

Effective Monday, March 30, 2020 the following SER changes will be in effect:

1. A phone interview is no longer required

In instances where changes are reported or there are discrepancies that must be resolved, the worker may choose to complete an interview.

2. Suspension of one-time energy assists

SER energy services will no longer be limited to one payment for the remainder of the fiscal year however, the service caps will remain the same:

- \$1200 for propane and fuel oil
- \$850 for all other energy types

3. The non-cash asset limit will be increased to \$15,000

The non-cash asset limit will be changed to align with the cash asset limit of \$15,000 for all SER services (except burial when the deceased is the only group member).

- SER groups who are composed of FIP, SDA, SSI, MA and FAP recipients continue to have automatic eligibility on the basis of non-cash assets.
- Until a system update has been completed please send exception requests, through Bridges, for any case that is denied for non-cash assets, when the countable non-cash assets do not exceed \$15,000.

4. Elimination of the shortfall determination

DHHS will not be making a shortfall determination for any month for energy or utility services until further notice. The required payment amount for electricity, heat, water and sewer services is \$0.