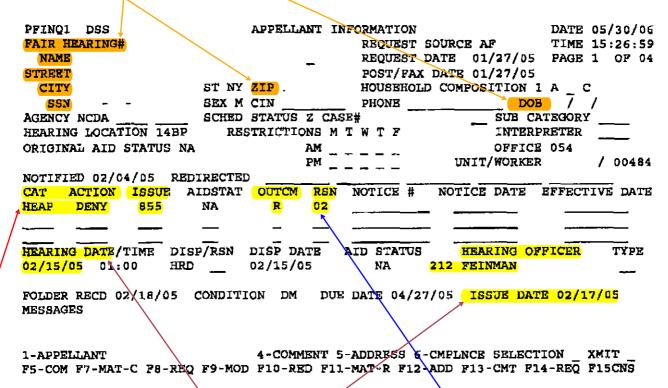
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Issue = Denial of Emergency HEAP (Issue Code 855)

Fair Hearing held on February 15, 2005 and decided on February 17, 2005

Redacted

Outcome: Reversed - Agency verification and/or eligibility determination procedure defective (Outcome Reason Code 02)

DATE 05/30/06 TIME 15:27:14 PAGE 02 OF 04

CASE NAME

HEAP DENIAL-"FAILURE OF THE AGENCY TO TO ACT ON ON MR. 'S JANUARY 14, 2005, REQUEST FOR A GRANT OF EMERGENCY HOME ENERGY ASSISTANCE PROGRAM BENEFIT TO PREVENT TERMINATION OF HIS NATURAL GAS HEATING UTILITY SERVICE BY KEYSPAN ENERGY DELIVERY."

CLIENT UNABLE TO PAY HIS BILL (\$1,532.00) BECAUSE AGENCY HAS GROSSLY MISHANDLED CLIENT'S PA IN RESPECT TO CONTINUOUS AC VIOLATIONS.

FOWARDING REQUEST TO TELEPHONE FH UNIT FOR APPROVAL AND SCHEDULING. 1/31/05 BZ

(AT)-REP., MR.DOYLE, INQUIRED ABOUT WHAT OTDA WAS PLANNING ON DOING ABOUT THIS FH?REP. REQUESTS THIS BE HELD IN CLIENT'S HOME ON A PRIORITY BASIS.

NOTIFIED REP., MR.E.DOYLE, VIA TELEP., THIS WILL BE A REG.SCHEDULED FH AT 14 BP MR.DOYLE WAS AGREEABLE AND INDICATED THAT IT COULD BE SCHEDULEDAMY DAY OR TIME, BRINGING PRINTOUT TO TELEP. FH UNIT AND N. IRVING. (SCHEDULING)

2/3/05 BZ

\*COMP. CONTACT FROM CLIENT

04/25/05 MRC

(AF) 2/28/05 - REP IS REQUESTING A 260.00 HEAP GRANT BE ISSUED.

1-APPRLLANT 4-COMMENT 5-ADDRESS 6-CMPLNCE SELECTION \_ XMIT \_ F5-COM F7-MAT-C F8-REQ F9-MOD F10-RED F11-MAT-R F12-ADD F13-CMT F14-REQ F15

Complaint of non-compliance received on February 28, 2005 but not acted upon until eight weeks later.

Redacted

PFING	5 DSS			COMPLIANCE	INFORMATION	1	j	DATE	95/30/	06
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Compliance case opened in FHIS; Notice of complaint of non-compliance sent electronically to local DSS; FHIS-generated letter sent to appellant. Copy of Fair Hearing Decision ordered. (Compliance Action Codes C1 & A3)

Compliance Unit staff are not scheduled to review case again for six weeks.

## Redacted