibility is available, process Fuel immediately. If information is required to determine eligibility or continuing eligibility for Fuel, request the appropriate verification form above. In ACCESS:

- SPEC/C/FORMS select the right Verification Request Form <enter>
- On line 1. Enter text FOR PURPOSES OF DETERMINING ELIGIBILITY FOR SEASONAL FUEL ONLY:
- Enter documentation/information needed on lines 2-7.
- Enter date due – ten days from today's date
- Check ONLY the Seasonal Fuel box with an X.
- Do not request information for any other program on this Form 202.

Changes Reported by Third Parties

If a non-household member reports a change in a recipient's circumstances, ESD must verify the change with the recipient.

- If the recipient confirms the change, make the change in the recipient's ACCESS file and document that the change has already been verified by the non-household member who reported the change.
- If the recipient does not respond to the verification request, then close case and follow procedure P-2908C.
- If the recipient denies the information provided by the non-household member (or provides conflicting information), consult with your senior worker or supervisor, and if necessary the senior worker or supervisor will e-mail the Fuel and Utility Team: ahs.dcfesdfuelmgmt@vermont.gov.

Mandatory Information

A new 201SF form may be used to gather this information:

- Household composition (can be verified by phone)
- Non-Citizenship Status (immigration documentation needed)
- ID, if not known to ACCESS, for head of household and authorized representative (documentation needed, see rule 2908.1)
- Gross income – paystubs 30 days prior to the application date for JINCs and Federal Taxes for BUSI. Receipts are needed for other income not captured by these means.
- Date application received by ESD
- Type of housing – Single family, multi-family, mobile home, or camper, etc. (info can be verified by phone but follow guidance questions. If questionable, send it to the fuel team.)
- Number of bedrooms (can be verified by phone)
- Type of Fuel – Wood, Pellets, Oil, Propane, Kerosene, Natural Gas, Electricity, Coal, etc. (can be verified by phone)
- Public or subsidized housing: yes or no (can be verified by phone)
- Pay for heat or heat included in rent (info can be verified by phone)
- Correct Fuel & Electric Account Numbers (Electric account number is needed if applicant pays an electric bill, *even if home is not heated by electricity*. Fuel supplier's account number is needed unless the applicant does not pay a supplier for heat.) (account # can be verified by phone)

- Fuel Dealer name and account number – The Certified Fuel Dealer List should be utilized to assure the correct fuel dealer location for those fuel dealers with multiple branches (can be verified by phone)
 - Non-certified dealer uses form 204AN (for RENTERS ONLY)
- Name on the Fuel Account – Must be client's name or have a 204AN
- Physical Address – found on ADDR panel (can be verified by phone)

If a client moves, all mandatory information must be reviewed. Most of this information should be gathered again as it is directly linked to their living situation.

Any applications or reviews for any other ESD program need to be treated as a change report for fuel.

Verifications Specific to Fuel Program Only

When information is questionable, clarification may be provided verbally, and you should attempt to contact the applicant by phone. If the applicant cannot be reached by phone or a written response is required, send a 202V – Verification Request form, with a deadline for providing the information or verification. Then enter a Q in the VERIFIED field on the STAT panel in ACCESS. (See P-2905 for processing codes)

If the applicant does not provide the information by the deadline in 202V, the application can be denied for non-coop by entering N on non-coop field for SF in STAT panel. A notice will be automatically generated.

Income Verification

Applicants' income must be verified. If an applicant receives benefits through another ESD program, then income information should be in ACCESS.

To the extent that ESD collects and maintains income information within its automated ACCESS data system on recipients of ongoing programs, such income information will be used for the determination of eligibility and benefits for the Fuel Program if the income information is less than 30 days old.

If income information in ACCESS is different and more recent than what is reported on the Fuel application, the information in ACCESS will be used to determine Fuel eligibility. If income information in ACCESS is more than 30 days old, then send a 202V verification request form requiring the applicant to give income documentation. A self declaration of income cannot be used without other documentation, unless the applicant has been without income for more than 60 days. Regardless, if the absence of income is questionable, request additional verification.

Information reported on a fuel application should be reviewed for possible changes to other ESD programs in accordance with those programs' current procedures. Workers need to review and address all conflicting information according to the program rules for each individual program.

If the income information on the Fuel application is different and more recent than what is on ACCESS, the Fuel BPS will request verification for all active programs. A 202V Verification Request will be sent, checking off all active programs *except 3SquaresVT*. (See 3SquaresVT manual for verification procedures just for that program.) The verification request must have a deadline allowing the applicant no less than ten days to respond. A questionable code Q will be entered in the VERIFIED field on STAT/C in ACCESS.

If income reported is "new," and has not been reported or recorded in the ACCESS system, the BPS will send a 202V requesting the client to have their employer complete an Employment Information form (218E) and to submit all pay stubs received in the last 30 days.

If the applicant indicates termination of employment, which has not been reported or recorded in the ACCESS system, the BPS will send a 202V requesting the client have their former employer complete an Employment Termination form (218ET).

Verification of Medically Necessary Services for Caretaker or Companions

An elderly or disabled applicant whose live-in caretaker has income (other than payment from the applicant for services provided in the home) may be asked to provide proof that the caretaker provides homemaker or personal care services that the applicant cannot or should not perform.

ESD can send one of these verification forms to the applicant:

- Form 202SFP (Verification for Medically Necessary Services) to be completed by the applicant's physician
- Form 202SFH (Household Verification for Caretaker or Companionship Services) must be completed by the applicant and signed by both applicant and caretaker or companion.

If proof is not provided, the live-in caretaker must be included as a household member, and his or her income must be included when determining eligibility.

NOTE: No verification is needed if the applicant receives Essential Person benefits.

See Seasonal Fuel Assistance Rule 2908 for verification requirements, including rule 2908.1 for verification of identity, and rule 2908.2 for verification of immigration status.

P-3107 VERIFICATION (Crisis Fuel Assistance Rule 3107)

P-3107A Verifying Certain Information (10/10/25, 25-24)

Information that Must Always Be Verified

- All Income in the Past 30 Days:
 - Proof of income includes paycheck stubs, account statements, quick books, receipts, etc.
 - Self-declared income is not acceptable.
 - No verification is needed if income has been verified in the last 30 days and nothing has changed.
- Citizenship Status: Immigration documents must be requested & SAVES run.
 - Eligible non-citizens include: Parolees, Refugees, Asylees, Cuban/Haitian Entrants, Lawful Permanent Residents, Conditional Entrant, Iraqi & Afghan Special Immigrants, Victims of Trafficking, Immigrant with withheld deportation and Battered non-citizens.
 - Unlike other ESD benefits programs, qualified immigrants do not have to wait five years before applying for fuel assistance.
- ID: Identification if not known to DCF-ESD for head of household and any authorized representative.
- Medical Documentation: if there is a life-threatening home heating crisis.
- Anything Questionable: You may request further information on anything you deem questionable, however you must note why you find the information questionable.

Landlord Verification

For applicants residing in multi-living unit buildings and requesting assistance to avert a shut-off of electric service for the operation of a heating system (e.g., furnace) that is not located within the living unit, verification is needed, *even if the cost of heat is included in the rent.*

Procedure

With the applicant's permission, the worker may get verbal verification from the landlord, the property manager, or the electric company, verifying that a shut off of electricity will shut off heat to the applicant's living unit. The worker should note all information from the conversation on Form 204VEF and place it in the client's file. Verbal verification from the applicant is **not** acceptable.

If the worker can't get verbal verification from the landlord, the property manager, or the electric company, then the landlord must complete Form 204VEF within five business days of assistance being granted. Failure of the client to submit the completed form will prevent all future crisis fuel assistance and may result in the Department's recoupment of the original grant.

See Crisis Fuel Assistance Rule 3107 for verifications requirements.