



# FAP/EAP Online Application

Step by Step instructions for the application process and the client portal using EmpowOR

# PROGRAM PRE-SCREENING

## Step 1:

Please enter all required information.

First Name  
Last Name  
Date of Birth  
Email  
Primary Phone

This information lets us know if you are a new client to create a new household or existing client to add to existing household in our system.

Program Pre-Screening

**Head of Household Information**


**First Name \***

**Last Name \***

**Suffix**


< Choose >

**Date of Birth \***

Select Date of Birth 

**Email \*** (If you've applied to this agency in the past, please use the same email)

**Primary Phone \***

I'm not a robot   
reCAPTCHA  
Privacy • Terms

Continue Cancel

# STARTING YOUR APPLICATION

## Step 2:

Please make sure all the information is complete and correct!

Depending on your answer, you may see an additional field open for you to fill in.

Example:

Do you have a Secondary Phone Number to add?  Yes  No

Secondary Phone Number:

Do you have an Email Address to add?  Yes  No

Email Address:

Please complete all the applicant's information in this section.

### Fuel Assistance Application 2022 - 2023

577 Central Ave. Suite 10 Dover, NH 03820 \* Phone (603) 435-2500 \* Email CapDoverOutreach@straffordcap.org \*

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#### Applicant Information

Applicant First Name

Applicant Last Name

Phone Number:

Do you have a Secondary Phone Number to add?  Yes  No

Do you have an Email Address to add?  Yes  No

Street Address:

City:

Zip:

Is your Mailing Address the same as the above?  Yes  No

Mailing Address:

Mailing Address City:

Mailing Address Zip:

# HOUSEHOLD MEMBER INFORMATION

## Step 3:

Enter the total number of people that live in your household.

Starting with the applicant, please answer all the questions for each household member. Please don't forget to add the social security number and date of birth for each person. This is required to apply for assistance.

**IMPORTANT:** if you have more than 1 household member you need to click on **Add Additional Household Member** to open another section for each person.

Please answer **all questions** for each person. If this is not complete, your application will be delayed or denied.

Household Information

How many members in your household?

Enter Applicant first, then all household members

First Name

Last Name

SSN:

DOB:

Gender

Race:

Ethnicity:

Are you a Veteran?  Yes  No

Do you have Health Insurance?  Yes  No

Are you currently a Student?  Yes  No

What was the last grade you've completed?

Are you disabled?  Yes  No

Are you currently employed?  Yes  No

Are you self-employed?  Yes  No

Are you receiving Food Stamps or Cash Assistance?  Yes  No

Are you receiving Social Security, SSI, or SSDI?  Yes  No

Child Support?  Yes, I am paying Child Support  
 Yes, I am receiving Child Support  
 No

Do you file taxes?  Yes  No

**Add Additional Household Member**



# HOME INFORMATION

## Step 4:

Fill in all the fields. Note that depending on your answer, another field may open to add more information.

If you used the same fuel vendor for the last 12 months, please contact the vendor to get the usage for that timeframe.

Home Information

What type of home do you live in?

How many rooms are in your home?   
(Do NOT count bathrooms, hallways, closets, or rooms that are sealed off/not heated)

Do you own your home?  Yes  No

Do you rent your home?  Yes  No

If Yes, what is your monthly rent?

Is your rent subsidized?  Yes  No

If Yes, what is your portion of the rent?

Is your heat included in your rent?  Yes  No

If Yes, what is your landlord's name?

Have you lived at your physical address for the past 12 months?  Yes  No

Have you used the same fuel vendor for the past 12 months?  Yes  No

Please contact your Fuel Vendor to obtain your last 12 months of fuel usage.



# FUEL ACCOUNT INFORMATION

## Step 5:

What is your primary heating type?

- Oil
- Propane
- Kerosene
- Wood/Pellets
- Natural Gas
- Electric (permanent electric heat)

For any of the options above, please add your vendor into the fuel account information section.

### Fuel Account Information

Do you have a Fuel Account with a vendor?  Yes  No

Fuel Vendor Name:

Account Number:

Fuel Account is in the Name of:

Primary Heating Type:

Do you have a permanent Secondary heat source?

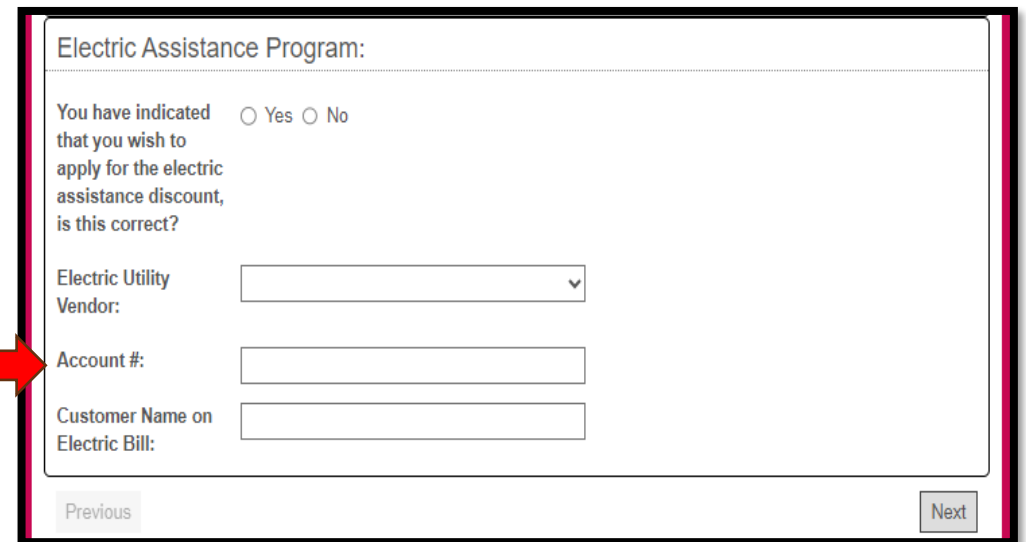
Are you interested in the Weatherization Program?  Yes  No

# ELECTRIC ASSISTANCE PROGRAM

## Step 6:

We offer a discount on your electric bill if enrolled. Depending on your income it could be as high as 76% off!

Don't forget to add your account number.



Electric Assistance Program:

You have indicated  Yes  No that you wish to apply for the electric assistance discount, is this correct?

Electric Utility Vendor:

Account #:

Customer Name on Electric Bill:

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# FUEL ASSISTANCE APPLICATION PAGE 3

## Step 7:

Please read all the information on this page, then click:

**I AGREE or I DO NOT AGREE**

Add your signature  
Date the application

Once your application is submitted, we will only reach out via mail if you are missing documents or are denied.

If you qualify for FAP you will not receive an enrollment letter until after the program officially opens on December 1st.

Click Next

### Fuel Assistance Application 2022 - 2023

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Signature

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#### IMPORTANT

**Please note that the application process may take up to 60 days. If additional documentation is needed for your application, you will receive a 10-day letter via mail. Once the documentation is received and the application is complete, you will receive a letter indicating your eligibility.**

**FAP Clients ONLY:** The FAP program officially opens December 1st. You will not receive an enrollment letter until AFTER the season opens.

#### READ THE FOLLOWING RELEASE AND CONDITIONS AND SIGN BELOW:

I understand that this application is only a request for assistance. No assistance can be provided until the application is completed and approved. I understand that assistance is based on the availability of funds. **By signing this application electronically, I authorize the Fuel, Electrical and Weatherization Assistance Programs to contact any necessary third party in order to verify my household income and any other information necessary to determine my eligibility for assistance. I authorize the Fuel and Electrical Assistance Programs to obtain a record of my annual energy consumption, electric usage costs and billing information from my heating and electric companies for purposes of program operation and evaluation. I authorize the Community Action Agency to provide my household data to their internal information systems for the purpose of program evaluation and reporting. I authorize the Fuel and Electric Assistance Programs to call the listed vendor/property owner in the event of an energy emergency. I understand that a final determination of eligibility for the Weatherization Program does not take place until a home energy audit has been completed by certified Weatherization Program personnel. I understand that this benefit is provided to assist our household in making timely payments on my electric bill. I understand that the information that I am providing is for the purpose of determining my eligibility for the Fuel and/or Weatherization Assistance Program(s). I understand that if I knowingly give inaccurate or incomplete information pertaining to my eligibility for the program(s), I am breaking the law and can be prosecuted; conviction may result in imprisonment and/or fine. Furthermore, I may be subject to administrative penalties which may include denial of eligibility and/or repayment of the assistance I received. The information that I have provided for this application process is true and correct. NH's Fuel, Electric and Weatherization Assistance Programs prohibit discrimination based on race, color, creed, religion, sex, age, national origin, marital status, sexual orientation, familial status and physical or mental disability.**

"The parties agree that this agreement may be electronically signed. The parties agree that the electronic signatures of the Applicant appearing on this agreement are the same as handwritten signatures for the purposes of validity, enforceability, and admissibility."

\*  I AGREE  I DO NOT AGREE

Click "Sign" below to choose between drawing or typing your electronic signature.

Your Signature:

Date:  

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# DOCUMENTS LIST

## Step 8:

This list is generated by the answers you gave on the application.

Click on Generate Checklist.

Click Next

### Fuel Assistance Application 2022 - 2023

577 Central Ave. Suite 10 Dover, NH 03820 \* Phone (603) 435-2500 \* Email CapDoverOutreach@straffordcap.org \*

Checklist for required documents:

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Generate Checklist

#### Checklist for required documents:

If your name is listed below a document in this list, please locate and have that document ready. Please contact the agency by email at cap@straffordcap.org if you need help getting one of these forms. Once you've submitted this form you will have the chance to print or download a copy.

If employed and paid weekly: **last 6 paystubs**.  
If employed and paid bi-weekly: **last 3 paystubs**.  
(download [Employment Release form](#))

Social Security Award Letter for the current year.

Unemployment Form.

No/Low Income Form. (download [No/Low Income form](#))

Self-Employment form (unless listed on current tax return) (download [Schedule C](#))

Proof of Child Support (receiving or paying)(download [Child Support Verification form](#))

Tenant Form (download [Landlord Verification form](#))

Fuel Bill and Electric Bill.

Gross Pension(s) check stub for the current year.

If receiving Workers Compensation: **last 5 paystubs**.

Complete tax return with all schedules attached.

IRS form 4506T (if you do not file Income Taxes) (download [4506T](#))

Alimony (Court Order).

Previous

Next

# CHECKLIST FOR REQUIRED DOCUMENTS

## Step 9:

The list will open and the household members name will be added below each form that they need to complete.

Download all forms that are needed for each person.

When all the forms are complete, they need to be uploaded along with all other supporting documentation such as income sources, electric and utility bills, etc. If all documentation is not uploaded, your application process will be delayed or denied.

If you are unable to upload right away, log back into your account when ready.

Now you are ready to click submit!  
An email will be sent to you along with a link to the client portal.

**Fuel Assistance Application 2022 - 2023**  
577 Central Ave. Suite 10 Dover, NH 03820 \* Phone (603) 435-2500 \* Email CapDoverOutreach@straffordcap.org \*  
Checklist for required documents:  
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Checklist for required documents:  
If your name is listed below a document in this list, please locate and have that document ready. Please contact the agency by email at cap@straffordcap.org if you need help getting one of these forms. Once you've submitted this form you will have the chance to print or download a copy.

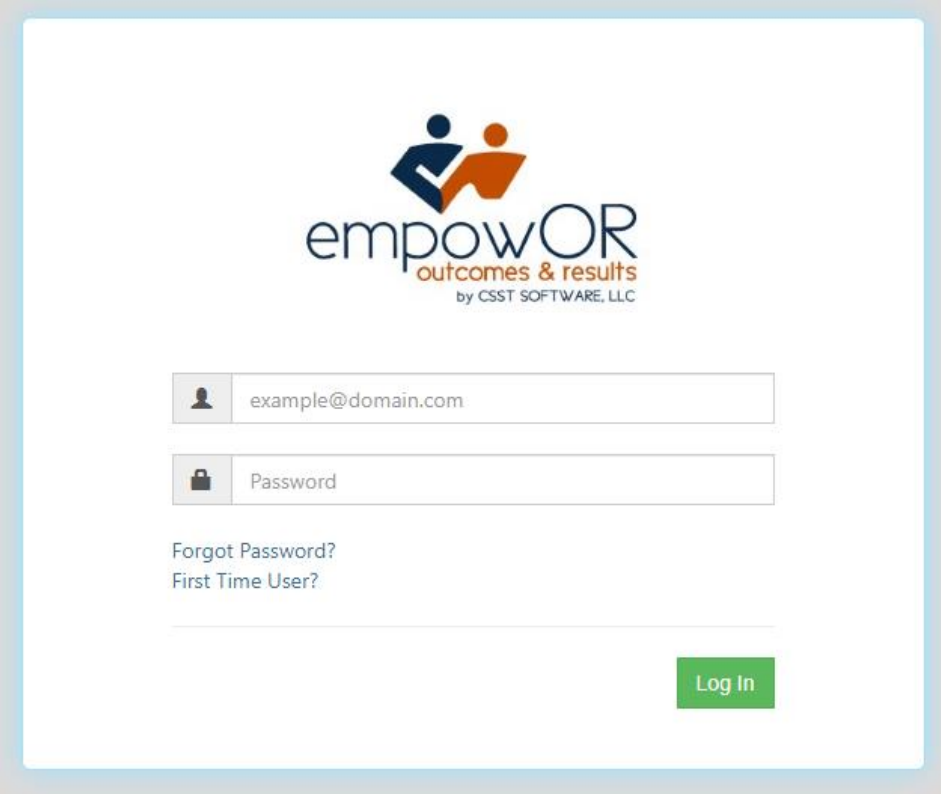
If employed and paid weekly: last 6 paystubs. If employed and paid bi-weekly: last 3 paystubs. <a href="#">(download Employment Release form)</a>
Social Security Award Letter for the current year.
Unemployment Form.
L. Gar
No/Low Income Form. <a href="#">(download No/Low Income form)</a>
L. Gar
Gross Pension(s) check stub for the current year.
If receiving Workers Compensation: last 5 paystubs.
Complete tax return with all schedules attached.
IRS form 4506T (if you do not file Income Taxes) <a href="#">(download 4506T)</a>
Alimony (Court Order).

[www.straffordcap.org](http://www.straffordcap.org)

# Client Portal

## Step 10:

Log in using the email and password that was used for your application.



The screenshot shows the login interface for the empowOR system. At the top center is the logo for empowOR, which consists of two stylized human figures (one blue, one orange) above the text "empowOR" in a bold, sans-serif font. Below "empowOR" is the tagline "outcomes & results" in a smaller, orange font, and at the bottom of the logo is "by CSST SOFTWARE, LLC" in a very small, grey font. Below the logo are two input fields: the first is for an email address, with a person icon on the left and the placeholder text "example@domain.com"; the second is for a password, with a lock icon on the left and the placeholder text "Password". Below these fields are two links: "Forgot Password?" and "First Time User?". At the bottom right of the form is a green button with the text "Log In".

# HOME SCREEN OF THE CLIENT PORTAL

## Step 11:

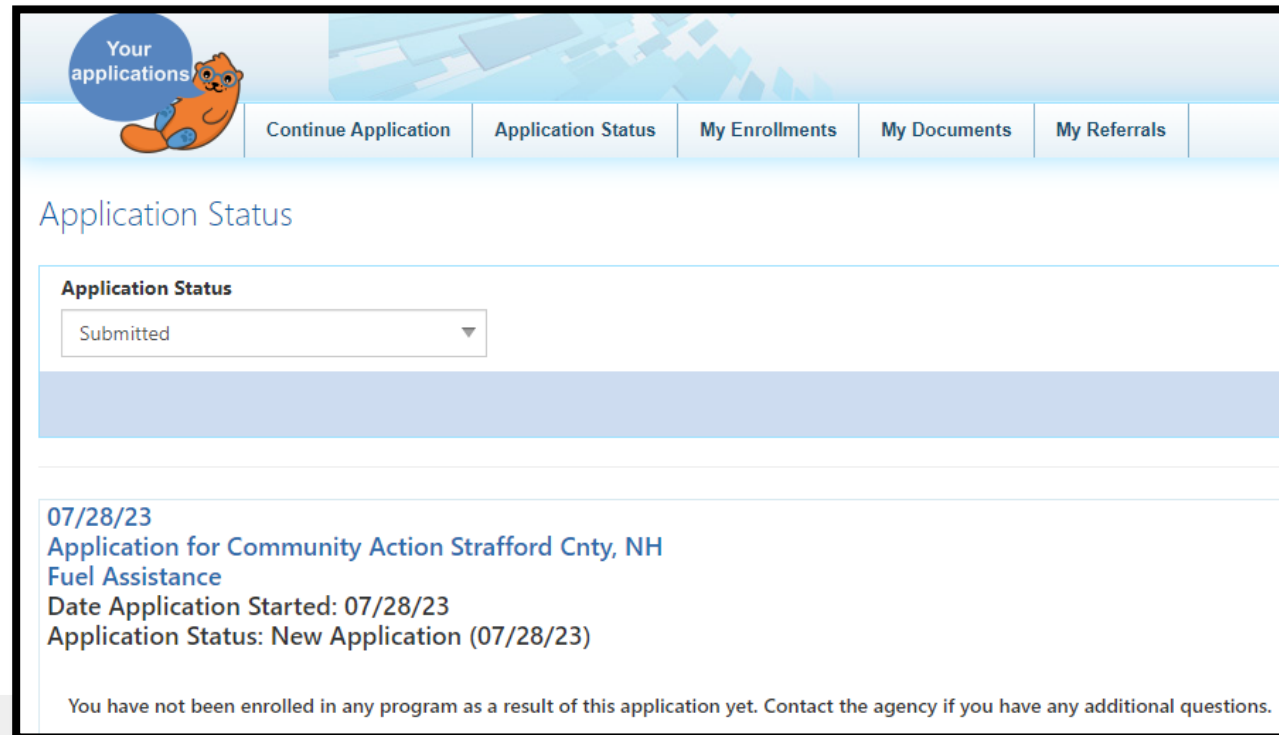
Here you can continue or view your application.

The screenshot shows the client portal interface. At the top left, there is a 'Your applications' icon with a cartoon animal. Below it is a navigation bar with buttons for 'Continue Application', 'Application Status', 'My Enrollments', 'My Documents', and 'My Referrals'. A dropdown menu is open, showing 'STRAFFORD\_PS\_FAP - New Application - 07/28/2023 - Community Action Strafford Cnty, NH'. Below the dropdown, a warning message states: 'This is a time-limited session of 30 minutes. If you plan to walk away from your computer/device, please click Save Draft on your form first:'. The main content area is a large red rectangle. On the right side, there is a sidebar with the following information: 'Fuel Assistance Application 2022 - 2023', '577 Central Ave. Suite 10 Dover, NH 03820 \* Phone (603) 435-2500 \* Email CapDoverOutreach@straffordcap.org \*', 'Page 1', and a progress bar showing 'Page 1 of 3'. Below this is the 'community Action PARTNERSHIP of Strafford County' logo. Underneath the logo is the 'Applicant Information' section with three input fields: 'Applicant First Name', 'Applicant Last Name', and 'Phone Number:'. The bottom of the page features the 'community Action PARTNERSHIP of Strafford County' logo on the left and the website URL 'www.straffordcap.org' in the center.

# APPLICATION STATUS

## Step 12:

Check to see where your application is in the process.  
Statuses include In Progress, New Application, Submitted, Enrolled or Applied/Not Eligible.



The screenshot shows a web interface for 'Your applications'. At the top left is a logo with a cartoon orange cat and the text 'Your applications'. To the right are navigation tabs: 'Continue Application', 'Application Status', 'My Enrollments', 'My Documents', and 'My Referrals'. The 'Application Status' tab is selected. Below the tabs, the page title is 'Application Status'. There is a dropdown menu labeled 'Application Status' with 'Submitted' selected. Below this is a blue horizontal bar. Underneath, the date '07/28/23' is displayed, followed by the application details: 'Application for Community Action Strafford Cnty, NH Fuel Assistance', 'Date Application Started: 07/28/23', and 'Application Status: New Application (07/28/23)'. At the bottom, a message states: 'You have not been enrolled in any program as a result of this application yet. Contact the agency if you have any additional questions.'

[www.straftordcap.org](http://www.straftordcap.org)

# MY ENROLLMENTS

## Step 13:

Your enrollment(s) may be listed here.

Your applications

Continue Application Application Status My Enrollments My Documents My Referrals

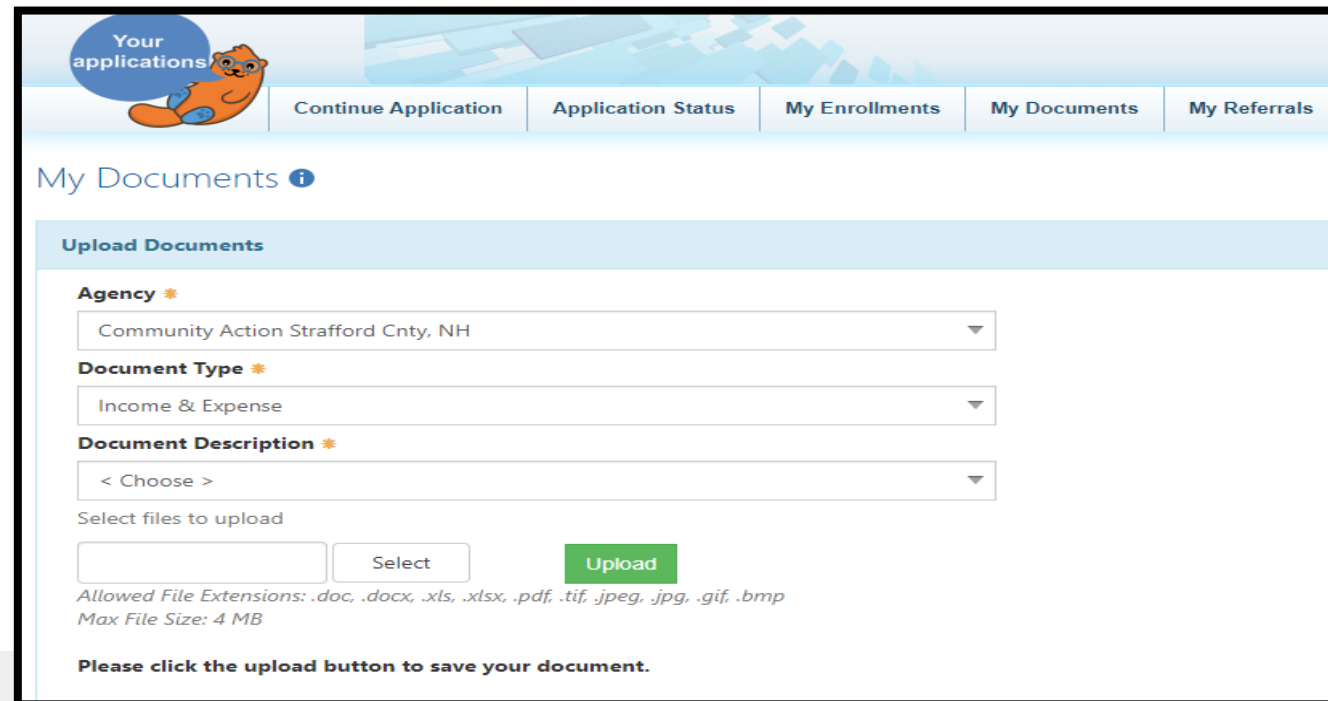
### My Enrollments

You have no Enrollments in any Programs that agencies have chosen to share details about on Client Portal. You may still be enr...

# MY DOCUMENTS

## Step 14:

Here you can upload your completed documents for your application. Choose Document Type then add a Document Description. Click on Select to choose the document you want to upload. Once selected click on Upload. You will be able to see a list of your documents at the bottom of the screen once complete.



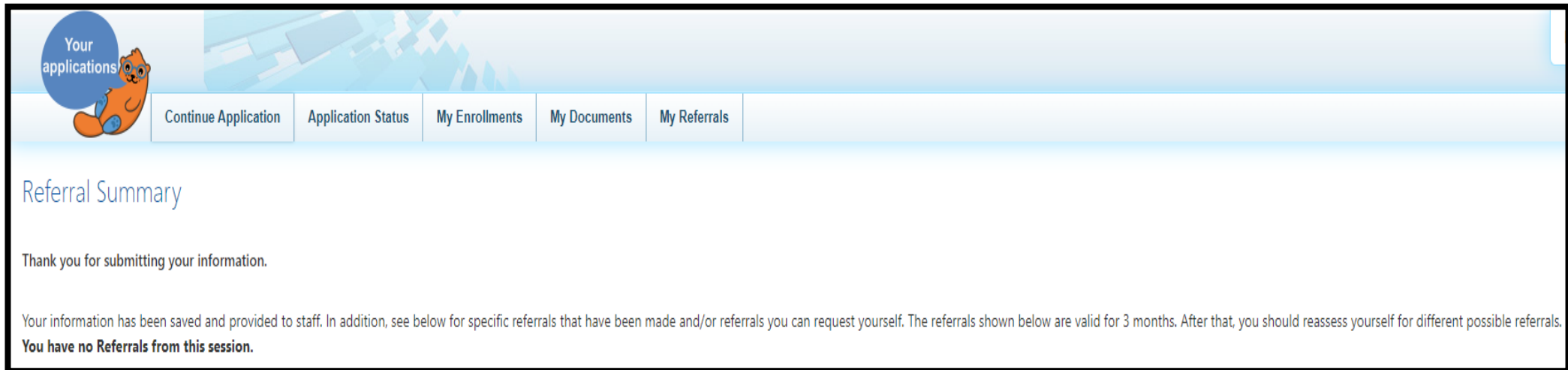
The screenshot shows a web interface for uploading documents. At the top, there is a navigation bar with a logo for 'Your applications' featuring a cartoon orange cat, and several menu items: 'Continue Application', 'Application Status', 'My Enrollments', 'My Documents', and 'My Referrals'. Below the navigation bar, the page title is 'My Documents' with an information icon. The main content area is titled 'Upload Documents' and contains three dropdown menus: 'Agency \*' (set to 'Community Action Strafford Cnty, NH'), 'Document Type \*' (set to 'Income & Expense'), and 'Document Description \*' (set to '< Choose >'). Below these menus is a 'Select files to upload' section with a file input field, a 'Select' button, and a green 'Upload' button. At the bottom of the form, there is a note: 'Allowed File Extensions: .doc, .docx, .xls, .xlsx, .pdf, .tif, .jpeg, .jpg, .gif, .bmp' and 'Max File Size: 4 MB'. A final instruction reads: 'Please click the upload button to save your document.'

[www.straftordcap.org](http://www.straftordcap.org)

# MY REFERRALS

## Step 15:

You will see any referrals added to your account.



The screenshot shows a user account dashboard with a navigation menu and a main content area. The navigation menu includes a 'Your applications' button with a cartoon cat icon, and several menu items: 'Continue Application', 'Application Status', 'My Enrollments', 'My Documents', and 'My Referrals'. The 'My Referrals' item is highlighted. The main content area is titled 'Referral Summary' and contains the following text:

Thank you for submitting your information.

Your information has been saved and provided to staff. In addition, see below for specific referrals that have been made and/or referrals you can request yourself. The referrals shown below are valid for 3 months. After that, you should reassess yourself for different possible referrals.

**You have no Referrals from this session.**



# QUESTIONS

If you submitted your application online, please do not email it to us as well.  
Upload all your documents via the client portal.

If you still have questions or concerns, contact us.

Community Action Partnership of Strafford County  
577 Central Ave, Suite 10  
Dover, NH 03820

603-435-2500

CAPDoverOutreach@straffordcap.org

Or visit our website at [www.straffordcap.org](http://www.straffordcap.org)