

CSD Approval of Electronic Signature –CaLIHEAPApply.com

Background

CaLIHEAPApply.com is an online LIHEAP Payment Assistance program application developed by Central Coast Energy Services, Inc. with the help of the Department of Community Services and Development (CSD).

The website requires each new customer to register and create a unique user account before submitting an application. Once a user creates an account, the online process follows the current paper process. The user must enter the data required on the CSD Intake Form 43 and upload supporting documentation to the website.

In order to successfully submit an online LIHEAP application, the user must agree to the terms and conditions of the program. By accepting the terms and conditions, the applicant grants their electronic signature. Automated e-mail notifications are sent to the applicant when the following occurs:

- Receipt of Application
- Pledge made on Account
- Denied for Services
- Transferred for Payment Assistance

CSD Compliance Verification

The CALIHEAPApply.com website stores the original information as submitted by the customer. Agency Intake staff reviews the information provided, verifies it with the uploaded supporting documentation, and may correct data for the purpose of transferring it successfully to the CSD CORE system for payment. An image of the CSD Intake Form 43 (as data entered by the applicant) can be printed from the online system along with the uploaded documents to generate a paper file.

From: [Julie Garcia](#)
To: [Julie Garcia](#)
Subject: FW: Signatures
Date: Monday, February 29, 2016 9:13:59 AM

From: Andry, Kathy@CSD [<mailto:Kathy.Andry@CSD.CA.GOV>]
Sent: Thursday, January 28, 2016 5:20 PM
To: Dennis Osmer <Dennis@energyservices.org>
Cc: Fernandez, Che@CSD <Che.Fernandez@CSD.CA.GOV>; Hart, Kristen@CSD <Kristen.Hart@CSD.CA.GOV>
Subject: RE: Signatures

Hi Dennis,

I acknowledge that we met and you did go through all this a couple years ago, with the understanding that you proceeded in good faith to a couple agencies. CSD supports the use of the online intake application with the electronic signature feature as you proposed, and your responses helped to clarify a few questions we had internally.

Please use this email communication as written confirmation that the electronic signature feature incorporated into the online intake application is acceptable as long as the applicant is required to create a unique user account. Thanks.

Kathy Andry
Deputy Director of Energy & Environmental Services Division
Department of Community Services & Development