



Hancock FAQs (Frequently Asked Questions)

Table of Contents

Program Liaison Admin Access to Hancock FAQs	2
General Access Hancock FAQs	3

Program Liaison Admin Access to Hancock FAQs

On the first of every month, I run a year-to-date report, as checks and balances. Will I still have access to this type of report with Hancock?

Yes and we will send out a reporting manual closer to April 2022!

When I create new Hancock users, will they be sent an email with their login information?

No. You must provide new users with their username and temporary passwords.

Can we apply for EOC Grants with this new system?

No. If you are already an EOC partner Agency, all you have to do is reply to an email that we will send around May to reapply for EOC funds.

Can there be more than one Admin user per agency in Hancock?

There can be, but we prefer if there is only one user per agency with Admin access, which would be the Program Liaison.

If we get a new staff person after the rollout of Hancock, how do they get access to the old EOC database to search if an applicant has already received an EOC assistance this grant year?

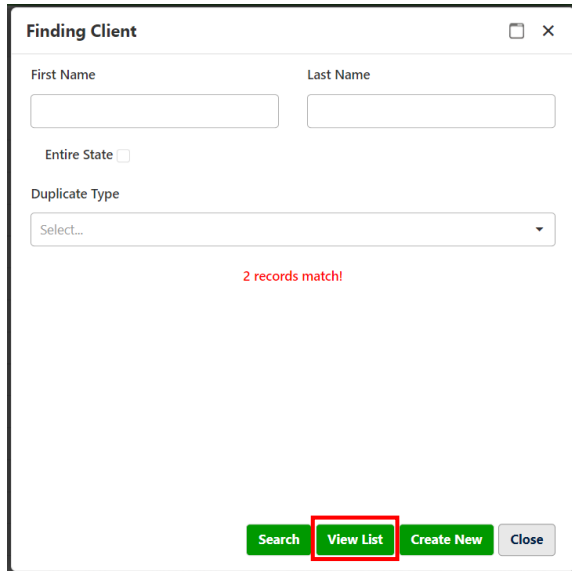
Please email energyassistance@energyoutreach.org with the name and email of the person who needs access to the old EOC database and we can quickly provide them with access to the old EOC database.

General Access Hancock FAQs

How long do I have, before the Hancock database logs me out automatically?

15 minutes.

What do I do if I see “# records match!” when I run a search for an EOC applicant?



If you see the ‘# records match!’ message, click ‘View List’ to learn if this same applicant has already received an EOC assistance for the bill you plan to assist with. If this applicant has already received assistance for this same bill, **please ensure to cancel any EOC pledges made to the utility company!**

Can you change the Primary applicant without deleting the whole application and re-entering it?

Yes! In the ‘Family’ section, simply select the correct ‘Primary Applicant’ by double clicking on their field and checking off ‘Primary Applicant’ which will automatically switch the ‘Primary Applicant’. You will not be able to select more than one ‘Primary Applicant’.

What does non-binary mean?

People who do not identify as a part of the gender binary of male and/or female.

What does Latinx mean?

A person of Latin American origin or descent (used as a gender-neutral or nonbinary alternative to Latino or Latina).

Can I enter an estimated DOB for non-primary household members?

Ideally, the full date of birth is collected for every member of the household (per the new EOC application) but if this information is not listed by the applicant, please use 1/1/year the household member was born as the date of birth.

If an applicant lives in a Condo, what do I report for their ‘Building Type*’?

Report that they live in an apartment. You can always use the ‘Comments’ section of the application to specify the exact ‘Building Type*’ as a Condo, but this is not required.

If someone owns their mobile home, but rents their mobile home lot, how do I identify the ‘Owner Type’?

As a renter!

What is a ‘Crisis – Resolution – Severity’ Energy Service Status?

This is a newly defined Type of Emergency for households seeking utility assistance.

Disconnect Notice – Prevented – Energy Crisis - the household has a disconnect notice, the EOC assistance provided prevented a shut off, and the household is experiencing an energy hardship
Service is currently shut off – Restored – Life Threatening - the household is disconnected, the EOC assistance restored service, and the household is experiencing a potentially life threatening situation without connected utilities

Past due balance – Prevented – Energy Crisis - the household has a past due bill owed, the EOC assistance provided prevented a shut off, and the household is experiencing an energy hardship
Tank is empty OR Out of wood/pellets/coal – Restored – Life Threatening – the household is out of bulk fuel, the EOC assistance restored service, and the household is experiencing a potentially life threatening situation without bulk fuel assistance

Tank is at 30% OR low on wood/pellets/coal – Prevented – Energy Crisis – the household is low on bulk fuel, the EOC assistance prevented running out of bulk fuel, and the household is experiencing an energy hardship

If the application date differs from the date that the regulated consent form(s) were signed, which date should I use for ‘Applied Date’ in the Demographics section?

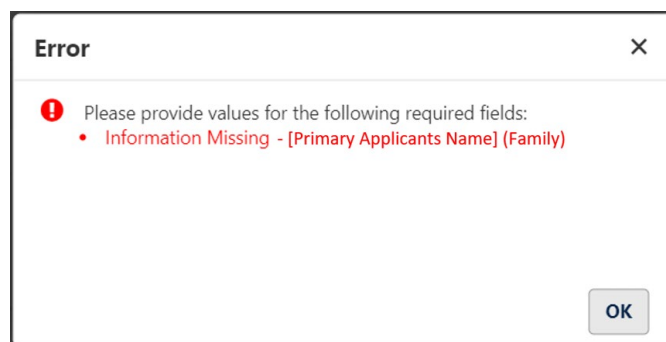
The ‘Applied Date’ will always reflect the date that you began entering the application into Hancock. You do not need to update this date unless your Program Liaison specified otherwise.

Why would my agencies Program Liaison specify to change the ‘Date Applied’ if EOC does not require this date to be changed?

One of the many reasons EOC has implemented this new EOC database, is because this new EOC database has a lot of new, useful functions, including a robust reporting function. If your agency is looking to track

When might I use “None” for Gender, Ethnicity, or Employment Status?

Only when you are updating the family information for all members of the household for everyone in the household except the Primary Applicant. You will receive an error message if you select ‘None’ for Gender, Ethnicity, or Employment Status for the Primary Applicant:



If an applicant’s LEAP application is pending (the applicant submitted a LEAP application and is waiting on the outcome) what should I select for their LEAP status?

Use the status of last year’s LEAP application outcome. If an applicant did not apply for LEAP last year, select ‘Did not Apply’ for their LEAP status.

How do I scroll to the next page on the Application page?

You cannot, use the search functions to find an applicant.

How do I delete an application from Hancock?

Only EOC administrators or your agencies EOC Program Liaison will be able to delete applications from the EOC database. Successfully certified EOC applications cannot be deleted from the EOC database, once they are paid.

Ineligible or uncertified applications can stay in Hancock forever, and they will not cause any undue burden and ineligible or uncertified EOC applications will not get in the way when accessing active applications.

What do I do if the 'Fuel Vendor' I am providing assistance with, does not appear on my 'Fuel Vendor' list?

If you're certain that this Fuel Vendor serves this applicant's county, please email energyassistance@energyoutreach.org with the utility company and the County you need added to that utility companies service area.

Annual household income can be tough to report, as household annual incomes fluctuate. How do we most accurately report a household's annual income?

Rather than the applicant trying to calculate their annual household income, ask what their current (self-reporting) income is for the month they are applying for assistance, then multiply this amount by 12, and report this as this applicants 'Annual Household Income' in Hancock.

Can you make the 'Gender', 'Ethnicity', 'Race', and 'Employment Status' required fields* for the Primary Applicant?

No. If we make these required fields for the Primary Applicant, these fields will be required for all household members. We are not asking for the 'Gender', 'Ethnicity', 'Race', and 'Employment Status' for all members of the household, so we are counting on EOC partner agencies to report this information in these fields solely for the Primary Applicant.

If someone is on the old EOC database and they have received funds for the same bill, can we add them to the new system?

No. Households are still only eligible for one EOC assistance per bill, per grant year, up to two different bills (three if the applicant has a City of Aurora Water bill). Up until 9/30/22, if the applicant is in the old EOC database for that same bill, they do not qualify for assistance again through any EOC Partner Agency, with this new EOC database until the new EOC grant year begins on 10/1/22, at which point you no longer need to search the old EOC database.

I'm confused about the County specific information. Can you elaborate?

Each agency serves people who live in certain Counties and some agencies serve every County in Colorado. With this new system, only Counties served by your agency will be visible to you. The Counties served by your agency is directly related to the utility companies that provide service in that area. So, for example, if you identify that an applicant lives in Boulder County, you could never select La Plata Electric Association (LPEA) as their utility company, because LPEA only serves people who live in Southwest Colorado. If you ever need access to additional Counties for your agency, please email energyassistance@energyoutreach.org with the specific County your agency needs access to!

In the Document section, you're asking for the EOC Application status. I am an agency that works for a County, and we process EOC applications with LEAP Applications. Do I now need to collect an EOC application?

No! If you're a County specific Partner Agency, like with a Department of Human Services, you can continue using LEAP applications to provide EOC assistances. When doing so, please make sure you have collected all of the information per the new EOC database, so no questions are missed when using a LEAP application to process an EOC assistance. Then, just make a note in the comments section of Hancock, that this assistance was provided via a LEAP application.

I collect the whole household's income. Is this correct?

Yes! Collect the entire household's income and report this number in Hancock. This includes any child support income that any children in the household, receive.

If an applicant comes in at a later date for assistance with a second bill during the same program year, can we add this assistance to the application already entered into Hancock?

Yes! You will be able to add additional utility assistances to paid applications. Just make sure that this household still qualifies for their second assistance with this new, different bill, based on the current annual household income, at the time of their second request for assistance.

If I am with an agency that has multiple locations, will we share the same award amount?

Yes!

How do we edit after we add an application to Hancock?

An application can be edited up until it is approved for payment (which will occur every Thursday morning) by going to the benefits tab, selecting the assistance(s) you want to edit, then click 'Undo Certify'. Then you can make any changes to an unpaid application in the 'Application Info' tab. Just make sure to re-certify any edited applications, so this payment is approved on time.

Why is there no "Applied for LEAP" option when selecting the "LEAP Status"?

EOC no longer requires that EOC applicants first apply for LEAP, before receiving an EOC assistance, so we're seeking the LEAP status for the previous LEAP season for their "LEAP Status". If the applicant has applied to LEAP this year, but has never received LEAP in the past, select "Did not Apply" for "LEAP Status".

If the applicant is not the account holder, what do we do?

In the "Utility Account Information" section, list who the account holder is, when adding the utility assistance to Hancock, and use the comments section to specify the applicants relationship to the account holder. As long as the applicant is responsible for this bill, they qualify for assistance!

How do we see our agencies Grant Balance?

You can find your agencies award amount, total expenditures, and remaining grant balance in the 'Allocations' tab on the Hancock homepage for EA and ERA grant balances (if applicable).

With this new EOC Database, will we still upload documents to the monthly ERA links provided?

Yes! We are not asking you to upload documents to Hancock this EOC program year.

When do ERA funds expire?

June 30, 2022. If you do not believe you can spend your agencies ERA funds by 6/30/22, please email us at energyassistance@energyoutreach.org.

I see that there are only search options by Family Name and Date of Birth and/or Address. Why aren't we searching by account numbers?

Per our developers, searching for an account number is not an option, but if you try to provide an assistance for the same account number, Hancock will prevent you from certifying the application for payment, when you qualify the application.

After the assistance is completed, we print out the invoice for the assistance provided, as a cover page to store and complete the application. Will there be something like this with Hancock?

Yes! You can print the application by opening the application in Hancock, clicking on 'More' and selecting 'Print Application'.

Who can delete EOC Applications from Hancock?

Unpaid EOC applications can be deleted by your agencies EOC Program Liaison. Once applications are paid, only EOC can delete these assistances, as we need to cancel payment, internally, first. Please email energyassistance@energyoutreach.org if you need any paid applications to be removed from Hancock.

With this new EOC Database, do we need to print the applications from Hancock?

You are only required to keep completed EOC applications (EOC application, ID, bill, any applicable consent forms) for 3 three years. However you decide to store your applications, whether applications are saved digitally or physically, is up to your agency. Printing applications from Hancock is not required.

Can we search for a utility company before we meet with an applicant? I am unsure if EOC funds can make payments to their specific utility company.

Even if the utility company is not already set up in our system, we can easily get them set up to accept EOC funding. We just need to collect a New Vendor Request Form and W-9 for this new utility company!

Does the applicant still have to be at least 1 day past due to receive EOC assistance?

Yes, EOC program criteria has not changed with this new EOC database.

What happens in the new Database when a husband applies for assistance for a bill, then a few months later, their wife applies for EOC assistance with this same bill?

The client search will not inform you that this household has already received assistance for this same bill, but when you try to qualify the assistance, you will receive an error message that this bill has already received an assistance.

Will the Hancock Database link be accessible on the Partner Login page of the EOC website?

Yes!