

## Step 1: Intake

- Agency does intake: Pledge is PENDING in OPUS.
- 10 Day deadline to submit applications. Exception being CCS and Campbell with 15 day deadline due to internal auditing at their agencies.

## Step 2: HSD Authorization

- HSD logs all incoming applications for timeliness.
- HSD will authorize all applications with a two week deadline.
- Pledge will change to LOCAL AUTH in OPUS.

## Step 3: HSD Check Run "Batch"

- HSD to prepare weekly Check Run also known as a Batch.
- The Batch report is used by the Fiscal Dept to issue LIHEAP checks to utilities.
- Status changes to BATCHED in OPUS.
- This is a two week process.
- Utilities will DROP PLEDGES after 45 days if no information on a check run has come through.

## Step 4: PAID!!!

- WOO! The pledge has made it through the whole process.
- HSD will receive a check number and update OPUS status to PAID.
- The utility company will compare check amounts with pledged payments - this is why it is important to send NOA-Change to HSD and utility IMMEDIATELY!