wildfire

Igniting Community Action to End Poverty in Arizona

Home Energy Assistance Fund (HEAF)

Grants Management System User Manual

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GMS Overview

The Wildfire Grants Management System (GMS) supports Wildfire's efforts to monitor the need for utility assistance, manage the dissemination of grants from various fund sources, and measure their impact.

Partner agencies may use this system to determine client eligibility, input applications and grant requests, and monitor fund balances. Approved grant requests will be tracked by Wildfire staff and used to provide accurate reimbursement of funds guaranteed on behalf of clients.

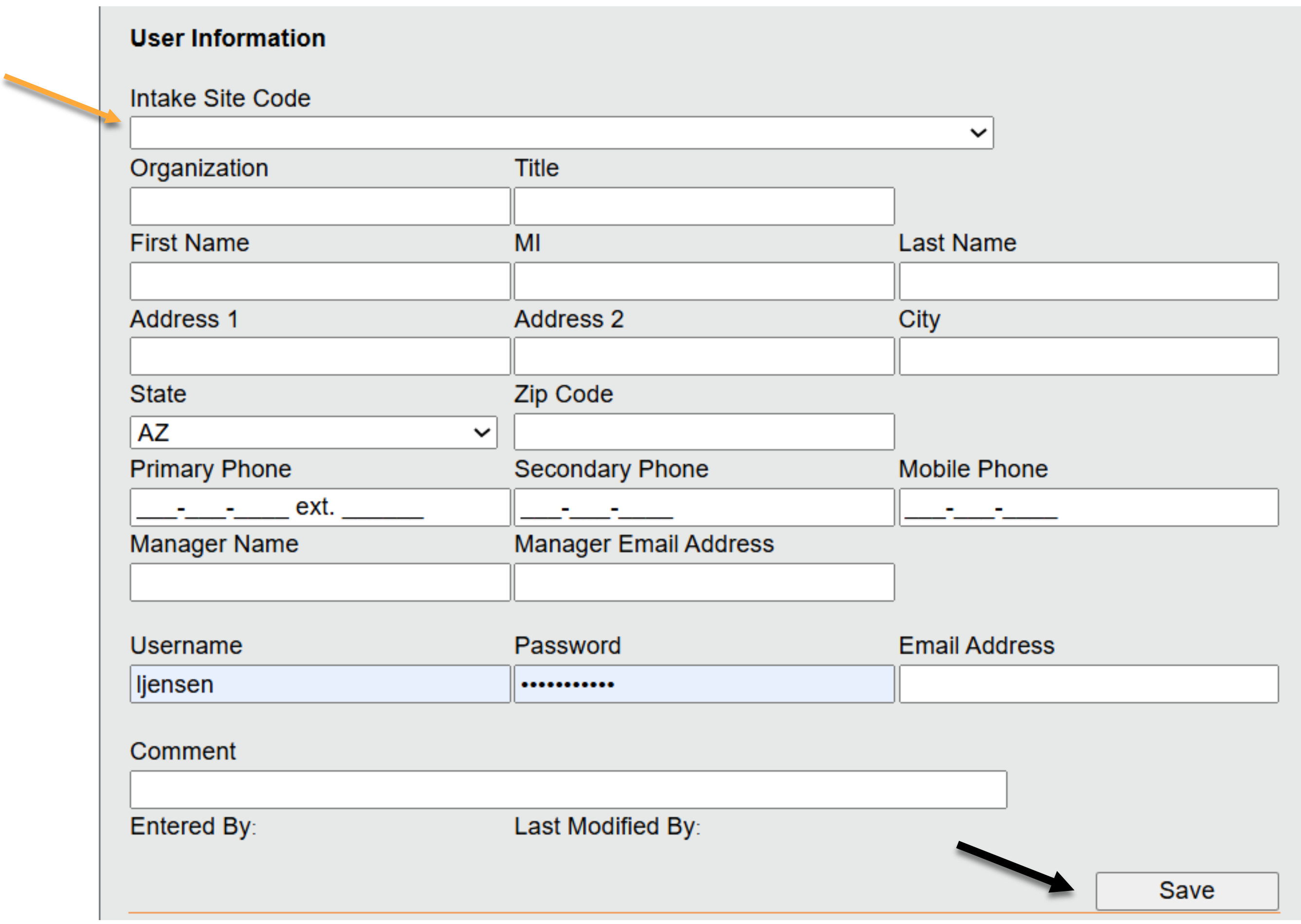
Logging In

GMS may be accessed from any computer with an internet connection. Login page: https://wildfire.datasilosolutions.com/Live/default.aspx

If you have already been assigned a Username and Password by Wildfire, use the information given to you to log in (orange arrow). If you don't have a Username, create your own account and submit it for approval, using the "Create New User Account" link (black arrow).

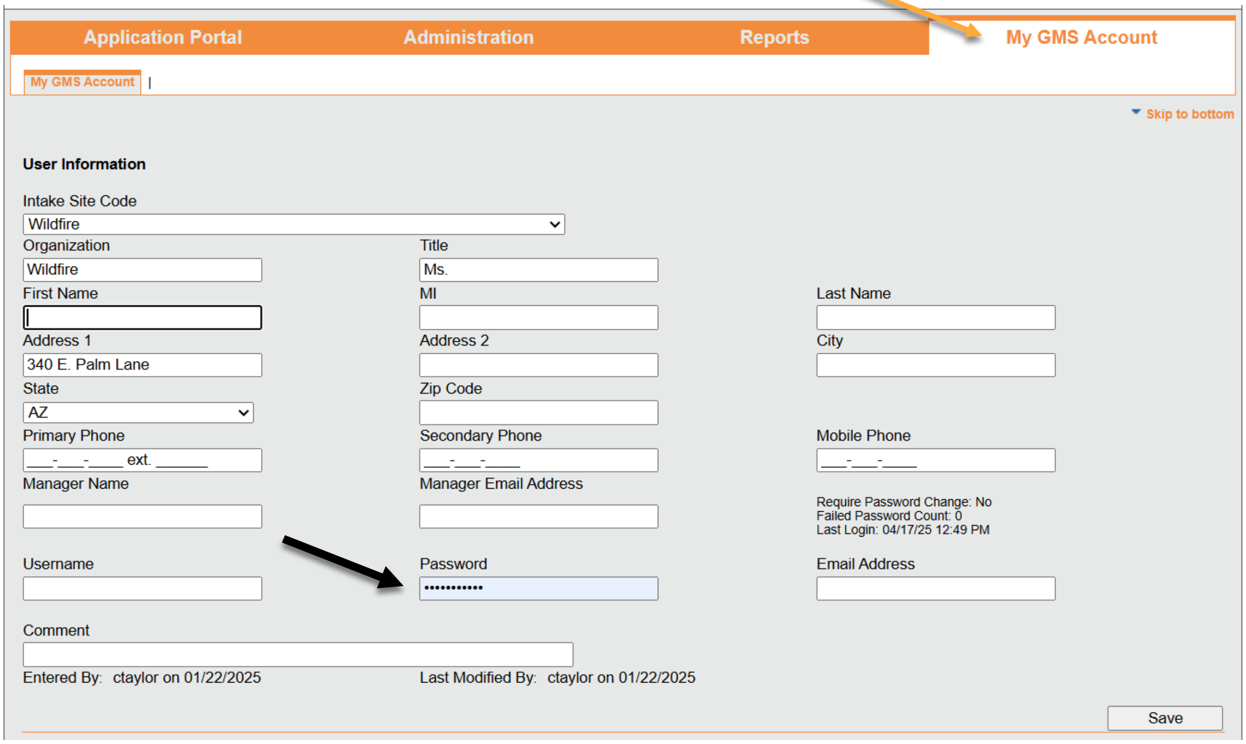
Creating a New User Account

Make sure that you choose the correct “Intake Site Code” from the drop-down list (orange arrow) that corresponds with your agency. Once all your information is entered, click on the Save button (black arrow) at the bottom of the page to finalize your account creation. Then contact Wildfire at HEAF@wildfireaz.org to request activation of your account. Once activated, you will be able to log in using the Username and Password that you chose.



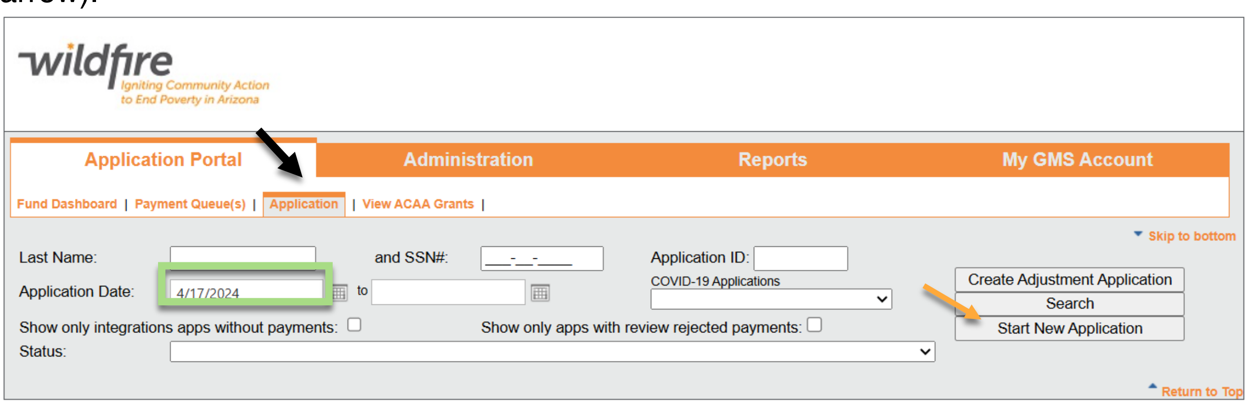
Managing Your Account

After your account is activated, you can modify the information associated with it, using the "My GMS Account" tab (orange arrow). You may also change your Password using the field provided (black arrow). When you are finished updating your information, click the "Save" button at the bottom of the window.



Finding or Starting an Application

When you first log in, you are taken to the Application Portal. This is where all applications for assistance and their corresponding grant requests are housed. To find a particular application or to start a new application, click on the "Application" tab (black arrow).



If you would like to start a completely new application click the “Start New Application” button (orange arrow).

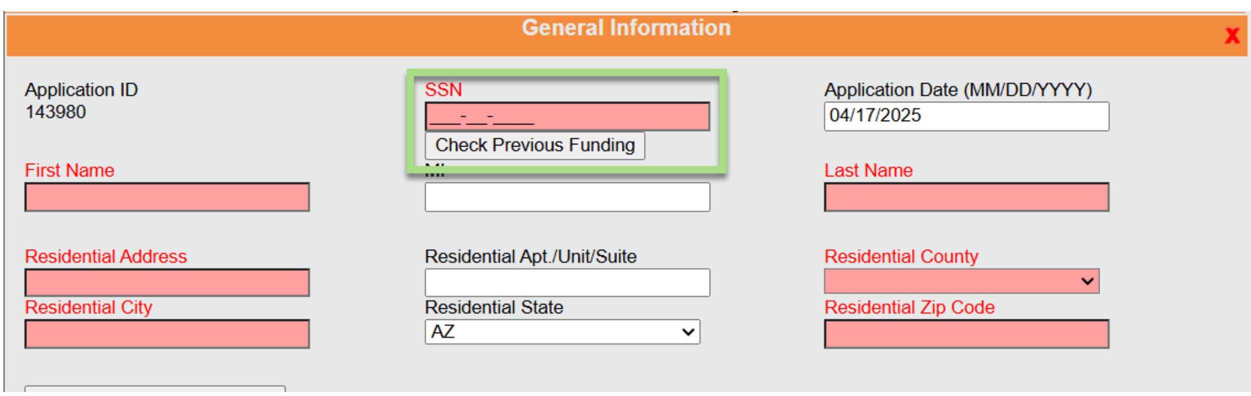
If you would like to search for an existing application, enter information into any of the the parameters provided and click the “Search” button. Notice the start date of your search (green box) defaults to one year before the current date, so your search will automatically be limited to applications created within the previous year. To change this, click on the field and choose a different date.

Your search results will appear at the bottom of the screen. You may choose to “Edit” or “View” an application, using the corresponding links, or you may choose to “Add” an application for a returning client. This will create a new application using the client’s existing demographic information.

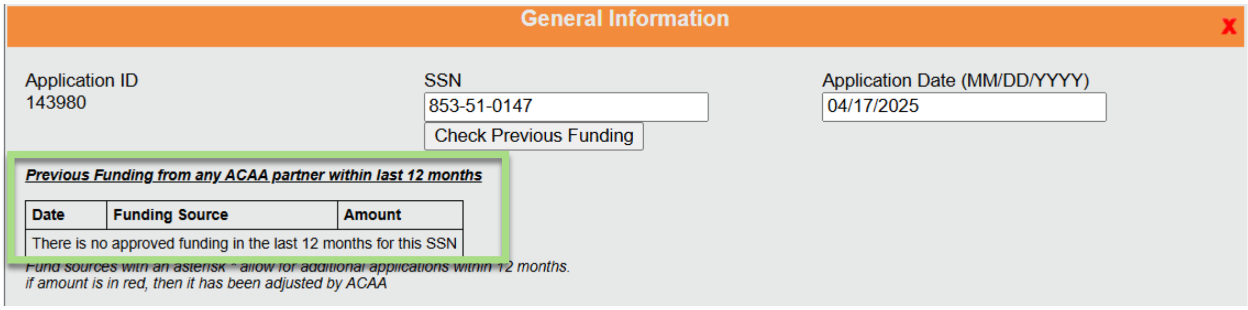
Creating an Application

General Information Section

For new applications, you must begin with the General Information section, and your first step must be to check for previous funding (green box below). Enter the client’s Social Security Number and click the button below it.

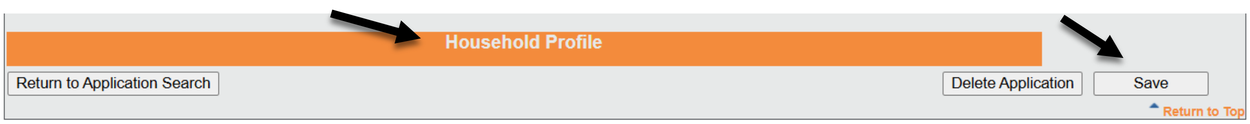


If the client has received any funds from Wildfire during the previous year, the corresponding information will appear in a table to the left of the screen (green box below). Depending on the fund source, clients may be limited to how many times they can receive funds during a 12-month period. In this case, the client has not received funds during the past year.



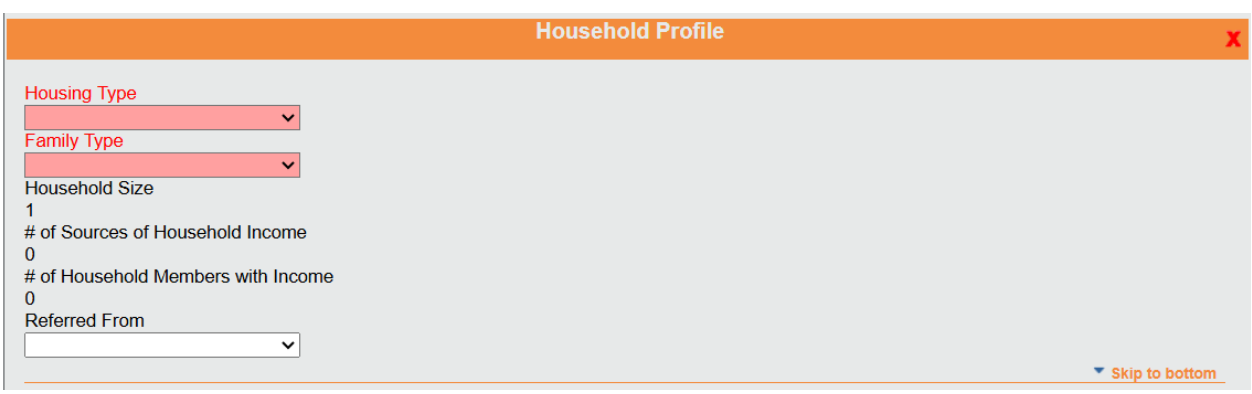
In the General Information section, all required fields (in red) must be correctly entered before the additional sections of the application can be accessed. In all sections, if any required fields are left blank or contain improper information, the section heading will be designated with a red X (black arrow above). Any sections with this red X must be addressed and the information must be corrected before the grant request can be processed.

Once all information has been entered correctly, proceed with the application by clicking on the Save button at the bottom of the screen, or by clicking anywhere on the Household Profile section heading (black arrows). While completing the application, if you click on any collapsed section heading, the system will automatically save your progress and expand the chosen section.



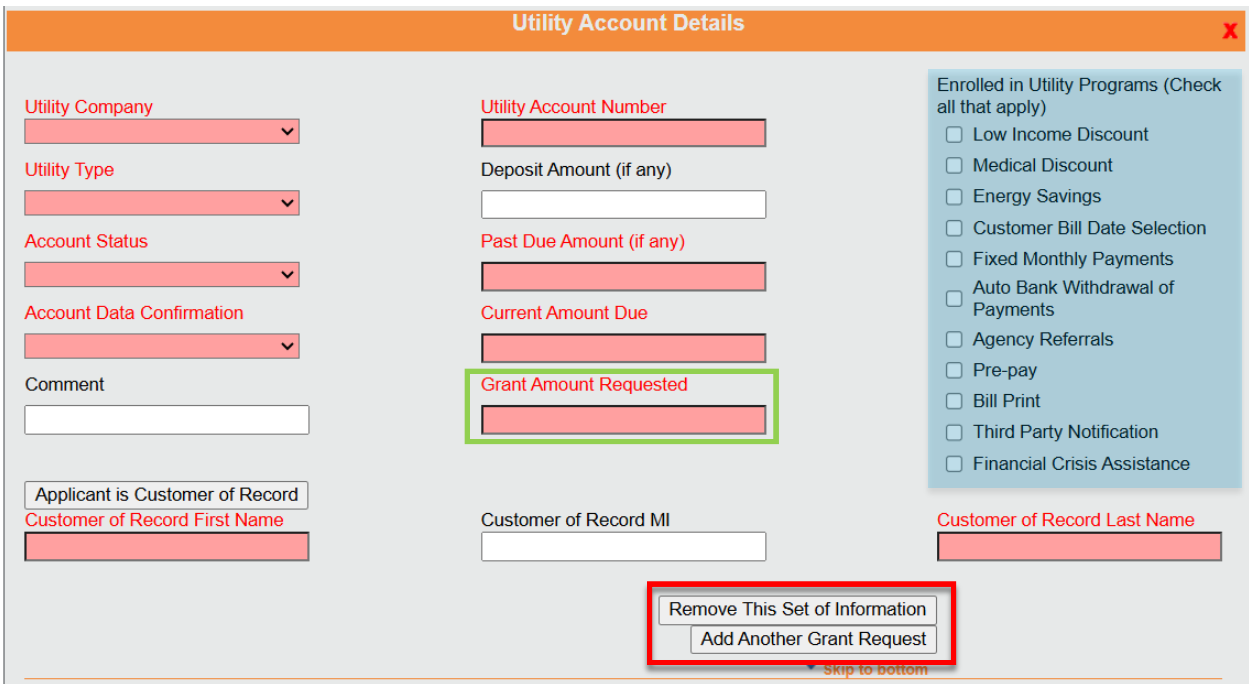
Household Profile Section

The Household Profile section tallies the household size and income makeup of the household. As additional household members and income sources are added to the application, this section will automatically update to reflect the profile of the household.



Utility Account Details Section

Enter information from the client's utility bill into this section. The "Grant Amount Requested" field (green box below) will determine the amount of money the client receives from the fund source you choose (in the Application Status section). The amount entered here must be in accordance with the types of charges the fund source will cover, such as past due amounts, deposits, etc. (see the HEAF Policy Manual for details).



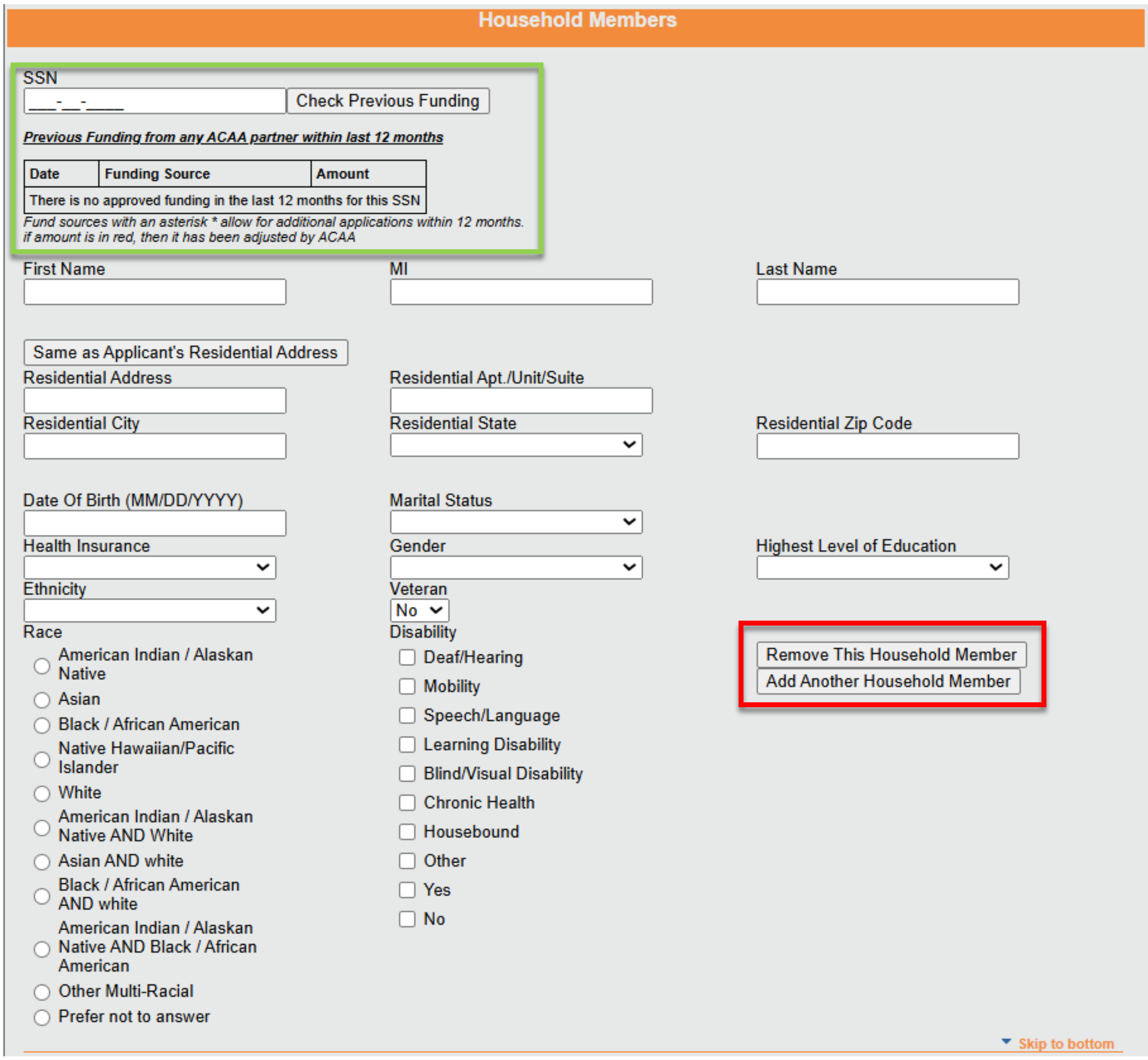
Many clients will qualify for low-income utility programs that can significantly reduce their utility costs and help them manage their funds. If the client is already enrolled in any of these programs, select the corresponding checkbox (blue section above). If clients are not enrolled, please help them contact their utility services and enroll in any programs that they may qualify for.

If the client is seeking assistance with additional utility bills, you can create another grant request using the "Add Another Grant Request" button (red box above). If an additional grant request is created by mistake, use the "Remove This Set of Information" button to delete the grant request.

Household Members Section

In this section, you will add additional household members (if any) to the application. It is important to check each household member's Social Security Number to determine if they have received funds from Wildfire during the previous 12 months (green box below). If any household members have received funds from a particular fund source during that time, the client is ineligible to receive funds from that fund source.

To add household members, use the "Add Another Household Member" button (red box below). If an additional household member record is added by mistake, use the "Remove This Household Member" button to delete it.


Household Members

SSN

___-__-____ Check Previous Funding

Previous Funding from any ACAA partner within last 12 months

Date	Funding Source	Amount
There is no approved funding in the last 12 months for this SSN		

*Fund sources with an asterisk * allow for additional applications within 12 months.*
if amount is in red, then it has been adjusted by ACAA

First Name | MI | Last Name

Same as Applicant's Residential Address

Residential Address | Residential Apt./Unit/Suite

Residential City | Residential State | Residential Zip Code

Date Of Birth (MM/DD/YYYY) | Marital Status

Health Insurance | Gender | Highest Level of Education

Ethnicity | Veteran: No

Race
- American Indian / Alaskan Native
- Asian
- Black / African American
- Native Hawaiian/Pacific Islander
- White
- American Indian / Alaskan Native AND White
- Asian AND white
- Black / African American AND white
- American Indian / Alaskan Native AND Black / African American
- Other Multi-Racial
- Prefer not to answer

Disability
- Deaf/Hearing
- Mobility
- Speech/Language
- Learning Disability
- Blind/Visual Disability
- Chronic Health
- Housebound
- Other
- Yes
- No

Remove This Household Member

Add Another Household Member

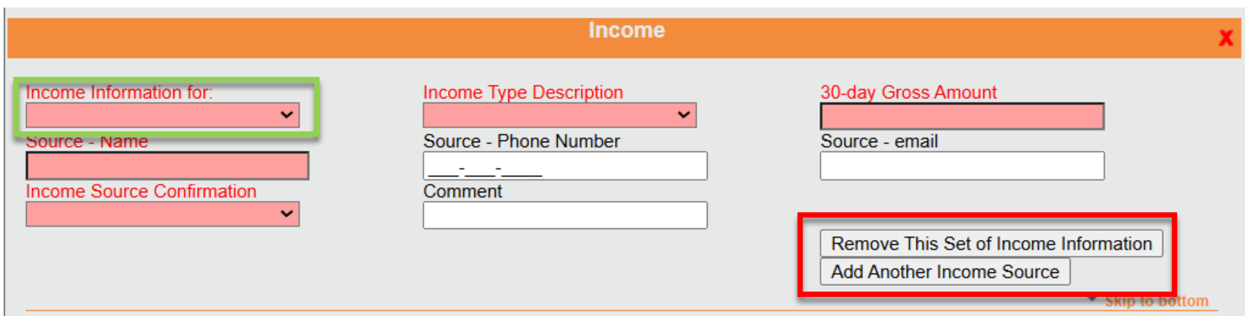
Skip to bottom

Income Section

In this section, enter the types and amounts of income for each household member. In the “Income Information for:” drop-down field (green box), you will find the names that you entered in the previous sections for the client and each household member. Choose one of the names from the list and add the applicable income information. If the person you selected has an additional source of income, select the “Add Another Income Source” button (red box) and select that person’s name again in the new section. Repeat this process for each household member and source of income.

Be sure to use gross amounts of income and not net amounts; do not include any excludable sources of income on this application (see the HEAF Policy Manual for details). If an income record was added by mistake, use the “Remove This Set of Income Information” button (red box) to delete it.

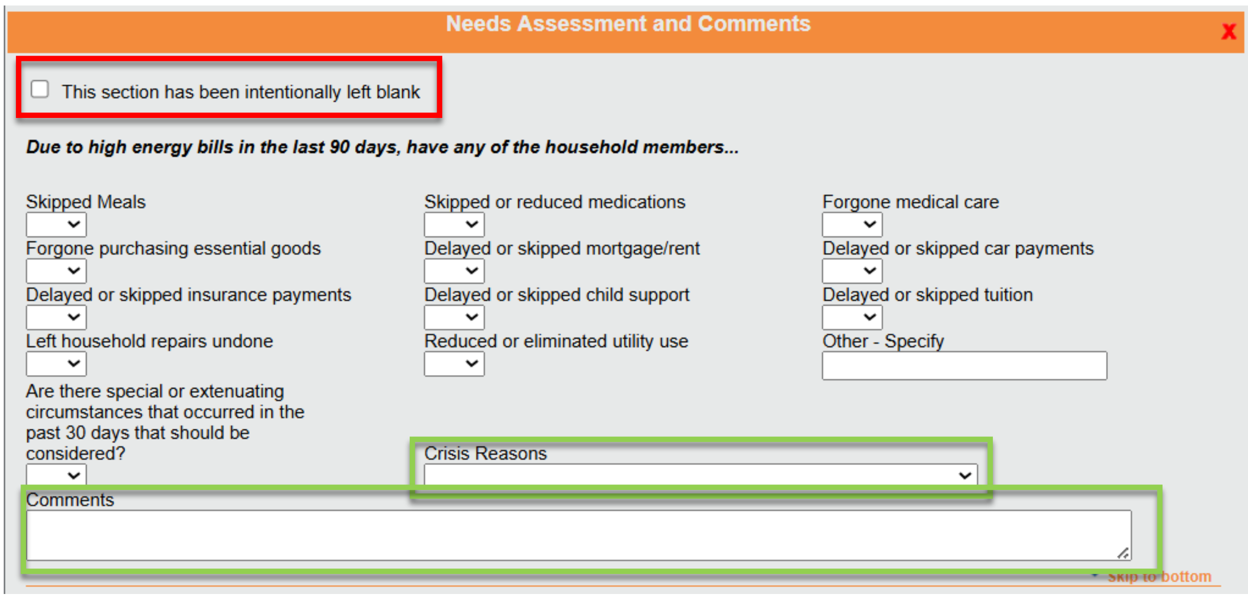
If no one in the household has any countable income, choose the client’s name in the “Income Information for:” drop-down field and use approximate information for the other required fields, then use $0.00 for the “30-day Gross Amount” field.



Needs Assessment and Comments Section

This section measures the impact that high utility bills have on each household's quality of life. Recording this information is optional. If you elect to skip this section, check the box next to "This section has been intentionally left blank" (red box).

If the fund source requires a crisis reason, use the "Crisis Reasons" and "Comments" fields in this section to document that reason (green boxes).


Needs Assessment and Comments

This section has been intentionally left blank

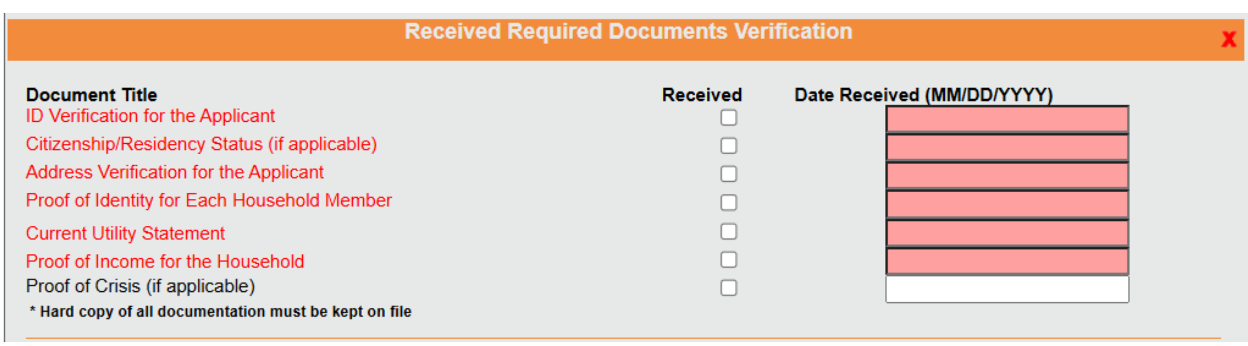
Due to high energy bills in the last 90 days, have any of the household members...

Skipped Meals
Skipped or reduced medications
Forgone medical care
Forgone purchasing essential goods
Delayed or skipped mortgage/rent
Delayed or skipped car payments
Delayed or skipped insurance payments
Delayed or skipped child support
Delayed or skipped tuition
Left household repairs undone
Reduced or eliminated utility use
Other - Specify
Are there special or extenuating circumstances that occurred in the past 30 days that should be considered?
Crisis Reasons
Comments
Skip to bottom

Received Required Documents Verification Section

This section is used to record the date that each piece of required documentation has been received and placed in the client's file (digital or hard copy).

When you check the corresponding box for each document, the current date is automatically populated in the date field.


Received Required Documents Verification

Document Title	Received	Date Received (MM/DD/YYYY)
ID Verification for the Applicant		
Citizenship/Residency Status (if applicable)		
Address Verification for the Applicant		
Proof of Identity for Each Household Member		
Current Utility Statement		
Proof of Income for the Household		
Proof of Crisis (if applicable)		

*** Hard copy of all documentation must be kept on file**

Income Eligibility Information Section

In this section, verify whether the client's household qualifies for assistance from a fund source, based on applicable income criteria (see the HEAF Policy Manual for criteria).

Income Eligibility Information

Poverty Level Percentage (FPG)		
HouseholdSize	Household Income	%
1	$0.00	n/a

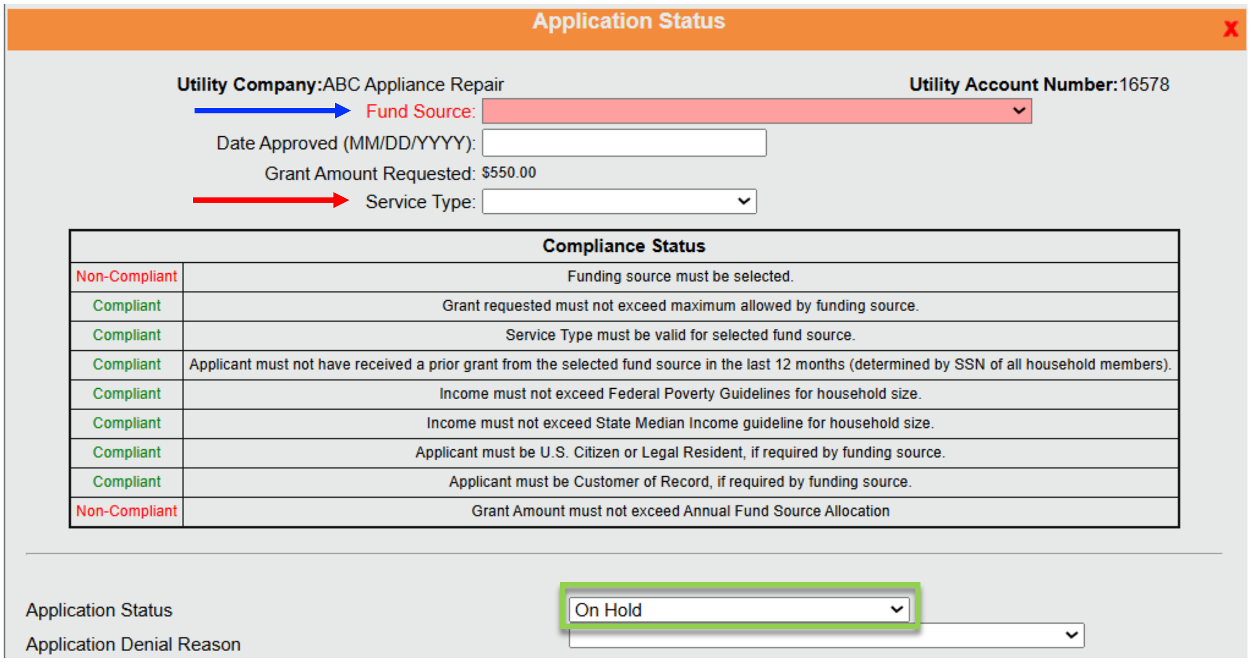
Income Level Percentage (SMI)		
HouseholdSize	Household Income	%
1	$0.00	n/a

Energy Burden		
Most Recent Utility Bill Total	Total Household Income (last 30 days)	%
$200.00	$0.00	n/a

Application Status Section

In this section, finalize the application and approve any grant request(s) corresponding to the Utility Account Details section. If there are multiple grant requests in the Utility Account Details section, they will be reflected here.

- You must choose a fund source for each grant request using the "Fund Source" drop-down field (blue arrow below). Contracted fund sources for your agency along with their available balances are listed here.
- The "Date Approved" field will automatically populate with the current date once the application is approved in the "Application Status" drop-down field (green box below).
- The "Grant Amount Requested" field populates with the amount requested in the Utility Account Details section.
- The "Service Type" drop down list (red arrow) contains types of assistance associated with the selected fund source. Choose the type of service funds are being used for (e.g., utility assistance, utility deposits, appliance repair, or appliance replacement).



Application Status

Utility Company:ABC Appliance Repair **Utility Account Number:**16578

Fund Source:

Date Approved (MM/DD/YYYY):

Grant Amount Requested: $550.00

Service Type:

Compliance Status	
Non-Compliant	Funding source must be selected.
Compliant	Grant requested must not exceed maximum allowed by funding source.
Compliant	Service Type must be valid for selected fund source.
Compliant	Applicant must not have received a prior grant from the selected fund source in the last 12 months (determined by SSN of all household members).
Compliant	Income must not exceed Federal Poverty Guidelines for household size.
Compliant	Income must not exceed State Median Income guideline for household size.
Compliant	Applicant must be U.S. Citizen or Legal Resident, if required by funding source.
Compliant	Applicant must be Customer of Record, if required by funding source.
Non-Compliant	Grant Amount must not exceed Annual Fund Source Allocation

Application Status On Hold

Application Denial Reason

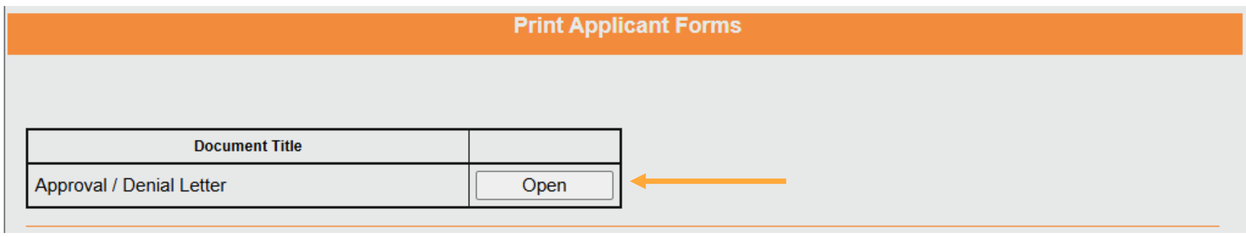
The “Compliance Status” table reviews the requirements to approve a grant request. If any of the items in this table are Non-Compliant, you must remedy the problem before you can approve the application.

The Intake Worker Comments is available for documenting a crisis reason (if not already documented in the Needs Assessment and Comments section) or other notes, such as communication with Wildfire about a particular case.

Once all items in the table are Compliant for all grant requests, approve the application by changing the “Application Status” drop-down list (green box above) to “Approved.”

Print Applicant Forms Section

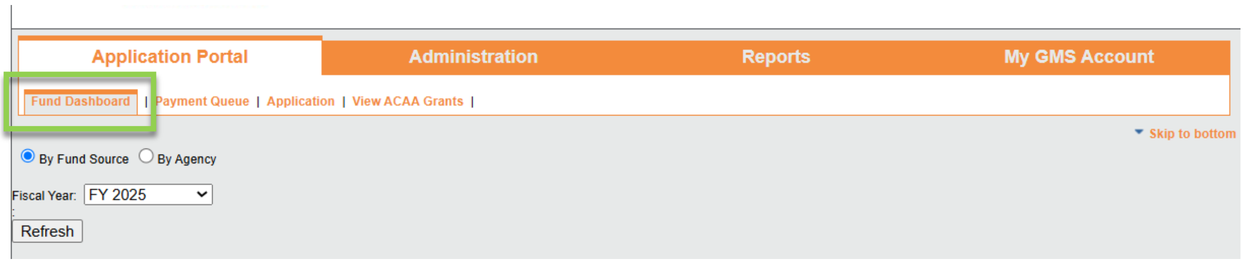
After an application has been approved or denied, print the “Approval/Denial Letter,” which also contains a statement of truth and a release of information for the client to review and approve with a signature. Click on the “Open” button (orange arrow below) to download a printable .pdf version of the form. After the client signs the form, sign it and keep a copy in the client’s file (digital or hard copy). The client should also receive a copy of the signed form.



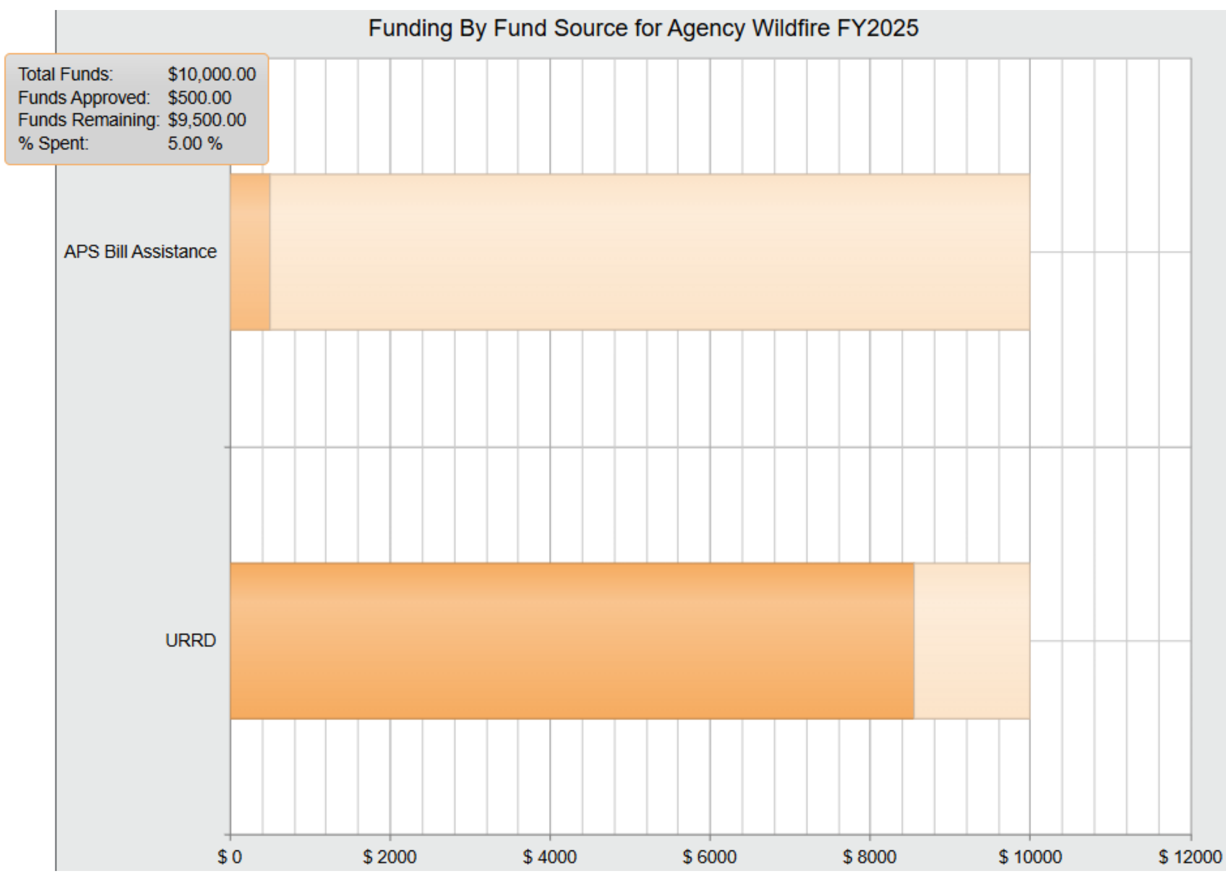
Agency Administrator Functions

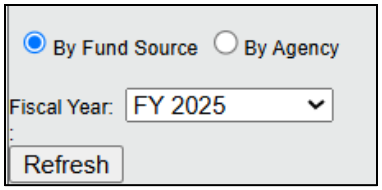
Monitoring Fund Balances

Administrators at partner agencies have the responsibility of monitoring expenditure of the agency's allocated funds and ensuring the funds are being expended at a reasonable pace. The Fund Dashboard is an excellent tool to assist with this process. Access it by clicking on the "Fund Dashboard" tab (green box) in the "Application Portal."



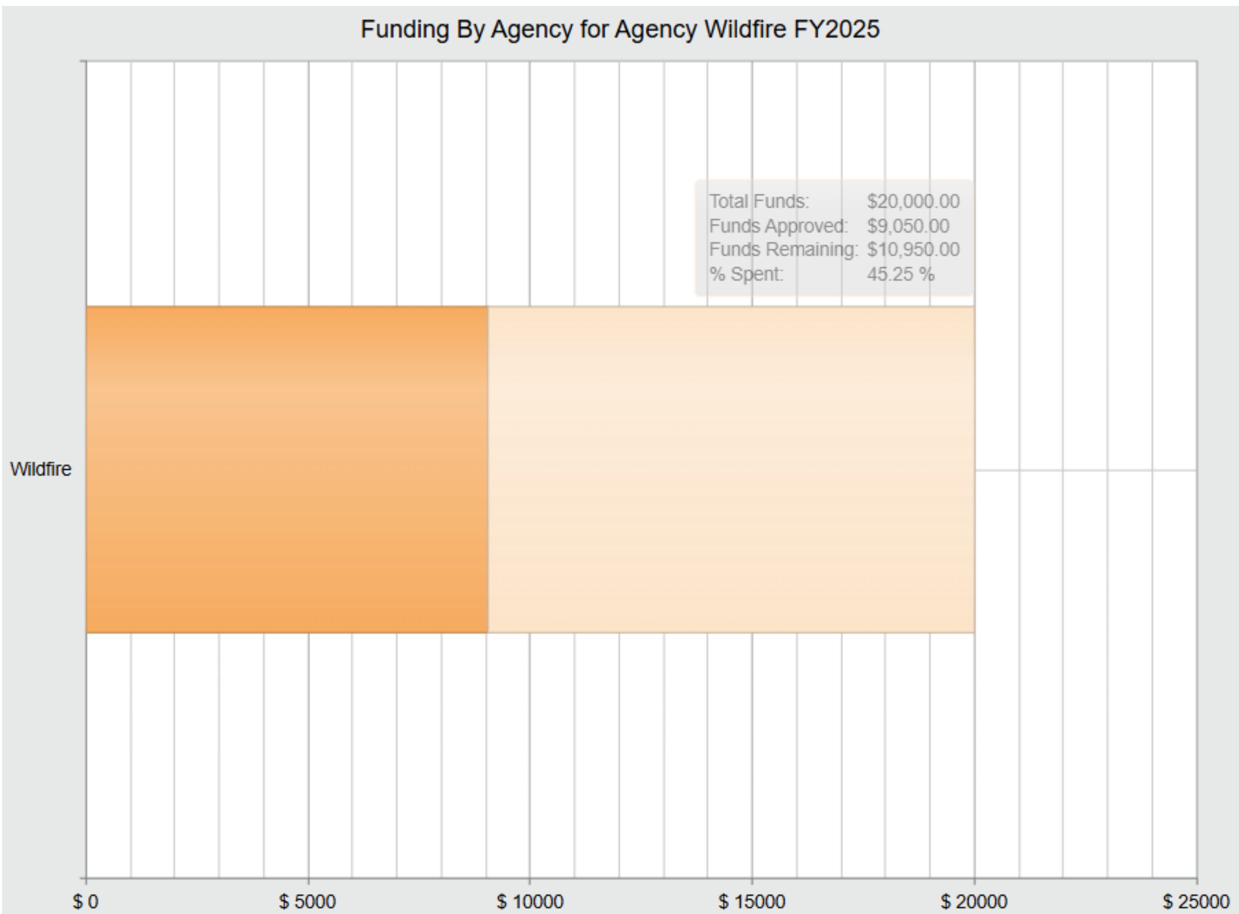
Each allocated fund source for your agency is represented in the graph. The dark orange area of each bar represents the current expenditure of the allocation and the light orange area represents the funds remaining. For a detailed view of a particular fund source, click anywhere on the bar itself.





If you would like an overall view of your agency's expenditures for the fiscal year, click on the "By Agency" button and then on the "Refresh" button.

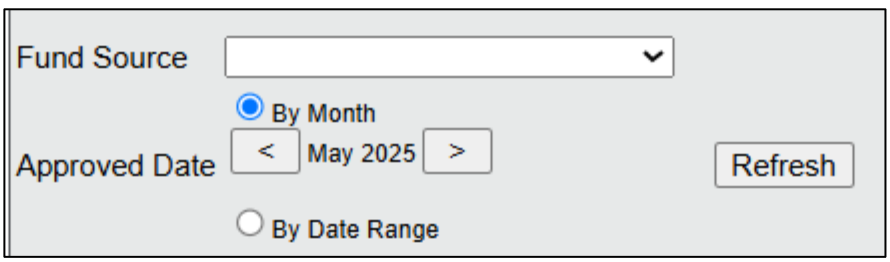
The resulting bar graph shows you a combined total of all your agency's allocations for the fiscal year. To see a three-year, historical record of your agency's expenditure patterns, click anywhere on the corresponding bar.



Monitoring Monthly Reimbursements

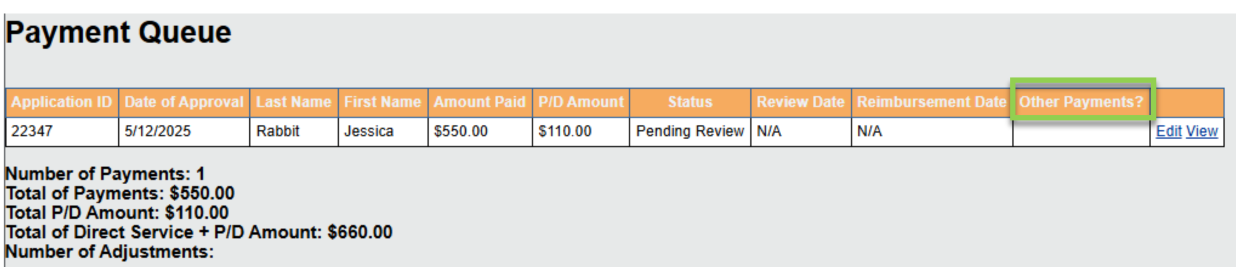
As each application is approved, a link to that application's corresponding grant request(s) is created in the "Payment Queue" (green box).

Grant requests are reimbursed by Wildfire monthly and by fund source, so it's a good idea to filter the queue by month, using the monthly selection buttons and the fund source drop-down field. In this case, no fund source is selected, so all this agency's grant requests approved in the month of May will be visible.



To see a list of applications from a timeframe other than one month, use the "By Date Range" button, and filter the queue using the starting and ending date fields that will be available.

In the queue itself, you will see the progress that Wildfire has made in the reimbursement process for each grant request.



Payment Queue

Application ID	Date of Approval	Last Name	First Name	Amount Paid	P/D Amount	Status	Review Date	Reimbursement Date	Other Payments?	
22347	5/12/2025	Rabbit	Jessica	$550.00	$110.00	Pending Review	N/A	N/A		Edit View

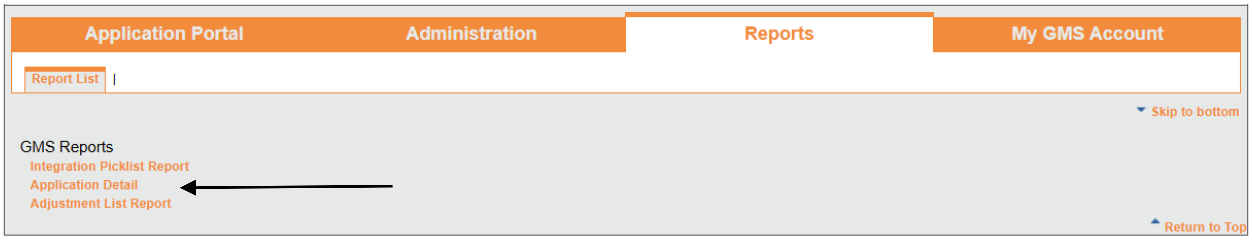
Number of Payments: 1
Total of Payments: $550.00
Total P/D Amount: $110.00
Total of Direct Service + P/D Amount: $660.00
Number of Adjustments:

To access an individual application, use the "Edit" or "View" links in the right column. The "Other Payments?" column (green box) uses an asterisk to denote grant requests that are one of multiple grant requests in a single application.

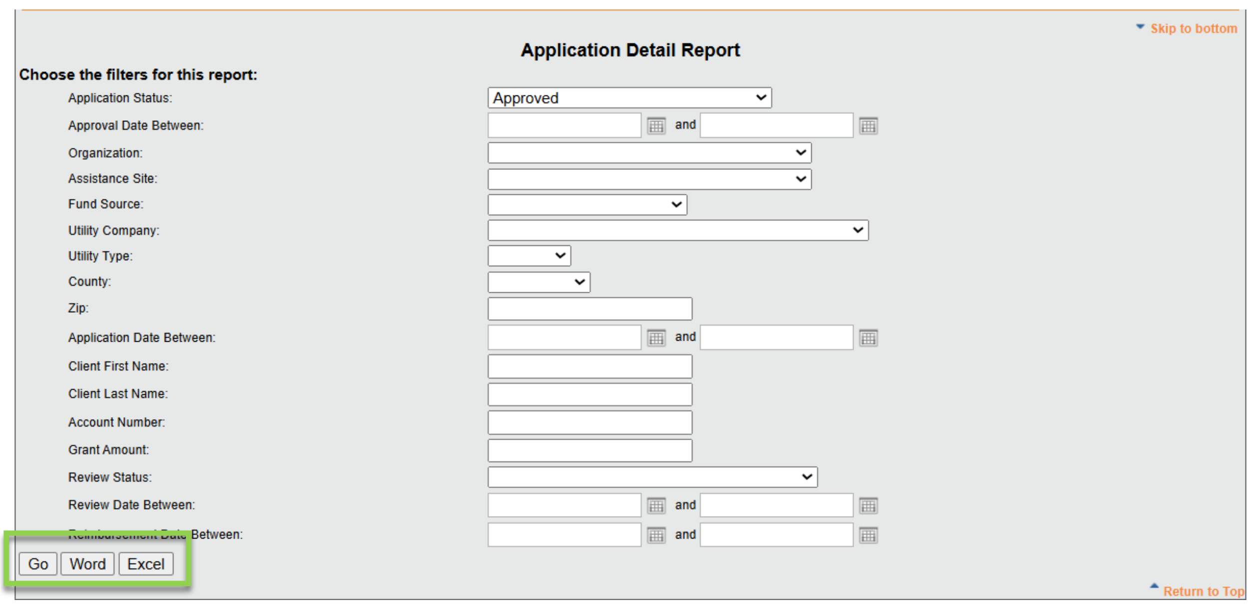
Below the queue is the total number of grant requests (Number of Payments) for the month or date range selected, as well as the total dollar amount for direct service and program delivery fees. Each month, make sure these figures match the amount you are expecting for reimbursement from Wildfire.

Running Reports

To see a list of applications created by your agency over a certain period of time, use the “Application Detail” (black arrow) report under the “Reports” tab.

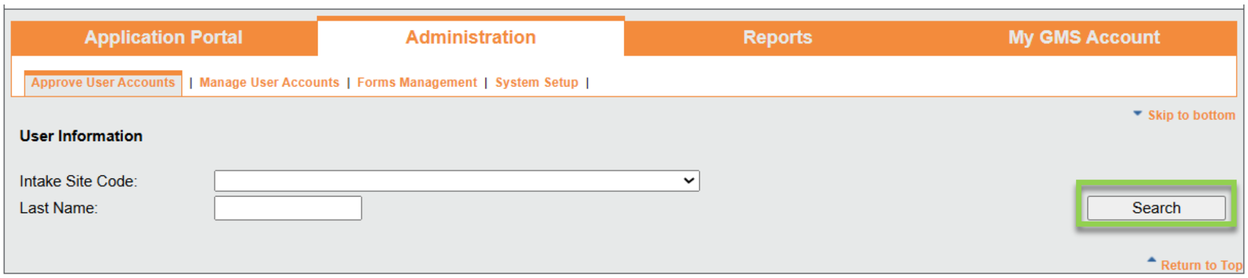


The Application Detail report allows you to customize your results by using filters such as fund source or client name. Use as many filters as you would like to narrow your results. When ready, you may open the report or export the results into Word or Excel (green box below). If you export the report to Excel, you will be able to customize it even further to fit your needs.

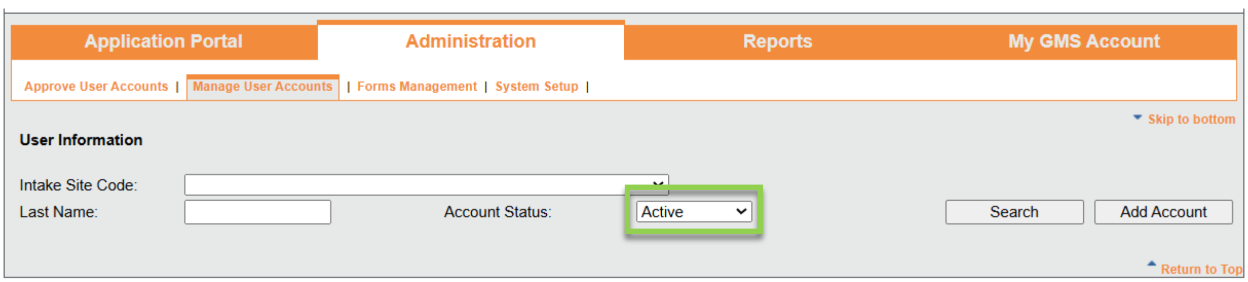


Monitoring User Accounts

There are two different lists you can access when monitoring user accounts in your organization.The first is a list of all users who have requested a new account and are awaiting activation from Wildfire. This list is in the “Approve User Accounts” category in the “Administration” tab. To view the entire list, leave the filters blank and click on the “Search” button (green box).



The second list includes all user accounts associated with your agency. This list is in the “Manage User Accounts” category in the “Administration” tab.



To view the entire list, leave the filters blank and click on the “Search” button. You can view the active or the inactive accounts, using the “Account Status” drop-down list (green box).

Contact Wildfire to request changes to user accounts.

Additional Information

Changes to this system may occur with advance notice from Wildfire. When changes are made to the system, this manual will be updated, but there may be a slight delay. If you have questions or you need additional assistance, please contact Wildfire at **HEAF@wildfireaz.org**.