



ECOS Energy Assistance

ECOS[®] Energy Assistance is an enterprise software solution that includes all Administrative, Financial and Operational functions required to support LIHEAP and Utility Energy Assistance programs. ECOS ties the network together in one common database with secure role-based access. Key features and attributes include:

- ✓ Online Application
- ✓ Client Intake
- ✓ Eligibility and Benefit Determination
- ✓ Payment and Credit Process
- ✓ Vendor Management
- ✓ Energy Assistance Network
- ✓ Administrative Rights
- ✓ Secure Network
- ✓ Customize Program Features
- ✓ Program Management
- ✓ Performance Management
- ✓ Program Integrity
- ✓ Milestones and Monitoring
- ✓ State and Federal Reporting
- ✓ Interoperability
- ✓ Notification System
- ✓ Document Management
- ✓ Maintenance and Support Services

Supporting the LIHEAP Program since 2003

ECOS Benefits

- PROGRAM INTEGRITY
- OPERATIONAL EFFICIENCIES
- ACCOUNTABILITY & COMPLIANCE
- PERFORMANCE MEASUREMENT
- STANDARDIZED SERVICES
- ADAPTABLE TO CHANGING PRIORITIES
- REAL TIME INFORMATION
- MORE HOUSEHOLDS SERVED
- STATE PLAN SUPPORT
- REDUCED IT COSTS



Information and Sales

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ECOS Energy Assistance

Features and Attributes

Functionality	Description
Online Application	The customer can initiate an application online and agency staff are notified in ECOS and can review the submission.
Client Intake	<ul style="list-style-type: none"> • Household demographics • Dwelling information • Income and Energy Billing Information • Client data validation • Application status and household history • Staff review and processing
Eligibility and Benefit Determination	<ul style="list-style-type: none"> • Configure program eligibility criteria • Determine client program and service type eligibility • Determine client benefit level • Approve and certify client benefit • Provide approval and denial notifications • Process information for payment or credit
Payment and Credit Process	<ul style="list-style-type: none"> • Transfer benefit obligation to accounting/payments process • Manage and track refunds • Payments and refunds connected to budgets • Payments based on delivery or voucher • Provide payment and credit history by client and vendor
Vendor Management	<ul style="list-style-type: none"> • Energy Vendor access • Review and update account information • Upload client consumption data • Manage fuel delivery types and prices • Vendor Contract Management • Notifications to communicate with program delivery staff
Energy Assistance Network	<ul style="list-style-type: none"> • Integrate all agencies in one common platform • Secure limited access to agency data • Centralized program data
Administrative Rights	<ul style="list-style-type: none"> • Grantee and Sub-grantee administrative rights • Agency and network wide configuration for program delivery • Agency configuration of internal operations and staff
Secure Network	<ul style="list-style-type: none"> • Web based application with remote access • Role based security access • Data encryption • Microsoft Azure Cloud or on premise client hosting
Customize Program Features	<ul style="list-style-type: none"> • Customize and manage key program specific needs • 150+ customizable preference settings • Funding specific rules, regulations and limits
Program Management	<ul style="list-style-type: none"> • Centralized program management and delivery • Connects network of agencies in one unified database • Efficient and transparent program delivery



Performance Measurement	<ul style="list-style-type: none"> • Validation and reporting of program outcomes • Monitoring of milestones and history • Program monitoring and compliance validation • Integrated Performance Goals and Measures • Data Analytics
Program Integrity	<ul style="list-style-type: none"> • Data Validation, export and import capability • Integrated validation of data points for program compliance • Validation for duplicate database information • Integrated Audit Tracking System
Milestones & Monitoring	<ul style="list-style-type: none"> • Real-time data dashboards of program milestones • Customer, vendor and agency transaction history • Benefit payment and refund tracking • Tracking of client benefits and vendor payments • Tracking program expenditures and budgets
State & Federal Reporting	<ul style="list-style-type: none"> • Provide all required state and federal reports • Common and customizable reporting • Agency specific or network wide reporting • SQL Server Reporting Services
Interoperability	<ul style="list-style-type: none"> • Import of existing records (Legacy Data) • Two-way data transfer with flexible format option • Flexible API or XML data transfer
Notification System	<ul style="list-style-type: none"> • System generated notifications of program events • User generated notifications • Program delivery message board • Notifications integrated with scheduling process
Document Management	<ul style="list-style-type: none"> • Manage and access program forms and files • Real-time access to required forms • Associated with dwellings, clients, and applications • Backup documentation for program integrity monitoring
Maintenance & Support Services	<ul style="list-style-type: none"> • On-demand help desk • Dedicated support by experienced staff • System maintenance and upgrades • Project Oversight including Status, Issue and Management