

OBB | Extra Benefit Practice Scenario – HEAP

Create a Client

1. Our client’s name is Gerald Rodriguez
2. He lives at 100 Ohio Street, Columbus OH 43215 in Franklin County
3. Gerald prefers English
4. His email address is grodriguez@email.com
5. Create his login name using the suggested structure (found in the Benefit Counselor Guide)
6. Allow Gerald to enter his password
7. Allow Gerald to answer the security questions

Agreements

- Log into Gerald’s account
8. He agrees to the Terms and Conditions of Use
 9. He does not want to share his information

Applying for the Home Energy Assistance Program (HEAP)

10. Click the “Benefits” button, click “HEAP – Heating Assistance”, and then click the “Apply Now” button

Household Information

11. Click “Household Information”
12. There are other people to include; add the other household members:

Name	Relationship	D.O.B.	Marital Status	Citizen?	Social Security Number
Mr. Gerald Rodriguez		01/20/1989	Married	Yes	444-12-3210
Mrs. Maria Rodriguez	Spouse	07/01/1991	Married	Yes	444-12-9856
Ms. Lola Rodriguez	Child	09/15/2015	Single	Yes	444-12-4567

13. No one is disabled
14. No one is blind
15. Gerald is a veteran and Lola is a dependent child of a veteran
16. Gerald prefers English for writing and reading
17. They do not have a separate mailing address
18. Their home telephone number is 614-555-4321

Healthy U and Other Programs

19. They are not receiving Food Assistance, Cash Assistance, or Medicaid
20. Gerald is a veteran
21. No one in the household lives with a long-term medical condition
22. No one is a caregiver and Gerald is not interested in receiving information about disaster preparedness

Voter Registration

23. Gerald and Maria are already registered to vote

Additional Relationship Information

24. Maria is Lola’s mother

Income

- 25. Gerald has work related income and got his check for wages from Healthy Food Mart last Friday for \$657
- 26. He is paid every two weeks and the family has no other sources of income

Additional Income Information

- 27. Gerald started receiving income from Healthy Food Mart on 1/1/13 and is still receiving income from this source
- 28. He has not received any raises or reductions in pay in the past 12 months
Gerald agrees with the TBB estimates for his 30-day income 12-month income.
- 29. He does not have any more income to add

Ohio Home Energy Assistance Program (HEAP)

- 30. Gerald has not already applied for Ohio HEAP this season
- 31. Gerald is responsible for paying the heating bill
- 32. Everyone in the family is a resident of Ohio
- 33. No one is on another Ohio HEAP application for this program season
- 34. The Rodriguez family rents their home
- 35. They do not receive rental help
The Benefit Bank will say Gerald should be eligible for Ohio HEAP.
- 36. Maria is supported by Gerald
- 37. They do not receive help paying any bills from a non-household member
- 38. Gerald can provide paystubs if necessary
- 39. The Rodriguez family does not receive public assistance at this time
- 40. Use the table below to enter information about the Rodriguez family’s landlord

Landlord	Company	Address	City	State	Zip	Phone
Bill Lane	Sunny Rentals	32 Sunrise Ct.	Columbus	OH	43215	614-555-1111

- 41. They do not rent a room in someone else’s home
- 42. The Rodriguez family lives in a single-family home
- 43. They use natural gas to heat the home
- 44. Heating costs are not included in their rent
- 45. They receive natural gas from a company called Old World Gas
- 46. Their account number is 7222444666
- 47. The bill is in Gerald’s name
- 48. They do not share a meter with another household
- 49. Electricity is not included in their rent
- 50. They receive electricity from Old Source Electric
- 51. Their account number is 9555888777
- 52. The bill is in Gerald’s name
- 53. They do not share a meter with another household
- 54. The Rodriguez family is not enrolled in PIPP Plus and they do not want to enroll
- 55. No one is Native American
- 56. Their daytime telephone number is 614-815-5566
- 57. They prefer to be contacted via email
Great job! Gerald and his family are on their way to receiving HEAP!