

## DETAILED MODEL PLAN (LIHEAP)

**Program Name:** Low Income Home Energy Assistance

**Grantee Name:** DELAWARE DEPARTMENT OF HEALTH & SOCIAL SERVICES

**Report Name:** DETAILED MODEL PLAN (LIHEAP) Revision # 1

**Report Period:** 10/01/2024 to 09/30/2025


**Report Status:** Submission Accepted by CO (Revision #1)

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## Mandatory Grant Application SF-424

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES ADMINISTRATION FOR CHILDREN AND FAMILIES		August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01 OMB Clearance No.: 0970-013 Expiration Date: 02/28/2027	
<b>LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)                  MODEL PLAN                  SF - 424 - MANDATORY</b>			
* 1.a. Type of Submission: <input checked="" type="radio"/> Plan	* 1.b. Frequency: <input checked="" type="radio"/> Annual	* 1.c. Consolidated Application/ Plan/Funding Request?  Explanation:	* 1.d. Version: <input checked="" type="radio"/> Initial <input type="radio"/> Resubmission <input type="radio"/> Revision <input type="radio"/> Update
		2. Date Received:	State Use Only:
		3. Applicant Identifier:	
		4a. Unique Entity Identifier (UEI) DUX6LETM8MN1	5. Date Received By State:
		4b. Federal Award Identifier: DELIEA	6. State Application Identifier:
<b>7. APPLICANT INFORMATION</b>			
* a. Legal Name: State of Delaware			
* b. Address:			
* Street 1:	DIVISION OF STATE SERVICE CENTERS	Street 2:	1901 N. DUPONT HIGHWAY, CD BLDG.
* City:	NEW CASTLE	County:	Delaware
* State:	DE	Province:	
* Country:	United States	* Zip / Postal Code:	19720 -
c. Organizational Unit:			
Department Name: Department of Health and Social Services		Division Name: Division of Social Services	
d. Name and contact information of person to be contacted on matters involving this application: (person will be listed on Notice of Funding Awards and on the U.S. Department of Health and Human Services' LIHEAP contact list webpage)			
* First Name: Haly		* Last Name: Laasme McQuilkin	
Title: DE Energy Assistance Director		Organizational Affiliation: State of Delaware	
* Telephone Number: 302-255-9744		Fax Number: 302-255-4463	
* Email: Haly.Laasme-McQuilkin@delaware.gov			
* 8. TYPE OF APPLICANT: A: State Government			
* a. Is the applicant a Tribal Consortium: <input type="radio"/> Yes <input checked="" type="radio"/> No			
* b. If yes please attach at least one the following documentation:			
<b>9. CFDA Numbers and Titles</b>			
	Catalog of Federal Domestic Assistance Number:	CFDA Title:	
93.568		Low-Income Home Energy Assistance Program	
<b>10. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT:</b> Statewide			
<b>11. AREAS AFFECTED BY FUNDING:</b> State of Delaware			
<b>12. CONGRESSIONAL DISTRICTS OF APPLICANT:</b> 00			
<b>13. FUNDING PERIOD:</b>			
a. Start Date: 10/01/2024		b. End Date: 09/30/2029	
<b>* 14. IS SUBMISSION SUBJECT TO REVIEW BY STATE UNDER EXECUTIVE ORDER 12372 PROCESS?</b>			
a. This submission was made available to the State under Executive Order 12372			

<b>Process for review on:</b>	
b. Program is subject to E.O. 12372 but has not been selected by State for review.	
c. Program is not covered by E.O. 12372.	
<b>*15. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT?</b>	
<input type="radio"/> YES <input checked="" type="radio"/> NO	
<b>If Yes, explain:</b>	
<b>16. By signing this application, I certify (1) to the statements contained in the list of certifications** and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)</b> <b>**I Agree</b> <input checked="" type="checkbox"/>	
<b>** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.</b>	
<b>17a. Typed or Printed Name and Title of Authorized Certifying Official</b> Haly Laasme McQuilkin	<b>17c. Telephone (area code, number and extension)</b>  <b>17d. Email Address</b> Haly.Laasme-McQuilkin@delaware.gov
<b>17b. Signature of Authorized Certifying Official</b> 	<b>17e. Date Report Submitted (Month, Day, Year)</b> 09/30/2024

## Section 1 - Program Components

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01  
OMB Clearance No.: 0970-013  
Expiration Date: 02/28/2027

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 1 - Program Components

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) Use of this model plan is optional. However, the information requested is required in order to receive a Low Income Home Energy Assistance Program (LIHEAP) grant. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

## Section 1 Program Components

Program Components, 2605(a), 2605(b)(1) - Assurance 1, 2605(c)(1)(C)

1.1 Check which components you will operate under the LIHEAP program. (Note: You must provide information for each component designated here as requested elsewhere in this plan.)	Dates of Operation	
	Start Date	End Date
<input checked="" type="checkbox"/> Heating assistance	10/01/2024	04/30/2025
<input checked="" type="checkbox"/> Cooling assistance	05/01/2025	08/31/2025
<input type="checkbox"/> Summer crisis assistance		
<input type="checkbox"/> Winter crisis assistance		
<input checked="" type="checkbox"/> Year-round crisis assistance	10/01/2024	09/30/2025
<input checked="" type="checkbox"/> Weatherization assistance	10/01/2024	09/30/2025

Provide further explanation for the dates of operation, if necessary

Cooling (Air Conditioning) assistance application process Period: 1 April - 15 August. Heating Operation Period: 10/01/2024-04/30/2025. Heating Application Period: 09/01/2024-03/31/2025. Heating Funding Period: 10/01/2024-04/04/2025. Heating Benefit Delivery Period for Delivered Fuels: 10/01/2024-04/30/2025. Heating Benefit Period for Non-Delivered Fuels: 10/01/2024-03/31/2025. Heating Reconciliation executed monthly and the last Due Date for Energy Vendors is 05/18/2025.

Estimated Funding Allocation, 2604(C), 2605(k)(1), 2605(b)(9), 2605(b)(16) - Assurances 9 and 16

1.2 Estimate what amount of available LIHEAP funds will be used for each component that you will operate: The total of all percentages must add up to 100%.	Percentage ( % )	Prior year totals
Heating assistance	37.60%	37.60%
Cooling assistance	20.00%	20.00%
Summer crisis assistance	0.00%	20.00%
Winter crisis assistance	0.00%	0.00%
Year-round crisis assistance	20.00%	20.00%
Weatherization assistance	10.00%	10.00%
Carryover to the following federal fiscal year	3.00%	3.00%
Administrative and planning costs	7.00%	7.00%

Services to reduce home energy needs including needs assessment (Assurance 16)	2.40%	2.40%
Used to develop and implement leveraging activities	0.00%	0.00%
<b>TOTAL</b>	<b>100.00%</b>	<b>100.00%</b>

Tribal grant recipients: direct-grant tribes, tribal organizations, or territories with allotments of \$20,000 or less may use for planning and administration up to 20% of the funds payable. Grant recipients that are direct grant tribes, tribal organizations, or territories with allotments over \$20,000 may use for planning and administration purposes up to 20% of the first \$20,000 (or \$4,000) plus 10% of the funds payable that exceeds \$20,000. Any administrative costs in excess of these limits must be paid from non-federal sources.

1.3 The funds reserved for winter crisis assistance that have not been expended by March 15 will be reprogrammed to:

<input type="checkbox"/>	Heating assistance	<input checked="" type="checkbox"/>	Cooling assistance
<input type="checkbox"/>	Weatherization assistance	<input checked="" type="checkbox"/>	Other (specify): Year-round Crisis

Categorical Eligibility, 2605(b)(2)(A) - Assurance 2, 2605(c)(1)(A), 2605(b)(8A) - Assurance 8

1.4 Do you consider households categorically eligible if at least one household member receives at least one of the following categories of benefits in the left column below?  Yes  No

If you answered "Yes" to question 1.4, you must complete the table below and answer questions 1.5 and 1.6.

	Heating	Cooling	Crisis	Weatherization
TANF	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
SSI	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
SNAP	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Means-tested Veterans Programs	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

1.4a. - Provide your definition of categorical eligibility.

1.5 Do you automatically enroll households without a direct annual application?  Yes  No

If Yes, explain:

1.6 How do you ensure there is no difference in the treatment of categorically eligible households from those not receiving other public assistance when determining eligibility and benefit amounts?

SNAP Nominal Payments

1.7a Do you allocate LIHEAP funds toward a nominal payment for SNAP households?  Yes  No

If you answered "Yes" to question 1.7a, you must provide a response to questions 1.7b, 1.7c, and 1.7d.

1.7b Amount of Nominal Assistance: \$0.00

1.7c Frequency of Assistance

<input type="checkbox"/>	Once Per Year
<input type="checkbox"/>	Once every five years
<input type="checkbox"/>	Other - Describe:

1.7d How do you confirm that the household receiving a nominal payment has an energy cost or need?

Determination of Eligibility - Countable Income

1.8. In determining a household's income eligibility for LIHEAP, do you use gross income or net income?

<input type="checkbox"/>	Gross Income
<input type="checkbox"/>	Net Income
<input checked="" type="checkbox"/>	Other - Describe Adjusted Gross Income by deducting federal, state, city payroll taxes.

1.9. Select all the applicable forms of countable income used to determine a household's income eligibility for LIHEAP

<input checked="" type="checkbox"/>	Wages
<input checked="" type="checkbox"/>	Self - Employment Income
<input checked="" type="checkbox"/>	Contract Income

<input type="checkbox"/>	Payments from mortgage or Sales Contracts
<input checked="" type="checkbox"/>	Unemployment insurance
<input type="checkbox"/>	Strike Pay
<input checked="" type="checkbox"/>	Social Security Administration (SSA ) benefits
<input type="checkbox"/>	<input type="checkbox"/> Including MediCare deduction
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Excluding MediCare deduction
<input checked="" type="checkbox"/>	Supplemental Security Income (SSI )
<input checked="" type="checkbox"/>	Retirement / pension benefits
<input checked="" type="checkbox"/>	General Assistance benefits
<input checked="" type="checkbox"/>	Temporary Assistance for Needy Families (TANF) benefits
<input type="checkbox"/>	Loans that need to be repaid
<input type="checkbox"/>	Cash gifts
<input type="checkbox"/>	Savings account balance
<input type="checkbox"/>	One-time lump-sum payments, such as rebates/credits, winnings from lotteries, refund deposits, etc.
<input type="checkbox"/>	Jury duty compensation
<input checked="" type="checkbox"/>	Rental income
<input type="checkbox"/>	Income from employment through Workforce Investment Act (WIA)
<input type="checkbox"/>	Income from work study programs
<input checked="" type="checkbox"/>	Alimony
<input checked="" type="checkbox"/>	Child support
<input checked="" type="checkbox"/>	Interest, dividends, or royalties
<input checked="" type="checkbox"/>	Commissions
<input type="checkbox"/>	Legal settlements
<input type="checkbox"/>	Insurance payments made directly to the insured
<input type="checkbox"/>	Insurance payments made specifically for the repayment of a bill, debt, or estimate
<input checked="" type="checkbox"/>	Veterans Administration (VA) benefits
<input type="checkbox"/>	Earned income of a child under the age of 18
<input type="checkbox"/>	Balance of retirement, pension, or annuity accounts where funds cannot be withdrawn without a penalty.
<input type="checkbox"/>	Income tax refunds
<input type="checkbox"/>	Stipends from senior companion programs, such as VISTA

<input type="checkbox"/>	Funds received by household for the care of a foster child
<input type="checkbox"/>	Ameri-Corp Program payments for living allowances, earnings, and in-kind aid
<input type="checkbox"/>	Reimbursements (for mileage, gas, lodging, meals, etc.)
<input checked="" type="checkbox"/>	Other  Worker's compensation is counted as income. For social security and pensions, countable income is gross income minus health deductions.
<b>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</b>	
1.10 Do you have an online application process? <input checked="" type="radio"/> Yes <input type="radio"/> No	
1.10a If yes, describe the type of online application (Select all boxes that apply)	
<input checked="" type="checkbox"/>	A PDF version of the application is available online and can be downloaded, filled out and mailed in for processing.
<input type="checkbox"/>	A state-wide online application that allows a customer to complete data entry and submit an application electronically for processing.
<input type="checkbox"/>	One or more locally available online applications that allows a customer to complete data entry and submit an application electronically for processing.
<input type="checkbox"/>	Online application that is also mobile friendly
<input checked="" type="checkbox"/>	Other, please describe  You can start application process online but currently you cannot finish it.
Please include a link(s) to a statewide application, if available:  <a href="https://assist.dhss.delaware.gov/">https://assist.dhss.delaware.gov/</a>  <a href="https://www.ccwilm.org/basic-needs/energy-assistance/">https://www.ccwilm.org/basic-needs/energy-assistance/</a>	
1.10b Can all program components be applied for online? <input type="radio"/> Yes <input checked="" type="radio"/> No	
If no, explain which components can and cannot be applied for online.  You can start LIHEAP heating application online.	
1.11 Do you have a process for conducting and completing applications by phone? <input type="radio"/> Yes <input checked="" type="radio"/> No	
1.12 Do you or any of your subrecipients require in person appointments in order to apply? <input type="radio"/> Yes <input checked="" type="radio"/> No	
If yes, please provide more information regarding why in-person appointments are required and in what circumstances they are required.  In-person appointment is not required if a person is able to complete the process by digital means, mail, etc.	
1.13 How can applicants submit documentation for verification? Select all that apply:	
<input checked="" type="checkbox"/>	In-person
<input checked="" type="checkbox"/>	Mail
<input checked="" type="checkbox"/>	Email
<input type="checkbox"/>	Portal application
<input checked="" type="checkbox"/>	Other, please describe  Fax

**Hidden for Section 1**

## Section 2 - HEATING ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01  
OMB Clearance No.: 0970-013  
Expiration Date: 02/28/2027

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 2 - Heating Assistance

#### Section 2 - Heating Assistance

**Eligibility, 2605(b)(2) - Assurance 2**

**2.1 Designate the income eligibility threshold used for the heating component:**

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	State Median Income	60.00%

**2.2 Do you have additional eligibility requirements for Heating Assistance?**  Yes  No

**2.3 Check the appropriate boxes below and describe the policies for each.**

**Do you require an Assets test?**  Yes  No

**If yes, describe: Do you have additional/differing eligibility policies for:**

**Renters?**  Yes  No

**If yes, describe:**

**Renters Living in subsidized housing?**  Yes  No

**If yes, describe:**

When heat is not included in rent, they receive a flat benefit if their rent is within certain amount. If their rent is greater than a certain amount, then the heating benefit is issued based on LIHEAP heating matrix.

**Renters with utilities included in the rent?**  Yes  No

**If yes, describe:**

When heat is included in rent, they are not eligible for heating benefit

**Do you give priority in eligibility to:**

**Older Adults (60 years or older)?**  Yes  No

**If yes, describe:**

**Individuals with a disability?**  Yes  No

**If yes, describe:**

**Young children?**  Yes  No

**If yes, describe:**

**Households with high energy burdens?**  Yes  No

**If yes, describe:**

**Other?**  Yes  No

**If yes, describe:**

**Explanations of policies for each "yes" checked above:**

**Renters living in subsidized housing:**

The policy for renters living in subsidized housing when heat is not included in the rent is that State specifies the flat payment and the ceiling amount for the rent per month. If rent in subsidized housing is greater than the ceiling amount specified by the State, then the LIHEAP benefit is issued according to the LIHEAP DEAP Benefit Matrix.

**Renters with utilities included in the rent:**

If heat is in rent and the household pays the entire rent amount, the fuel type for the benefit is determined to be electric.



**Elders, Disabled or Young Children:**

Once the LIHEAP applicant has been certified it receives a score. Household members are associated with a specific LIHEAP application for the fiscal year. This data is stored in household table. On each save of an application a procedure called UpdateLiheapApplication\_S1 executes. Within this procedure all household members are evaluated.

Household members are stored in a table by application number and client identification. The household table references the LIHEAP client table to obtain date of birth and disability status of each member. Once the LIHEAP applicant has been certified it is assigned a score. According to the data received, the points are assigned in the following manner.

One point is added for each member of the household that is disabled. One point is added for each member of the household that is under 6 years at the date of the application. One point is added for each member of the household that is 60 years of age or older at the date of the application.

The date of birth is evaluated against the LIHEAP application date using a procedure named CalculateAge\_F1 to determine age. This procedure returns the age of the member on the date that the application was created. If the age is "60 or over" or is "less than 6" one point is assigned to the application. If the household member has a disability, another point is added. There is no upper limit to the score.

Examples: A) If a household has 10 members and 2 members are 60 or older the application is scored with 2 points. If one of the members is also disabled, then additional point is added bringing the total to 3 points. B) If a household has a child under the age of 6 years, one point is assigned to this application. If another member of the household is older than 5 and less than 60 but is disabled, an addition point is added bringing the total to 2 points. C) If a household has a child under the age of 6 years and is disabled, 2 points assigned to this application.

When these applications are processed for funding the applications with the highest score that are certified are processed first in the order that they were entered into the system, the rest in descending order. Other applications that had a score of zero and are certified are funded last as long as they met the constraints of household size and poverty level. This is a batch process that only funds applications to the extent of the available funding. If at any time during this process there are insufficient funds to fund the current application, it will look at the next application to see if it can fully fund that application. It will repeat this process until the available balance is zero or it runs out of applications.

Example: There are 10 households that scored three, 20 households that scored two, 5 households that scored one and 65 households that scored zero. The available funding is 50,000. The process will first process and fund the 10 households that scored three in the order that they were received. It would next do the same with the 20 households that scored two and so on until it runs out of funds.

**Determination of Benefits 2605(b)(5) - Assurance 5, 2605(c)(1)(B)**

**2.4 Describe how you prioritize the provision of heating assistance to vulnerable populations, e.g., benefit amounts, early application periods, etc.**

LIHEAP program is priority coded for Elderly, Disabled, and Families with Young Children. In addition, elderly and disabled have the opportunity for early application processing. For additional explanation please see also Section 2.3

**2.5 Check the variables you use to determine your benefit levels. (Check all that apply):**

- Income
- Family (household) size
- Home energy cost or need:
  - Fuel type
  - Climate/region
  - Individual bill
  - Dwelling type
- Energy burden (% of income spent on home energy)
- Energy need
- Other - Describe:

The calculation of the heating benefit amount is dependent on the Delaware home energy burden data used for the federal performance measures report. For the federal fiscal year (FFY) 2025 benefit matrix the 2023 report data was used. The benefits are also weighted according to the fuel type. The weights are dependent on the average expenditures for heating fuels that are calculated according to the estimated quantities from the "Short Term Energy Outlook" that is published by United States Energy Information Administration (EIA) and the estimated residential prices from the EIA published monthly and weekly pricing reports for Delaware. For the FFY 2025 benefit matrix, the EIA information published in March 2024 was used. The subsidized housing flat benefit and rent ceiling are calculated by using "HUD 50th Percentile Rent Estimates" and "HUD Program Section 8 Income Limits" published by Office of Policy Development and Research, United States Department of Housing and Urban Development. For the FFY 2025 benefit matrix the 2024 50th Percentile Rents and FFY 2024 Income Limits were used.

**Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)**

2.6 Describe estimated benefit levels for the fiscal year for which this plan applies. *Please note: the maximum and minimum benefits must be shown in the payment matrix.*

Minimum Benefit	\$100	Maximum Benefit	\$2,561
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2.7 Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits?  Yes  No

If yes, describe.

We are planning to provide blankets. Blankets are distributed to the clients during the heating or crisis intake process(after the non-profit agency has purchased them). We also provide blankets to clients who receive energy education under Assurance 16 to decrease households' energy bills.

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

## Section 3 - COOLING ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01  
OMB Clearance No.: 0970-013  
Expiration Date: 02/28/2027

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 3 - Cooling Assistance

### Section 3 - Cooling Assistance

Eligibility, 2605(c)(1)(A), 2605 (b)(2) - Assurance 2

**3.1 Designate The income eligibility threshold used for the Cooling component:**

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	State Median Income	60.00%

**3.2 Do you have additional eligibility requirements for Cooling assistance?**  Yes  No

**3.3 Check the appropriate boxes below and describe the policies for each.**

**Do you require an Assets test?**  Yes  No

If yes, describe:

**Do you have additional/differing eligibility policies for:**

**Renters?**  Yes  No

If yes, describe:

**Renters Living in subsidized housing?**  Yes  No

If yes, describe:

**Renters with utilities included in the rent?**  Yes  No

If yes, describe:

**Do you give priority in eligibility to:**

**Older Adults (60 years or older)?**  Yes  No

If yes, describe:

**Individuals with a disability?**  Yes  No

If yes, describe:

**Young children?**  Yes  No

If yes, describe:

**Households with high energy burdens?**  Yes  No

If yes, describe:

**Other?**  Yes  No

If yes, describe:

**Explanations of policies for each "yes" checked above:**

The Summer Cooling Assistance Program (SCAP) has two components: Electricity and Air Conditioning (A/C). SCAP provides cooling assistance to eligible low-income households to reduce their energy burden by subsidizing the cost of their summer home energy bills and/or paying for the purchase, delivery and installation of room-sized air conditioners (A/C). The purpose of SCAP is to assist low-income households that are especially vulnerable to high temperatures, heat, and humidity. Therefore, the SCAP is targeted to households with members sixty or older, disabled, children five and under, and members that suffer from chronic breathing conditions, such as asthma or chronic obstructive pulmonary diseases of chronic bronchitis or emphysema. However, there can be exceptions to the targeted households depending on the availability of funding.

In addition, since FFY 2016, the SCAP A/C requires that the household has not received an air conditioner under SCAP A/C during the last ten (10) years. If the household is requesting an A/C during this period, they must provide bona fide justification for requesting another air conditioner. (For example, to receive a replacement for a stolen A/C, the applicant has to submit the police report).

**3.4 Describe how you prioritize the provision of cooling assistance to vulnerable populations, e.g., benefit amounts, early application periods, etc.**

The cooling assistance is only provided to the vulnerable population, unless there is sufficient funding to extend the eligibility for the assistance to other portions of the population. The SCAP Electric benefits are flat benefits and everyone who is eligible, receives the same amount. If SCAP Electric assistance is extended to entire eligible population, everyone who has applied for LIHEAP during the program year,

will receive the same SCAP Electric benefit.

**Determination of Benefits 2605(b)(5) - Assurance 5, 2605(c)(1)(B)**

**3.5 Check the variables you use to determine your benefit levels. (Check all that apply):**

- Income
- Family (household) size
- Home energy cost or need:
  - Fuel type
  - Climate/region
  - Individual bill
  - Dwelling type
  - Energy burden (% of income spent on home energy)
  - Energy need
- Other - Describe:

Cooling Benefit Matrix is not provided because the Cooling Electric Benefit amount depends on the funds available during the summer and it is distributed only to the LIHEAP eligible households. Cooling Electric Benefit is calculated equally between all the eligible households. Hence, all the eligible households usually receive the same amount for the benefit. Air Conditioners are provided only to the LIHEAP eligible households that include vulnerable population members. The households are considered categorically eligible for SCAP AC if they have received LIHEAP assistance during the same program year than they are requesting SCAP AC benefit, as long as the additional requirements of SCAP AC eligibility have been fulfilled. Hence, the same matrix is relevant for heating and cooling.

**Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)**

**3.6 Describe estimated benefit levels for the fiscal year for which this plan applies. Please note: the maximum and minimum benefits must be shown in the payment matrix.**

Minimum Benefit	\$1	Maximum Benefit	\$1,000
-----------------	-----	-----------------	---------

**3.7 Do you provide in-kind (e.g., fans, air conditioners) and/or other forms of benefits?  Yes  No**

If yes, describe.

Yes, we provide fans if they are purchased by the contractor or community-action agency.

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

## Section 4 - CRISIS ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01  
OMB Clearance No.: 0970-013  
Expiration Date: 02/28/2027

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 4 - Crisis Assistance

## Section 4: CRISIS ASSISTANCE

**Eligibility - 2604(c), 2605(c)(1)(A)**

**4.1 Designate the income eligibility threshold used for the crisis component**

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	State Median Income	60.00%

**4.2 Provide your LIHEAP program's definition for determining a crisis.**

**If you administer multiple crisis assistance programs (winter, summer, and/or year-round), Include all program definitions.**

**TEMPORARY POLICY CHANGES.**

LIHEAP Office will be executing a waiver for one of the ECIP criteria in 2025 program year (October 1, 2024- September 30, 2025). LIHEAP will waive the requirement for temperature thresholds to file the crisis application. Hence, the households can file the crisis applications for all fuel types without the subsequent 72 hours of the heat index being forecasted to be 95 degrees in Fahrenheit or more OR the temperature being forecasted to be at or below 40 degrees in Fahrenheit. Households can file crisis applications for all fuel types under any temperature threshold during 2025 program year.

LIHEAP thresholds for crisis are as follows: a) delivered fuels \$2,500, b) non-delivered fuels \$2,500, c) equipment \$10, 000. See Section 4.9 for clarification of benefit caps.

**REGULAR POLICY.**

**LIHEAP POLICY MANUAL, SECTION 300, BENEFITS AND SERVICES**

**302. Crisis Intervention Program (CIP)**

Crisis Intervention Program has two components; Energy Crisis Intervention Program (ECIP) and Code Purple.

**302.1 Energy Crisis Intervention Program (ECIP)**

Energy Crisis Intervention Program (ECIP) provides assistance to the eligible households in the form of:

1. Regular Crisis that assists households year round with bill or equipment assistance contingent on:

- 1.1 Distinct weather conditions and financial resources;
- 1.2 Disaster or State of Emergency.

2. Flat Crisis that assists households with portion of energy bill, as a supplemental benefit, if there are adequate funds available and state office declares crisis payment because:

- 2.1 Prolonged severe or extreme weather event;
- 2.2 Upsurge in the price of home energy fuel type;
- 2.3 Disaster of State of Emergency

Eligible households can receive more than one ECIP benefit per program year depending on the availability of funds and crisis situation.

**A. ECIP Regular Crisis**

ECIP Regular Crisis, is a year-round crisis program that assists eligible households with an energy crisis when the weather conditions of the subsequent 72 hours pose a serious threat to the health or safety of one or more members of the eligible household or when the state declares the state of emergency or disaster.

Regular Crisis is designed for the households that have been disconnected or are in the process of being disconnected from the energy source, or are under payment arrangement to avoid disconnection, or have received a rejection for future energy services. Additionally, the state could authorize a regular crisis benefit to the household for resolving the energy access issue that directly impedes the utilization of FAP benefit.

ECIP Regular Crisis is administered by Contractor and it is activated when the forecast, on any day, at 8:30 am states that within the subsequent 72 hours the heat index is forecasted to be 95 degrees in Fahrenheit or more OR if the temperature is forecasted to be at or below 40 degrees in Fahrenheit. Contractor's offices in Wilmington, Dover, and Georgetown will check for their respective forecasts through the National Oceanic and Atmospheric Administration (NOAA).

ECIP is defined as: Assistance during the energy crisis situation. The eligible residents of the State of Delaware with adjusted gross household income less than or equal to 60% of State Median Income, who are responsible for paying an energy bill, are considered to be experiencing an energy crisis whenever:

1. Weather conditions of the subsequent 72 hours pose a serious threat to the health or safety of one or more members of the eligible household OR the state has declared Disaster or State of Emergency; AND
2. Financial assessment demonstrates the household to be without sufficient resources for alleviating the crisis; AND
3. Household has no prospect for receiving resources within forty-eight (48) hours that could alleviate the crisis (Household is determined to be in a life-threatening situation if it can directly or indirectly lead to death of the member of the eligible household unless some form of assistance has been provided no later than eighteen (18) hours after the household has applied for ECIP benefit); AND
4. Household utility services for heating and cooling have been disconnected or energy source of delivered fuel vendor 100% depleted with rejection to future services; OR
5. Household is under the payment arrangement with utility services or delivered fuel vendor to avoid disconnection/rejection of future services; OR
6. Household has received a notice from the utility services for disconnection or has less than 1/4th of standard allocation from the delivered fuel vendor with rejection to future services; OR
7. Division has authorized crisis payment, which can include emergency repair of non- functional heating or cooling equipment. This section also covers ECIP Regular Crisis benefits authorized by State during Disaster or State of Emergency.

**B. ECIP Flat Crisis**

ECIP Assistance can also become available for the eligible households if the State declares the crisis payment to the households as a supplemental benefit because the prolonged severe or extreme weather, or the upsurge in the price of the home energy fuel type, or extreme weather event, or disaster or state of emergency.

**C. Disaster or State of Emergency**

In the case of disaster or state of emergency or extreme weather event, like a hurricane, tornado, flood or etc. There is no difference in income eligibility between Crisis and Disaster assistance, both will be following the 60% of the State Median Income.

The LIHEAP disaster policy could be activated by the following possible disasters: Storm, Flood, Tornado, Epidemics, Hurricane, Fire, Explosion, Earthquake, Landslide, Subsidence, CBRN, PH Emergency, Extreme Heat, Extreme Cold/ Blizzard, Industrial Accident, Transport Accident, Volcanic Activity, Tsunami.

Under LIHEAP disaster policy the state could temporarily change the eligibility thresholds and criteria for crisis depending on the funds available and the effect of the disaster on the LIHEAP eligible population. For example, the state may waive temperature requirements for activation of crisis or increase ceilings of allowed crisis benefits.

See Reference Document – DELAWARE LIHEAP STATE PLAN

**1. Epidemics Policy**

1.1 LIHEAP ECIP Disaster Epidemics Policy is activated when the state declares state of emergency or disaster for managing the spread of communicable diseases.

1.2 The aim of this policy is to mitigate the households’ burden of energy cost accumulated during the quarantine or isolation.

1.3 Under this policy, LIHEAP, as the public health program, will distribute supplemental and/or regular crisis benefits to the affected households to decrease the risk of negative consequences of subsequent energy crisis to the public health system.

1.4 The amount of the benefit will be determined by the state depending on the available funding. The state will consider:

1.4.1 The duration of the quarantine or isolation; AND

1.4.2 Its impact to the wages of the LIHEAP eligible households; AND

1.4.3 The effect of the loss of income on the ability of the households to cover its energy expenses.

1.5 If the state declares a quarantine for a specific geographic area or location, LIHEAP will distribute the ECIP benefit to all the LIHEAP eligible households within that area who have applied for LIHEAP during that program year.

1.6 If the state don’t declare a quarantine for a specific geographic area or location, the households could be required to apply for supplemental crisis benefit by notifying the intake agency of their epidemics quarantine or isolation.

**2. Public Health (PH) Emergency Policy**

2.1 LIHEAP ECIP Disaster Public Health Emergency Policy is activated when the state declares state of emergency or disaster for managing public health emergencies. Policy can also be activated when the statewide or local extreme event has been assessed to lead directly or indirectly to the public health emergency.

2.2 The aim of this policy is to mitigate the affected households’ burden of energy cost during and after the public health emergency.

2.3 Under this policy, LIHEAP, as the public health program, will distribute supplemental and/or regular crisis benefits to the affected households to decrease the risk of negative consequences of subsequent energy crisis to the public health system.

2.4. The amount of the benefit will be determined by the state depending on the available funding.

**302.2 Code Purple**

CODE PURPLE has been deactivated until it has been further analyzed and structured to demonstrate that those benefiting are LIHEAP income eligible.

**4.3 What constitutes a life-threatening crisis?**

The life-threatening situation is considered to be a life-threatening medical condition, such as a member on a life-support or required oxygen/CPAP machine. Household is determined to be in a life-threatening situation, which can directly or indirectly lead to death of the member of the eligible household unless some form of assistance has been provided no later than eighteen (18) hours after the household has applied for

ECIP benefit.			
<b>Crisis Requirement, 2604(c)</b>			
4.4 Within how many hours do you provide an intervention that will resolve the energy crisis for eligible households? 48Hours			
4.5 Within how many hours do you provide an intervention that will resolve the energy crisis for eligible households in life-threatening situations? 18Hours			
<b>Crisis Eligibility, 2605(c)(1)(A)</b>			
	Winter Crisis	Summer Crisis	Year-Round Crisis
4.6 Do you have additional eligibility requirements for Crisis Assistance?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4.7 Check the appropriate boxes below to indicate type(s) of assistance provided 0			
Do you require an Assets test?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you give priority in eligibility to:			
Older Adults (60 years or older)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Individuals with a disability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Young Children?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Households with high energy burdens?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In Order to receive crisis assistance:			
Must the household have received a shut-off notice or have a near empty tank?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Must the household have been shut off or have an empty tank?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Must the household have exhausted their regular heating benefit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Must renters with heating costs included in their rent have received an eviction notice?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Must heating/cooling be medically necessary?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Must the household have non-working heating or cooling equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (Specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have additional/differing eligibility policies for:			
Renters?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Renters living in subsidized housing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Renters with utilities included in the rent?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanations of policies for each "yes" checked above:			
<p>There is no difference in income eligibility between Crisis and Disaster assistance, both will be following the 60% of the State Median Income. For further explanation to 4.7 see the attached ECIP flow diagram. When the funding is limited, the ECIP flat benefit is distributed only to households with vulnerable population: elderly, disabled, children 5 and under. If the funding is not limited, the ECIP flat benefit is distributed to everyone.</p>			
<b>Determination of Benefits</b>			
4.8 How do you handle crisis situations?			
<input checked="" type="checkbox"/>	Separate component		
<input type="checkbox"/>	Benefit Fast Track, no separate amount of crisis funds is issued. Rather benefits are issued to crisis customers within crisis response time frames.		
<input type="checkbox"/>	Other - Describe:		
4.9 If you have a separate component, how do you determine crisis assistance benefits?			
<input type="checkbox"/>	Amount to resolve the crisis. \$0		
<input checked="" type="checkbox"/>	Other - Describe:  Max annual cap for household for Regular Crisis is as follows: non-delivered vendor is \$2,500, max for delivered vendor is \$2,500, max for emergency repair of equipment \$10,000. For Crisis Disaster component, the max cap is per disaster application as follows: non-delivered vendor is \$2,500, max for delivered vendor is \$2,500, max for emergency		

repair of equipment \$10,000. The supplemental payments distributed by the state don't count toward the cap amount.

**Crisis Requirements, 2604(c)**

**4.10 Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served?**

Yes  No **Explain.**

We offer intake in several locations in Delaware to be geographically accessible to all households.

**4.11 Do you provide individuals who are individuals with a disability the means to:**

**Submit applications for crisis benefits without leaving their homes?**

Yes  No

**If No, explain.**

Yes, we have an intake contractor that works on the field.

**Travel to the sites at which applications for crisis assistance are accepted?**

Yes  No

**If No, explain.**

Mail-in and phone-in options are available for elderly and disabled. If the person desires to complete the application submission in person at the intake location, he or she can request for para-transit services from the DART First State, which provides services for disabled persons unable to use public fixed bus routes. [http:// dartfirststate.com/information/paratransit/index.shtml](http://dartfirststate.com/information/paratransit/index.shtml)

**If you answered "No" to both options in question 4.11, please explain alternative means of intake to those who are homebound or physically disabled?**

**Benefit Levels, 2605(c)(1)(B)**

**4.12 Indicate the maximum benefit for each type of crisis assistance offered.**

Winter Crisis \$0.00 maximum benefit

Summer Crisis \$0.00 maximum benefit

Year-round Crisis \$10,000.00 maximum benefit

**4.13 Do you provide in-kind (e.g. blankets, space heaters, fans) and/or other forms of benefits?**

Yes  No **If yes, Describe**

We are providing blankets and fans

**4.14 Do you provide for equipment repair or replacement using crisis funds?**

Yes  No

**If you answered "Yes" to question 4.14, you must complete question 4.15.**

**4.15 Check appropriate boxes below to indicate type(s) of assistance provided.**

	Winter Crisis	Summer Crisis	Year-round Crisis
Heating system repair	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heating system replacement	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cooling system repair	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cooling system replacement	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wood stove purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pellet stove purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Solar panel(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utility poles / gas line hook-ups	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (Specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



ECIP will provide equipment repair or replacement under Crisis component to leverage R GGI funds, if any other State program, including LIHEAP weatherization program, cannot provide a solution to the equipment crisis. Until now, the LIHEAP office has been providing furnace replacement and repair in Delaware with RGGI funds. Since 2023 program year, LIHEAP is also providing furnace replacement and repair with LIHEAP funds, for example, LIHEAP infrastructure funds.

**4.16 Do any of the utility vendors you work with enforce a moratorium on shut offs?**

Yes  No

**If you responded "Yes" to question 4.16, you must respond to question 4.17.**

**4.17 Describe the terms of the moratorium and any special dispensation received by LIHEAP clients during or after the moratorium period.**

State of Delaware has moratorium on terminating services, which is dependent on the prevailing temperature. It is codified in the Delaware Administrative Code, Title 26 Public Utilities, Section 3000 Energy Regulations. The Conditions of Termination:

Heating Season

Under no circumstances may a covered utility terminate service for non-payment to a dwelling unit on a day when the National Weather Service reports that the 8:00 A.M. temperature measured at a location in the State of Delaware that is within fifty (50) miles of the subject dwelling unit is thirty-two degrees Fahrenheit (32F) or below on the morning of the date when said service is scheduled for termination.

Cooling Season

Under no circumstances may a covered utility terminate service for non-payment to a dwelling unit on a day when the 8:00 A.M.

National Weather Service forecast contains a special weather statement or other information predicting that the Heat Index measured at a location in the State of Delaware that is within fifty (50) miles of the subject dwelling unit may equal or exceed one-hundred-five degrees Fahrenheit (105F) on the date when said service is scheduled for termination.

Below are the winter guidelines from one of the Delaware Primary Energy Vendors:

- 1) In effect from November 1 to March 30;
- 2) The account must have a suspension notice sent by first class mail notifying the customer of intent to disconnect. In addition, an insert detailing the customer's rights and responsibilities and a list of energy assistance organizations will be included with this suspension notice;
- 3) A suspension notice will also be mailed to the service address if the mailing address is different;
- 4) After sending the suspension notice but prior to the field visit, two (2) telephone attempts to contact the customer must be made on different days, with one being after 6:00 P.M.;
- 5) The temperature at 8:00 A.M. on the day of the scheduled field visit must be greater than 32 degrees otherwise scheduled field visits for that day will be postponed.

**4.18 If you experience a natural disaster, do you intend to utilize LIHEAP crisis funds to address disaster related crisis situations?**  Yes  No

**If yes, describe**

See Section 4.2 Disaster or State of Emergency

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

## Section 5 - WEATHERIZATION ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01  
OMB Clearance No.: 0970-013  
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### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 5 - Weatherization Assistance

#### Section 5: WEATHERIZATION ASSISTANCE

Eligibility, 2605(c)(1)(A), 2605(b)(2) - Assurance 2

5.1 Designate the income eligibility threshold used for the Weatherization component

Add	Household Size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	State Median Income	60.00%

5.2 Do you enter into an interagency agreement to have another government agency administer a WEATHERIZATION component?  Yes  No

5.3 If yes, name the agency and attach a copy of the Internal Agreement or Contract. Delaware Department of Natural Resources and Environmental Control

5.4 Is there a separate monitoring protocol for weatherization?  Yes  No

#### WEATHERIZATION - Types of Rules

5.5 Under what rules do you administer LIHEAP weatherization? (Check only one.)

- Entirely under LIHEAP (not DOE) rules
- Entirely under DOE WAP (not LIHEAP) rules
- Mostly under LIHEAP rules with the following DOE WAP rule(s) where LIHEAP and WAP rules differ (Check all that apply):
  - Income Threshold
  - Weatherization of entire multi-family housing structure is permitted if at least 66% of units (50% in 2- & 4-unit buildings) are eligible units or will become eligible within 180 days
  - Weatherize shelters temporarily housing primarily low income persons (excluding nursing homes, prisons, and similar institutional care facilities).
  - Other - Describe:

Mostly under DOE WAP rules, with the following LIHEAP rule(s) where LIHEAP and WAP rules differ (Check all that apply.)

- Income Threshold
- Weatherization not subject to DOE WAP maximum statewide average cost per dwelling unit.
- Weatherization measures are not subject to DOE Savings to Investment Ratio (SIR ) standards.
- Other - Describe:

LIHEAP clients are categorically eligible for LIHEAP WAP. LIHEAP eligibility is going to be 60% SMI.  
Additional notes: (1) Categorical eligibility for weatherization for HUD means-tested programs (2) Allow use of LIHEAP funds to place solar panels on eligible homes and (3) use of LIHEAP funds to replace combustion fuel heating systems with electric.

Eligibility, 2605(b)(5) - Assurance 5

5.6 Do you require an assets test?  Yes  No

5.7 Do you have additional/differing eligibility policies for :

Renters	<input checked="" type="radio"/> Yes <input type="radio"/> No
Renters living in subsidized housing?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Renters with utilities included in the rent?	<input checked="" type="radio"/> Yes <input type="radio"/> No

5.8 Do you give priority in eligibility to:

Older Adults?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Individuals with a disability?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Young Children?	<input checked="" type="radio"/> Yes <input type="radio"/> No
House holds with high energy burdens?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Other?	<input type="radio"/> Yes <input type="radio"/> No

If you selected "Yes" for any of the options in questions 5.6, 5.7, or 5.8, you must provide further explanation of these policies in the text field below.

**Renters**

There is a landlord letter and landlord authorization form given to the client, clients are given these items during their application process for WAP.

The WAP application data entry and household eligibility is determined during their intake appointment, but the application is not completed until the landlord form is signed and returned. Once returned, the applicant signs the WAP application and the application is officially completed and ready for the next step in WAP's process.

**Priorities**

Because of the high demand for weatherization services, the program frequently has a waiting list for services. The waiting list is comprised of families who have qualified for the program as noted above. In determining the order of weatherization, priority is given to applicants on the waiting list with certain characteristics.

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**WAP Rank Algorithm**

Factor: Age

Range	Points
>= 0 and <= 1	5
>= 2 and <= 4	4
>= 5 and <= 9	3
>= 10 and <= 12	2
>= 13 and <= 17	1
>= 60 and <= 65	1
>= 66 and <= 71	2
>= 72 and <= 77	3

>= 78 and <= 83	4
>= 84	5

Factor: Disabled Members

1 point for each Disabled Member

Factor: Occupants

Range	Points
> 0 and < 3	1
> 2 and < 5	2
> 4 and < 7	3
> 6 and < 9	4
> 8	5

Factor: High Burden

If true, add 1 point, otherwise no points

Factor: High Usage

If true, add 1 point, otherwise no points

Factor: Poverty Level

Group	Points
Under 75%	5
75% - 100%	4
101% - 125%	3
126% - 150%	2
Above 150%	1

Once all points are tabulated the applicants are drawn from the list according to the highest point total. In the event families have the same number of points, the oldest actual application date will be used as the tie breaker.

**Benefit Levels**

5.9 Do you have a maximum LIHEAP weatherization benefit/expenditure per household?  Yes  No

5.9a If yes, what is the maximum? \$0	
5.10 Do you use an Average Cost per Unit (ACPU). <input checked="" type="radio"/> Yes <input type="radio"/> No	
5.10a If so, what is the ACPU amount? \$10,000	
Types of Assistance, 2605(c)(1), (B) & (D)	
5.11 What LIHEAP weatherization measures do you provide ? (Check all categories that apply.)	
<input checked="" type="checkbox"/> Weatherization needs assessments/audits	<input checked="" type="checkbox"/> Energy related roof repair
<input checked="" type="checkbox"/> Caulking and insulation	<input checked="" type="checkbox"/> Major appliance repairs
<input checked="" type="checkbox"/> Storm windows	<input checked="" type="checkbox"/> Major appliance replacement
<input checked="" type="checkbox"/> Furnace/heating system modifications/repairs	<input checked="" type="checkbox"/> Windows/sliding glass doors
<input checked="" type="checkbox"/> Furnace replacement	<input checked="" type="checkbox"/> Doors
<input checked="" type="checkbox"/> Cooling system modifications/repairs	<input checked="" type="checkbox"/> Water Heater
<input checked="" type="checkbox"/> Water conservation measures	<input checked="" type="checkbox"/> Cooling system replacement
<input checked="" type="checkbox"/> Roof top solar	<input checked="" type="checkbox"/> Community solar projects
<input type="checkbox"/> Compact florescent light bulbs	<input checked="" type="checkbox"/> Other - Describe: . Also providing LED light bulbs, carbon monoxide and smoke detectors. On item 5.9, DNREC monitors the cost per home so that it doesn't exceed the Average Cost per Unit of \$10,000. In addition, DNREC ensures that no more than 15% of the total cost per home is spent on Health & Safety (average over the total number of units weatherized). In doing this, we do not restrict the cost for each unit, we manage the overall funds spent in averages to be in compliance with DOE rules.
<b>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</b>	

**Section 6 - Outreach, 2605(b)(3) - Assurance 3, 2605(c)(3)(A)**

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01  
OMB Clearance No.: 0970-013  
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**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)  
MODEL PLAN  
Section 6 - Outreach**

**Section 6: Outreach, 2605(b)(3) - Assurance 3, 2605(c)(3)(A)**

6.1 Select all outreach activities that you conduct that are designed to assure that eligible households are made aware of all LIHEAP assistance available:

- Place posters/flyers in local and county social service offices, offices of aging, Social Security offices, VA, etc.
- Publish articles in local newspapers or broadcast media announcements.
- Include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.
- Mass mailing(s) to prior-year LIHEAP recipients.
- Inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.
- Execute interagency agreements with other low-income program offices to perform outreach to target groups.
- Web Posting
- Email
- Texting
- Events
- Social Media
- Other (specify):  

LIHEAP intake services by telephone for the physically infirmed (ie., elderly or disabled). Delaware LIHEAP also conducts outreach by providing various informational booklets and calendars when they are available. In addition, Delaware works closely with energy vendors and other non-profits to increase the awareness of program.

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

Section 7 - Coordination, 2605(b)(4) - Assurance 4

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)  
MODEL PLAN  
Section 7 - Coordination

Section 7: Coordination, 2605(b)(4) - Assurance 4

7.1 Describe how you will ensure that the LIHEAP program is coordinated with other programs available to low-income households (TANF, SSI, WAP, etc.).

Joint application for multiple programs (indicate programs included)

Intake referrals to/from other programs (indicate programs included) DE State Service Centers do intake referrals to LIHEAP. Intake agencies refer clients to other low-income programs and vice versa.

One - stop intake centers

Other - Describe:

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

**Section 8 - Agency Designation,, 2605(b)(6) - Assurance 6**

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01  
OMB Clearance No.: 0970-013  
Expiration Date: 02/28/2027

**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)  
MODEL PLAN  
Section 8 - Agency Designation**

**Section 8: Agency Designation, 2605(b)(6) - Assurance 6 (Required for state Grant recipients and the Commonwealth of Puerto Rico)**

**8.1 How would you categorize the primary responsibility of your State agency?**

<input type="checkbox"/>	Administration Agency
<input type="checkbox"/>	Commerce Agency
<input type="checkbox"/>	Community Services Agency
<input type="checkbox"/>	Energy/Environment Agency
<input type="checkbox"/>	Housing Agency
<input checked="" type="checkbox"/>	State Department of Welfare (administers TANF, SNAP, and/or Medicaid)
<input type="checkbox"/>	Economic Development Agency
<input type="checkbox"/>	Other - Describe:

**Include current list of subrecipient name, main office address (do not list P.O. Box), phone number, county(s) served, Congressional District, and UEI number. Used for Near hotline and OCS Service Provider Tool and clearinghouse.**

**Alternate Outreach and Intake, 2605(b)(15) - Assurance 15**

**If you selected "State Department of Welfare (administers TANF, SNAP, and/or Medicaid)" in question 8.1, you must complete questions 8.2, 8.3, and 8.4, as applicable.**

**8.2 How do you provide alternate outreach and intake for heating assistance?**

LIHEAP is administered by Delaware Health and Social Services. Outreach, intake, and application processing are performed by contractors, which are non-profit agencies.

Weatherization is administered by another state department, Department of Natural Resources and Environmental Control, which contracts with non-profits to perform LIHEAP weatherization. Division of State Service Centers participates in the application processing on a limited basis and final eligibility determinations for benefits are made by the non-profit agency.

LIHEAP intake and outreach is performed totally separately from that of TANF and SNAP. However, LIHEAP cooperates with other government and non- governmental agencies through referrals, education, and outreach events

**8.3 How do you provide alternate outreach and intake for cooling assistance?>**

LIHEAP is administered by Delaware Health and Social Services. Outreach, intake, and application processing are performed by contractors, which are non-profit agencies.



Weatherization is administered by another state department, Department of Natural Resources and Environmental Control, which contracts with non-profits to perform LIHEAP weatherization. Division of State Service Centers participates in the application processing on a limited basis and final eligibility determinations for benefits are made by the non-profit agency. LIHEAP intake and outreach is performed totally separately from that of TANF and SNAP. However, LIHEAP cooperates with other government and non- governmental agencies through referrals, education, and outreach events.

**8.4 How do you provide alternate outreach and intake for crisis assistance?**

LIHEAP is administered by Delaware Health and Social Services. Outreach, intake, and application processing are performed by contractors, which are non-profit agencies.

Weatherization is administered by another state department, Department of Natural Resources and Environmental Control, which contracts with non-profits to perform LIHEAP weatherization. Division of State Service Centers participates in the application processing on a limited basis and final eligibility determinations for benefits are made by the non-profit agency.

LIHEAP intake and outreach is performed totally separately from that of TANF and SNAP. However, LIHEAP cooperates with other government and non- governmental agencies through referrals, education, and outreach events.

8.5 LIHEAP Component Administration.	Heating	Cooling	Crisis	Weatherization
8.5a Who determines client eligibility?	Non-profits	Non-profits	Non-profits	Non-profits
8.5b Who processes benefit payments to gas and electric vendors?	Non-profits	Non-profits	Non-profits	
8.5c who processes benefit payments to bulk fuel vendors?	Non-profits	Non-profits	Non-profits	
8.5d Who performs installation of weatherization measures?				Non-profits

**Include a current list of subrecipient(s) name, main office address (do not list P.O. Box), phone number, county(s) served, Congressional District, and UEI number.**

**If any of your LIHEAP components are not centrally-administered by a state agency, you must complete questions 8.6, 8.7, 8.8, and, if applicable, 8.9.**

**8.6 What is your process for selecting local administering agencies?**

8.5. Eligibility is determined by the state LIHEAP software platform. Non-profits collect documentation and enter information into the state LIHEAP platform that informs the non-profit of the eligibility of the household. State is working toward a process that would allow the State to make benefit payments to the biggest electric vendor directly after the LIHEAP system has determined the eligibility based on the information that the non-profit has entered.

8.6 Requests for Proposals are conducted for selecting awardees every 5-10 years. For weatherization component there exist s MOA between two Departments, DHSS and DNREC. The DNREC holds contracts with their WAP subgrantee, with an option to extend for additional periods. Contractors are procured through RFP process every 3-5 years.

**8.7 How many local administering agencies do you use? 5**

**8.8 Have you changed any local administering agencies in the last year?**

- Yes
- No

**8.9 If so, why?**

<input type="checkbox"/>	Agency was in noncompliance with Grant recipient requirements for LIHEAP -
<input type="checkbox"/>	Agency is under criminal investigation
<input type="checkbox"/>	Added agency
<input type="checkbox"/>	Agency closed

<input type="checkbox"/>	
<input type="checkbox"/>	Other - describe
8.10 If a subrecipient is no longer providing LIHEAP, are you aware of prior-year LIHEAP funds being mismanaged or misspent? <input type="radio"/> Yes	
<input checked="" type="radio"/> No	
8.10a If yes, please explain.	
8.10b If you are aware, were other federal programs impacted such as CSBG, SSBG, Head Start, TANF, and Department of Energy Weatherization funding, etc. <input type="radio"/> Yes <input checked="" type="radio"/> No	
8.10c If yes, please explain.	
<b>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</b>	

**Section 9 - Energy Suppliers,, 2605(b)(7) - Assurance 7**

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**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)  
MODEL PLAN  
Section 9 - Energy Suppliers**

**Section 9: Energy Suppliers, 2605(b)(7) - Assurance 7**

**9.1 Do you make payments directly to home energy suppliers?**

Heating  Yes  No

Cooling  Yes  No

Crisis  Yes  No

Are there exceptions?  Yes  No

**If yes, Describe.**

Clients are issued two party checks when the non-delivered (a/k/a regulated) energy vendor they use does not contract with the State's prime contractor to participate as a fuel vendor under LIHEAP. Clients must select delivered fuel vendors from a comprehensive list of vendors, who contract with the State's prime contractor.

The State's prime contractor issues 1-party checks to HH, who 1) pay for their heat through their lot rent to a mobile home park; or 2) pay for their heat to a 3rd party billing company.

**9.2 How do you notify the client of the amount of assistance paid?**

Once the benefit amount is funded, a letter is printed and mailed to the applicant informing them of their benefit amount. The state tries to inform the client of their eligibility/benefit within 7 business days.

**9.3 How do you assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment?**

All the necessary language is included in the Vendor Agreements.

Delivered fuel vendors don't get reimbursed without proof of fuel delivery. Non-delivered fuel vendors are required to show usage that equals or exceeds the benefit payment, during the DEAP operation period of October 1 – April 30. Delivered fuels receive additional month (April 30-March 31) to deliver fuel for the households that applied in March. If they cannot, then the remainder of the benefit is returned to the contractor, who returns it to the state.

**9.4 How do you assure that no household receiving assistance under this title will be treated adversely because of their receipt of LIHEAP assistance?**

Energy Vendor Contracts. Delivered fuel vendors may not charge a LHEAP household differently from their other customers. Vendors of delivered fuels get reimbursed after the services to the households have been provided. The crisis payments are dependent on alleviating crisis.

**9.5. Do you make payments contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households?**

Yes  No

**If so, describe the measures unregulated vendors may take.**

Attach a copy of the template statewide vendor agreement or a policy that indicates local agreements must adhere to statewide policies and assurances.

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

**Section 10 - Program, Fiscal Monitoring, and Audit, 2605(b)(10) - Assurance 10**

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**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)  
MODEL PLAN  
Section 10 - Program, Fiscal Monitoring, and Audit**

**Section 10: Program, Fiscal Monitoring, and Audit, 2605(b)(10)**

**10.1. How do you ensure good fiscal accounting and tracking of funds?**

LIHEAP funds are tracked by the Delaware Accounting System called First State Financial Accounting System (FSF) and additionally by utilizing Microsoft Excel Spreadsheets.

DHSS/DSS/OCS conducts financial and program monitoring on an annual basis with LIHEAP primary contractor. Contracts used by DHSS/DSS/OCS require that the contractor agency shall maintain complete and accurate financial/accounting records, using (GAAP) along with following LIHEAP policies and procedures. Programmatic activities are monitored regularly through reports, computer printouts and site visits to ensure contract compliance. Findings requiring corrective action are noted in a written report.

LIHEAP system tracks the refund amount from each client. The non-profit sends the State the check for all the refunds it has received from the energy vendors. The check includes the back-up that is a report from the LIHEAP system that shows the allocated benefit, cost of fuel delivered and any refunds on the application. This report can only run for one vendor at a time. The funds are credited based on the coding provided by the program. Program uses the supporting documentation from the non-profit to determine the fiscal year and services to apply the credit. If we receive a credit we do not add the funds back to the purchase order, the funds are returned to the available balance of the grant.

**10.1a Provide your definitions of the following:**

**Obligation**

Encumbrances of funds by purchase order or contract. Funds are earmarked in the encumbrance section of the First State Financial. However, the obligation for the LIHEAP 90% statutory requirement also includes expenditures made. Additionally, the LIHEAP obligation can also mean funding the benefits in the LIHEAP system and providing energy vendors with the Notification to Vendors.

**Expenditures**

Funds that have been expensed and the First State Financial shows them as an expense.

**Expenditure timeframe**

Expenditure timeframe for obligated funds is the same as allowed by federal liquidation period for LIHEAP.

State of Delaware Office of Management and Budget: Budget and Accounting Manual: Budgetary Funds 3.2: "Federal funds are not considered State monies and are subject to individual grant program rules..

**Administrative costs**

Administrative costs are specifically related to the management and operational aspects of running the program and do not include expenses associated with delivering services to clients. Any expenses that a vendor incurs in providing services, such as payments for home heating and cooling bills, energy crisis assistance, and other forms of direct assistance, including case management, intake, and outreach, are considered program costs, not administrative costs.

Costs for Assurance 16 activities, including personnel costs, are not administrative and are not considered under the limits on administration.

**Audit Process**

**10.2. Is your LIHEAP program audited annually under the Single Audit Act and OMB Circular A - 133?**

Yes  No

**10.2a - if yes, describe your auditor selection process.**

The LIHEAP is audited when the single audit risk assessment has determined that LIHEAP should be audited and it was audited in 2021, 2022, 2023, 2024. Hence, it could happen that LIHEAP is not audited every year

**10.3. Describe any audit findings of the grant recipient (i.e. State/Tribe/Territory) rising to the level of material weakness or reportable condition cited in the single audits, inspector general reviews, or other government agency reviews from the most recently audited fiscal year.**

No Findings

Finding	Type	Brief Summary	Resolved?	Action Taken
1	other	Unmodified opinion: 2201DELIEI, 2201DELIE4, deficiency in internal control over compliance https://auditor.delaware.gov/wp-content/uploads/sites/209/2024/05/FY23-Single-Audit-Final.pdf	In Progress	procedure/policy changes

**10.4. Audits of Local Administering Agencies**

What types of annual audit requirements do you have in place for local administering agencies/district offices? Select all that apply.

- Local agencies/district offices are required to have an annual audit in compliance with Single Audit Act and OMB Circular A-133
- Local agencies/district offices are required to have an annual audit (other than A-133)
- Local agencies/district offices' A-133 or other independent audits are reviewed by Grant recipient as part of compliance process.
- Grant recipient conducts fiscal and program monitoring of local agencies/district offices
- Local agencies and district offices are required to have an annual audit in compliance with Single Audit Act and OMB Circular A-133

**Compliance Monitoring**

10.5. Describe your monitoring process for compliance at each level below. Check all that apply.

Grant recipients have a policy in place for appropriate separation of duties and internal controls.

- Internal program review
- Departmental oversight
- Secondary review of invoices and payments
- Other program review mechanisms are in place. Describe:

Local Administering Agencies/District Offices:

- On - site evaluation
- Annual program review
- Monitoring through central database
- Desk reviews
- Client File Testing/Sampling
- Other program review mechanisms are in place. Describe:

WAP is required to obtain the Single Audit for each of its contractor annually. Each contractor undergoes a complete programmatic monitoring (administrative and technical) annually that is conducted by the Grantee (DNREC) as required by the Department of Energy.

**10.6 Explain, or attach a copy of your local agency monitoring schedule and protocol.**

At least every two years the primary contractor is monitored by an internal auditor from DSS. Throughout the year file monitoring is conducted by DSS. If DNREC and other state agencies receive LIHEAP funds, they are monitored by the DSS internal auditor.

For the purpose of monitoring, eligibility files will be randomly selected by using Microsoft Office Excel functions that generate random numbers between the range specified. =RANDBETWEEN(range bottom, range top), which returns a random integer number between the range specified. The range of the set will be inquired from the contractor whose files are going to be audited. The set will be created from the application numbers.

The sample size will be determined according to the following criteria: a) confidence level between 90% and 95% (90 and 95 included); b) margin of error 5% and 15%.

**10.7. Describe how you select local agencies for monitoring reviews. Attach a risk assessment if subrecipients are utilized.**

**Site Visits:**

Local agencies are selected for monitoring based on discussions with the Fiscal Management Unit Administrator and the Fiscal Management Unit Internal Auditor. The Fiscal Internal Auditor utilizes annual risk assessments of local agencies as well as the review of program eligibility monitoring reports completed by the OCS internal auditor. We also undertake monitoring based on referrals from other local agencies. Site Visits and Desk Reviews are based on: Prior year findings, referrals, and program monitoring reports.

**Desk Reviews:**

All agencies are monitored continuously as the state receives the requests for reimbursements.

Site Visits and Desk Reviews are based on: Prior year findings, risk assessment, referrals, and program monitoring reports.

Portions of LIHEAP are monitored annually.

The WAP is overseen by DNREC and they conduct regular monitorings of their contractors throughout the year along with the annual monitoring of the administrative and technical functions.

The WAP State Program Monitor also conducts informal visits in the field to review subcontractor work quality, compliance with home energy audits, and health & safety practices.

**10.8. How often is each local agency monitored? Please attach a monitoring schedule if one has been developed.**

Other

**10.9. How many local agencies are currently on corrective action plans? 0**

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

**Section 11 - Timely and Meaningful Public Participation, , 2605(b)(12) - Assurance 12, 2605(c)(2)**

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<p><b>LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)</b>  <b>MODEL PLAN</b>  <b>Section 11 - Timely and Meaningful Public Participation</b></p>	

**Section 11: Timely and Meaningful Public Participation, 2605(b)(12), 2605(C)(2)**

**11.1 How did you obtain input from the public in the development of your LIHEAP plan? Select all that apply.**  
*Note: Tribes do not need to hold a public hearing but must ensure participation through other means.*

<input type="checkbox"/>	Tribal Council meeting(s)
<input checked="" type="checkbox"/>	Public Hearing(s)
<input checked="" type="checkbox"/>	Draft Plan posted to website and available for comment
<input checked="" type="checkbox"/>	Hard copy of plan is available for public view and comment
<input type="checkbox"/>	Comments from applicants are recorded
<input checked="" type="checkbox"/>	Request for comments on draft Plan is advertised
<input type="checkbox"/>	Stakeholder consultation meeting(s)
<input type="checkbox"/>	Comments are solicited during outreach activities
<input checked="" type="checkbox"/>	Other - Describe:
Comments are also requested from the stakeholders during the creation of the Draft State Plan	

**Public Hearings, 2605(a)(2) - For States and the Commonwealth of Puerto Rico Only**

**11.2 List the date and location(s) that you held public hearing(s) on the proposed use and distribution of your LIHEAP funds?**

	Date	Event Description
1	08/19/2024	LIHEAP Federal Grants Application FFY 2025 - Virtual/Physical Public Hearing over Zoom

**11.3. How many parties commented on your plan at the hearing(s)?** 3

**11.4 Summarize the comments you received at the hearing(s).**

- 1) DNREC requested their WAP allocation to be increased from 10% to 15%
- 2) Catholic Charities submitted comments about operations of the program, since they are the intake and funding agency to vendors.
- 3) Midstate Fuel & Svc. submitted a positive feedback to Catholic Charities.

**11.5 What changes did you make to your LIHEAP plan as a result of public participation and solicitation of input?**

No, there were no changes done to the plan as a result of public participation.

However, the DHSS leadership will consider the DNREC's request to increase WAP funding after Delaware has received the grant award.

Catholic Charities comments are operational and the State will discuss their questions with them.

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

## Section 12 - Fair Hearings,2605(b)(13) - Assurance 13

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### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 12 - Fair Hearings

## Section 12: Fair Hearings, 2605(b)(13) - Assurance 13

12.1 How many fair hearings did the Grant recipient have in the prior federal Fiscal Year? 0

12.2 How many of those fair hearings resulted in the initial decision being reversed? 0

12.3 Describe any policy and/or procedural changes made in the last federal Fiscal Year as a result of fair hearings?

None

12.4 Describe your fair hearing procedures for households whose applications are denied and/or not acted upon in a timely manner.

Applicants or clients who want a formal Fair Hearing should contact the county agency that served them and that office will make the necessary arrangements for such a hearing.

The first step in this process should be an agency conference where agency personnel and the applicant/client try to resolve any difficulties. Please note that this is an informal hearing only, and in no way does it interfere with the applicant's or client's right to request a formal hearing. Those staff members concerned with applicant's/client's specific application, as well as a supervisor, should attempt at this time to explain fully how any decisions were arrived at, and they should take any additional information that the applicant/client wishes to present. If the problem is resolved at this level, the applicant/client should be notified of the decision about any change in determination if applicable, by the appropriate contractor agency. If the applicant/client is still not satisfied with the determination and requests a formal hearing, the appropriate contractor agency will then make arrangements for a fair and impartial hearing.

**The opportunity for a hearing will include the right to appeal from the following:**

1. A denial of benefits, in whole or in part;
2. A change in the amount of benefit;
3. The manner or form of payments;
4. Undue delay in making payment adjustment or acting upon a request or application;
5. A denial of a request for a correction or a deletion in the case file.

**Procedures to follow upon request for Fair Hearing by DEAP applicant/client:**

1. Clearly explain the basis for questioned decisions or actions to DEAP applicant/client;
2. Explain his/her rights and the Fair Hearing proceedings to the applicant/client;
3. Provide the necessary forms and explain to the applicant/client how to file his appeal, and, if necessary, how to fill out the forms; and
4. Advise the applicant/client that he may be represented by an attorney, relative, friend or other spokesperson and explain that he may contact his local bar association to locate the legal services available in the county.

12.5 When and how are applicants informed of these rights?

Applicants are informed of their right to a fair hearing by the intake worker at the time of the appointment. The application signed by the applicant, includes a statement notifying applicants of their right to a fair hearing. The notification about the right to a fair hearing is also included in the paper application and in the eligibility letter.

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## Section 13 - Reduction of home energy needs, 2605(b)(16) - Assurance 16

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### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 13 - Reduction of Home Energy Needs

## Section 13: Reduction of home energy needs, 2605(b)(16) - Assurance 16

**13.1 Describe how you use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance?**

#### Energy Education Assurance 16 Services:

**First State Community Action Agency (FSCAA), Delaware's designated anti-poverty agency, administers two programs focused on energy assistance for low-income residents.** Funded by the Delaware Health and Social Services (DHSS), the Replacing/Repairing Heaters & Conserving Energy Program (RRHACE) and the Summer Cooling Assistance Program (SCAP) aim to both alleviate the financial burden of energy costs and promote energy conservation practices. A core component of both programs is Assurance 16 Energy Education, which empowers vulnerable populations in Delaware to make informed choices regarding energy consumption.

FSCAA leverages Assurance 16 funding to support a dedicated Energy Educator who plays a pivotal role in empowering RRHACE and SCAP program participants. The Energy Educator's responsibilities encompass a comprehensive approach to energy efficiency, including:

- 1) Conducting initial home energy audits: This entails a thorough assessment of household energy consumption patterns and usage behaviors to identify areas for improvement.
- 2) Establishing baseline energy consumption: By determining a baseline, the program can accurately track and measure the impact of implemented energy-saving strategies.
- 3) Providing personalized energy-saving consultations: Through one-on-one counseling, the Energy Educator identifies specific behaviors contributing to high energy costs and guides participants towards more efficient practices.
- 4) Distributing and demonstrating Energy Conservation Kits (EcoKits): EcoKits equip households with energy-saving products and educational materials. The Energy Educator provides instruction on their use and potential impact.
- 5) Optimizing HVAC efficiency: For households receiving new HVAC equipment, the educator provides guidance on proper operation and maintenance to maximize energy savings.
- 6) Facilitating EcoKit installation and impact assessment: The Energy Educator can assist with installing EcoKit materials and educate families about their direct effect on energy consumption.
- 7) Offering budget counseling: This service can help participants manage energy costs more effectively, reducing the risk of late fees, disconnections, and reconnection charges.
- 8) Connecting families with additional resources: The Energy Educator provides referrals and one-on-one support to help participants navigate and access other non-LIHEAP resources that may be beneficial.
- 9) Tracking and visualizing energy savings: Periodically generating and reviewing Energy Report Cards allows participants to see the positive impact of their energy-saving efforts through easy-to-understand infographics.

To broaden the reach of energy education, the Energy Educator facilitates community-based workshops tailored to diverse demographics within low-income communities. FSCAA prioritizes accessibility, offering workshops via Zoom and/or phone calls to accommodate all applicants. In Fiscal Year (FY) 2025, FSCAA will amplify its focus on interactive workshops targeting specific population segments. This year's workshops will prioritize engaging seniors and youth already participating in other FSCAA, DHSS, and community partner programs. These interactive sessions will focus on promoting energy-saving behaviors relevant to their specific needs.

**13.2 How do you ensure that you don't use more than 5% of your LIHEAP funds for these activities?**

The LIHEAP program manager tracks and maintains spending limits related to any Assurance 16 activities to ensure that no more than 5% of the LIHEAP funds are used for these activities.

**13.3 Describe the impact of such activities on the number of households served in the previous federal Fiscal Year.**

The Replacing, Repairing Heaters and Conserving Energy Program Summer Cooling Assistance Program are targeted initiatives designed to alleviate the energy burden on low-income families.

This two-pronged approach achieves this goal by:

1) Addressing heating system functionality: RRHACE offers repairs or replacements for malfunctioning home heating systems, ensuring reliable and efficient operation.

2) Providing energy efficient AC units

3) Empowering informed energy choices: The program incorporates a personalized Energy Education component, funded by Assurance 16. This educational component equips households with the knowledge, skills, and tools (e.g., EcoKit materials) required to adopt positive energy consumption practices.

By combining these essential elements, RRHACE and SCAP fosters a sustainable solution. This dual focus not only addresses immediate heating system needs but also empowers participants to make informed choices that contribute to long-term energy cost reductions.

Anticipated Benefits of Assurance 16 Activities:

1) Enhanced Resource Conservation: The combined efforts of EcoKit measures and educational programs are expected to lead to a significant reduction in energy and water consumption by program participants. This translates to a lighter environmental footprint and potential cost savings for both participants and utility providers.

2) Promoted Health and Well-being: Educational initiatives go beyond simply teaching energy-saving practices. They encompass strategies to create a safer and healthier home environment for participants. This includes promoting proper ventilation, addressing potential hazards like mold or carbon monoxide, and fostering a more comfortable living space.

3) Empowering Financial Management: Financial and budget counseling provided by energy educators equips participants with the skills to take control of their energy bills. This not only leads to reductions in utility costs and arrearages, but also empowers participants to make informed financial decisions regarding their energy consumption in the long run.

4) Sustainable Self-Sufficiency: Assurance 16 activities take a holistic approach. By lowering overall household energy expenses and fostering access to non-LIHEAP resources, the program aims to decrease participants' reliance on LIHEAP funding in the long term. This not only benefits participants by increasing their financial self-sufficiency, but also allows LIHEAP resources to be directed towards those who need them most.

First State measures program impact using a variety of tools. Our program was evaluated by APPRISE beginning in 2016 using an assessment that focused on program design, implementation, and impact. This process evaluation provided valuable insight based on in-depth interviews with program staff and program participants. On-site interviews were completed also. The comprehensive evaluation findings became our roadmap for program improvement and has been the basis for implementing process design changes to maximize the program's impact.

Internally, we use a data tracking system designed to collect data on program activities and participant demographics, Captain. We also use the Deloitte system as required. Our data system captures the number of households that apply for the program, the number of households that are eligible, the total number of households that receive service, and the dollar value of services/benefit provided.

We prepare a logic model for the program annually. The logic model is a visual representation of the program activities, program outputs, and program short-term and long-term outcomes and impacts. This logic model is prepared in collaboration with the agency Director of Quality Assurance and is presented to our Board of Directors for analysis and feedback.

In FFY24, we participated in a process mapping exercise facilitated by an independent subject matter expert as a means of impact evaluation and to identify opportunities for improved efficiency, streamlining, enhanced communication and understanding, risk mitigation, and to identify opportunities for improvement. This process map is the basis for programmatic adjustments made in FFY24 and moving forward to ensure maximum impact of Assurance 16 and LIHEAP funds.

**13.4 Describe the level of direct benefits provided to those households in the previous federal Fiscal Year.**

In FFY24:

- 553 households applied for the SCAP Program
  - 241 households received a room-sized air conditioning unit
  - 237 households received EcoKits
  - 287 households received Energy Education
- 276 households applied for the RRHACE Program
  - 72 households received a heater replacement
  - 9 households received a heater repair
  - 87 households received EcoKits
  - 130 households received Energy Education
- EcoKits included:
  - Four (4) LED lightbulbs
  - One (1) LED nightlight
  - One (1) two gallon per minute showerhead
  - Two (6) one gallon per minute faucet nozzle
  - One (1) toilet tank bank
- Average annual savings per household based on the EcoKit measures are as follows:
  - Energy: 845 kwh, Water: 5050 gallons, Financial: \$267
  - Emissions: CO2: 800 lbs., CH4: 10 gr., N2O: 6 gr.

Energy Savings Kit Cost: \$29.82 per household

**13.5 How many households received these services?** A total of 417 households received Assurance 16 services as a component of the RRHACE and SCAP Programs.

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

**Section 14 - Leveraging Incentive Program ,2607A**

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**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)  
MODEL PLAN  
Section 14 - Leveraging Incentive Program**

**Section 14:Leveraging Incentive Program, 2607(A)**

14.1 Do you plan to submit an application for the leveraging incentive program?

Yes  No

14.2 Describe instructions to any third parties and/or local agencies for submitting LIHEAP leveraging resource information and retaining records.

We have none

14.3 For each type of resource and/or benefit to be leveraged in the upcoming year that will meet the requirements of 45 C.F.R. § 96.87(d)(2)(iii), describe the following:

Resource	What is the type of resource or benefit ?	What is the source(s) of the resource ?	How will the resource be integrated and coordinated with LIHEAP?
1			

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

## Section 15 - Training

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01  
OMB Clearance No.: 0970-013  
Expiration Date: 02/28/2027

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 15 - Training

### Section 15: Training

15.1 Describe the training you provide for each of the following groups:

**a. Grant recipient Staff:**

Formal training provided virtually, on-site, and/or formal training conference

How often?

Annually

Biannually

As needed

Other, describe:

Employees are provided with policy manual

Other, describe:

Conferences, workshops, and other-in house sessions addressing various training.

Employees are provided with current state plan.

**b. Local Agencies:**

Formal training provided virtually, on-site, and/or formal training conference

How often?

Annually

Biannually

As needed

Other, describe:

On-site training

How often?

Annually

Biannually

As needed

Other, describe:

Employees are provided with policy manual

Other, describe:

Local agencies receive quarterly and monthly meetings depending on the amount funds that they administer. During the meetings various subjects are discussed, including any issues with policies or procedures. Local agencies are also offered opportunities to attend national conferences that reflect the program components they administer. Prime contractor provides policy manuals to its staff at the annual training, which includes a thorough review it.

**c. Vendors**

Formal training conference

How often?

Annually

Biannually

<input checked="" type="checkbox"/>	As needed
<input type="checkbox"/>	Other, describe:
<input checked="" type="checkbox"/>	Policies communicated through vendor agreements
<input type="checkbox"/>	Policies are outlined in a vendor manual
<input type="checkbox"/>	Other, describe:  There is a formal annual vendor meeting for the energy vendors to receive their vendor agreements for the subsequent year and during that meeting the state and the funding agency respond to their policy questions.
15.2 Does your training program address fraud reporting and prevention?	
<input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</b>	

## Section 16 - Performance Goals and Measures, 2605(b)

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01  
OMB Clearance No.: 0970-013  
Expiration Date: 02/28/2027

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN Section 16 - Performance Goals and Measures

#### Section 16: Performance Goals and Measures, 2605(b) - Required for States Only

**16.1 Describe your progress toward meeting the data collection and reporting requirements of the four required LIHEAP (Benefit Targeting Index, Burden Reduction Targeting Index, Restoration of Home Energy Service, and Prevention of Loss of Home Energy Service). Include timeframes and plans for meeting these requirements and what you believe will be accomplished in the coming federal fiscal year.**

DE LIHEAP is working with the sub-grantees and vendors to accomplish the collection of data for the performance measures.

After the additional fundings that were received during the pandemic have been depleted, Delaware will have again the following software challenges because DE does not receive sufficient amount of administrative funds for developing and maintaining a more sophisticated system:

- 1) Data exchange with the energy vendors because it has to be executed manually with the help of the Excel spreadsheets. Creating a portal or some other electronic solution is too cost prohibitive for the small grant that Delaware receives because it also constrains our capability to maintain the software;
- 2) Storing and accessing the data will be a challenge beyond the limited capabilities that have been designed into the new software;
- 3) Fixing defects and data errors will be dependent on the availability of the administrative funds that are limited by statute to 10% of the grant.
- 4) Cost of Operations and Maintenance of the software that provides data collection for reports is beyond financial ability of the program because Delaware's 10% of the grant for the administrative purposes is significantly less from the 45 other states that administer LIHEAP.

However, the base capital cost for designing and managing the software that can collect LIHEAP data is the same for all the states because they all have to provide the same outcome variables in their federal reports. Hence, the states that receive smaller grants and have to administer the entire program with the federal funds are worse off managing complex data systems necessary for data collection than the states that receive bigger grants.

Meanwhile, LIHEAP office is executing all the available solutions for assuring data integrity of the reports by manually reviewing the reports before they are entered into the federal OLDC system. The discrepancies that are noticed by LIHEAP office are reported back to the Information Resource Management Unit for further clarification and explanation. If the clarification process produces a different value, the report is adjusted accordingly.

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

**Section 17 - Program Integrity, 2605(b)(10)**

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01  
OMB Clearance No.: 0970-013  
Expiration Date: 02/28/2027

**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)  
MODEL PLAN  
Section 17 - Program Integrity**

**Section 17: Program Integrity, 2605(b)(10)**

**17.1 Fraud Reporting Mechanisms**

**a. Describe all mechanisms available to the public for reporting cases of suspected waste, fraud, and abuse. Select all that apply.**

- Online Fraud Reporting
- Dedicated Fraud Reporting Hotline
- Report directly to local agency/district office or Grant recipient office
- Report to State Inspector General or Attorney General
- Forms and procedures in place for local agencies/district offices and vendors to report fraud, waste, and abuse
- Other - Describe:  

Following website allows fraud reporting to the DHSS:  
<https://www.dhss.delaware.gov/dhss/otsa/arms/reportfraud.html>

The link to this website is also published at the prime-contractor's website. The new printed outreach materials of the prime- contractor will also include phone numbers for reporting fraud and waste.

DE application states the following: "I understand that it is against the law to make false statements and that I am subject to prosecution if I do."

**b. Describe strategies in place for advertising the above-referenced resources. Select all that apply**

- Printed outreach materials
- Posted in local administering agencies offices.
- Addressed on LIHEAP application
- Website
- Other - Describe:  

Following website allows fraud reporting to the DHSS:  
<https://www.dhss.delaware.gov/dhss/otsa/arms/reportfraud.html>

The link to this website is also published at the prime-contractor's website. The new printed outreach materials of the prime- contractor will also include phone numbers for reporting fraud and waste.

DE application states the following: "I understand that it is against the law to make false statements and that I am subject to prosecution if I do."

**17.2. Identification Documentation Requirements**

**a. Indicate which of the following forms of identification are required or requested to be collected from LIHEAP applicants or their household members.**

Type of Identification Collected	Collected from Whom?		
	Applicant Only	All Adults in Household	All Household Members
Social Security Card is photocopied and retained	<input type="checkbox"/> Required	<input type="checkbox"/> Required	<input type="checkbox"/> Required



	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested	<input checked="" type="checkbox"/>	Requested
Social Security Number (Without actual Card)	<input type="checkbox"/>	Required	<input type="checkbox"/>	Required	<input type="checkbox"/>	Required
	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested	<input checked="" type="checkbox"/>	Requested
Government-issued identification card (i.e.: driver's license, state ID, Tribal ID, passport, etc.)	<input type="checkbox"/>	Required	<input checked="" type="checkbox"/>	Required	<input type="checkbox"/>	Required
	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested

**17.3. Citizenship/Legal Residency Verification**

What are your procedures for ensuring LIHEAP recipients are U.S. citizens or qualified non-citizens who are eligible to receive LIHEAP benefits? Select all that apply.

- Clients sign an attestation of citizenship or U.S. Citizen or Qualified Non-Citizen
- Client's submission of certain Social Security Administration cards is accepted as proof of U.S. Citizen or Qualified Non-Citizen.
- Non-Citizens must provide documentation of immigration status
- Citizens must provide a copy of their birth certificate, naturalization papers, or passport
- Non-Citizens are verified through the SAVE system
- Tribal members are verified through Tribal enrollment records/Tribal ID card
- Other - Describe:  

Citizenship and legal residency are verified against state eligibility/case management system that uses Federal Hub. Households that cannot be verified by the system would have to provide acceptable documents.

	Other	Applicant Only Required	Applicant Only Requested	All Adults in Household Required	All Adults in Household Requested	All Household Members Required	All Household Members Requested
1		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**17.4. Income Verification**

What methods does your agency utilize to verify household income? Select all that apply.

- Require documentation of income for all adult household members
  - Pay stubs
  - Social Security award letters
  - Bank statements
  - Tax statements
  - Zero-income statements
  - Unemployment Insurance letters
  - Other - Describe:
- Computer data matches:
  - Income information matched against state computer system (e.g., SNAP, TANF)
  - Proof of unemployment benefits verified with state Department of Labor
  - Social Security income verified with SSA
  - Utilize state directory of new hires
  - Other - Describe:

b. Describe any exceptions to the above policies.  

No exceptions

**17.5 Identification Verification**

<b>Describe what methods are used to verify the authenticity of identification documents provided by clients or household members. Select all that apply</b>
<input type="checkbox"/> Verify SSNs with Social Security Administration
<input type="checkbox"/> Match SSNs with death records from Social Security Administration or state agency
<input checked="" type="checkbox"/> Match SSNs with state eligibility/case management system (e.g., SNAP, TANF)
<input type="checkbox"/> Match with state Department of Labor system
<input type="checkbox"/> Match with state and/or federal corrections system
<input type="checkbox"/> Match with state child support system
<input type="checkbox"/> Verification using private software (e.g., The Work Number)
<input type="checkbox"/> In-person certification by staff (for tribal Grant recipients only)
<input type="checkbox"/> Match SSN/Tribal ID number with tribal database or enrollment records (for tribal Grant recipients only)
<input checked="" type="checkbox"/> Other - Describe:  SSNs are verified against state eligibility/case management system that uses Federal Hub. The households who cannot be verified by the system, are validated by intake staff by requesting original SS card or official document from the social security office that includes their SS number. In addition, the state's internal case management system also assigns unique identifiers to the clients called master client index that is used to receive all the State of Delaware DHSS benefits.
<b>17.6. Protection of Privacy and Confidentiality</b>
<b>Describe the financial and operating controls in place to protect client information against improper use or disclosure. Select all that apply.</b>
<input checked="" type="checkbox"/> Policy in place prohibiting release of information without written consent
<input checked="" type="checkbox"/> Grant recipient LIHEAP database includes privacy/confidentiality safeguards
<input checked="" type="checkbox"/> Employee training on confidentiality for:
<input checked="" type="checkbox"/> Grant recipient employees
<input checked="" type="checkbox"/> Local agencies/district offices
<input type="checkbox"/> Employees must sign confidentiality agreement
<input checked="" type="checkbox"/> Grant recipient employees
<input checked="" type="checkbox"/> Local agencies/district offices
<input checked="" type="checkbox"/> Physical files are stored in a secure location
<input checked="" type="checkbox"/> Electronic files are protected in a secure location.
<input type="checkbox"/> Other - Describe:
<b>17.7. Verifying the Authenticity</b>
<b>What policies are in place for verifying vendor authenticity? Select all that apply.</b>
<input checked="" type="checkbox"/> All vendors must register with the State/Tribe.
<input type="checkbox"/> All vendors must supply a valid SSN or TIN/W-9 form
<input type="checkbox"/> Vendors are verified through energy bills provided by the household
<input type="checkbox"/> Grant recipient and/or local agencies/district offices perform physical monitoring of vendors
<input checked="" type="checkbox"/> Other - Describe and note any exceptions to policies above:  All vendors were required to provide Current Delaware Business License, and Liability Insurance to Catholic Charities during the previous program years.  The LIHEAP administrator goes to the System for Award Management website to verify if the contractor has been placed on the suspended or debarred list for contracts with federal dollars. This helps to maintain the integrity of the contractor participating in LIHEAP. However, energy vendors are not verified through SAM. However, contractor writes checks to the energy vendors and delivered fuels have to submit bills to the contractor to get reimbursed and non-delivered fuels have client account verification process with Catholic Charities.
<b>17.8. Benefits Policy - Gas and Electric Utilities</b>
<b>What policies are in place to protect against fraud when making benefit payments to gas and electric utilities on behalf of clients? Select all that apply.</b>
<input checked="" type="checkbox"/> Applicants required to submit proof of physical residency
<input checked="" type="checkbox"/> Applicants must submit current utility bill
<input checked="" type="checkbox"/> Data exchange with utilities that verifies:
<input checked="" type="checkbox"/> Account ownership

<input type="checkbox"/> Consumption
<input type="checkbox"/> Balances
<input type="checkbox"/> Payment history
<input type="checkbox"/> Account is properly credited with benefit
<input checked="" type="checkbox"/> Other - Describe: DE sends an Excel Spreadsheet to the Gas and Electric Utilities for account verification before the account receives the LIHEAP benefit. However, it is a manual process and not a real time data exchange.
<input checked="" type="checkbox"/> Centralized computer system/database tracks payments to all utilities
<input checked="" type="checkbox"/> Centralized computer system automatically generates benefit level
<input checked="" type="checkbox"/> Separation of duties between intake and payment approval
<input type="checkbox"/> Payments coordinated among other energy assistance programs to avoid duplication of payments
<input checked="" type="checkbox"/> Payments to utilities and invoices from utilities are reviewed for accuracy
<input type="checkbox"/> Computer databases are periodically reviewed to verify accuracy and timeliness of payments made to utilities
<input checked="" type="checkbox"/> Direct payment to households are made in limited cases only
<input type="checkbox"/> Procedures are in place to require prompt refunds from utilities in cases of account closure
<input type="checkbox"/> Vendor agreements specify requirements selected above, and provide enforcement mechanism
<input checked="" type="checkbox"/> Other - Describe: Reconciliation spreadsheet is sent from energy vendor to local contractor every May.
<b>17.9. Benefits Policy - Bulk Fuel Vendors</b>
What procedures are in place for averting fraud and improper payments when dealing with bulk fuel suppliers of heating oil, propane, wood, and other bulk fuel vendors? Select all that apply.
<input checked="" type="checkbox"/> Vendors are checked against an approved vendors list
<input checked="" type="checkbox"/> Centralized computer system/database is used to track payments to all vendors
<input checked="" type="checkbox"/> Clients are relied on for reports of non-delivery or partial delivery
<input checked="" type="checkbox"/> Two-party checks are issued naming client and vendor
<input checked="" type="checkbox"/> Direct payment to households are made in limited cases only
<input checked="" type="checkbox"/> Vendors are only paid once they provide a delivery receipt signed by the client
<input type="checkbox"/> Conduct monitoring of bulk fuel vendors
<input type="checkbox"/> Bulk fuel vendors are required to submit reports to the grant recipient.
<input type="checkbox"/> Vendor agreements specify requirements selected above, and provide enforcement mechanism
<input type="checkbox"/> Other - Describe:
<b>17.10. Investigations and Prosecutions</b>
Describe the Grant recipients procedures for investigating and prosecuting reports of fraud, and any sanctions placed on clients, staff, or vendors found to have committed fraud. Select all that apply.
<input type="checkbox"/> Refer to state Inspector General
<input checked="" type="checkbox"/> Refer to local prosecutor or state Attorney General
<input type="checkbox"/> Refer to US DHHS Inspector General (including referral to OIG hotline)
<input checked="" type="checkbox"/> Local agencies/district offices or Grant recipient conduct investigation of fraud complaints from public
<input type="checkbox"/> Grant recipient attempts collection of improper payments. If so, describe the recoupment process
<input checked="" type="checkbox"/> Clients found to have committed fraud are banned from LIHEAP assistance. For how long is a household banned? 3 years if paid benefits to vendor are not returned.
<input type="checkbox"/> Contracts with local agencies require that employees found to have committed fraud are reprimanded and/or terminated
<input checked="" type="checkbox"/> Vendors found to have committed fraud may no longer participate in LIHEAP
<input checked="" type="checkbox"/> Other - Describe: State of Delaware Auditor's Office maintains an anonymous Delaware referral site to facilitate the reporting of allegations of fraud, waste,

and abuse of state government resources. 1-800-553-7283 (<https://reportfraud.auditor.delaware.gov/>)

**If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.**

**Section 18: Certification Regarding Debarment, Suspension, and Other Responsibility Matters**

**Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions**

**Instructions for Certification**

1. By signing and submitting this proposal, the prospective primary participant is providing the certification set out below.

2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.

3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

5. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.

6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency entering into this transaction.

7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or

voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

### **Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions**

(1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

(a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;

(b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and

(d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

### **Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions**

#### **Instructions for Certification**

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.

2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later

determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.

4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.

5. The prospective lower tier participant agrees by submitting this proposal that, [[Page 33043]] should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

#### **Certification Regarding Debarment, Suspension, Ineligibility an Voluntary Exclusion--Lower Tier Covered Transactions**

(1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

**(2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.**

**By checking this box, the prospective primary participant is providing the certification set out above.**



## Section 19: Certification Regarding Drug-Free Workplace Requirements

### Section 19: Certification Regarding Drug-Free Workplace Requirements

This certification is required by the regulations implementing the Drug-Free Workplace Act of 1988: 45 CFR Part 76, Subpart, F. Sections 76.630(c) and (d)(2) and 76.645(a)(1) and (b) provide that a Federal agency may designate a central receipt point for STATE-WIDE AND STATE AGENCY-WIDE certifications, and for notification of criminal drug convictions. For the Department of Health and Human Services, the central point is: Division of Grants Management and Oversight, Office of Management and Acquisition, Department of Health and Human Services, Room 517-D, 200 Independence Avenue, SW Washington, DC 20201.

#### Certification Regarding Drug-Free Workplace Requirements (Instructions for Certification)

1. By signing and/or submitting this application or grant agreement, the Grant recipient is providing the certification set out below.
2. The certification set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. If it is later determined that the Grant recipient knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, the agency, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.
3. For Grant recipients other than individuals, Alternate I applies.
4. For Grant recipients who are individuals, Alternate II applies.
5. Workplaces under grants, for Grant recipients other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the Grant recipient does not identify the workplaces at the time of application, or upon award, if there is no application, the Grant recipient must keep the identity of the workplace(s) on file in its office and make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the Grant recipients drug-free workplace requirements.
6. Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio studios).
7. If the workplace identified to the agency changes during the performance of the grant, the Grant recipient shall inform the agency of the change(s), if it previously identified the workplaces in question (see paragraph five).
8. Definitions of terms in the Nonprocurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grant recipients attention is called, in particular, to the following definitions from these rules:

***Controlled substance*** means a controlled substance in Schedules I through V of the Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 CFR 1308.11 through 1308.15);

***Conviction*** means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes;

***Criminal drug statute*** means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance;

***Employee*** means the employee of a Grant recipient directly engaged in the performance of work under a grant, including: (i) All direct charge employees; (ii) All indirect charge employees unless their impact or involvement is insignificant to the performance of the grant; and, (iii) Temporary personnel and consultants who are directly engaged in the performance of work under the grant and who are on the Grant recipients payroll. This definition does not include workers not on the payroll of the Grant recipient (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the Grant recipients payroll; or employees of subrecipients or subcontractors in covered workplaces).

#### **Certification Regarding Drug-Free Workplace Requirements**

##### **Alternate I. (Grant recipients Other Than Individuals)**

The Grant recipient certifies that it will or will continue to provide a drug-free workplace by:

(a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the Grant recipients workplace and specifying the actions that will be taken against employees for violation of such prohibition;

(b) Establishing an ongoing drug-free awareness program to inform employees about --

(1) The dangers of drug abuse in the workplace;

(2) The Grant recipients policy of maintaining a drug-free workplace;

(3) Any available drug counseling, rehabilitation, and employee assistance programs; and

(4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;

c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);

(d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will --

(1) Abide by the terms of the statement; and

(2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;

(e) Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a

central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

(f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted - (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or

(2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

(g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).

(B) The Grant recipient may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

**Place of Performance ( *That this must be physical address. No PO Boxes allowed.* )**

1901 N. DuPont Highway <b>* Address Line 1</b>		
Address Line 2		
Address Line 3		
New Castle <b>* City</b>	Delaware <b>* State</b>	19720 <b>* Zip Code</b>

**Check if there are workplaces on file that are not identified here.**

**Alternate II. (Grant recipients Who Are Individuals)**

(a) The Grant recipient certifies that, as a condition of the grant, he or she will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant;

(b) If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, he or she will report the conviction, in writing, within 10 calendar days of the conviction, to every grant officer or other designee, unless the Federal agency designates a central point for the receipt of such notices. When notice is made to such a central point, it shall include the identification number(s) of each affected grant.

[55 FR 21690, 21702, May 25, 1990]

**By checking this box, the prospective primary participant is providing the certification set out above.**

Section 20: Certification Regarding Lobbying

Section 20: Certification Regarding Lobbying

The submitter of this application certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Statement for Loan Guarantees and Loan Insurance

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

By checking this box, the prospective primary participant is providing the certification set out above.

## Assurances

### Assurances

**(1) use the funds available under this title to--**

**(A) conduct outreach activities and provide assistance to low income households in meeting their home energy costs, particularly those with the lowest incomes that pay a high proportion of household income for home energy, consistent with paragraph (5);**

**(B) intervene in energy crisis situations;**

**(C) provide low-cost residential weatherization and other cost-effective energy-related home repair;and**

**(D)plan, develop, and administer the State's program under this title including leveraging programs, and the State agrees not to use such funds for any purposes other than those specified in this title;**

**(2) make payments under this title only with respect to--**

**(A) households in which one or more individuals are receiving--**

**(i)assistance under the State program funded under part A of title IV of the Social Security Act;**

**(ii) supplemental security income payments under title XVI of the Social Security Act;**

**(iii) food stamps under the Food Stamp Act of 1977; or**

**(iv) payments under section 415, 521, 541, or 542 of title 38, United States Code, or under section 306 of the Veterans' and Survivors' Pension Improvement Act of 1978; or**

**(B) households with incomes which do not exceed the greater of -**

**(i) an amount equal to 150 percent of the poverty level for such State; or**

**(ii) an amount equal to 60 percent of the State median income;**

**(except that a State may not exclude a household from eligibility in a fiscal year solely on the basis of household income if such income is less than 110 percent of the poverty level for such State, but the State may give priority to those households with the highest home energy costs or needs in relation to household income.**

**(3) conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and households with high home energy burdens, are made aware of the assistance available under this title, and any similar energy-related assistance available under subtitle B of title VI (relating to community services block grant program) or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;**

**(4) coordinate its activities under this title with similar and related programs administered by the Federal Government and such State, particularly low-income**

energy-related programs under subtitle B of title VI (relating to community services block grant program), under the supplemental security income program, under part A of title IV of the Social Security Act, under title XX of the Social Security Act, under the low-income weatherization assistance program under title IV of the Energy Conservation and Production Act, or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(5) provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size, except that the State may not differentiate in implementing this section between the households described in clauses 2(A) and 2(B) of this subsection;

(6) to the extent it is necessary to designate local administrative agencies in order to carry out the purposes of this title, to give special consideration, in the designation of such agencies, to any local public or private nonprofit agency which was receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on the day before the date of the enactment of this Act, except that -

(A) the State shall, before giving such special consideration, determine that the agency involved meets program and fiscal requirements established by the State; and

(B) if there is no such agency because of any change in the assistance furnished to programs for economically disadvantaged persons, then the State shall give special consideration in the designation of local administrative agencies to any successor agency which is operated in substantially the same manner as the predecessor agency which did receive funds for the fiscal year preceding the fiscal year for which the determination is made;

(7) if the State chooses to pay home energy suppliers directly, establish procedures to --

(A) notify each participating household of the amount of assistance paid on its behalf;

(B) assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment made by the State under this title;

(C) assure that the home energy supplier will provide assurances that any agreement entered into with a home energy supplier under this paragraph will contain provisions to assure that no household receiving assistance under this title will be treated adversely because of such assistance under applicable provisions of State law or public regulatory requirements; and

(D) ensure that the provision of vendor payments remains at the option of the State in consultation with local Grant recipients and may be contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households, including providing for agreements between suppliers and individuals eligible for benefits under this Act that seek to reduce home energy costs, minimize the risks of home energy crisis, and encourage regular payments by individuals receiving financial assistance for home energy costs;

**(8) provide assurances that,**

**(A) the State will not exclude households described in clause (2)(B) of this subsection from receiving home energy assistance benefits under clause (2), and**

**(B) the State will treat owners and renters equitably under the program assisted under this title;**

**(9) provide that--**

**(A) the State may use for planning and administering the use of funds under this title an amount not to exceed 10 percent of the funds payable to such State under this title for a fiscal year; and**

**(B) the State will pay from non-Federal sources the remaining costs of planning and administering the program assisted under this title and will not use Federal funds for such remaining cost (except for the costs of the activities described in paragraph (16));**

**(10) provide that such fiscal control and fund accounting procedures will be established as may be necessary to assure the proper disbursement of and accounting for Federal funds paid to the State under this title, including procedures for monitoring the assistance provided under this title, and provide that the State will comply with the provisions of chapter 75 of title 31, United States Code (commonly known as the "Single Audit Act");**

**(11) permit and cooperate with Federal investigations undertaken in accordance with section 2608;**

**(12) provide for timely and meaningful public participation in the development of the plan described in subsection (c);**

**(13) provide an opportunity for a fair administrative hearing to individuals whose claims for assistance under the plan described in subsection (c) are denied or are not acted upon with reasonable promptness; and**

**(14) cooperate with the Secretary with respect to data collecting and reporting under section 2610.**

**(15) \* beginning in fiscal year 1992, provide, in addition to such services as may be offered by State Departments of Public Welfare at the local level, outreach and intake functions for crisis situations and heating and cooling assistance that is administered by additional State and local governmental entities or community-based organizations (such as community action agencies, area agencies on aging and not-for-profit neighborhood-based organizations), and in States where such organizations do not administer functions as of September 30, 1991, preference in awarding grants or contracts for intake services shall be provided to those agencies that administer the low-income weatherization or energy crisis intervention programs.**

**\* This assurance is applicable only to States, and to territories whose annual regular LIHEAP allotments exceed \$200,000. Neither territories with annual allotments of \$200,000 or less nor Indian tribes/tribal organizations are subject to Assurance 15.**

**(16) use up to 5 percent of such funds, at its option, to provide services that encourage and enable households to reduce their home energy needs and**

**thereby the need for energy assistance, including needs assessments, counseling, and assistance with energy vendors, and report to the Secretary concerning the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.**



By checking this box, the prospective primary participant is agreeing to the Assurances set out above.



## Plan Attachments

PLAN ATTACHMENTS
The following documents must be attached to this application
<ul style="list-style-type: none"><li>• Delegation Letter is required if someone other than the Governor or Chairman Certified this Report.</li></ul>
<ul style="list-style-type: none"><li>• Heating component benefit matrix, if applicable</li></ul>
<ul style="list-style-type: none"><li>• Cooling component benefit matrix, if applicable</li></ul>
<ul style="list-style-type: none"><li>• Minutes, notes, or transcripts of public hearing(s).</li></ul>
<ul style="list-style-type: none"><li>• Policy Manual.</li></ul>
<ul style="list-style-type: none"><li>• Subrecipient Contract.</li></ul>
<ul style="list-style-type: none"><li>• Model Plan Participation Notes for Tribes.</li></ul>