



GEORGIA DEPARTMENT OF HUMAN SERVICES
GEORGIA DIVISION OF FAMILY AND CHILDREN SERVICES

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM POLICY MANUAL



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GEORGIA DIVISION OF FAMILY AND CHILDREN SERVICES

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM

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****THIS MANUAL SERVES AS AN ADDENDUM TO THE CONTRACT****100 BACKGROUND**

The Energy Assistance Program was created by Title XXVI Low Income Home Energy Assistance Act of 1981 (P.L. 97-35), as amended by Title VI of the Human Services Reauthorization Act of 1984 (P.L. 98-558) Title V of the Human Services reauthorization Act 1986. Funds provided for this program will be used to assist low income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy, primarily in meeting their immediate home energy needs.

101.1 REQUIREMENT

The purpose of the Georgia Low Income Home Energy Assistance Program is to provide appropriate and timely financial assistance to:

- Low income eligible households
- Provide long-term, low-cost residential weatherization assistance
- Energy crisis assistance to households experiencing heating or cooling emergencies that are life-threatening
- Cooperate with private groups in the development, implementation, and administration of home energy assistance
- Agencies must make available access to a copy of this manual to employees working with the program

101.2 BASIC CONSIDERATION

- Provide benefits to the eligible low income households targeting elderly and homebound households.
- Provide emergency energy assistance benefits to low income households "at risk of harm" for energy related emergencies.
- Provide low-cost weatherization home improvements to low income households.
- Obtain the participation of the State's major home energy suppliers.
- Provide information and referrals to Energy Assistance Program recipients to help them access resources related to energy.
- The Low Income Home Energy Assistance Program provides financial assistance on behalf of and to households which meet three requirements:
 1. Have a total gross income at or below 60% of the State Median Income Guidelines for Georgia.
 2. Are responsible for paying the cost of energy for the household or can verify an energy burden.
 3. Are a U.S. citizen or a lawfully admitted immigrant.

BASIC CONSIDERATION (Cont'd)

- Households may receive only one payment per program component (Heating Assistance, Cooling Assistance) within a program year.
- This financial assistance will be in the form of payments to home energy suppliers on behalf of eligible household applicants.
- Eligible households whose energy suppliers have not signed a vendor supplier agreement will receive benefit payments directly.
- The amount of assistance will depend on the projected total annual gross household income and household size.
- Subsidized housing residents whose fuel cost is included in their rental payment are **not** eligible for assistance unless the applicant can verify an energy burden.
- Applicants who receive a vendor bill/statement from their energy source are eligible for assistance.
- Renters who live in subsidized housing are eligible for assistance if their utility bill is in their name or the applicant can verify an energy burden.
- Applications are to be taken at accessible locations statewide, and in the homes of those who are homebound and unable to travel to any of the sites.

101.3 PROGRAM COMPONENTS**HEATING ASSISTANCE**

The Low Income Home Energy Assistance Program (LIHEAP) Heating assistance provides a one-time benefit on behalf of an eligible household to the energy vendor during Georgia's cold winter months. Heating assistance is offered November through March or until funding is exhausted.

COOLING ASSISTANCE

The U.S. Department of Health and Human Services (HHS) Administration for Children and Families (SCF) permits the use of Low Income Home Energy Assistance Program (LIHEAP) funds for Cooling activities in accordance with a state's policies, if additional awards are given, or when heating assistance funds are redistributed. If it is determined that funding is too limited to make an impact among the general population, more vulnerable households such as the elderly and homebound may be targeted with this program component. Benefits for the purchase of a cooling unit are provided to households with inoperable air conditioning and a referral to Georgia Environmental Finance Authority's (GEFA) Weatherization program. LIHEAP Cooling provides a one-time benefit on behalf of an eligible household to the electric vendor during Georgia's warm summer months. Cooling assistance, when available, is offered April through June or until funding is exhausted.

REGULAR ENERGY ASSISTANCE

Regular Energy Assistance is provided to households who meet eligibility criteria and are not experiencing an energy related emergency or life-threatening crisis situation.

CRISIS ENERGY ASSISTANCE

OHS designates funds for Energy Crisis Intervention for each program year. States and local agencies providing LIHEAP are **required** to have Crisis Intervention funds available until March 15th for Heating assistance. Agencies cannot exhaust Crisis funds prior to **March 15th**. It is required that **10%** of funding allocated for Crisis, fund source (FS 06), must be available until March 15th for the Heating Assistance component. Crisis assistance is provided to households who meet eligibility criteria and are in arrearage with their energy provider.

CRISIS Energy Assistance provides for three types of interventions:

1. Crisis Assistance (Non-Life-Threatening) - A household whose energy service has been disconnected or can reasonably anticipate imminent disconnection of energy service within 7 days of the application date due to nonpayment of the energy bill. Assistance to reconnect the service or prevent disconnection of the service is provided within 48 hours of the application being made.
2. Life-Threatening Crisis Assistance – A household whose energy service have been disconnected or can reasonably anticipate imminent disconnection of energy service due to nonpayment and the disconnection creates a life- threatening situation for a household member. Assistance to reconnect service or prevent disconnection of the service is provided within 18 hours of application being made.
3. Severe weather-related conditions and the crisis are declared by the Governor or designee, or by Federal Emergency Management Authority, Homeland Security or Health and Human Services.

101.4 BENEFIT AMOUNT

The amount of available federal funding determines the amount of the benefit. The State office reviews and recommends the benefit level each year based on projected federal funding. Financial assistance is provided in the form of a vendor check written at the local level. Client benefits will be offered at a minimum of \$350 and maximum of \$500 for eligible households, based on 60% of the State Median Income (SMI). Eligible households with the vulnerable population of a senior(s) 60 years of age and older residing in the home will receive the maximum benefit amount of \$500. Households may receive a maximum of one heating benefit and one cooling benefit within the same program year.

101.5 PUBLIC SERVICE COMMISSION (PSC)

SENIOR MATCH

DHS administers the PSC Senior Match Program through a Memorandum of Understanding with the Public Service Commission (PSC). DHS contracts with Community Action Agencies to deliver these services. This program provides a payment to the heat vendor on behalf of customers aged 65 or older who use Atlanta Gas Light (AGL) natural gas. The benefit is equal to the LIHEAP payment. This program is available as funding permits.

ENERGY ASSISTANCE PROGRAM

The PSC provides funding for an Energy Assistance program for customers of the Atlanta Gas Light (AGL). The financial and citizenship criteria for this program are the same as LIHEAP. This program is available as funding permits.

REGULATED PROGRAM ASSISTANCE

The Regulated program is a PSC program, which ensures service to customers deemed "high risk" based on payment history. The PSC contracts with SCANA Regulated to provide services to customers who may not otherwise have heating service. The PSC pays Community Action Agencies (CAAs) \$16 per application to administer this program.

101.6 WEATHERIZATION

Weatherization activities are provided to low income households through a contract between the Department of Human Services and the Georgia Environmental Finance Authority, Division of Energy Resources.

The Georgia Environmental Finance Authority (GEFA), Division of Energy (DOE) Resources contracts with local nonprofit organizations to do low-cost, long-term home improvements to reduce energy consumption in low income client homes. Priority of services, which include installing ceiling insulation, caulking and weather-stripping and small repairs, is given to the elderly and homebound.

Temporary Assistance to Needy Families (TANF) and Supplemental Security Insurance (SSI) recipients are categorically eligible for the program.

101.7 PUBLIC INFORMATION AND EDUCATION

Public information and education are an important part of the Energy Assistance Program. The focus of these efforts is to inform individuals who are at risk of illness due to weather-related conditions about what actions they can take to protect themselves.

101.7 PUBLIC INFORMATION AND EDUCATION (Cont'd)

Assurance 16 was added to the Low Income Home Energy Assistance Program statute in 1994. Section 2605(b)(16) of the statute allows grantees to spend a limited amount of funds for Assurance 16 activities. Grantees have the option to: "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."

101.8 OUTREACH

OHS and Community Action Agencies (CAA) conduct outreach effort to ensure that potentially eligible households are made aware of the program. Special efforts are made to inform and reach households with homebound individuals, elderly, and persons with limited English proficiency.

101.9 FORMS

All pertinent forms will be distributed to agencies via electronic mail as an addendum.

FEDERAL RESOURCES

The following website is a tool to assist eligible entities in administering the LIHEAP Program:

Administration for Children and Families Office of Community Services

<http://www.acf.hhs.gov/programs/ocs/programs/liheap>

101.10 PERFORMANCE MEASURES

Beginning FFY 2016 states are required to report on three outcome measures. The Office of Management and Budget (OMB) cleared Health and Human Services to collect data from LIHEAP grantees (states) to support the following performance indicators:

- The average reduction in energy burden for households receiving LIHEAP fuel assistance.
 - This data will be collected from the energy vendors
- The percent of unduplicated households where LIHEAP prevented a potential home energy crisis.
 - This data will be captured on the LIHEAP application
- The percent of unduplicated households where LIHEAP benefits restored home energy.
 - This data will be captured on the LIHEAP application

201 PROGRAM AUTHORIZATION

The Governor of the State of Georgia has designated the Department of Human Services (OHS) as the administering agency of LIHEAP funds. Within OHS, the Division of Family and Children Services, the Office of Family Independence administers the Energy Assistance Program via contract through Community Action Agencies (CAA), CAAs administer the program at the local level.

DHS/DFCS Program Managers are assigned to each of the nineteen (19) Community Action Agencies to fulfill State responsibilities.

201.1 REQUIREMENT

OHS must comply with federal statutes and regulations in administering LIHEAP funds via Community Action Agencies (CAA).

The CAA must comply with all policies and procedures found in the LIHEAP manual and OHS contract and the OMB Super Circular.

201.2 BASIC CONSIDERATIONS

Program administration includes the following components:

- Contracts
- Outreach
- Program Integrity/Security
- Home Energy Suppliers
- Benefit Reconciliation
- Weatherization/Conservation Coordination
- Training
- Program Reporting
- Program Monitoring

Detailed explanation of each component is outlined respectively in the following sections.

201.3 CONTRACTUAL OBLIGATIONS

OHS and each CAA completes the contract process annually. See Section 300 for contracts details.

201.4 STATE RESPONSIBILITIES

- Program development including policies and procedures
- Monitor program budget
- Allocation of client benefits, administrative funds, and program support funds
- Program management
- Technical assistance
- System maintenance
- Program monitoring
- Program and system training
- Contractual management and oversight

201.5 CAA RESPONSIBILITIES

- Ensure Board composition and compliance.
- Notify State office of any change in Service Delivery Sites locations immediately.
- Abide by all provisions, sections and paragraphs found in the DHS contractual agreement.
- Ensure that the program is not supported by any other federal funds.
- Ensure that Crisis funds are available to clients through March 15th for Heating assistance.
- Ensure that if HEAT funds are used to support a client that it is indicated on the client application.
- Deposit and maintain all LIHEAP funds in an interest-bearing bank account dedicated to Energy Assistance funding.
- Ensure LIHEAP funds are not commingled with CSBG funds.
- Agencies must have systems in place to track LIHEAP funds separately from CSBG and other funding.
- Ensure that administrative and program support expenses are reported immediately after the month in which it occurred and are submitted monthly with benefit expenses.
- Submit a monthly expenditure and programmatic report with a supporting general ledger reflecting the current month's activity no later than the 15th calendar day following the end of each month during the term of the contract. Agencies who fail to meet this requirement will be cited. All financial supporting documentation must include the administrative and program support expenses featured on the monthly expenditure report from Luminist.
- Ensure that all LIHEAP clients benefit funds received from DHS are used ONLY for the payment of LIHEAP client benefits.
- Ensure adequate program staffing for the entire length of the contract.

201.5 CAA RESPONSIBILITIES (Cont'd)

- Ensure the provision of adequate technological equipment, supplies and materials for efficient program operations.
- Reconcile misunderstandings or disagreements between home energy suppliers and LIHEAP clients.
- Operate LIHEAP in accordance with the approved policy and procedure manual.
- Coordinating LIHEAP activities with county DFCS to ensure the program operates in the most efficient and effective manner.
- Assure that agency staff who are designated to accept, approve, electronically enter data and process payments and refunds, and perform other duties associated with the LIHEAP are adequately trained.
- Assure that agency staff always provides excellent customer service.
- Conduct a local outreach campaign to assure that services are provided to the elderly, homebound, and families with young children.
- Report to the State and attempt collection on all overpayments.
- If applicable, serve waiting list in the proper order when additional funds are allocated.
- Provide data and reports.
- Maintain and retain required records.
- Cooperate with State level monitoring of local operations to identify program accomplishments/errors and take immediate corrective action when necessary.
- Remit unused portion of client benefits, administrative and program support funds.
- Remit ALL interest earned over \$500.00 to the State.
- Submit a check to the Department within ten (10) days of receipt of the letter from the Department referred to as the "Energy Assistance Program Reduction of Client Benefits/Administrative Fee Allocation" incorporated by reference and attached hereto as Annex D.

201.6 PROGRAM ACCESS

- Effective October 1, 2018, each contractor must physically conduct intake in each county in the service area at least once per week until funds are exhausted.
- Each contractor must provide a special period designated for low income seniors and medically homebound households.
- Funds may be transferred as necessary based on daily monitoring of the Funds Available Reports. Transfers should occur to adequately and fairly serve all areas of the local community. It is required that 10% of funding allocated for Heating Assistance is available and maintained in the EAP system under the Crisis fund source (FS 06) for the provision of client assistance until March 15th for the Heating Assistance component.
- Non-English-speaking applicants are to be served without discrimination or prejudice according to Georgia Energy Assistance policy.

201.7 ALLOCATION

The LIHEAP Allocation formula is computed as follows:

- Georgia receives national allocation based on federal formula
- There is a 10% cap on administration
- Transfer up to 15% to Weatherization
- LIHEAP reserves are required by statute
- Assurance 16 activities are required by statute
- Client benefits are allocated to each county based on county poverty rate
- Administrative funds are dispersed in proportion to client benefits when available
- PSC funds are dispersed by poverty level to Atlanta Gas and Light (AGL) counties
- HEAT funds are dispersed by poverty level to all counties

201.8 RETURN OF FUNDS

Benefit Funding that is unspent are to be returned by due dates as determined by the State office.

Administrative Funding must be returned by due dates as determined by the State office. LIHEAP subgrantees must report actual obligations for all administrative expenses and repay DHS any funds advanced that have not been used by the end of the LIHEAP application processing period. If client benefits are returned, the matched administrative and program support funding must be returned also.

201.9 ADMINISTRATIVE FUNDING

The administration of the LIHEAP requires Community Action Agencies to distinguish between Administrative Costs and Program Support Costs. Administrative Costs shall be defined as costs directly related to program operations, planning and development. Agencies must allocate administrative expenses monthly according to the Agency's cost allocation plan. Administrative Costs shall be capped at the annual contractual rate. Please refer to the LIHEAP contract for the annual administrative cap.

Allowable Administrative Costs May Include:

A. Administrators Salaries/Fringe

- Executive Directors
- Finance Department Staff
- Human Resource Officer

B. Fiscal Reporting

- Program Reporting (Include only the portion of these activities that are not completed by LIHEAP Directors/Coordinators and Outreach staff)
 - i. LIHEAP Monthly Programmatic and Expenditure Reports
 - ii. Regulated Marketer Referral Program Monthly Reports
 - iii. Staffing Implement Plan (SIP)

C. Public Relations

D. Procurement Activities

E. Property Management

F. Salaries and Benefits of staff performing administrative functions

201.9 ADMINISTRATIVE FUNDING (Cont'd)

G. Activities related to eligibility determinations

H. Rent (A pro rata share of rent paid where outreach services are provided can be considered program costs)

I. Utilities (A prorated share of utilities paid where outreach services are provided can be considered program costs)

J. Insurance

Administrative Funds Cannot Be Used to Purchase:

- Vehicles
- Perishable food
- Durable goods

201.10 PROGRAM SUPPORT FUNDING

Program Support Costs shall be defined as costs directly related to a client benefit. Agencies must allocate Program Support expenses monthly. These costs in addition to the regular assistance and crisis intervention assistance benefits and Assurance 16 costs shall define the LIHEAP budget in its entirety. Program Support Costs shall be capped at five percent (5%) of the annual regular assistance and crisis intervention assistance total benefit amount.

Allowable Program Support Costs May Include:

- A. LIHEAP Directors/Coordinators Salaries including fringe
- B. Outreach Staff and LIHEAP Director/Coordinator Travel. Note: Travel for Home Visits/County to County and travel to a conference cannot be considered as program cost. However, travel to another agency's county for training is allowed.
- C. Outreach, Direct Care Staff, and Part-Time/Temporary Workers staff salaries (Does not include fringe). Note: Travel to conference cannot be considered.
- D. Postage for Mailouts
 - Client Application Copy (Pink Copy)
 - Notice of Action
 - LIHEAP Application
- E. Forms
- F. Fliers
- G. Prescreening

201.11 PREVENT FRAUD, WASTE AND ABUSE

As a grant recipient, CAAs must protect the program and the source of federal funds by detecting and preventing fraud by:

- Establishing an adequate and effective system of accounting, internal controls, records control, and records retention.
- Implementing an internal compliance and ethics program that encourages the recognition and reporting of fraud, waste or abuse.
- Reporting suspected fraud to the OHS Office of Inspector General of the State of Georgia:

Office of Inspector General

The OHS Office of Inspector General provides oversight to ensure the work of OHS is conducted according to state and federal laws, and administrative policy, procedure, and practice. Our goal is to actively seek to eliminate poor management practices, fraud, waste, and abuse within OHS programs and to uncover criminal conduct by employees, contractors, or recipients of public assistance benefits. These services are provided through five distinct units: Background Investigations Unit, Internal Audits Unit, Benefits Recovery Unit, Internal Investigations Unit, and the Residential Child Care Unit.

HOW TO REPORT FRAUD, WASTE OR ABUSE:

Office of Inspector General Hotline: 1-866-435-7644

Via the Web: online form DHS OIG Fraud and Abuse Reporting Form <https://dhs.georgia.gov/dhs-oig-fraud-and-abuse-reporting-form>

U.S. Mail: 2 M.L.K Jr. Drive SW, 1102 West Tower, Atlanta, GA 30334

Attention: OHS Inspector General

301 REQUIREMENT

Community Action Agencies that contract with OHS must conform to the standards and requirements imposed by Federal and State law and the OHS Contracts Office. These requirements are defined in the Single Audit Act Amendment of 1996, OMB Super Circular (Uniform Administrative Requirements Cost Principles and Audit Requirements); Contract Provisions; OHS Policy; and Title 50, Chapter 20, Sections 1-8 of the Official Code of GA, Annotated.

301.1 CONTRACT PROCESS

Offices/Departments/Division Involved in Processing Contracts

- LIHEAP and CSBG Office
- Office of Procurement and Contracts
- Office of Finance and Budgets
- Office of Accounts Payables
- Division and Family and Children Services
- Department of Human Services

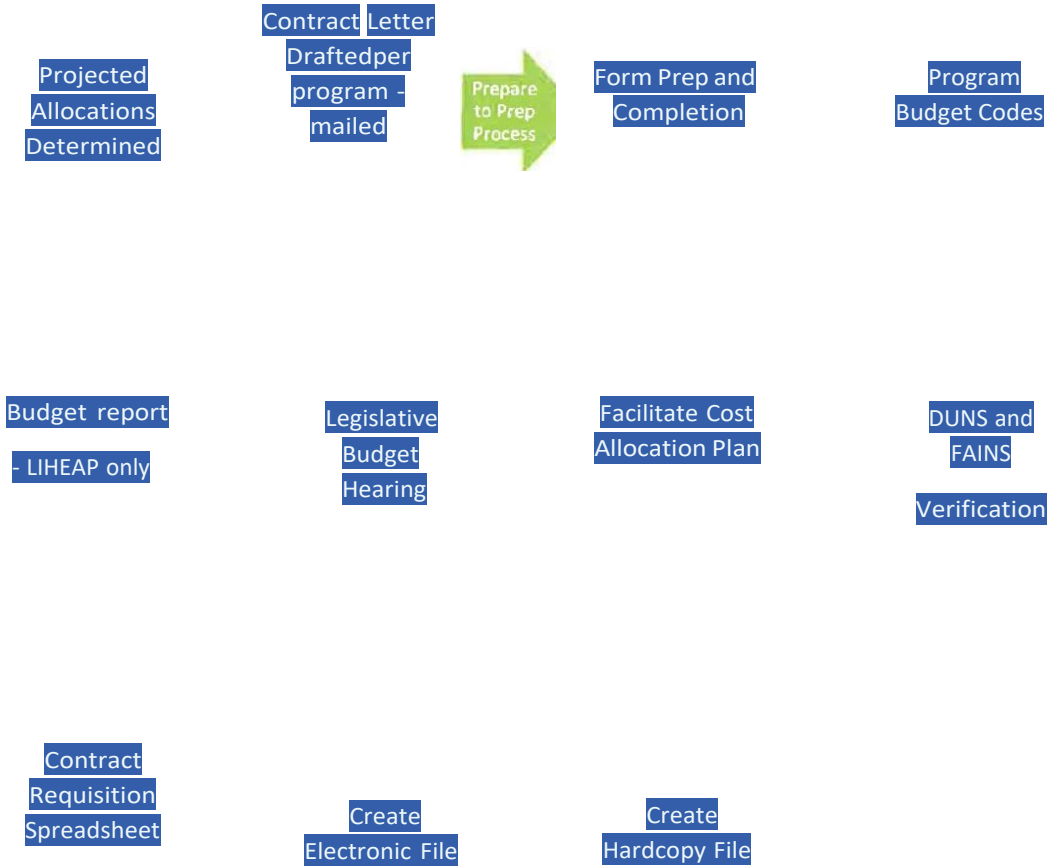
Contracts often flow through these Departments more than twice in the process before contracts are executed.

OHS RESPONSIBILITIES:

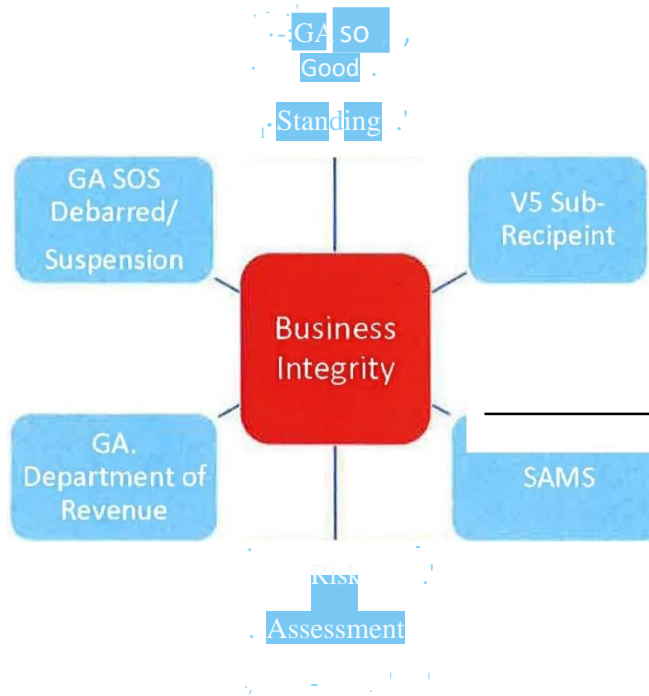
OHS sends a letter to the CAA documenting the proposed allocation amounts for benefit, program administration, program support, and requests documents necessary to process the contract including:

- Resolution to Enter Contract
- Contractor Information Sheet
- Staffing and Implementation Plan (SIP)
- Listing of Staff and Salaries including Fringe Benefits for CSBG and LIHEAP
- Cost Allocation Plan
- List of the service delivery sites with the address, phone number, contact person, and hours of operation
- Contract Budget and Monthly Cumulative Expenditure Report
- Advance Request Documents
- Request for Advance Payment- Form 5214
- Statement of Need -Form 5022
- Fidelity Bond Annex Cover Sheet
- Bond or Bond Letter
- Programmatic Report
- Certificate of Liability Insurance \$1,000,000 each occurrence and \$3,000,000 aggregate (DHS/DFCS must be listed as the Certificate holder)
- If the agency provides transportation, **auto/liability** coverage is required
- Vendor Management form with voided check for the bank account dedicated for LIHEAP funds. CSBG and LIHEAP funds cannot be commingled.
- Verification of criminal records check (GAPS)
- Department of Revenue Tax Compliance form SPD-SP045
- W-9
- Security and Immigration Form

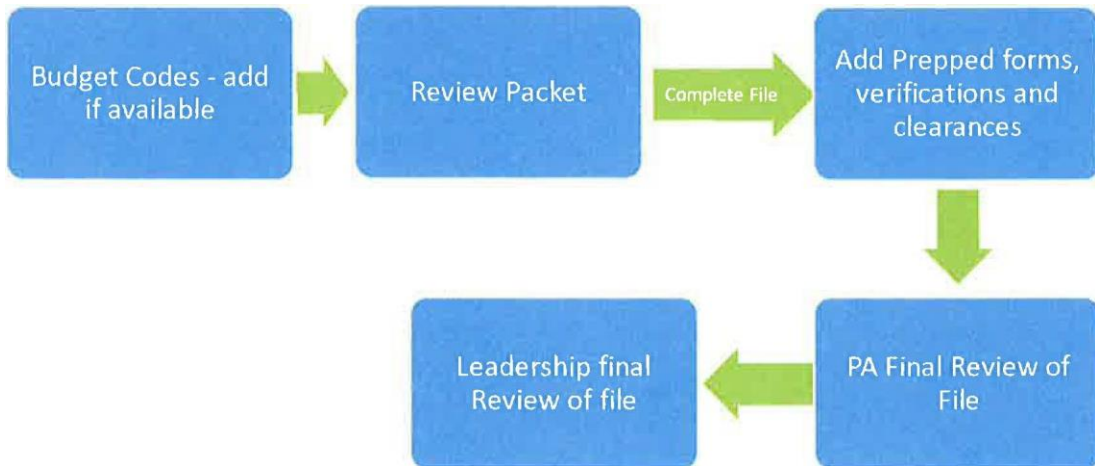
CONTRACT PROCESS AT THE OHS STATE OFFICE



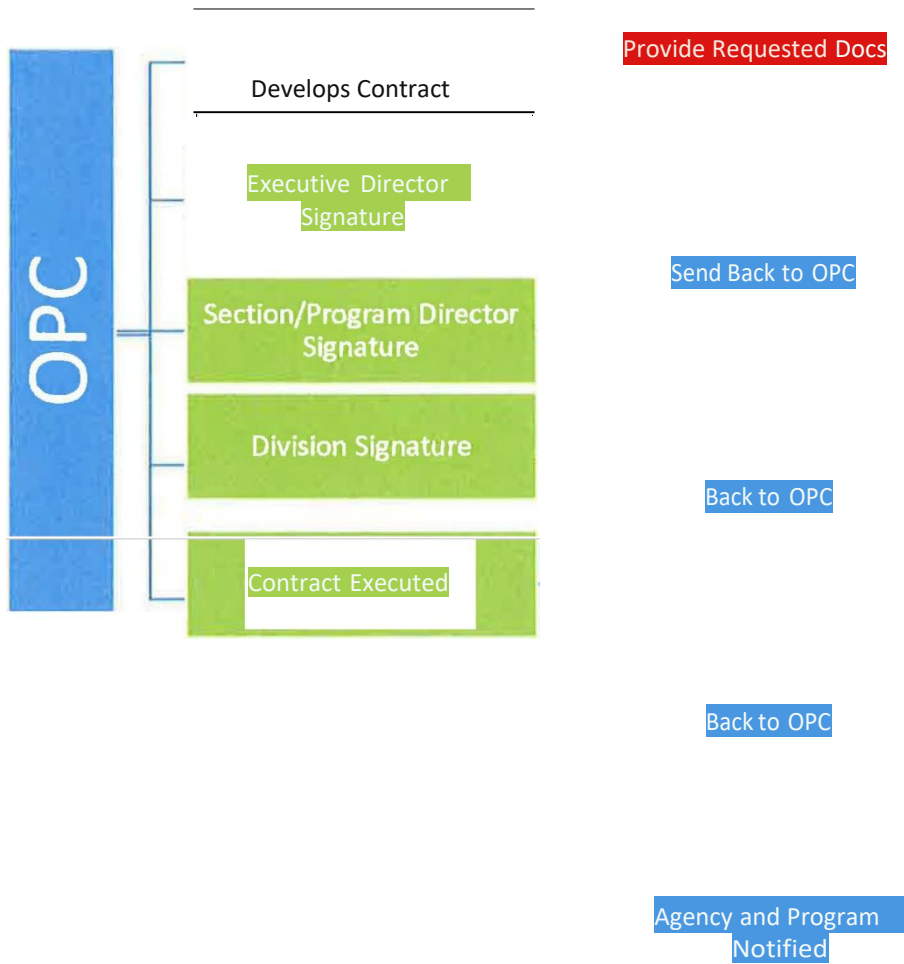
ACTIVITIES STATE OFFICE PROGRAM STAFF ARE RESPONSIBLE FOR AFTER RECEIVING CAACONTRACT PACKET AND MOVING FORWARD WITH CONTRACT PROCESSING



NEXT STEPS FOR STATE OFFICE PROGRAM STAFF



CONTRACT DEVELOPMENT



ALLOCATION OF FUNDS

**Prompt
Release
of Funds**

/Program

Accounts Payable



301.1 a CONTRACT PROCESS- CAA RESPONSIBILITIES

The CAA submits the required documents to the assigned Program Manager for review including:

- Fidelity Assurance Bond (must cover the entire amount of the advance for the contract period)
 - The Department of Human Services Office of Financial Services requires all contractors provide a bond that covers the total amount of the contract advance.
 - Designate the Department of Human Services as the loss payee or joint insured.
 - Coverage amounts are subject to change should funding allocations increase.

Please Note: All agencies that request an advance for CSBG, the amount of the bond must cover both LIHEAP and CSBG advances.

- Submission of Budget and Monthly Cumulative Contract Expenditure Report for contract development.
 - Make sure LIHEAP Benefits and Administration amounts are as noted in the allocation award letter. Verify the Grand Total.
- Verification of criminal records check (FY 2016 requirement, all agencies must be register with GAPS).
- Vendor Management form with voided check for the bank account dedicated for LIHEAP funds.
- Certificate of Liability Insurance (\$1,000,000 each occurrence and \$3,000,000 aggregate). DHS/DFCS must be listed as the Certificate Holder.
- If the CAA provides Transportation, the agency **MUST** have Auto/Liability coverage.

Please ensure that the "Prepared by" information is accurate, but PLEASE DO NOT SIGN THE FORM.

- Please ensure that **ALL** documents are submitted and returned to the Department or Office specified.
- If you are unsure where to submit documents, contact your Program Manager.
- Please return all requested documentation by stated deadlines, and expeditiously, as not to delay the release of program funds. Our ability to release funds in a timely manner are predicated on the return of documents needed to complete processing.

301.1 b CONTRATUAL NON-COMPLIANCE

- If the Contractor's performance fails to meet the contractual requirements, the State Office will identify deficiencies and notify the Agency in writing of the deficiencies and the need for the Agency to submit, in writing, a Corrective Action Plan addressing specific planned correction AND a time frame for completion of the corrective actions.
- Upon review of the Corrective Action Plan by the State office, if the plan meets approval, the State office will provide technical assistance and/or site visits to monitor progress and assist with the plan.
- Upon review of the Corrective Action Plan by the State office, if the plan does NOT meet approval, the State office will provide technical assistance and/or site visits to develop a Corrective Action Plan that will correct contractual deficiencies in a timely manner. The State has the discretion to withhold funds.
- If the CAA fails to correct the deficiencies in a timely manner; payment will be withheld to the CAA until the CAA is in compliance with the Corrective Action Plan.
- If the CAA fails to meet contractual requirements; the contract will be terminated. A claim will be filed against the CAA's Fidelity Bond and a refund to the State of any outstanding balances based on EAP and State accounting system figures must be made by the CAA.

CONTRACTUAL SUSPENSION:

Of the CAA fails to substantially provide the quality of services required or does not meet the specified completion schedule of duties required under the contract:

- The State will move to suspend the contract.
- Notify the CAA Board of the contract suspension.
- Halt payment of any expenditure from the date of the suspension.

CONTRACTUAL TERMINATION:

- If the State office exercises the right to terminate, the CAA will be notified in writing, specifying the reason for the termination and the effective date of contract termination.
- Upon termination of the contract, the CAA must not incur any new expenditures.

401 BACKGROUND

The Low Income Home Energy Assistance Program Federal Statute requires that regulations are in place to prevent waste, fraud, and abuse of the program. The LIHEAP Statute, section 96.87, revised October 1, 1996, adds to the Block Grant Regulations, a provision which requires grantees to establish appropriate systems and procedures to prevent waste, fraud, and abuse in activities funded through the Energy Assistance Program.

401.1 BASIC CONSIDERATIONS

In compliance with the regulation to prevent or detect overpayments, the Energy Assistance Subsystem provides statewide information by Federal Fiscal Year on the Approved Payment Inquiry Screen and the Multi-Key Search Screen to prevent a second benefit from being issued to an applicant. The EAP system also has programming coded into the system to prevent payments to duplicate addresses, social security numbers and household vendor accounts within the same Fiscal Program Year.

If a person knowingly and willfully falsifies information, conceals a material fact or makes a fraudulent statement to obtain a benefit from the Program that the household is not eligible to receive, it is considered an overpayment. (Refer to Section 31 on the Application Form 6000)

Types of Overpayments:

- A household receives more than one energy assistance benefit from the same program component within a program year.
- A household receives a benefit amount for more than they are eligible to receive.
- An ineligible household (example: over income because not all income was reported).
- Agency error.

If any type of suspected overpayment is discovered; it must be reported within 10 calendar days in writing to the Agency's designated Program Manager.

Using internal Agency procedures, investigate the situation to find out if the overpayment is valid. If an overpayment exists, a claim must be established to recoup the funds.

A claim is the payment of a debt that must be collected or recouped.

401.2 PROCEDURES FOR PROCESSING CLAIMS

The Community Action Agency that issued the overpayment is responsible for establishing claims and recouping funds by following the procedures below:

- Notify the applicant within 10 calendar days of the finding.
- Maintain a separate file for each claim.
- Document the steps taken to validate that a claim exists such as the date and method of discovery.
- Contact the applicant by sending written notification clearly explaining the agency's findings; including a Repayment Agreement Option and/or providing an opportunity for the applicant to discuss a payment plan.
- If the applicant does not respond within 10 calendar days to the first notification letter, or fails to keep an appointment, a second letter must be sent. A third letter is only necessary if the applicant is responsive but cannot keep the second appointment.
- If the applicant is not responsive or does not keep any appointments, a notation must be made in the claims file documenting that the applicant did not respond.
- If the applicant keeps the appointment the LIHEAP Coordinator will take the following steps:
 - Assist the applicant in completing a Repayment Agreement. A copy must be in the claims file.
 - Applicants must be given specific instructions for making payments.
 - The applicant must make payments in the form of a check or money order identifying the funds as an "Energy Assistance Program Repayment".
 - Payments can be made in either a lump sum or in monthly installments.
- The agency must maintain a log of all repayments received; the log will be reviewed during monitoring.
- Funds recouped must be deposited into the Low Income Home Energy Assistance Program account and documented in the general ledger and reported at the end of each program year.
- Contact the State office when claims are paid in full. Authorization can be given to use recouped funds as client benefits within the current program year.
- Funds unused must be recouped and sent back to the State office if after the program year has closed.

401.3 EMPLOYEE SEPARATION OF DUTIES

The Community Action Agency must maintain a separation of duties among employees who perform certain functions for the Low Income Home Energy Assistance Program. Separation of duties helps ensure that legitimate applications are created, keyed, approved and paid. At minimum, procedures must be in place to ensure that:

- Intake Workers do not key applications, review reports for approval or sign checks for any applications they complete.
- Data Entry Operators do not key applications, review reports for approval or sign checks for any applications that they complete.
- LIHEAP Coordinators do not sign checks.
- Staff should be cross trained to perform other duties during staff shortages or an increase in the number of applicants requesting assistance.

401.4 EMPLOYEE APPLICATIONS

The LIHEAP Coordinator or the Executive Director's approved designee must complete LIHEAP applications for employees. The Executive Director or approved designee must approve the application for the employee. Changes may be made to the employee application process with DHS approval. Employee applications must be filed separately in a secure location with access limited to the EAP coordinator and the Executive Director.

501 BACKGROUND

Home Energy Suppliers are encouraged to participate in the Low Income Home Energy Assistance Program thereby ensuring that funds are used specifically to offset the increasing costs of home energy. Approximately 400 fuel vendors participate in the program each year. The Home Energy Agreement satisfies all Federal Assurances of the Low Income Home Energy Assistance Program.

501.1 REQUIREMENT

To receive direct payments from the Low Income Home Energy Assistance Program, a home energy supplier must sign a Home Energy Agreement with the Department of Human Services.

501.2 BASIC CONSIDERATION

To participate in the Low Income Home Energy Assistance Program, the Home Energy Supplier must ensure:

- not to discriminate against a household receiving assistance, either in the cost of goods supplied or service provided.
- that payments received from the Low Income Home Energy Assistance Program will be posted timely to the customer's account.
- that payments will not be applied to old accounts in collection status, unless needed to re-establish service.
- that the full amount of the benefit will be applied to the actual fuel cost; NOTE: exceptions apply to Crisis Intervention as follows:
 1. Benefits can be used to pay deposits and reconnect fees.
 2. Benefits can be applied to the tank rental fee for gas applicants.
 3. Energy Assistance benefits cannot be paid to a company acting as a billing agent.
- benefits posted in error must be corrected within 5 calendar days of notification by the agency or customer.
- Agencies should communicate and encourage vendor participation in the Energy program.

501.3 VENDOR APPROVAL PROCESS

OHS Sends package to vendors inviting them to participate in program.

Package consists of:

- Letter of instruction
- Home Supplier Agreement
- List of Community Action Agencies and Program Contact telephone numbers

Home Energy Supplier completes and sends the Agreement to OHS with the following information:

- Company name, address and phone number
- Mailing address for checks
- Supplier or IRS Tax Number
- Signature of Authorizing Official
- Date signed
- Program Contact Person and telephone number
- OHS reviews the Agreement for completeness

If the Vendor Agreement is complete:

- The State office will issue a vendor code number
- Notify the vendor by a confirmation letter
- Update the vendor file the in EAP system
- Provide a list of the Approved Vendors to CAA's

If the Home Energy Agreement is incomplete:

- The State office will return the Agreement with a letter identifying the omissions and the due date for the agreement must be returned.

501.4 VENDOR RESPONSIBILITIES

The Vendor agrees to comply with the following guidelines for these program components:

Regular:

- Credit active account
- Return check to agency due to inactive account
- Deliver fuel

Crisis:

- Credit client account to prevent a disconnection
- Credit client account to restore service
- Deliver Fuel

All Vendor payments must adhere to the current Vendor Agreement.

501.5 VENDOR NON-COMPLIANCE

Direct payments will be suspended for failure to comply with the Vendor Agreement and responsibilities outlined above.

501.6 VENDOR REFUNDS

If a credit balance exists and the account is closed by the customer, the Vendor must issue a refund to the household.

If a credit balance exist and the customer cannot be located, the Vendor must issue a refund to the agency. The agency will issue the check to the customer if located.

If a credit balance exists and the customer is deceased with no surviving household members, the Vendor must issue a refund to the agency. The application will be voided, and the benefit issued to another eligible household if in the same program year.

501.7 PERFORMANCE MEASURE DATA COLLECTION

Vendors will need to collect complete annual bill information (12 months) from each bill payment assisted household's main fuel vendor. This data includes all required customer payments, such as monthly service charge, usage charge, and taxes.

This Includes:

- Total heating costs and number of months billed
- Account status (Active/Inactive/Final Billed)
- Consumption (kWh or Therms)
- Current customer?
- Number of customer payments made (excluding LIHEAP payments)
- Customer arrearages and amounts
- Did the customer enroll in an arrearage forgiveness program?
- Did the customer successfully complete an arrearage forgiveness program?

Process for Performance Measure Data Collection:

- Agencies will enter all data from client application into EAP.
- DHS/DFCS Information Technology staff will create and provide spreadsheets from EAP data to vendors for completion.
- Vendors will enter the data (data dump) and send it back to the State office for submission to OCS.

601 BACKGROUND

The Georgia Weatherization Program is administered by the Georgia Environmental Facilities Authority (GEFA). This program is designed to upgrade the thermal efficiency of low income dwelling units by preventing infiltration and installing ceiling insulation. This program receives partial funding from the LIHEAP grant to states. LIHEAP applicants should be referred to this program as appropriate.

601.1 REQUIREMENT

Referrals to the Georgia Weatherization Program must be made for eligible LIHEAP applicants as appropriate.

601.2 BASIC CONSIDERATIONS ELIGIBILITY CRITERIA

Households containing at least one family member receiving assistance under Title VI and/or Title XVI of the Social Security Act.

Households whose total income, in relation to family size is at or below 60% of the State Median Income. If a LIHEAP applicant is eligible for a Weatherization referral:

- A copy of the LIHEAP Application form 6000 or other agency developed form may be used as the referral document.
- The LIHEAP Program Coordinator must forward referrals to the Weatherization Coordinator.

If a LIHEAP applicant is offered services by Weatherization program staff:

- Priority will be given to households containing at least one elderly or homebound person.
- The dwelling will have thermal efficiency upgraded by preventing infiltration and installing ceiling insulation.

601.3 PROGRAM SERVICES

Weatherization program services are delivered through local Community Action Agencies under contract with the Georgia Environmental Finance Authority (GEFA).

233 Peachtree St, NW,
Harris Towers, Suite #900
Atlanta, GA, 30303.

Telephone number (404) 584-1000

601.4 PROGRAM TRAINING

Training for local CAA staff on simple weatherization and energy conservation education is available. Weatherization program staff can provide this training.

601.5 WAIT LISTING

Referral to the Weatherization Program may result in eligible LIHEAP applicants being placed on a waiting list for Weatherization services because of the large number of eligible applicants and limited program funding.

601.6 PERFORMANCE MEASURE DATA COLLECTION

Weatherization contractors are required to report when LIHEAP funds were used to restore home energy (inoperable equipment) versus prevent home energy loss (operable or at-risk equipment).

701 BACKGROUND

Training on Energy Assistance is a shared responsibility of both State and CM staff. This section outlines the types, responsibilities, and expectations of Energy Assistance training.

701.1 REQUIREMENT

State level, local level and on-going training sessions will be held during the Energy Assistance program year. This training will consist of policy and system training.

701.2 BASIC CONSIDERATION

OHS staff will provide Energy Assistance Policy and System training before the beginning of each program year to the CAA Energy Assistance Coordinators and other applicable CM staff. The training approach will be "Train the Trainer" sessions. Once trained by the State office, CAA staff must then train local office staff.

701.3 LOCAL TRAINING

Local level training is the responsibility of the CM, and must be provided by Energy Assistance Coordinators to all application intake staff, data entry operators, and other staff responsible for Energy Assistance Program functions.

Local level training must include, at a minimum, the following program topics:

- Policies and procedures of Georgia Energy Assistance Programs
- Customer Outreach
- Completion of the LIHEAP Application
- Completion of the LIHEAP Worksheet
- Benefit Fund Allocation
- Benefit Processing
- Access to the LIHEAP Computer System
- Error Correction
- Problem Resolution
- Fair Hearing Procedure

701.4 ON-GOING TRAINING

On-going training must be provided to all new/existing employees who assume Energy Assistance program and/or system responsibilities. On-going training must be provided when internal review identifies program deficiencies. On-going training must be provided when State office review identifies program deficiencies as part of corrective action steps.

701.5 TRAINING DOCUMENTATION

Local level and on-going training sessions must have an agenda for each training session (State Level, Local Level, and On-going) must be created for each training session.

Training agendas and sign in sheets must be filed by the CAA and available for review by State office staff.

801 OVERVIEW

The State Office is required to submit financial and statistical information to Federal oversight agencies, Congress, the Department of Human Services and the Public Service Commission to meet accountability and regulatory mandates.

801.1 REQUIREMENT

The CAA must report accurate and timely program information to OHS. The CAA must respond accurately and timely to periodic requests for ad hoc information.

801.2 BASIC CONSIDERATION PROGRAM REPORTING

The following reports are required:

- The LIHEAP Programmatic Report
- Monthly Expenditure Report from Systemware with administration and program support reported
- Detailed General Ledger Report
- Regulated Marketer Referral Program (RMRP) Invoice
- Other periodic reports (i.e., waiting lists, denials, disaster relief, over-income, etc.)
- Reports must be signed by the CAA authorized representative
- Reports must be retained at the agency level and available for OHS review

801.3 REPORT USES

OHS and the CAA may use reports for the following purposes:

- To verify program services provided are consistent with policies and procedures.
- To identify and correct deficiencies in the program.
- Management tool for evaluation and projection of program activities.
- To report on funds expended and balance of funds.
- Referrals and invoice for payment.
- Meet Federal and State requirements.

801.4 LIHEAP PROGRAMMATIC REPORT

- Completed by LIHEAP personnel to include activities for LIHEAP Heating, Cooling, Regular, Crisis, HEAT, and PSC-Senior Match. Do not include RMRP.
- Must be pulled from the View Direct reporting system.
- Must be signed and emailed to OHS by the 15th of subsequent month along with the Expenditure Report.

801.5 OUTREACH

- Includes copies of public service announcements, lists of radio stations contacted, letters distributed, list of community meetings held/attended, location of LIHEAP posters, media articles, etc. in a central file. Materials are maintained at the local office and copies submitted to the State office.

801.6 TRAINING

- Number of LIHEAP training sessions conducted for report month.

801.7 APPLICATION PROCESSING

- Include intake process, maintenance of intake logs, waiting lists, error correction, handling of pending applications, and processing of weatherization referrals.

801.8 APPLICATION STATISTICS

- Number approved
- Number denied
- Number pending
- Number on waiting list (if applicable)

801.9 FAIR HEARINGS

- Number requested, reviewed, and forwarded to the State office.

801.10 OVERPAYMENTS/BENEFIT RECONCILIATION

- Number reported to State
- Number of claim files established
- Number of recoupment letters sent

801.11 VOIDS/TRANSFERS BETWEEN FUND SOURCES

- Fund Source
- Amounts of transfers
- Number of voids
- Number of transfers
- At the end of the program year, the State office requires an email to request a "Low Fund" request amount

801.12 MISCELLANEOUS

Issues, Comments, Recommendations

801.13 MONTHLY EXPENDITURE REPORT

- Official document of administrative, program support and benefits funds spent
- EAP system-generated report
- Automatically prints after the 10th of each month
- Available via View Direct
- Must sign and emailed to State office by the 15th of subsequent month

Ensure that administrative and program support expenses are reported immediately after the month it occurred and must be submitted with benefit expenses. Administrative and program support expenses must be entered into EAP no later than the 10th of each month. If administrative and/or program support expenses are not entered (missed), the agency should immediately contact their designated Program Manager with the information.

801.13 MONTHLY EXPENDITURE REPORT (Cont'd)

Agency Identification and financial information (must manually enter appropriate information):

- Contractor Agency No. and Name
- OHS Contract No.
- Contractor Expenditure /Account #
- Electronic Funds Transfer
- Remittance Address (if check)

Type of Expense and Fund Source:

- LIHEAP Regular Heating Benefits (01)
- LIHEAP Crisis Heating Benefits (06)
- LIHEAP Cooling (Regular & Crisis) Benefits (08)
- Donated H.E.A.T Funds Benefits (09)
- LIHEAP ARPA Benefits (10)
- LIHWAP Benefits (04)
- LIHEAP Heating Administration
- LIHEAP Cooling Administration
- LIHEAP ARPA Administration
- LIHWAP Administration
- LIHEAP Heating Program Support
- LIHEAP Cooling Program Support

Approved Budget

- ALL Fund Sources

Prior Cumulative Expenditures

- ALL Fund Sources

Current Month Expenditures

- ALL Fund Sources

801.13 MONTHLY EXPENDITURE REPORT (Cont'd)

Voids

- Total Monthly Amounts
- Include in Programmatic report
 - Client#
 - Amount of void
 - Application date
 - Void date
 - Fund Source

Balance of Funds

- For ALL Fund Source

Certification Statement and Signature Section (must manually enter appropriate information)

- Report Preparer
- Authorized Representative Name/Title
- Date
- Telephone No.

OHS Approval Section

- Approving Authority
- Name/Title
- Date Approved

Programmatic Report

- To include a summary overview of services delivered using LIHEAP funds to accompany the Monthly Expenditure Report.
- EAP System Void Report must be submitted with the monthly Expenditure and Programmatic report.

801.14 MONTHLY RMRP INVOICE

- Completed by LIHEAP personnel
- Must be typed
- Must sign and emailed to State office by 15th of subsequent month

801.14 MONTHLY RMRP INVOICE (Cont'd)

Agency Identification and financial information (must manually enter appropriate information)

- Contractor Agency No. and name
- OHS Contract No.
- Contractor Expenditure /Account#
- Electronic Funds Transfer
- Remittance Address (if check)

Type of Expense and Fund Source

- Regular
- Revised
- Final
- Fund Source
- Number of Approvals with client list
- Number of Denials
- Total number referrals x contract rate for each referral
- Total dollar amount requested

Certification Statement and Signature Section (must manually enter appropriate information)

- Report Preparer
- Authorized Representative Name Title
- Date
- Telephone No.

OHS Approval Section

- Approving Authority
- Name/Title
- Date Approved

801.15 STATE LEVEL REPORTING

Performance Measures Data - Beginning FY 2016 states are required to report on three outcome measures. The Office of Management and Budget (OMB) has cleared Health and Human Services to collect data from LIHEAP grantees (states) to support the following performance indicators:

- The average reduction in energy burden for households receiving LIHEAP fuel assistance.
 - This data will be collected from the Energy Vendors
- The percent of unduplicated households where LIHEAP prevented a potential home energy crisis.
 - This data will be captured on the LIHEAP application
- The percent of unduplicated households where LIHEAP benefits restored home energy.
 - This data will be captured on the LIHEAP application

Public Service Commission (PSC) Report - Monthly financial/program summary report (funds by program, including heating/crisis/senior-match/regulated, PSC donated, if any) - Regulated by Commission's order as a condition of funding to document program expenses, benefits to consumers using Universal Service Funds (USF) and tracking of regulated customers to the natural-gas provider of last resort.

- **Household Report** - Semi-annual (estimated in summer, final in winter for previous year) statistical description of household characteristics of recipients of federal funds and denied applicants, including weatherization. Regulated by Congress and the appropriate federal office as a condition of funding.
- **Grantee Survey** - Annual review of all previous year's federal funding sources and uses. Regulated by Congress and the appropriate federal office.
- **Annual Survey** - Annual financial report filed by the Office of Financial Services (OFS) on grant status after closeout.

PUBLIC SERVICE COMMISSION (PSC) REPORT (Cont'd)

- **Quarterly Estimates** - Annual estimate of how much funding is needed each federal quarter (i.e., 90% first quarter, 10% second quarter, etc., 0% third quarter & 0% fourth quarter). Payments to the state are issued by the federal funder according to this report. If this report is not filed, then quarterly payments of 25% are issued.
- **Carryover Report** - Annual estimate of funds to be carried over to the next federal spending year from the previous year. Regulated by Congress and the appropriate federal office to monitor use of previously awarded funds.
- **Other Periodic Reports**

901 BACKGROUND

OHS is required by the Health and Human Services Administration (HHS) to administer the Low Income Home Energy Assistance Program in accordance with the provisions of LIHEAP federal statutes and assurances.

901.1 REQUIREMENT

To provide local and state level monitoring and technical assistance to Community Action Agency staff to assure implementation of the program in each service delivery area and compliance with administrative and fiscal LIHEAP regulations.

901.2 STATE LEVEL REVIEWS

The Department of Human Services will monitor the activities of the CAA's at least every three years using on-site reviews and desk audits. These reviews may be conducted during and/or after the program component operation period. Community Action Agency staff will be included in the interview. Monitoring of program activities will be conducted by reviewing all areas of the LIHEAP component. (Programmatic and Fiscal).

A letter will be sent to the CAA to notify them of their monitoring dates. This letter will include a list of documents requested prior to the visit and at the site visit itself. OHS can conduct unannounced monitoring visits if presented with reasonable evidence of fraud, abuse or neglect of program funds or mismanagement of program.

On site reviews may include the following:

- Entrance conference with the Executive Director, Board Chairperson and staff involved with the program
- Review of minimum standards and procedures for program administration
- Staff interviews
- Site and/or Service Delivery Sites reviews
- Case Record Reviews at designated sites
- Observation of a service performed for one or more clients by staff
- Denied files
- Client Interview
- Fiscal record review
- Agency voids and transfers
- Overpayment claim files
- Exit interviews with the Executive Director and/or their designee and the Board Chairperson to discuss preliminary findings

901.2 STATE LEVEL REVIEWS (Cont'd)

EAP system monitoring will also be performed on a regular basis by State office staff.

OHS responsibilities:

- Conduct entrance and exit interviews with the Executive Director, Board Chairman, LIHEAP coordinator or designees.
- Provide written documentation of monitoring results, within 60 working days including areas where standards were not met as well as where standards were met or exceeded.
- Corrective action with time frames for implementation, completion, and preventive measures to avoid recurrences should be included.
- Mail report to the Executive Director and Board Chairperson within 30 working days of the visit.

CAA responsibilities:

- The agency must reply and develop a Corrective Action Plan. Agencies must submit their plan within 30 days of receipt of their written documentation of monitoring results.
- If corrective action is not implemented/problems continue to occur, then State office staff:
 - Will address the board
 - Will take steps toward contract suspension (See contractual responsibilities)

901.3 LOCAL LEVEL REVIEWS

The LIHEAP Coordinator or designee is required to make regularly scheduled visits to all LIHEAP intake sites during the application intake period. The coordinator or designee will visit each site at least once per Heating program and at least once per Cooling program. The LIHEAP Coordinator or designee will ensure that programmatic policies and procedures are being implemented properly.

901.4 TECHNICAL ASSISTANCE

Use follow up training sessions, corrective action memos and staff meetings when intake or processing problems or issues occur.

Technical Assistance will be initiated when:

- CAA requests
- State office discovers problems/issues
- Public consumers, vendors or other interested entities make complaints/express concerns

Technical Assistance may be provided:

- During monitoring visits
- At the request of the agency
- By telephone
- By letter or FAX, or e-mail
- By conducting a technical assistance workshop or group meeting with contractors by providing training resources

1000 BACKGROUND

Special outreach emphasis will be placed on informing and reaching homebound and elderly households. The State will reserve the first thirty (30) days to conduct outreach activities to identify, target and serve homebound households and households in which all adult members are 65 years of age or older.

1000.1 REQUIREMENT

The State will conduct outreach efforts to assure that potentially eligible households are made aware of assistance available through the Energy Assistance Program. Special efforts will be made to inform and reach households with homebound individuals including the elderly and persons with limited English proficiency.

This effort will include, at a minimum:

- Posters
- Brochures
- Local public service announcements
- News releases and other information concerning the program

1000.2 STATE COORDINATION

The State will encourage local coordination of outreach activities between the Area Agencies on Aging and the local administering agencies.

The State will reserve the first thirty (30) days of the Energy Assistance Program to conduct outreach activities to identify and serve homebound households, disabled and households where all members are aged 65 years or older. Activities during this period will include media releases, home visits, and application intake.

Communication with disabled groups will inform low income persons of program availability and how to access services.

Other outreach activities will include informing CAAs of local assistance programs available. The following agencies will be asked to assist with the distribution of information fact sheets, brochures, and posters:

- Community Action Agencies
- Area Agencies on Aging
- Vocational Rehabilitation/ Department of Labor
- Home Energy Suppliers offices
- DFCS
- County Departments of Public Health
- Home Health Care Agencies

1000.3 PUBLIC AWARENESS AND MEDIA KIT

These offices also will be asked to provide information and referrals to clients and client groups they serve such as: Women and Infant Child Care (WIC) clients, clinic patients, TANF recipients, etc.

The State office, along with the Community Action Agencies, will conduct outreach efforts to assure eligible households are made aware of the assistance available through the Crisis Intervention Assistance element.

The Georgia Environmental Facility Authority's Division of Energy Resources has primary responsibility for outreach to potentially eligible households regarding the weatherization element. This agency administers the program through contracts with Community Action Agencies.

Public information and education efforts to be conducted by the Department will include:

- Public service news releases
- Brochures on accidental hypothermia
- Media release materials on low-cost/no-cost weatherization activities providing instructions regarding how individuals can conserve heating energy and stay healthy

Targeted low income groups that outreach efforts will be directed toward include:

- Homebound
- Elderly
- Young children
- Those with language barriers
- Persons whose remote locations make it difficult for them to access assistance programs
- Persons who lack general knowledge of community service programs
- Individual families with the lowest incomes and the highest energy burdens

1000.4 MEDIA RELEASES

Overall coordination and direction will be provided by the Office of Family Independence (OFI) and the Department of Human Services Office of Communications. These coordinated efforts will include:

- News Releases
- Radio Television Spots
- Posters
- Fact sheets

1000.4 MEDIA RELEASES (Cont'd)

A complete media package will be made available at the beginning of each program year.

The CAA will maintain records of the following distribution lists:

- Materials distributed by mail or by hand
- Dates, locations, and attendance at information sessions
- Copies of news releases prepared and sent to local media and made available to OHS upon request

1000.5 COMMUNITY EDUCATION/INFORMATION ACTIVITIES

The following agencies will be asked to assist with the distribution of facts sheets, posters, and will provide information and referrals to the client groups they serve:

- Area agencies on Aging
- DFCS
- Legal Aid
- Department of Labor
- Public Health offices
- Ethnic or cultural heritage organizations
- Energy supply vendors

1000.6 TRAINING

Outreach training may be conducted by OHS or the Community Action Agency. The CAA will coordinate local media efforts to prevent duplication of efforts.

Each agency should have a designated media person who is responsible for all inquiries from the media. This should be the agency's Executive Director, or an employee designated by the Director.

The CAA will also contact and seek the involvement of other agencies and organizations. These may include:

- Area Agencies on Aging
- Department of Labor
- Social Services Block grant (SSBG) providers
- Homemakers
- Home-health aides
- Legal services providers
- Day care centers

1000.7 LOCAL OUTREACH SESSIONS

These sessions will be the responsibility of the local CAA. The session should include an explanation of the program, briefly outline operational procedures and determine appropriate ways for agencies to help.

The CAA will coordinate the development of outreach materials for non-English speaking persons in their service delivery area.

The following locations are suggestions for placement of posters and fact sheets:

- Department of Family and Children Services
- Department of Labor
- Senior Centers
- Day Care Centers
- Post Offices
- Public Libraries
- County Health Departments
- Social Service Agencies
- Community Fairs
- Health Care Providers
- Social Security Offices
- Service Delivery Sites
- Home Energy Supply Vendors
- Shopping areas
- Ethnic or cultural heritage organizations

1000.8 OUTREACH TO MIGRANT WORKERS

The CAA will provide outreach to migrant workers by making brochures and educational materials available in locations that are frequented by the workers.

1000.9 PRIORITY OUTREACH FOR HOMEBOUND AND OVER AGE 65

The Priority Population Period will focus on households in which all members are one of the following:

- Medically homebound
- 65 years of age or older

The Priority Population's intake period begins 30 days before the program opens to the general public.

1000.9 PRIORITY OUTREACH FOR HOMEBOUND AND OVER AGE 65 (Cont'd)

Outreach contacts are followed up by taking applications for the targeted group or by arranging for transportation to and from CAA service locations.

Home visits may be made in response to individual telephone or written requests or referral by other agencies or persons.

The CAA may accept lists from Adult Protective Services (APS) from the Division of Aging. These referrals must be submitted to the CAA beginning of the program and are processed on a first come first served basis.

The CAA may not accept lists of potential Homebound applicants from other agencies without advance approval from DHS.

Trained non-CAA service providers who visit homes regularly may complete portions of basic application information and obtain income documentation from the individual and provide it to the CAA with authorization.

This does not relieve the CAA from responsibility to assure accuracy before authorizing approval.

Special appointments may be necessary for the elderly to accommodate transportation constraints and to relieve applicants of long waits.

1000.10 NON-ENGLISH-SPEAKING POPULATIONS

The CAA will provide outreach information in languages specific to non-English speaking situations. Resources for the development of these materials should include:

- Bilingual agency staff
- interpreter services
- Community volunteers, and
- Ethnic or cultural heritage organizations.

Agencies must ensure that Limited English Proficiency (LEP) persons have meaningful and equal access to all benefits and services.

1000.11 INTERPRETATION SERVICES FOR NON-ENGLISH-SPEAKING POPULATIONS

OHS offers a Contracted Interpreter Service via Lionbridge Technologies, Inc **over-the Phone Interpretation Services, Inc.** CM staff should use the following procedures when completing applications for non-English speaking applicants.

1000.11 INTERPRETATION SERVICES FOR NON-ENGLISH-SPEAKING POPULATIONS (Cont'd)

An applicant does not speak English and the CAA needs an interpreter to complete the LIHEAP application:

Using a conference call capable telephone (where possible):

Dial 1-800-444-6627 Pin #16833025

Provide:

- Language needed
- When the Interpreter is connected to the call. Provide the Interpreter with a summary of the items that should be translated and any special instructions.
- After the Interpreter is briefed. Add the Non-English speaker to the call and complete the application process.

NOTE: Give the interpreter specific questions and Form 6000 eligibility items to relay. Questions regarding eligibility determination and eligibility outcome can be processed using the same procedures.

1100 BACKGROUND

Complete, accurate and timely eligibility determination, application processing and benefit payment is crucial to a successful and effective Energy Assistance Program.

1100.1 REQUIREMENT

CAA's must accept and complete an application for all persons who requests assistance through the Energy Assistance Program. Application acceptance is based on funds availability.

1100.2 BASIC CONSIDERATIONS

All households have the right to apply for assistance and must be given the opportunity to complete an application.

- Households may apply and receive assistance once for each program component (Heating and Cooling) during the Energy program year.
- Household applicants must be seen on a first come first served basis.
- All household applicants must be seen in a timely manner.
- Households with limited English proficiency persons must have equal access to all benefits and services.
- Agencies must not take more applications than funding allows.

1100.3 BASIC ELIGIBILITY CRITERIA

- Households must be at or below 60% of Georgia's median income.
- Households must be responsible for paying the cost of the energy source directly to the utility company (bill does not have to be in the applicant's name) or must be able to verify an energy burden.
- This includes owners and renters who pay vendors directly.
- The household's applicant must be a U.S. citizen or a legally admitted immigrant with a social security card.

1100.4 CITIZENSHIP

If the applicant signs an Affidavit of Citizenship, then the applicant must provide one document from the list of secure and verifiable documents under O.C.G.A. 50-36-2. See appendix 8.

If the applicant verifies status but the household contains other immigrant alien(s), undocumented alien(s), or a documented minor child(ren), then the household may be considered for services.

If no eligible adults are in the household, use the head of household's name for the application.

Create a unique Social Security Number for the head of household using the agency code (i.e.:such as 309 for PCA) then increment the number as needed. For example: 309-11-1111

Count income of all undocumented adults.

Do not include the undocumented adults in the household size.

The undocumented head of household will sign the application.

1100.5 a CITIZENS ELIGIBLE FOR PROGRAM CONSIDERATION

United States Citizens:

born in one of the 50 states,

the District of Columbia,

Puerto Rico,

Guam,

the US Virgin Islands, or,

fulfilled all requirements and completed the process of naturalization

Legal Immigrants:

admitted to the US for lawful permanent residence,

Cuban/Haitian Entrants,

asylees,

parolees,

persons granted amnesty,

conditional entrance

1100.5 a CITIZENS ELIGIBLE FOR PROGRAM CONSIDERATION (cont'd)

CAAs should use the Systematic Alien Verification for Entitlements (SAVE) Program is a service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them.

CAA's must identify and register an Immigration Status Specialist(s) who will be responsible for verifying immigration status using this online process. To register, send the following information to Latresh.Davenport@dhs.ga.gov 404-656-5477.

First Name

Middle Initial

Last Name

Work Phone#

Work Fax#

Work Email

Address

Agency

Affiliation

County

Affiliation

1100.5 b CITIZENS NOT ELIGIBLE FOR PROGRAM CONSIDERATION

Non-Legal Immigrants:

- admitted to the U.S. for lawful temporary residence
- admitted for temporary employment
- tourists
- foreign students and diplomats

Undocumented Immigrants:

- not in the U.S. lawfully
- residing in the U.S. without INS documentation
- in violation of the terms of a non-immigrant visa

NOTE: Undocumented parents are ineligible for program consideration, but they may apply on behalf of documented minor children. The parent's income will be counted in the eligibility determination, but the undocumented parent(s) will not be included in the household count.

1100.6 APPLICATION (STANDARD OF PROMPTNESS)

Agencies may use its discretion for processing each step required to meet the Standard of Promptness (SOP) for application processing. The following are recommended timeframes for processing LIHEAP applications within the Standards of Promptness:

Regular LIHEAP

If the household has current active service and meets basic eligibility criteria, then determine eligibility for Regular LIHEAP assistance. The 30 calendar day Standard of Promptness to pay the benefit applies to Regular LIHEAP assistance. If the application is Regular LIHEAP, the application must be accepted, processed and paid within 30 calendar days from the date of the application.

Crisis LIHEAP

The Crisis component can be used to pay deposits, tank rental and reconnect fees. If the Energy payment will not address the crisis situation, the application cannot be approved until the applicant can provide verification of additional funds to resolve the crisis. The CAA has 10 calendar days to pay the Crisis benefit/payment.

To ensure accurate data collection for the Federal Performance measures, Intake workers must place a "2" in box 25 on the LIHEAP application to indicate "Prevention of loss of energy service" or a "3" to indicate "Restoration of energy service".

- **Life Threatening Crisis** applications must be accepted, processed and the vendor and applicant notified within 18 hours of the application date and time. The vendor must be paid within 10 calendar days of the application being made. The Life-Threatening Crisis Standard of Promptness applies to applicants who have:
 - A life-threatening situation (must be documented by a medical professional) and
 - A disconnection notice
 - Or service has been terminated
 - Or a reasonable anticipation of service termination exists
 - And meets the basic eligibility criteria

Then Determine Eligibility for:

- Crisis - 18 hour Standard of Promptness to resolve situation
- Approve application the same day
- Key the application the same day
- Contact utility company to verify status of service and amount needed to satisfy resolution of the crisis (document this in the case record)
- Date and time of the appointment must be documented on the application

1100.6 APPLICATION (STANDARD OF PROMPTNESS) Cont'd

- Date and time of pledge must be documented on the client's bill; the pledge must be made within 18 hours of the application being made
- Mail benefit within 10 calendar days of the application being made
- Document the case record

- **Crisis (Non-Life Threatening)** applications must be accepted, processed, and the vendor and applicant notified within 48 hours of the application date and time. The vendor must be paid within 10 calendar days of the application being made. Crisis - Non-Life Threatening applies to households who:
 - Have a disconnection notice and the service is in imminent danger of disconnection within the next 7 days of the application being made
 - Or service has been terminated
 - And meets the basic eligibility criteria

Then determine eligibility for:

- Crisis - 48 hour standard of promptness to resolve situation
- Approve application the same day
- Key the application the next day
- Contact utility company to verify status of service and amount needed to satisfy resolution of the crisis (document this in the case record)
- Date and time of pledge must be documented on the client's bill
- Mail benefit within 10 calendar days of the application being made

Clients served with Crisis Intervention Assistance during the first 30 days of the program (priority period) are:

- Households in which all of the adults are 65 years of age or older OR households in which all the adults are homebound may receive Crisis Intervention Assistance during the priority period if they have a disconnect notice or need service reconnected.
- Households in which an individual has a life-threatening illness, verified by a medical professional, AND a disconnect notice or need service reconnected may be served during the priority period regardless of age(s) of the adult household members.

Clients served with Regular LIHEAP Assistance during the priority period are:

Households in which all of the adults are 65 years of age or older OR households in which all of the adults are homebound.

1100.7 PRE-PAY UTILITY HOUSEHOLDS

Households who are eligible for LIHEAP benefits with prepaid accounts should be considered for Crisis status/payments.

- Intake worker should notate “Pre-paid Account” on utility bills that are not easily identified as prepaid.
- Intake worker must call the utility company on all Pre-Pay utility accounts to determine account status.
- For Crisis determination, if the pre-pay account has 7 days or less of available funds based on the average daily usage, the application must be given Crisis status.
- If the monthly installment amount of the arrearage/deferred balance plus the current balance exceeds the amount of \$350/\$450/\$500 qualified for, the client is ineligible for LIHEAP assistance unless the agency chooses to match other funds or the client provides the difference via donation or payment to the vendor. Ex. Georgia Power’s Installment Payment Plan (IPP).

1100.8 PSC ENERGY ASSISTANCE

If the household:

- Does not have heating service and,
- Is served by AGL pipelines and,
- Is not able to establish service with a gas marketer and,
- Meets basic eligibility criteria
 - Then complete a referral to the PSC'S Regulated Marketer

If the Household:

- Is served by the AGL Pipeline and,
- Meets basic LIHEAP eligibility criteria
 - Then determine eligibility for the PSC funded energy assistance
 - Application Standard of Promptness and processing requirements are the same as the Regular LIHEAP application

1100.9 PSC SENIOR MATCH PROGRAM

If the Household:

- Is 65 years of age or older and,
- Is served by the AGL pipelines and,
- Meets the basic eligibility criteria and,
- LIHEAP and PSC Senior Match funds are available
 - Then determine eligibility for the Senior Match component which provides an additional benefit equal to the LIHEAP grant.
 - Standard of Promptness and processing requirements are the same as the Regular LIHEAP component.

1100.10 PENDING/DENIED APPLICATIONS

- Crisis applications should never be pended awaiting eligibility verification.
- All other applications may be pended for up to 10 calendar days if all necessary documentation is not presented at the time of the application.
- If the application is Pending (Awaiting Verification/Documentation), the application must be held 10 calendar days for receipt of Verification/Documentation. If Verification/Documentation is not received, the application may be denied on the 11th day.
- Denied applications are highly recommended to be entered into the EAP system as they occur. At a minimum, denied applications must be entered in EAP monthly.
- Upon receipt of the verification, the application is subject to the 30 day Standard of Promptness for vendor/client payment of the benefit.

1100.11 APPLICANT AUTHORIZATION

The applicant must be a member of the household. The applicant may designate an Authorized Representative who is not a household member when the following conditions exist:

- There is no one 18 years of age or older that is able to come into an office and make application.
- DFCS has custody of an Adult Protective Services client, the caseworker may apply and sign the application for the household.

The Authorized Representative Must:

- Present all household documentation necessary to determine eligibility.
- Sign their name on the application and worksheet.
- Present a signed permission letter from the household's applicant authorizing the representative to make the application for the household.

1100.12 CATEGORICALLY ELIGIBLE

A household will be considered categorically eligible if the only income/resources available to the household are:

- SSI and/or, TANF, and/or SNAP

1100.13 NON-ENGLISH-SPEAKING HOUSEHOLDS

The CAA must ensure that all lawfully admitted aliens with limited English proficiency have access to the program by providing one or more of the following:

- Outreach information in languages specific to those persons
- Access to bilingual staff
- Contracted interpreter services
- Utilization of community volunteers/ethnic organizations

1100.14 INELIGIBLE HOUSEHOLDS

- Households that reside in subsidized housing and the rent includes utilities; and the household cannot verify an energy burden.
- Households that reside in rental housing and the rent includes utilities with no separate bill for heating/cooling costs; and the household cannot verify an energy burden.
- SSI recipients living in congregate care or domiciliary care facilities or foster care placements who receive SSI state supplements.
- Applicants who live in other public or private institutions whose living costs are subsidized by state or local government, i.e., residents of vocational facilities whose living costs are subsidized, persons in nursing homes or medical institutions.
- Applicants who live in group living facilities/quarters, i.e., rooming, and boarding houses, hotels, institutions, workers dormitories, communes, military barracks, college dormitories, missions, flophouses and shelters, monasteries, sorority or fraternity houses, inmate facilities, or other quarters.
- Applicants where **ALL** household members are non-U.S. citizens.

1100.15 ELIGIBILITY FORMS

The following forms are used to complete a **Heating** assistance application:

- Intake/ Appointment Log
- Application form 6000
- Worksheet Form 6003
- Citizenship Affidavit
- Verification Checklist Form 6009
- Declaration of Zero Income Statement Form 6021
- Authorization to Release of Information Form 6022

The following forms are used to complete a **Cooling** assistance application:

- Intake/ Appointment Log
- Application form 6000a (blue form)
- Worksheet Form 6003
- Citizenship Affidavit
- Verification Checklist Form 6009
- Declaration of Zero Income Statement Form 6021
- Authorization to Release of Information Form 6022

1100.16 DOCUMENTATION

Households will be responsible for providing the following:

IF APPLICANT APPLIES FOR	THEN HOUSEHOLD MUST PROVIDE PROOF OF
Regular LIHEAP or PSC Energy Assistance	I.D., Income, Social Security cards or accepted proof of numbers for household members, utility bill
CRISIS 48 Hours	Same as above and disconnection notice or proof of service termination
CRISIS Life Threatening	Same as above, and proof of life-threatening medical situation
PSC SENIOR MATCH	Same as Regular LIHEAP/PSC and proof of age

1100.17 APPLICATION INTAKE

All applications must be completed by permanent/ temporary or volunteer staff who have completed a local training session.

Employee applications must be accepted by the LIHEAP coordinator and approved by the Executive Director or designee.

CAA Responsibilities:

- Maintain adequate phone lines for clients to contact the agency for information and scheduling appointments (do not accept calls to schedule appointments prior to the 1st day of intake).
- Establish and maintain intake logs tracking applicants from point of initial contact through approval or denial.
- Screen applicant households for eligibility criteria.
- Serve clients in a timely manner.
- Serve crisis applicants in a timely manner.
- Adhere to the first come first served policy.
- Set up appointments only for money allocated. Accept only the number of applications that agency funding will allow to be processed.
- Establish timely routing of applications from intake locations to the main office.
- Accept lists of APS clients from DFCS caseworkers.
- Maintain a waiting list when funds are exhausted as determined by the Executive Director of the CAA. It should include the following information:

Applicant/households name, age
Address, phone#,
Initial request date
Utility company

- Conduct daily review of applications accepted, appointments scheduled, and application disposition.

Intake Staff will:

- Enter data on LIHEAP application as questions are asked of the applicant.
- Make copies of all verification documents.
- Determine eligibility and notify the applicant of status.
- Complete the application within the required Standard of Promptness.
- Sign the application, worksheet and other required documents.
- Give each applicant household a Fair Hearing information notice.
- Forward the application to the central office after eligibility determination.

Data Entry Staff will:

- Key only what is on the application or initial any fields that are changed by data entry staff.

LIHEAP Coordinator or Approved Designee will:

- Review and sign all approved and denied applications after receiving the application from intake staff
- Verify the weekly approved print
- Verify the daily crisis print
- Have payments mailed within required Standard of Promptness for the application type and review the approved payment print
- Review error files daily
- Ensure separation of duties/program integrity
- Coordinate with the fiscal officer regarding expenditure reports
- Monitor all intake locations
- Update, maintain and monitor waiting lists
- Monitor fund balances
- Authorize voids
- Authorize transfers

1100.18 APPLICATION DISPOSITION

If the application is approved, the agency must provide the pink slip to the applicant within 5 calendar days after the application appears on the approved transaction list.

If the application is denied, the agency must provide the yellow slip and fair hearing letter to the applicant within 5 calendar days of the determination that the household is not eligible.

1100.19 VOIDS

Approved payments must be voided when an incorrect:

- Applicant Name
- Applicant Social Security Number
- Address
- Vendor information has been processed by the system

The EAP coordinator must authorize all void requests in writing. The EAP System Void Report must be reviewed daily and reconciled with the previous day's void activity. The monthly accumulation of void activity must be reconciled with the monthly LIHEAP Expenditure Report. A monthly EAP System Void Report must be submitted with the monthly Expenditure Report.

1100.20 TRANSFER OF FUNDS

Energy funds may be transferred between fund sources as follows:

Federal Heating fund sources (01, 06) may be transferred between each other. FS 01 and FS 06 may be transferred as necessary based on daily monitoring of the Funds Available Reports. Transfers should occur to adequately and fairly serve all areas of the local community.

Cooling (FS 08), donated H.E.A.T. funds (FS 09) and ARPA (FS 10) cannot be transferred between any other funds sources.

1100.21 TRANSFER OF CRISIS FUNDS

Funds may be transferred as necessary based on daily monitoring of the Funds Available Reports. Transfers should occur to adequately and fairly serve all areas of the local community. It is required that **10%** of funding allocated for Heating Assistance is available and maintained in the EAP system under the Crisis fund source (FS 06) for the provision of client assistance until March 15th for the Heating Assistance component.

1200 BACKGROUND

OHS must ensure consistent, fair, and equitable treatment to all applicants. CAA must comply with prescribed procedures to protect the rights of all applicants.

1200.1 REQUIREMENT

All income received from any source by the household is considered in determining eligibility and benefit level.

1200.2 BASIC CONSIDERATIONS

Income received is considered one of the following:

- Earned - income received from wages, salaries, commissions, or in exchange for services rendered.
- Unearned - income received from any source other than those listed above.

Eligibility based on income is determined by resolving the following series of questions:

- What is the income limit for the household?
- What is the gross monthly household income?
- What is the source of the income?
- Is the income available to the household to meet its needs?
- Is the income included or excluded?
- How often is the income received?

Income of household members under 18 years of age are not considered when determining eligibility for Energy Assistance.

The countable income of the following individuals is considered when determining eligibility:

- Household members
- Ineligible immigrants

Countable income of the household member is applied to the income limit(s) for the household size. Income is included if it is accessible to the household for use and the household has the legal authority to use it (ex. Representative Payee if not residing in the household).

1200.2 BASIC CONSIDERATIONS (Cont'd)

If a child is in Regular Foster Care and unrelated to the head of the household, then the child would not be included in the household count for eligibility determination. If the child is in Relative Placement Foster Care and within the degree of relationship to the head of household, then the child may be included in the household count at the request of the head of household but is not required to be included.

If a household member receives income jointly with another person or a group of persons, the portion that belongs to the household member is determined as follows:

If there is an agreement between the parties that specifies how they will divide the income, this agreement is used to determine the amount of income to consider.

If there is no agreement, a pro rata share of the income is counted to the member whose income is being considered.

1200.3 BANKRUPTCY

Bankruptcy is a condition whereas a debtor, either voluntarily or invoked by a creditor, is judged legally insolvent, and the debtor's remaining debt(s) is administered and distributed to his/her creditors.

Income directed to pay creditors in a bankruptcy is not deducted from gross income in the 1/E budget unless the income is otherwise exempt by policy.

1200.4 GARNISHMENT OF WAGES

Garnishment is a condition whereas a debtor has wages/monies withheld by an employer/entity to pay a debt owed to a third party.

Income directed to pay creditors via garnishment is not deducted from gross income in the 1/E budget unless the income is otherwise exempt by policy.

1200.5 VERIFICATION

Verification of income is obtained in the following order:

- The customer should provide verification from the payment source.
- If the customer cannot obtain the verification, the agency may request it directly from the payment source.
- Verification can be obtained from a collateral source, a person who has knowledge of the income, if verification cannot be provided by the payment source.
- The statement of the customer may be accepted if all other attempts to verify income are unsuccessful and the customer has cooperated with previous attempts to obtain verification.

1200.6 CALCULATION OF INCOME

Convert income to gross monthly income by using the following:

Frequency	Conversion
Weekly	Multiply by 4.3333
Bi-weekly	Multiply by 2.1666
Semi-monthly	Multiply by 2
Quarterly	Divide by 12 weeks to determine weekly average, multiply by 4.3333
Semi-Annually	Divide by 6
Unemployment Income	Multiply by 14 weeks, then divide by 12
Irregular	Determine 12-month total, then divide by 12
Self-Employment	Tax Statements, Deduct the cost of doing business, then divide by 12

1200.7

Type of Income	Details and How to Verify	Include	Exclude
Adoption Assistance	Unearned payment received for the adoption of certain children, verify from adoption agency or award letter.	X	
Advance Payment	Unearned payment received for future expenses or EARNED prepayment of salary or wages. Verify by check stub or letter.	X	
Agent Orange Payment	Unearned payment made to Vietnam Veterans exposed to Agent Orange or to their survivors. Verify by award letter or statement from the Veterans Administration.	X	
Alimony	Unearned court ordered payment from former spouse. Use copy of Court Order or check.	X	
Annuity	Unearned payment received from an investment plan. Use annual or quarterly statements from source.	X	
Blood	Earned money received from sale of blood. Verify payment rate from buvini:i institution.	X	
Boarder	Rent paid by a roomer. All rent over the first \$70.00 per month is considered as earned income. Person not included in determining household size.	X	
Bonus	Earned treat as salary or wage.	X	
Capital Gains	Earned or unearned profits for sale of capital assets such as real estate, stocks. A capital gain is realized when the asset sold has increased in value from the original purchase price.	X	
Child Support	Unearned income received from an absent parent for the support of their child(ren). Verify by court order, probation office, directly from absent parent, Office of Child Support Enforcement.	X	
Commission	Earned payment in exchange for services. Count and verify as wages.	X	
Contribution/ Cash Gift	Unearned money given to household member. Verify by statement from contributor or statement from client.	X	
Disability Payment	Unearned payment from an insurance company paid to employee due to illness or disability.	X	
Dividend	Unearned share of company profits. Use financial statements from company.	X	

SECTION 1200

INCOME VERIFICATION

Type of Income	Details and How to Verify	Include	Exclude
Donation	Unearned.	X	
Farm Income	<p>Gross receipts minus operating expenses from the operation of a farm by a person on his/her own account, as an owner, renter or sharecropper. Gross receipts include the value of all products sold, government crop loans, money received from the rental of farm equipment to others, and incidental receipts from the sale of wood, sand, gravel and similar items.</p> <p>Operating expenses include the cost of feed, fertilizer, seed, and other farming supplies, cash wages paid to farmhands, depreciation charges, rent, interest on farm taxes (not state or federal income taxes), and similar expenses.</p> <p>The value of fuel, food or other farm products used for family living is not included as part of net income.</p>	X	
Interest	Unearned money received from investments. Use financial statement from paying institution. The first \$25.00 in interest is disregarded.	X	
Irregular income	Unearned or Earned money that is received on an unpredictable or infrequent basis. Compute quarterly income, divide by 12 weeks to determine weekly average, multiply by 4.3333.	X	
Job Corps	Earned income includes Living Allowance, Readjustment allowance. Unearned income includes Allotments sent to a dependent child.	X	
Lottery Winnings	Unearned sum of money paid as a prize in a game of chance. Budget in the month of receipt.	X	
Military Allotment	Unearned payment paid to spouse or dependent child of military personnel.	X	
National Guard and Reserve Pay	Earned Income. Verify with check stub or military documents.	X	
Pension	Unearned payment received regularly as a retirement benefit.	X	
Rental Income	Earned income received on property owned by a household member and rented to others. Use lease or rental agreement to verify.	X	

Type of Income	Details and How to Verify	Include	Exclude
Roomer	Earned payments received for room only. Do not include roomer in household size. Include amount over \$30 monthly as income.	X	
Severance Pay	Earned payment received from an employer upon termination of employment.	X	
Sick Pay	Earned income paid from payroll to employee when out of work because of illness. Use check stubs. Unearned when paid by insurance company or other source. Use check stubs or financial statement from institution.	X	
Social Security Benefits (RSDI)	Unearned Retirement, Survivors, Disability Insurance received from the Social Security Administration. Use award letter for gross amount of check.	X	
Strike Benefits	Unearned income received by individuals on strike. Use check stubs, statement from union or financial institution.	X	
Supplemental Security Income (SSI)	Unearned Benefits paid by the Social Security Administration for Aged, Blind or Disabled person. Use award letter as verification or copy of check.	X	
Temporary Assistance for Needy Families (TANF)	Unearned cash payment.	X	
Tips	Earned income. Use tax documents, self-declaration or employer's statement	X	
Training Allowance	Earned payments received from vocational/rehabilitation program not intended for reimbursement.	X	
Unemployment Compensation	Unearned benefits received from the Department of Labor by unemployed persons. Use copy of check or award statement to verify.	X	
Vacation Pay	Earned. Employer incentive shown as wages.	X	
Veterans Benefits	Unearned benefits received from VA for disability, survivor benefits, education.	X	
Wages/salary	Earned income, received for work or services.	X	

Type of Income	Details and How to Verify	Include	Exclude
Workers Compensation	Unearned benefits received periodically from private or public insurance companies for injuries incurred at work. (The cost of this insurance must have been paid by the employer and not the individual).	X	
Property Sale	Money received from the sale of property such as a house or car (unless the person was engaged in the business of selling such property, in which case the net proceeds would be counted as income from self-employment).		X
Bank Withdrawals	Withdrawal from bank deposits.		X
Borrowed Funds	Money borrowed.		X
Income Tax Credits/Returns	Tax refunds.		X
Inheritances	Lump sum inheritances or insurance payments.		X
SNAP Benefits	The value of the benefit from Supplemental Nutrition Assistance Program (SNAP) formerly known as Food Stamps.		X
Donated Food	The value of USDA donated foods (surplus commodities).		X
Uniform Location Assistance	The value of funds received for real property acquired from displacement in connection with federally funded projects. See Uniform Act of 1970.		X
Minor Income	Earnings of a child in the household under 18 years of age.		X
Restricted Funds	Loans and grants, such as obtained and used under conditions that preclude their use for current living costs.		X
Value of Produce	Home produce used for household consumption		X
Other Care Payments	TANF Foster Care or Nursing Home Vendor Payments made to a provider on behalf of an adult or child.		X
Payments to Institution	Payments made to an institution by a relative of a recipient or other person for the cost of institutionalization of that recipient.		X
VISTA	Payments to VISTA volunteers regardless of age.		X
Job Training Partnership Act	Earnings received by any youth (up to 21 years of age) through the JTPA Program.		X
Older Americans Act	Benefits received from elderly volunteers and nutritional programs operated under the Older Americans Act.		X

Type of Income	Details and How to Verify	Include	Exclude
LIHEAP Funds	Assistance provided by Community Action Agencies to prevent fuel cut-offs or to promote energy efficiency under the Emergency Energy Conservation Services Act.		X
Foster Care/Adoption Supplement	Foster Care payments, Adoption Supplement Payments.		X
Roomers/Boarders	Income from roomers under \$30.00 per month and boarders under \$70.00 per month.		X
Savings/Bonds	Earnings and interest on savings or bonds amounting to \$25.00 or less per month.		X
Disability Care	Any wages, allowances or reimbursement for transportation and attendant care costs when received by an eligible disabled individual employed in a project under the Rehabilitation Act of 1973.		X
Trust Funds	Funds held in trust for any individual in the satisfaction of a judgment of the Indian Claims Commission.		X
Alaska Native Settlement Act	Payments made pursuant to the Alaska Native Claims Settlement Act.		X
Job Provided Meals	Meals furnished on the job by the employer.		X
Casual Earnings	\$5.00 or less from casual earnings when work opportunities are unpredictable.		X
Health Premiums	Premiums (amount spent on premiums paid by Social Security received by Medicare).		X
HUD Utility Allowances	Utility Allowances as furnished through the HUD Housing Program.		X
Emergency Disaster Relief	Disaster Relief payments.		X
Guardianship Subsidy	Relative Care Subsidy and Subsidized Guardianship program income received for the support for children previously in DFCS custody.		X

1300 BACKGROUND

The CAA is responsible for the issuance of correct payments (checks) to home energy suppliers or clients. This section contains information and procedures for use when checks are not successfully posted to client accounts.

1300.1 REQUIREMENT

Energy Assistance Payments must be processed and maintained timely, accurately, and efficiently.

1300.2 BASIC CONSIDERATION PAYMENT METHODS

The Community Action Agencies will make payments to:

- Energy suppliers on behalf of eligible households responsible for the payment of the energy source by direct billing, or
- To eligible individuals whose heating or cooling costs are included in their rent and designated as a separate cost, or
- To eligible individuals whose vendors are not on the Approved Vendor List

Benefits are issued on a first come, first served, first processed basis.

Only one payment will be made for each eligible household per program component (Heating, Cooling).

If the home energy supplier is an approved provider and on the Approved Vendor List:

- A single party check containing payments on behalf of multiple eligible households must be issued.
- These checks must be mailed directly to the approved vendor for posting to the listed individual accounts.

If the home energy supplier is not an approved provider and is not on the Approved Vendor List:

- A single party check will be issued to the individual eligible applicant. Direct checks to eligible clients are referred to as 999's.

1300.3 STANDARD OF PROMPTNESS (SOP)

If the application is approved, the pink slip must be mailed to the applicant within 5 calendar days after the application appears on the Approved Transaction List.

If the application is denied, the yellow slip and fair hearing letter must be mailed to the applicant within 5 calendar days of the determination that the household is not eligible.

If the application type is Regular, the application must be processed, paid and the vendor notified within 30 calendar days of application being made.

1300.3 STANDARD OF PROMPTNESS (SOP) (Cont'd)

If the application type is Crisis (Life Threatening), the application must be accepted, processed and the vendor notified within 18 hours of the application date and time. Payment must be made within 10 calendar days of the application being made.

If the application type is Crisis (Non-Life Threatening), the application must be accepted, processed and the vendor notified within 48 hours of the application date. Payment must be made within 10 calendar days of the application being made.

1300.4 LOST, STOLEN AND/OR DESTROYED CHECKS

If it is determined that the check has been paid, the local CAA director or designee of the office that issued the check AND the payee must inspect the endorsement on the check. The payee must sign an affidavit stipulating that the payee of the check neither endorsed nor received the proceeds of the check and establish forgery of the endorsement.

- The CAA will use the affidavit to obtain recovery through the bank.
- Upon receiving the receipt of credit from the bank, the CAA will initiate processes to VOID/REISSUE the check.

If it is determined that the check has not been paid:

- The local CAA must determine if the applicant's address on the check is accurate.
- A Stop Payment must be issued after a period of 10 days from the Check Issue Date.

1300.5 RETURNED CHECKS

If the payee (individual applicant) has moved and still maintains an active account with the original vendor:

- Re-mail the original check to the current, correct address.

If the payee (individual applicant) has moved and cannot be located and no credit was extended by the vendor based on the LIHEAP application:

- The check must be canceled, and the CAA must begin processes to VOID the application/benefit in the EAP system.

If the individual applicant is deceased and is the only household member, and no credit was extended by the vendor based on the LIHEAP application:

- The check must be canceled, and the CAA must begin the process to VOID the application/benefit in the EAP system.

If the individual applicant is deceased but the household is still occupied by member(s) of the original application household:

- The ownership of the check should be transferred to the name of another household member.
- Document the reasons for the disposition in the case file.

1300.6 MIS-POSTED BENEFIT AMOUNTS

If the benefit amount on a vendor or applicant issued checks is posted to the wrong account:

- The individual applicant has the responsibility to notify the CAA that took the application.
- The CAA must coordinate with the vendor to ensure the benefit is posted/credited to the correct account.

1300.7 INCORRECT HOME ENERGY SUPPLIER

If an application is processed with an incorrect vendor code and the benefit check has not been issued:

- The local office that took the application must advise the office issuing the check to stop the issuance.
- The benefit must be marked through on the computer generated check register.
- The amount must be deducted from the vendor grand total.
- The original application must be Voided and Reissued in the EAP system.
- Documentation must be entered on the check.

1300.8 REFUNDS

If a check amount has been posted to an account, the account is closed, and a credit balance exists:

- The excess amount must be returned to the CAA that issued the check.

A refund check is received by the CAA and the check is made payable to the agency:

- The CAA must deposit the check in the CAA account and issue an agency check made payable to OHS.
- The EAP system must be updated to show a refund of the benefit (contact Program Manager).

A refund check is received by the CAA and the check is made payable to the individual:

- The CAA must return the check to the vendor requesting the check be reissued made payable to the CAA.

A refund check is received by the CAA, made payable to either the applicant or the agency and the CAA cannot determine the Fiscal Year for which the refund is applicable the CAA must contact the Program Manager for consultation.

1400 BACKGROUND

All applicants/clients shall receive fair and equitable treatment and may question any decision or action taken by the Community Action Agency.

1400.1 REQUIREMENT

The LIHEAP State Plan requires a due process hearing within the Department. The Office of State Administrative Hearing (OSAH) is responsible for the fulfillment of the hearing provision.

1400.2 BASIC CONSIDERATION PROCEDURES

CAA must inform each applicant/recipient (A/R) in writing of the following:

- Right to a fair hearing whenever any action affects his/her application/benefit.
- Right to be represented by an authorized representative such as legal counsel, relative, friend or other spokesperson.
- Right to represent oneself.
- Right to timely and adequate notice of denial/benefit change.

NR must file hearing request within 10 calendar days after notice of denial/change. CAA has responsibility to take prompt action in reviewing and correcting all complaints. CAA is required to assist NR in filing a hearing request and preparing for the hearing. The CAA will assess each request in-house to determine if the issue can be resolved locally. Should the client request an administrative hearing, the request is sent to the State LIHEAP office. The State will provide an opportunity for a Fair Hearing through the Office of State Administrative Hearings, Legal Services Office to individuals whose claims for assistance are denied or are not acted upon with reasonable promptness. Appropriate procedures will be described by the Legal Services Office to assure due process is carried out in all cases.

A hearing may be requested for the following reasons:

- Application for assistance is denied.
- Application is not acted upon within a reasonable period of time.
- Benefit level is less than applicant believes it should be.
- Applicant is aggrieved by any agency action resulting in reduction, discontinuance, or termination of assistance.

1400.2 BASIC CONSIDERATION PROCEDURES (Cont'd)

Hearing Request:

- Is defined as a clear written or oral expression by the applicant or applicant's authorized representative of the desire to appear before a higher authority.
- Must be forwarded in writing within two (2) work days to the OHS Legal Services Office (LSO}, 2 Peachtree St. Suite xx-xx, Atlanta, GA 30303-3142. Is effective upon receipt by the CAA or LSO.

1500 Glossary

Applicant/Recipient	The person making the application or receiving the benefit on behalf of the household.
CAA	Community Action Agency. OHS contracts with Community Action Agencies to administer Energy Assistance in Georgia.
Categorically Eligible Households	Household in which every member of the household receives TANF, SNAP and/or SSI or a combination of these. These households are considered categorically eligible for Energy Assistance.
Children	Household member who is younger than 18 years of age on the date of application for Energy Assistance.
CRISIS Assistance	Provided to LIHEAP eligible households whose service is disconnected or are in imminent danger of service disconnection (within 7 days of the application date). Assistance is provided within 48 hours of application. When there is a life-threatening crisis situation in the household where service is disconnected or there is an imminent danger of disconnection, assistance must be provided within 18 hours of the application.
Department of Human Services (OHS)	Georgia Department of Human Services (OHS) is the administrative authority for LIHEAP. OHS is responsible for the delivery of health and social services. OHS administers GA's Energy Assistance program via contract with the Community Action Agencies.
Disconnection Notice	Notice from heating or cooling vendor that service will be cut off because of nonpayment.
Elderly	Any household member aged 60 or older applying for LIHEAP for federal statistics.
Energy Assistance	A one-time payment per program year to the heating or cooling vendor on behalf of an eligible household.
GEFA	Georgia Environmental Facilities Authority manages the weatherization program in Georgia. The purpose of this program is to make necessary energy-related repairs free of charge to income-eligible households.
HEAT	Home Energy Assistance Team is a nonprofit organization which assists low income households with home heating needs.
Home Energy Supplier	Vendor who sells fuel or energy for heating or cooling.

Homebound Household	All household members have disabilities confining them to the home. The household members must be unable to travel to an intake center to apply for Energy Assistance because of a medical condition which qualifies the persons for home services through Medicaid or Medicare and or home delivered meals, home health agency services, homemaker services, etc.
Household	<p>The following criteria are considered in determining Energy Assistance household members:</p> <ul style="list-style-type: none"> • the individuals who purchase residential energy together or make undesignated payments for energy in the form of rent • the type of residence e.g., house, room, shelter, institutions, (see Ineligible Households) • the age and disability of the individuals • the relationship of the individuals. • U.S. Citizenship (applicant must be a U.S. citizen. If other household members are non-citizens use this/these persons income in determining eligibility but do not include in the household size.
Ineligible Households	<p>The following criteria are used in determining "de facto" ineligible households:</p> <ul style="list-style-type: none"> • residents of institutions, • group living facilities, • rooming and boarding houses, • dormitories, shelters, hotels, etc. • residents of public or private institutions with living costs subsidized by state, local or federal governments without separate heating or cooling bills • households where all persons are not U.S. Citizens
Intake	The act of accepting a signed Energy application and interviewing the client to determine eligibility.
LIHEAP	Low Income Home Energy Assistance Program provides financial assistance with heating and cooling costs to low income households.
Office of Family Independence (OFI)	Unit in the Department of Human Services, Division of Family and Children Services which administers the Energy Assistance program.
Outreach	Offering of services or information about the Energy Assistance Program.

Pre-Pay Utility Households	Households which utilize a pre-pay vendor for energy services which are defined as "Pay-As-You-Go" accounts.
Poverty Level	A minimum income level below which a person is officially considered to lack adequate subsistence and to be living in poverty. Also called "poverty line". The Department of Health and Human Services is required to annually update the poverty guidelines used as an eligibility criterion by a number of Federal programs including Energy Assistance.
Primary Home Heating Energy	The type of fuel used most often to heat the household dwelling.
Priority Outreach for Homebound and Elderly	Energy Assistance applications are accepted for elderly and homebound households only during this period. Usually occurs thirty days before applications are accepted from the public.
Priority OutreachGroup	Citizens aged 65 or older, the homebound, disabled, and young children are targeted for priority outreach for heating or cooling programs.
Public Service Commission	Board of elected officials who regulate public utilities. The PSC has donated fund to the Energy Assistance program to be service customers who use natural gas to heat. The mission of the Georgia Public Service Commission is to exercise its authority and influence to ensure that consumers receive safe, reliable and reasonably priced telecommunications, transportation, electric and natural gas services from financially viable and technically competent companies.
Regulated Program	This is a Public Service Commission program. The PSC contracts with a vendor to provide service to high-risk customers who might not otherwise have heating service. The PSC pays the Community Action Agencies to make referrals to the designated vendor. This program is also known as "the vendor of last resort".

Repair	Fix or restore heating or cooling equipment.
Restoration	Having the heating or cooling service connected after service has been disconnected due to non-payment.
Senior Match Program	This program provides a payment for elderly customers of natural gas. The PSC funds this payment and it is equal to the LIHEAP payment for the customer.
Senior Match-Elderly	Any household member aged 65 years or older applying for the Public Service Commission Senior Match Program and LIHEAP.
Standard of Promptness	The length of time in which eligibility must be determined and benefits paid (if eligible). There are different standards of promptness for the program components.
TANF	Temporary Assistance to Needy Families, usually a cash benefit made to families for up to 48 months in the state of Georgia.
Target Group	Group of people who are vulnerable to an energy related crisis due to health and or age. This group may be given priority intake during the opening of an energy program.
Weatherization	The purpose of this program is to make necessary energy-related repairs free of charge to income-eligible households.
Young Children	Household member who is 5 years or younger for federal statistics.

1600 INSTRUCTIONS FOR COMPLETING A LIHEAP APPLICATION

REQUIREMENT	A form 6000 application must be completed for all households applying for assistance in order to determine eligibility.
BASIC CONSIDERATION	Items detailed below must be completed by either entering data or checking a line on the form. Where data is entered, it must be printed in block letters, one letter per line, up to the maximum number of lines per item provided on the form. No items on the form may be left blank except as indicated in the detailed instructions.
AGENCY	- enter the three-digit code number assigned to the agency. -All three digits must be entered (example: ACTION, Inc. is 303)
SOCIAL SECURITY NUMBER	- enter the applicant's nine-digit Social Security Number - Any letters following the Social Security number are to be added outside the lines.
<u>3. County Code</u>	- enter the county code for the county in which this applicant lives. This code must be entered as three digits. (example, Bacon County is entered as 003.)
<u>3a. Fund Source</u>	-enter appropriate Fund Source code used to pay the application <ul style="list-style-type: none"> • LIHEAP BENEFITS (01, 04, 06) • LIHEAP BENEFITS (02) • DONATED FUNDS BENEFITS (03) • HEAT FUNDS BENEFITS (09) • PSC CRISIS BENEFITS (05) • PSC COMBINED BENEFITS (10, 11, 12)
<u>4. Name</u>	- enter the Name of the applicant as first name, middle initial, last name, skipping a space between each name or initial. Example: JOHN H SMITH

Address Information

- enter the verified residential service address information verified from case records, fuel/utility bill or other written documentation.

-enter the number as two digits, otherwise, leave the space blank. Only include the numbers. DO NOT include any word abbreviations
Example: 01.

5. Rural Route

- enter the box number starting in the first space provided and enter as many numbers as required up to five. Otherwise, leave these spaces blank.

Example:
322 Box Number

Box Number

- enter the box number starting in the first space provided and enter as many numbers as required up to six. Only include numbers. Do not include any word abbreviations. Otherwise, leave the spaces blank.

P.O. Box

Example:
9663
P.O. Box

- enter the building number starting in the first space provided and enter as many characters as required up to five. This field may include letters and dashes if appropriate. Otherwise, leave these spaces blank.

Building Number

Example:
C-112
Building No.

Apartment Number

- enter the apartment number starting in the first space provided and enter as many characters as required up to five. This field may include letter and dashes if appropriate. Otherwise, leave the spaces

blank.
Example:
11-8
Apartment

<p><u>6. Street Number</u></p> <p><u>Street Name</u></p> <p><u>Special Instructions</u></p>	<p>abbreviate number with the number sign (#). Enter numerals only. Example: <u>525</u></p> <ul style="list-style-type: none"> - Enter the street name of the applicant's residence. *Note: <u>Do Not</u> write the street name in the space designated for street number. <p>If an applicant's residential address cannot be specified and the only address that can be obtained is General Delivery or Star Route, the words General Delivery or Star Route are to be placed in the space designated for street name. Example: Street No. <u>GENERAL DELIVERY</u> Street Name</p> <ul style="list-style-type: none"> - enter the city where the Post Office serving this applicant is located.
<p><u>7. City</u></p>	<ul style="list-style-type: none"> - enter the two character state abbreviation for the state in which the Post Office serving this applicant is located. The only abbreviations which can be used are:
<p><u>8. State</u></p>	<p>GA- Georgia TN - Tennessee</p> <ul style="list-style-type: none"> - enter the five-digit zip code of the Post Office serving this applicant.
<p><u>9. Zip Code</u></p>	<ul style="list-style-type: none"> - enter phone number in the space provided. Use <i>the telephone number of a relative or friend who has regular contact with the client if no the applicant has no phone service.</i>
<p><u>9a. Phone Number</u></p>	<ul style="list-style-type: none"> - enter the appropriate one digit number that applies to the household on the line(s) which best describe the living arrangements of this household as declared by the applicant.
<p><u>10. Living Quarters</u></p>	<ul style="list-style-type: none"> Items #3-5 - Enter the number 3, 4, or 5 on the appropriate line to indicate how the fuel costs are paid. If the applicant is not in subsidized housing, the numbers, 3, 4, or 5 will be entered in the first box.

<u>Special Instructions</u>	IF	THEN
	The household does not pay rent or own its own home but does pay its primary heating fuel/utility	enter the number 4 on the appropriate line
	The household resides in public housing and the rent includes utilities	the household is not eligible for the program
	The household resides in HUD subsidized dwellings that have no fuel costs in the rental payment charged to residents	the household is not eligible for the program
The household resides in subsidized housing and the rent includes utilities	the household is not eligible for the program	
<u>11. Members of the Household Receiving Benefits From:</u>	<p style="text-align: center;">If any member of this household is receiving benefits from one of the sources listed below, enter appropriate numbers on the lines <u>1234</u>. It is possible for all or none of the lines to be completed. The four benefit sources are defined as follows:</p> <ol style="list-style-type: none"> 1) Supplemental Security Income (SSI) benefits under Title XVI of the Social Security Act; 2) TANF (other than TANF Foster Care or Emergency Assistance to Needy Families with Children); 3) Food Stamps under the Stamp Act if 1977; 4) Veterans Benefits under Sections 415, 521, 541, or 542 or Title 38 of the U.S. Code or Section 306 of the Veterans and Survivors Pension Improvement Act of 1978. Payments under these sections are considered pensions as opposed to other veteran's payments which are considered compensation. <p style="text-align: center;">- enter in the box the single digit that best describes the household's primary source of yearly income. Primary means the largest <u>single</u> source of income for the entire household.</p>	

12. Primary Source of Income

1. Social Security or Railroad Retirement Wages
2. Supplemental Social Security Income (SSI)
3. TANF or other Public Assistance
4. Self Employed
5. Unemployment Insurance
6. Pension or Veteran Benefits
7. No Income
8. Other (Specify)

FOR REPORTING PURPOSES

- enter the applicant Date of Birth enter the age of the applicant as two digits. Example: If the applicant is 47 years old, enter 47.
- enter the appropriate letter M or F to indicate whether the applicant is male or female.
- enter the number of people 60 years or older, including the applicant, living in the household. If none, enter 0, if more than nine, enter a 1-
- enter the number of disabled people living in the household. If none, enter a ,Q; if more than nine, enter a 1.

13. Applicant Date of Birth

13a. Applicant Age

14. Sex

15. Number of Elderly in Household

16. Number of Disabled in Household

<p><u>17. Total Number of Children in Household</u></p>	<p>a) Zero to Two (0-2) - Enter the number of children living in the household who, on the date of application, have not reached their third (3rd) birthday.</p> <p>b) Three to Five (3-5) - Enter the number of children living in the household who, on the date of application, have reached their third (3rd) birthday, but have not reached their sixth (6th) birthday.</p> <p>c) Six to Twenty (6-20) - Enter the number of children living in the household who, on the date of application, have reached their sixth (6th) birthday, but have not reached their twenty-first (21st) birthday. If none, enter .Q, if more than nine, enter 9.</p>
<p><u>18. Homebound Members</u></p>	<p>- enter the appropriate letter to answer (Y) yes or (N)no.</p>
<p><u>19. Referral to Weatherization</u></p>	<p>- enter the appropriate letter to answer (Y) yes or (N)no.</p>
<p><u>20. Energy Source for which assistance is being provided</u></p>	<p>- enter the single number which indicates which energy source the assistance is being provided for.</p>
<p><u>21. Number of People in Household</u></p>	<p>- enter the number of people living in the household as identified on the corresponding Income Worksheet as two digits. For example, a single-person household would be entered as 01.</p>
<p><u>22. Annual Income</u></p>	<p>- from the Income Worksheet, enter here the total annual income for entire household. Example: \$5,085 annual income =5085</p>
<p><u>22a. Pure Public Assistance HH</u></p>	<p>- enter the appropriate letter to answer (Y) yes or (N) no.</p>

23. Monthly Income

- enter here the total monthly income for the entire household.

24. Income Level

- using the Income Worksheet information and the Income Level Chart, enter here the one digit *incomelevel according to household size and gross income* code to be used in calculating the amount of assistance to be provided to this household.

25. Energy Crisis Intervention Authorization

- enter 2 (Prevention of Energy Source) or a 3 (Restoration of Energy Source) if completing a crisis application. Leave blank. Do not write 0, N/A, or any other notation if not.

26. Main Heating Fuel Type

- enter the appropriate letter to indicate the Main Heating Source/Fuel Type in the household receiving this benefit

27. Amount of Assistance Authorized

- From the appropriate Payment Assistance Schedule, enter the amount of assistance for which this household is authorized.

Example:
350

28. Vendor Code

IF	THEN
The applicant uses as a primary home heating source a supplier who has signed a Home Energy Supplier's Agreement enter the supplier's three-digit code found on the approved Vendor List	Enter the supplier's three-digit code found on the approved Vendor List.
The applicant uses a home energy supplier that has not signed an Agreement	Enter 999 as the vendor code

29. Account Name

- enter the name on the account in which the benefit is being paid to.
- enter the name of the applicant if the home energy supplier is not listed on the utility bill or other means of documentation is accepted as proof of bill (ex. Statement from wood provider).

<u>30. Account Number</u>	IF	THEN
	The home energy supplier uses account numbers	Enter the proper account number for the household
	The home energy supplier uses names	Enter the name under which the account is listed
	The home energy supplier (vendor code) is 999	Enter the proper account number under which the application was registered if applicable. If not, leave blank.
<u>31. Vendor Name</u>	<ul style="list-style-type: none"> - enter the proper name of the applicant's home energy supplier exactly as it is listed on the Approved Home Energy Suppliers Vendor List. - enter the name of the person the benefit is being given as a 999. 	
<u>31a. Applicant's Signature</u>	<ul style="list-style-type: none"> - the applicant must read or have read to him/her this section and must sign the application in the space provided. <u>If the applicant cannot write, have the applicant make an "X", then the worker must write in the name of the applicant.</u> 	
<u>32. Release of Information /Approved</u>	<ul style="list-style-type: none"> - If the application signs the LIHEAP Authorization for Release of General and/or Confidential Information enter an X on the Accept line. - If the applicant declines, enter an X on the decline line. - if this application is approved, enter an X in the box. 	
<u>33. Disapproved</u>	<ul style="list-style-type: none"> - If the household is determined to be ineligible for assistance, check this box and enter the reason for the denial on the line provided. 	

Comments

34. Signature of Worker(s)

35. Application Date

36. Local Agency Authorized Signature

37. Date Authorized

38. Date Keyed

**Distribution Process for LIHEAP
Application for Regular Assistance**

- make any desired comments pertinent to this application or applicant.
- all workers who assisted the applicant must sign the application in ink in the space provided. Signature stamps are not allowable.
- enter the date on which this application is taken as six digits in month, day, year sequence.
- Example: If the application is being completed on January 12, 2016, the application would be entered 0112 2016.
- When a pending application is taken, enter the date pending information is received below the application date.
- all applications, whether approved or disapproved, must be signed by the person authorized to sign for the agency.
- the signature must be different from that of the worker in Item 34. Signature stamps are not allowable.
- enter the date on which this application is signed as six digits in month, date, year sequence.
Example: 01 13 2016
- Data Entry Operator (DEO) enters at the time of data entry into the EAP System.

1. Original first copy (white copy) is the payment copy and remains in the central office of the agency which issued the benefit check. The Income Worksheet and all verification documents are attached to this copy.

2. Second copy (yellow copy) is the client copy when the application is denied. The copy is given to or sent to the client after the reason for denial has been entered in the comment section, and the application has been signed by the worker. All denied applications should be reviewed by the LIHEAP Coordinator before this process occurs.

	<p>3. Third copy (pink copy) is the client's copy and must be provided to the applicant only after the application has been approved and signed by the local agency authorizing official, processed through the computer and appears on the Approved Transaction report. The applicant may request that the "pink copy" be sent to the household, or the applicant may pick up the "pink copy" following final approval of the application. If the "pink copy" is mailed to the applicant.</p>
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1700 ENERGY BURDEN TABLE

Applicant Heat/Electric Situation	Energy Burden	Rationale	Type of Payment	Documentation
Applicant pays a vendor directly for utilities	Yes	HH energy bills rise and fall with market	Paid to vendor	Utility bill
Utility costs (heat and electric) included in rent (non-subsidized)	Yes	HH rent may increase with an increase in Energy costs	Direct pay to Applicant (999)	Landlord letter or rental agreement
Heat costs included in rent and applicant is billed directly for electric (non-subsidized)	Yes	HH energy bills rise and fall with market	Paid to electric vendor because gas usage is indeterminate	Utility bill
Applicant pays the landlord or trailer park owner for utility costs	Yes	HH energy bills rise and fall with market	Direct pay to Applicant (999)	Landlord letter or trailer park agreement
Applicant lives in total electric subsidized housing and all energy is included in rent	No	HH rent and HH energy bill will not increase with an increase in energy costs	None	Not Applicable
Applicant lives in subsidized housing and pays a vendor directly for utility costs (receives a utility allowance)	Yes	HH energy costs rise with market	Paid to vendor	Utility bill
Applicant lives in subsidized housing and pays a landlord for utility costs (receives a utility allowance)	Yes	HH energy costs rise with market	Direct pay to applicant (999) or to electric supplier	Landlord letter or subsidized housing contract and/or utility bill
Applicant lives in subsidized housing and pays a vendor directly for all utility costs (does NOT receive a utility allowance)	Yes	HH energy bills rise and fall with market	Paid to vendor	Utility bill