ADMINISTRATIVE DIRECTIVE

DIVISION: Income

TO: Commissioners of Social Services

DATE: June 23, 1992


SUGGESTED DISTRIBUTION:
- Income Maintenance Directors
- Food Stamps Directors
- Medical Assistance Directors
- WMS Coordinators
- Staff Development Coordinators

CONTACT PERSON: 1-800-342-3715

Public Assistance
Call appropriate person listed for each section

Food Stamps
FS County Representative, extension 4-9225

Medical Assistance
MA Eligibility County Representative
- if upstate, extension 3-7581
- if New York City (212) 417-4853

ATTACHMENTS:
- Attachment A - Listing of Attachments (available on-line)

FILING REFERENCES

--- | --- | --- | --- | --- | ---
Cancelled | | | | |

See Att. | See Att. | See Att. | See Att. | See Att. | See Att.
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DSS-296EL (REV. 9/89)
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I. PURPOSE

This Directive advises Social Services Districts (SSDs) of certain changes in public assistance (PA) which have resulted from Chapter 41 of the Laws of 1992.

II. BACKGROUND

Enactment of Chapter 41 of the Laws of 1992 requires a number of program and policy changes. These changes reflect cost containment measures which are intended to result in more effective use of PA.

III. PROGRAM IMPLICATIONS

The changes implemented by the provisions of this Directive are:

A. State reimbursement will not be available for Home Relief (HR) payments made prior to 45 days from the application date unless such payments are required to meet emergency circumstances.

B. A special rule affecting HR payments is in effect for the first six months after a new resident moves to New York State.

C. No cash security deposits can be made to public housing authorities and restricted payments can be made for HR recipients living in public housing.

D. Limitations are placed on the payment of shelter arrears to persons not eligible for Aid to Families with Dependent Children (ADC), recurring HR, Emergency Assistance to Families with Children (EAF) or Emergency Assistance to Adults (EAA).

E. Some households will be required to repay utility arrearage assistance.

IV. REQUIRED ACTION

A. Application Period of 45 Days for HR Cases

Contact Person: Pat O'Shea, extension 4-9349

Department regulation 351.8 has been amended to require SSDs to compute the amount of the initial grant of regularly recurring financial assistance for HR applicants using the 45th day after the date of application. Payments for the period prior to the 45th day are not eligible for State reimbursement. SSDs are not required to make HR payments before the 45th day at local expense.
The 45 day period does not apply to payments required to meet emergency circumstances. Emergency circumstances include situations in which an applicant has: no food and is not receiving food stamps; no shelter; a threat of eviction; no fuel for heating during the cold weather period; a utility disconnect notice and scheduled for shut-off within 72 hours or utilities have already been disconnected; and a lack of items necessary for health and safety when there are no resources, including family and community resources, available to meet the emergency circumstances. Lack of items necessary for health and safety includes residential drug treatment and items needed to remove barriers to self-sufficiency. Payments to HR applicants to meet these emergency circumstances are eligible for State reimbursement as long as all other requirements in Department regulations are met. Such emergency grants must be justified in the case record. SSDs must notify applicants about the availability of assistance to meet emergency circumstances. As with all applications, they must be given a copy of the booklet "What You Should Know If You Have An Emergency" (DSS-4148C).

**Note:** Under the "HR Applicant JOB Search Program," participants must be provided with transportation monies when needed to make the required job contacts. These funds are to be distributed prior to the 45th day.

**Food Stamps**

Food Stamp eligibility still must be determined and benefits issued by the 30th day after the HR application date. The application date is the date of receipt by the SSD of a signed completed application on the State prescribed form. Joint processing procedures for PA/FS households must be followed in that the HR household may not be required to file a separate application or have a separate interview for food stamps. These applications must be processed as PA/FS households. They may not be processed as NPA/FS cases.

A notice of action taken regarding the request for food stamps must be issued by the 30th day after the date of application for HR/FS. Notice "Action Taken on Your Food Stamp Case" must be used in situations where eligibility for HR has not been established. If HR eligibility has been determined, Notice DSS-4013 "Action Taken on Your Application: Public Assistance, Food Stamps and Medical Assistance Coverage" must be used. This notice, containing information regarding HR payments, may be sent by the 30th day, even though HR payments will not be made until day 45. Procedures for households which fail to provide documentation for food stamp eligibility by the 30th day, as specified in FSSB IV H, have not changed.
This change has implications for the food stamp budget. Only HR payments the household receives or can be reasonably expected to receive are counted as food stamp income. If the amount of the HR payment has been determined but will not be issued until day 45, the amount of the payment is considered "reasonably expected to be received". It is budgeted as food stamp income beginning on day 45.

The worker must carefully assess whether there is any HR income to budget for each food stamp issuance interval between the date of application and the 45th day. For example: an application for Food Stamps and HR is filed on March 25. Day 45 is May 9. Food stamp eligibility is determined on April 20. There is no HR to count as food stamp income for either March or April. If the HR to be paid in May has been determined by April 20, the amount of the initial prorated HR payment for the period May 9-31 counts as food stamp income for the month of May. If the HR payment amount is determined after the initial food stamp determination is made, but before May 1, the food stamp benefit for May may be reduced to budget the HR income without notice to the household. The initial food stamp notice specifies that food stamp benefits may be reduced without further notice if a household receiving benefits while a PA application is pending has an increase in income due to receipt of PA. If the HR benefit amount has not been determined by May 1, no HR income is counted for May. The regular recurring HR grant, minus appropriate food stamp disregards and deductions, would be counted as income beginning in the month of June.

Medical Assistance

Although State reimbursement is not available for public assistance paid to an HR-eligible applicant/recipient (A/R) within 45 days of application, the A/R is eligible for MA as an optional categorically needy person. MA eligibility as an MA-Only A/R may begin within the first 45 days after application or in the three month retroactive period for individuals meeting the HR eligibility criteria. If an applicant is determined eligible, MA authorization begins the first of the month in which the applicant applies. When the applicant has medical bills for which retroactive coverage is sought, the district will continue usual retroactive HR eligibility procedures to determine whether the applicant is eligible for coverage as an HR-MA only.

B. Limitations on HR for New Residents

Contact Person: Bob Sharkey, extension 4-9327

Department Regulation 352.29 has been amended to include a special rule for HR payments. This special rule applies to any person who has not acquired or who has lost State residence in accordance with Part 310 of Department Regulations and who applies for HR within six months of establishing residency in New York State.
Note: Residency in New York State is established by moving into the State with evidence of intent to remain in the State. However, New York "State residence" is generally acquired by a new resident residing continuously in the State for one year. "State residence" is generally lost by remaining outside the State for one year. (See Department Regulation 310.1 for exceptions regarding "State residence"). The term "State residence" is used for reimbursement purposes. Persons without "State residence" are State charges for reimbursement purposes.

The special rule is in effect only for the first six months after a person moves to New York State. The special rule does not apply to any person entitled to federally funded refugee cash assistance (RCA). The special rule does apply to persons entering the country if they are not entitled to RCA.

The SSD must limit any HR budget deficit or other HR payment to persons subject to the special rule to the greater of

- eighty percent of the normal amount (i.e., the amount of the HR grant that the person would receive if the special rule did not apply) of the payment available in the SSD, or
- the standard of payment for that household size, if any, (from Attachment E) of the state in which the applicant resided immediately prior to moving to and establishing residency in New York State.

In some instances, the chart has blanks for certain household sizes. This is because these states have no general assistance programs for these household sizes. For example, under Oregon, there are blanks for household sizes three through eight. Oregon has no general assistance program for such households. In these cases, the household would receive 80% of the appropriate HR grant.

However, the SSD may not pay an amount greater than the normal payment available in the SSD.

The Department will update Attachment E to be effective April 1 of each even numbered year. Attachment E shows the state maximum standards of payment for other states.

The SSD must adjust HR payments to the normal amounts (i.e., the benefit without applying the special rule in 352.20) for the seventh and following months after a person establishes residency.

SSD's should offer removal from the State under the terms and conditions detailed in Department Regulation 310.1(h) to new residents who indicate difficulty with the limited benefits available to them in New York State.
Examples (Rent is at the maximum unless otherwise noted.)

1. An individual from Texas applies for HR in Monroe County 3 months after establishing residency in Rochester. The normal budget deficit for this person would be $394. Texas is not on Attachment E (i.e. there is no general assistance program) so the initial benefit for this person would be $315 (80% of $394). The benefit would remain at this level (assuming no other changes) until the individual has been in the State for 6 months.

2. An individual from Connecticut applies for HR in New York City shortly after establishing residency in Brooklyn. The normal budget deficit for this person would be $352. 80% of this amount is $281. However, Attachment E shows a greater amount (for household size 1) of $537. Therefore the initial benefit for this person is $352.

3. An individual from Puerto Rico applies for HR in Montgomery County shortly after establishing residency in Flat Creek. The normal budget deficit for this person would be $295. Puerto Rico is not on Attachment E so the initial benefit for this person would be $236 (80% of $295).

4. A childless couple from Florida applies for HR in Erie County shortly after establishing residency in Buffalo. The rent paid is $180. The normal budget deficit for this couple would be $398. Florida is not on on Attachment E so the initial benefit for the family would be $318 (80% of $398).

5. An individual with New York State residence moves to Florida. This individual marries a Florida resident. After 8 months in Florida the individual returns to the State with the new spouse. The individual has $100 in monthly UIB benefits. They apply for HR in Albany County shortly after establishing residency in Cohoes. The normal budget deficit for this couple would be $331 (standard of need of $431 - $100 UIB). The original State resident retains State residency because the individual did not remain outside the State for one year. Florida is not on Attachment E, therefore the initial benefit for this couple is $297 ($331 ÷ 2 = $165 + 80% of $165 or $132).

Medical Assistance

The limitation on Home Relief benefits available to new State residents does not affect eligibility for Medical Assistance. Therefore, the change in Department Regulation 352.29, which applies the special rule for determining HR cash benefits for the first six months of State residency, has no impact on MA eligibility.
C. Security Deposits and HR Restricted Payments for Persons in Public Housing

Contact Person: Pat O'Shea, extension 4-9349

1. Under amendments to 18 NYCRR 352.6(b)(1)(ii) and 352.6(b)(3), SSD's must now make provision for security for public assistance recipients residing in public housing only through a security agreement. No cash payments can be made nor can any security escrow accounts be established for this purpose in any public assistance program.

2. Under amendments to 18 NYCRR 370.4(b) and 381.3(c), SSD's may make vendor restricted payments to landlords for HR recipients residing in public housing. SSD's can still restrict payments under HR because of the inability to manage cash or because less expensive or more easily controlled alternative methods of payment are available. Vendor payments may also be made at client request.

Food Stamps

Security deposits or agreements are not considered income or a resource for Food Stamp purposes.

Public Assistance payments made as restricted payments to landlords for rent are counted as food stamp income. The actual cost of rent for which the household is responsible, including any P.A. amount paid as a restricted payment, is counted as a shelter cost when determining the household's excess shelter cost.

Medical Assistance

Security deposits or agreements are not considered income or a resource for MA.

D. Limitations on the Payment of Shelter Arrears

Contact Person: Maureen Standish, extension 3-6555

In addition to eligibility criteria found in Department regulations 352.7(g)(4) and 370.3, an SSD can only make Emergency Home Relief (EHR) payments for shelter arrears under the following additional conditions which have been added to these regulations:

- the applicant is not eligible for ADC, recurring HR, EAF or EAA;
the applicant signs an agreement to repay in full the amount of the shelter arrears payment in a period not to exceed twelve months. A copy of the combined utility/shelter arrears repayment agreement is attached as Attachment C. It must set forth a schedule of payments that must assure repayment within twelve months;

subsequent assistance to pay shelter arrears under EHR cannot be provided unless the applicant is current on payments agreed to under the original repayment agreement (there is no longer a once a year limit on EHR shelter arrears payments);

the SSD must enforce the repayment agreement by any legal method available to a creditor, including but not limited to referral to a collection agency, obtaining a judgement from a court, garnishment of wages in appropriate cases, etc. in addition to any rights it has pursuant to the Social Services Law (i.e. ability to require liens as a condition of eligibility for assistance).

if a recipient of an EHR shelter arrears payment who has not yet repaid it in full becomes eligible for recurring PA, any unpaid balance is recouped from future PA payments at a rate up to 10% for ADC or 15% for HR of the household's monthly standard of need.

The 125% of federal income poverty lines guidelines for determining eligibility for EHR are still in effect. These guidelines do not apply when the emergency is the result of fire, flood or similar catastrophe or is a fuel or utility emergency met in accordance with Department regulations 352.5(c), (d) and (e). These guidelines are revised annually and are effective April 1 through March 31 of each year. The current guidelines are contained in Attachment D.

Food Stamps

The portion of the EHR payment made by a SSD on behalf of a PA household to meet an emergency or a special need in the household which exceeds the normal PA grant is excluded from income when calculating food stamp benefits. Likewise, an EHR payment by a SSD on behalf of a household not in receipt of PA to meet an emergency or special need of the household is excluded from income when calculating food stamp benefits. Persons applying for EHR also should be assessed to determine their eligibility for expedited food stamps.

Medical Assistance

EHR payments made to applicants/recipients (A/R) of Medical Assistance (MA) are excluded as income when determining MA
eligibility. Payments made by the A/R to repay the emergency assistance are not disregarded from income when determining MA eligibility.

E. Repayment of Utility Arrearage Assistance

Contact: Bureau of Energy Programs' Liaison, extension 4-9321

Department regulation 352.5(d) has been amended to require an applicant to sign a repayment agreement as a condition of receiving utility arrearage assistance when:

- the customer and tenant of record is not in receipt of PA, SSI, or additional State payments; and
- the household's gross monthly income exceeds the PA standard of need, as outlined in 18 NCYRR 352.1(a) and (b), for the same size household; or
- the applicant and the applicant's filing unit are not eligible for PA, SSI, or additional state payments.

An applicant who is required to sign a repayment agreement must also meet all other applicable eligibility criteria for receiving arrearage assistance to restore or continue utility service. Assistance is authorized to these households through EAF or EHR.

Please note that the determination of whether utility arrearage assistance is subject to repayment is reviewable in a fair hearing.

1. Definition of Terms

   a. Gross Income

      Gross income is income, prior to any deductions, from all sources. This includes, but is not limited to, earned income, unearned income, and income in-kind.

   b. Household

      A household consists of all persons who occupy a housing unit. A household includes related family members, and all unrelated persons, if any, such as lodgers, foster children, wards, or employees who share the housing unit. A person living alone or a group of unrelated persons sharing a housing unit as partners are a household.
c. Housing Unit

A house, an apartment, or other groups of rooms, or a single room is regarded as a housing unit when it is occupied or intended for occupancy as separate living quarters.

d. Public Assistance (PA) Standard of Need

For purpose of this directive, the PA standard of need is determined in accordance with the amounts outlined in 18 NYCRR 352.1(a) and 352.1(b).

2. Completion of "Eligibility Worksheet and Repayment Agreement" form

The language set forth in Attachment C, "Eligibility Worksheet and Repayment Agreement" must be reproduced locally, without change.

In order to determine if an applicant is required to repay assistance, Districts must complete Sections I and II for each household applying for utility arrearage assistance except when the tenant and customer of record is in receipt of PA, SSI, or additional State payments.

Section IV must be completed for those applicants required to sign a repayment agreement as a condition of receiving arrearage assistance.

A copy of the form must be retained in the file. Applicants required to sign the repayment section must be provided with a copy.

3. Repayment Requirements

a. Schedule of Repayments

A schedule of payments must be established which will ensure repayment of the utility arrearage assistance within twelve (12) months of the date of the arrearage payment.

In completing the repayment Section of the "Eligibility Worksheet and Repayment Agreement" form, districts must clearly outline the amounts and due dates for repayment. A specific date must be established for receipt of the first payment. The district must also provide the address to which the payments must be sent.
b. Recoupments

When an applicant who has signed a repayment agreement becomes eligible for recurring public assistance (PA), any unpaid balance remaining on the repayment agreement is recouped from future PA grants. The regulations and procedures governing recoupments are to be followed.

c. Liens

Districts may also require that recipients of EHR for utility arrearage assistance sign a lien on real property. The portion of the lien that represents the utility arrearage payment(s) will be considered satisfied if and when the arrears payment has been repaid in full.

d. Enforcement of Repayment Agreements/Collection of Payments

(1) Districts must establish procedures to collect payments, monitor and enforce repayment agreements.

(2) The district must enforce repayment agreements by any method available to a creditor, including but not limited to referring the matter to a collection agency, garnishment of wages of household members, obtaining a judgement from a court, or obtaining liens on property in addition to any other rights the district has pursuant to the Social Services Law.

e. Failure to Cooperate and/or Repay

Applicants who are required to sign a repayment agreement but refuse to do so are ineligible to receive utility arrearage assistance. In addition, households who fail to cooperate in providing information necessary to determine if repayment is necessary are ineligible for arrearage assistance.

Applicants who have received utility arrearage assistance with the condition that such assistance be repaid are ineligible for subsequent assistance if they fail to repay or have failed to make payments in accordance with the schedule(s) set forth in all prior repayment agreement(s) as of the date of application for such subsequent assistance.
4. **Provision of Subsequent Assistance**
   
a. Subsequent assistance to restore or continue utility service may be authorized provided that the applicant has met or is meeting any prior repayment obligations of such assistance. An applicant is considered to have met the obligation if the prior assistance has been fully repaid or the applicant is making payments in accordance with all prior repayment agreements as of the date of application for such subsequent assistance.
   
b. Each time the applicant applies for EAF or EHR for utility arrearage assistance, it must be determined if the applicant is required to repay the assistance. A new repayment agreement must be signed, if applicable.

5. **Home Energy Assistance Program (HEAP)**

   Whenever a household is in need of assistance to continue or restore utility service, the district must first explore the availability of HEAP as an alternative payment. Payments authorized under HEAP are not subject to the repayment provisions outlined in this directive.

6. **Food Stamp Implications**

   An emergency EAF or EHR payment made to an NPA household to meet an emergency need is excluded from income when calculating food stamp benefits.

7. **Medical Assistance Implications**

   Emergency EAF or EHR payments made to applicant/recipients of Medical Assistance (MA) are excluded as income when determining MA eligibility. Payments made to repay the emergency assistance are not disregarded from income when determining MA eligibility.

8. **Reporting Requirements**

   In order to track cost savings, districts must complete the "Repayment of Utility Arrearage Report" (Attachment E), on a quarterly basis and submit the report to the Bureau of Energy Programs. The first report will cover the quarter beginning July 1, 1992 and ending September 30, 1992 and is due October 15, 1992. Each subsequent report should provide quarterly information and is due by the fifteenth (15th) of the month following the end of the quarter.
V. SYSTEMS IMPLICATIONS

A. Application Period of 45 Days for HR Cases

**Upstate WMS**

None

**Downstate WMS**

Systems changes are being developed for New York City. When they are implemented, instructions will be forwarded to New York City under separate cover.

B. Limitations on HR for New Residents

**Upstate WMS**

Until such time as ABEL can be revised to support this amended regulation, workers should calculate a normal budget deficit for the case and manually determine if a reduced deficit is appropriate. If a full benefit is appropriate, the calculated budget can be stored. If a reduced benefit is necessary, workers should store a bottom-line budget for the case, showing the budget reduction amount (as a subtraction from the normal deficit) in the "Adjustment" field of the Bottom Line Screen and the reduced benefit in the "Cash Grant" field(s). If a reduced benefit is appropriate, workers should ensure that the Budget Effective "To" Date does not extend past the new State resident's sixth month as a resident. Districts will be informed via ABEL transmittal when automated system support becomes available.

**Downstate WMS**

Future WMS changes will incorporate the methodology in this ADM. An ABEL Transmittal will be issued to provide instructions for workers when the change is available.

C. Security Deposits and HR Restricted Payments for Persons in Public Housing

None
D. Limitations on the Payment of Shelter Arrears

Upstate WMS

An HR Case (case type 16) with Emergency Indicator equal to X may be used to open a case and authorize payments as required by this ADM.

Downstate WMS

None

E. Repayment of Utility Arrearage Assistance

None

VI. EFFECTIVE DATE

This release is effective immediately, except that the provisions dealing with HR for new residents are effective July 1, 1992.

______________________________
Oscar R. Best, Jr.
Deputy Commissioner
Division of Income Maintenance
LISTING OF ATTACHMENTS

Attachment B - Filing References - Available on-line
Attachment C - Repayment Agreement - Available on-line
Attachment D - 125% of Federal Income Official Poverty Lines - Available on-line
Attachment E - List of Other States' Standards of Payment Available on-line
Attachment F - Repayment of Utility Arrearage Assistance Report - available on-line
### FILING REFERENCES

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Shelter and Utility Arrearage Payments
Eligibility Worksheet
and
Repayment Agreement

I. Applicant Information

A. Name ___________________________
   Address ___________________________
   ___________________________
   Case Number _______________________
   Type of Assistance Authorized: ___ Shelter Arrears
   ___ Utility Arrears
   Category of Assistance _________

B. Household Size ___________
   Include all persons residing in
   the applicant's house or apartment
   and their social security numbers. __________

C. Households Gross Monthly Income $ __________
   Include income from all sources
   for all persons residing in the
   applicant's house or apartment.

   For employed persons include the
   employers' name and address.

II. Shelter Arrears

A. Is household eligible for HR, ADC, EAF, EAA

   [ ] Yes, issue payment under category of assistance.
   No repayment agreement required.

   [ ] No, proceed to B.

B. 125% of federal official poverty line (shelter-related only)

   $ __________

   Does household's income exceed this amount?

   [ ] Yes, household is ineligible for shelter arrearage assistance.
   [ ] No, proceed to Part IV.
III. Utility Arrears

A. Is the customer and tenant of record in receipt of PA, SSI additional State payments?

[ ] Yes - no repayment required
[ ] No - proceed to B

B. PA standard of need for household size
   in Part I, B. $ _________

Include pre-add, HEA and SHEA, appropriate shelter allowance, fuel allowance, if applicable. Please attach calculation worksheet or ABEL budget.

Does household's income exceed PA standard of need for same size household?

[ ] Yes, proceed to Part C
[ ] No, repayment agreement not required.

C. Is applicant and filing unit eligible to receive PA, SSI or additional State Payments?

[ ] Yes - no repayment required
[ ] No - proceed to Part IV

IV. Repayment Agreement

I understand that as a condition of eligibility for receiving this assistance, I agree to repay to the Department of Social Services the following amount(s).

$ ________ utility arrearage assistance to restore service or to prevent termination.

$ ________ shelter arrears assistance for rent, mortgage or tax arrears to prevent eviction or foreclosure.

I agree to repay this amount within twelve (12) months. I will repay the assistance, in full, in installments of $ ________ per ________ (month, week, bi-weekly, etc.).

Each installment must be received by the local district on or before the ________ of each _________. The first installment is due on or before _____________ (enter date).

The payments must be sent to:

________________________________________
________________________________________
________________________________________
If I am receiving shelter arrears assistance, I understand that I will not be eligible to receive another rent, mortgage, or tax arrears payment to prevent eviction or foreclosure unless I have fully repaid any assistance received or I am repaying such assistance in accordance with the terms of my repayment agreement(s). If I am receiving utility arrearage assistance to restore service or prevent termination, I understand that I will not be eligible for subsequent assistance unless I have fully repaid any prior utility arrearage payments or I am repaying such assistance in accordance with the terms of any repayment agreement(s). I also understand that if I fail to repay this assistance in accordance with this agreement or within the twelve (12) month period, the department of social services will enforce this repayment agreement by any method available to a creditor. This includes, but is not limited to, referring the matter to a collection agency, obtaining a judgement from a court, obtaining a lien on real property or garnishing wages in appropriate cases.

I understand that the Department of Social Services also has the right to require that I sign a lien on my real property for receiving a rent, mortgage, or tax arrears payment or for receiving a utility arrearage payment authorized under the category of emergency Home Relief. If a lien is taken, that portion which represents this arrears payment will be considered satisfied when the arrears payment has been repaid in full.

If I later become eligible for recurring public assistance, any unpaid balance of this arrears payment will be treated as an overpayment and will be recouped from my future public assistance grants, in accordance with the regulations governing recoupments, until the balance is paid in full.

I understand that by signing this form, I agree to all of the above conditions.

Signature of Applicant(s)       Date
_________________________________  _________
_________________________________  _________
_________________________________  _________
_________________________________  _________

Signature of Agency Personnel      Date
Designated to Sign
125% OF FEDERAL INCOME OFFICIAL POVERTY LINES BY FAMILY SIZE, 1992

<table>
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<tr>
<th>HH Size</th>
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For family units with more than eight members, add $2975 annually and $248 monthly for each additional family member.
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### State Maximum Standards of Payment

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Repayment of Utility Arrearage Assistance Report

District _________________________

Contact Person _______________________________    Phone ___________________

Quarter Ending _________________________________

1. Number of new repayment agreements entered into this quarter

2. Number of repayment agreements fully repaid this quarter

3. Number of repayment agreements in default this quarter

4. Total amount due for collection this quarter $___________________

5. Total amount collected this quarter $___________________

6. Amount of repayment moved to recoupment this quarter $___________________

7. Other actions:
   - number of repayment agreements referred to a collection agency $___________________
   - other collection activities

<table>
<thead>
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<th>Type of activity</th>
<th>Number of Cases</th>
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- Subsequent arrearage assistance denied. Number of cases this quarter. $___________________