To: ☒ AREA AGENCY ON AGING DIRECTORS
☒ HEAP COORDINATORS
☐

Subject: SURVEY OF AAA FAMILIARITY WITH DSS FUEL/UTILITY EMERGENCY PROCEDURES

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<th>Programs Affected:</th>
<th>☑ CSE ☑ III-B ☑ III-C-1 ☑ III-C-2 ☑ IV-A ☑ V ☑ RPE ☑ HEAP</th>
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<tr>
<td>Contact Person(s) — Phone Number(s)</td>
<td>Ann Krull (518) 473-5679</td>
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<td>For Your Information:</td>
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Response Due Date: April 24, 1987

The attached survey is designed to determine Offices for the Aging familiarity with Fuel/Utility Emergency Procedures and to assess the need for additional training. Please have HEAP Coordinators or other appropriate staff complete the survey and return it to New York State Office for the Aging HEAP unit (Attention: Ann Krull) by April 24, 1987.

Thank you for your assistance in completing and returning this survey promptly.

Attachment
NEW YORK STATE OFFICE FOR THE AGING

SURVEY ON

- FUEL/UTILITY EMERGENCY PROCEDURES -

County __________________ Filled out by __________________

1. Are you confident of your understanding of the protections offered to the elderly and disabled related to utility services?
   YES    NO
   COMMENT:

2. Are you familiar with the Home Energy Fair Practices Act (HEPPA) as it relates to the elderly?
   YES    NO
   COMMENT:

3. Where would you obtain information on the details of HEPPA that relate to the elderly?

4. Does your agency assist clients who have utility shut-off notices? How?

How many of these cases do you encounter per year (on average)? __________

5. Does your agency initiate "Suspected Serious Impairment" referrals to utility companies on behalf of elderly clients?
   YES    NO
   COMMENT:
6. Are you familiar with procedures and/or eligibility processes for the following:

- Notice of Utility Referral to DSS (DSS-2338)  YES  NO
- Deferred Payment Agreement (DPA)  YES  NO
- Emergency Assistance to Families (EAF)  YES  NO
- Emergency Assistance to Adults (EAA)  YES  NO
- Emergency Home Relief (EHR)  YES  NO

7. Does your agency assist clients in the following situations:

- To identify themselves to utility companies as "potentially at risk"  YES  NO
- To negotiate a DPA  YES  NO
- To apply for HEAP emergency assistance  YES  NO
- To apply for other DSS emergency assistance once HEAP benefits are exhausted  YES  NO

8. Would you like more training or technical assistance on anything mentioned above, and if so, what topics?

9. Did you attend the 1986-87 State Dept. of Social Services Regional Training in October 1986?  YES  NO

   Which Site: ____________________________

10. Have you taken steps to assure that other appropriate staff (in your agency and the local Aging Network) who encounter fuel/utility emergencies are aware of the resources and protections available to the elderly and disabled?

   COMMENT:

11. Suggestions: