

.01 Maintaining Institutions in HEAplus

REVISION 47
(01/01/19 - 12/31/19)

Institutions must be evaluated by Region Office. When a participant resides in an institution not listed in HEAplus, staff must elevate the following information to Region Office via email by the end of the workday:

- AZTECS case number
- HEAplus application ID
- NA timely approval date or NA timely denial date for renewals
- Institution name
- Institution telephone number

NOTE Indicate 'unknown' when the participant does not know the telephone number at the interview

- Whether the institution provides the participant over 50% of three meals daily
- Type of institution

The institutions in the HEAplus Institution List include the following:

- [Domestic violence emergency shelters](#)
- [Group Living Arrangement facilities](#)
- Public or private nonprofit shelters for [homeless persons](#)
- [Drug and alcohol treatment centers](#)

Region Office must complete the following within five calendar days:

- Determine whether the participant in the institution is potentially eligible for NA benefits using one of the following:

For domestic violence shelters, see [Shelter Qualification Requirements](#).

For GLAs, see [GLA Eligibility Requirements](#).

For shelters for homeless persons, see [FAA Verification of Meal Provision](#).

For drug and alcohol treatment centers, see [Treatment Center Requirements](#).

NOTE The Institution Determination Checklist (FAA 1557) form may be used to assist with the determination.

- Return the email to inform staff whether or not the participant's residence is an institution to be added to the HEAplus Institution List.

NOTE When Region Office identifies the institution must be added to the HEAplus Institution List, the participant is potentially eligible for NA benefits.

When the institution must be added to the HEAplus Institution List, create a [Technology Request](#) using the HEAplus Support link (underneath the Program Applications section).

Ensure the Technology Request has the original email attached and includes all of the following information:

- Request the institution be added to the Institutions List of HEAplus
- Type of institution
- Name of the institution
- City in which the institution is located
- Phone number of the institution
- The start date the institution became eligible or current date, when unknown
- The end date the institution is no longer eligible or one year from the current date, when unknown

It is the responsibility of Region Office to make sure the institutions listed in HEAplus meet all qualification requirements. Qualification requirements must be reviewed at least once every 12 months.

Prior to the end date of each institution listed in HEAplus, Region Office must complete the following:

- Determine the institution still meets the qualification requirements.
- When the institution still meets the qualification requirements, request the institution end date be changed to a future date no later than one calendar year.
- When an institution listed in HEAplus no longer meets the qualification requirements, request the institution end date be changed to the current date.

NOTE Changing the end date to the current date removes the institution from the HEAplus Institution List the next day.

To request a change in the end date of an institution in the HEAplus Institution List, the Region Office creates a [Technology Request](#) using the HEAplus Support link (underneath the Program Applications section).

Ensure the Technology Request has the original email attached and includes all of the following information:

- Request the end date of the institution be changed
- Type of institution
- Name of the institution
- City in which the institution is located
- Phone number of the institution
- The new end date

FAA Systems Help Desk elevates all requests to ensure HEAplus is updated appropriately.