

ATTACHMENT 3

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

DETAILED MODEL PLAN

PUBLIC LAW 97-35, AS AMENDED

FISCAL YEAR (FY) 2013

GRANTEE Idaho Department of Health and Welfare, Division of Welfare

EIN: 82-6000995
ADDRESS 450 W. State St., Second Floor
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PLEASE CHECK ONE: TRIBE _____ STATE X INSULAR AREA _____

**Department of Health and Human Services
Administration for Children and Families
Office of Community Services
Washington, DC 20447**

**August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Approval No. 0970-0075
Expiration Date: 04/30/2014**

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

Assurances

The Idaho Department of Health and Welfare, Division of Welfare agrees to:
(Grantee Name)

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

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

(B) intervene in energy crisis situations;

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

(D) plan, develop, and administer the State's program under this title including leveraging programs,

and the State agrees not to use such funds for any purposes other than those specified in this title;

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

(8) provide assurances that,

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

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

(9) provide that--

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

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

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

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

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

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

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

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

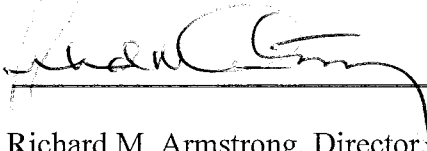
*** This assurance is applicable only to States, and to territories whose annual regular LIHEAP allotments exceed \$200,000. Neither territories with annual allotments of \$200,000 or less nor Indian tribes/tribal organizations are subject to Assurance 15.**

(16) use up to 5 percent of such funds, at its option, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance, including needs assessments, counseling, and assistance with energy vendors, and report to the Secretary concerning the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.

Certification to the Assurances: As Chief Executive Officer, I agree to comply with the sixteen assurances contained in Title XXVI of the Omnibus Budget Reconciliation Act of 1981, as amended.* By signing these assurances, I also agree to abide by the standard assurances on lobbying, debarment and suspension, and a drug-free workplace.

Signature of the Tribal or Board Chairperson or Chief Executive Officer of the State or Territory.**

Signature:



Title:

Richard M. Armstrong, Director, Idaho Department of Health and Welfare

Date:

*** Indian tribes/tribal organizations, and territories with annual regular LIHEAP allotments of \$200,000 or less, are not subject to assurance 15, and thus must only certify to 15 assurances.**

**** If a person other than the Chief Executive Officer of the State or territory, or Tribal Chairperson or Board Chairperson of a tribal organization, is signing the certification to the assurances, a letter must be submitted delegating such authority. (PLEASE ATTACH DELEGATION of AUTHORITY.) The delegation must include authority to sign the assurances, not just to administer the program.**

***** HHS needs the EIN (Entity Identification Number) of the State, territory or Tribal agency that is to receive the grant funds before it can issue the grant.**

In the above assurances which are quoted from the law, "State" means the 50 States, the District of Columbia, an Indian Tribe or Tribal Organization, or a Territory; "title" of the Act refers to Title XXVI of the Omnibus Budget Reconciliation Act of 1981 (OBRA), as amended, the "Low Income Home Energy Assistance Act"; "section" means Section 2605 of OBRA; and, "subsection" refers to Section 2605(b) of OBRA.

100 % **TOTAL**

statutory
references

2605(c)(1)(C)

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

(alternate use
of crisis assistance
funds)

_____ heating assistance

_____ cooling assistance

_____ weatherization assistance

X Other(specify): Crisis Assistance

→ Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served? (This is required by the statute.)

Yes X No _____

2605(b)(2)

2605(c)(1)(A)

→ What are your maximum eligibility limits?
(Please check the components to which they apply.)
Current year guidelines must be used.

(eligibility)

_____ 150% of the poverty guidelines:
heating X cooling _____ crisis X wx X

_____ 125% of the poverty guidelines:
heating _____ cooling _____ crisis _____ wx

_____ 110% of the poverty guidelines:
heating _____ cooling _____ crisis _____ wx _____

_____ 60% of the State's median income:
heating _____ cooling _____ crisis _____ wx

_____ Other (specify for each component)

_____ Households automatically eligible if one person is receiving
X TANF, X SSI, X Food Stamps, _____ Certain means-
tested veterans programs (heating _____ cooling _____ crisis _____ wx _____)

statutory
references

2605(c)(1)(A)
2605(b)(2)
(eligibility)

→Do you have additional eligibility requirements for:
HEATING ASSISTANCE X Yes No)

→Do you use: Yes No

Assets test? X

→Do you give priority in eligibility to:

Elderly? X

Disabled? X

Young children? X

Other:
(If Yes, please describe)

statutory
references

2605(c)(1)(A)
2605(b)(2)

→Do you have additional eligibility requirements for:
COOLING ASSISTANCE (Yes No) **Not Applicable**

(eligibility)

→Do you use:	<u>Yes</u>	<u>No</u>
Assets test?	<u> </u>	<u>N/A</u>
→Do you give priority in eligibility to:		
Elderly?	<u> </u>	<u>N/A</u>
Disabled?	<u> </u>	<u>N/A</u>
Young children?	<u> </u>	<u>N/A</u>
Other: (If Yes, please describe)	<u> </u>	<u> </u>

statutory
references

2604(c)
2605(c)(1)(A)

→Do you have additional eligibility requirements for:
CRISIS ASSISTANCE (X Yes No)

(eligibility)

	<u>Yes</u>	<u>No</u>
→Do you use:		
Assets test?	<u> </u>	<u> X </u>
Must the household have received a shut-off notice or have an empty tank?	<u> X </u>	<u> </u>
Must the household have exhausted regular benefit?	<u> </u>	<u> X </u>
Must the household have received a rent eviction notice?	<u> </u>	<u> X </u>
Must heating/cooling be medically necessary?	<u> </u>	<u> X </u>
Other (Please explain):	<u> </u>	<u> </u>

→What constitutes a crisis? (Please describe)

Generally, any activity that is necessary to resolve a crisis is allowable, such as providing temporary shelter until heat can be restored by the repair or replacement of a furnace. Repair or replacement of a furnace during a crisis situation does not count against the 15% weatherization cap under LIHEAP.

Allowable measures include, but are not limited to: furnace repair, furnace replacement, broken window repair, broken window replacement, imminent danger of shut-off, shut-off, or out of fuel. A crisis may also exist due to extreme cold or heat which constitutes a threat to the health and/or safety of a member of the household.

The applicant is deemed eligible for Crisis Assistance if:

1. The household meets income eligibility requirements.

2. The household being placed on the weatherization waiting list and/or the home being held to the "previously weatherized" timeline would result in imminent health and safety hazards for a household member.
3. The heating or cooling situation (i.e. heating with an oven or for outdoor use propane heater) is assessed to be creating unsafe or significantly unhealthy conditions in the home.

GRANTEE Idaho Department of Health and Welfare, Division of Welfare FFY 2013

statutory
references

2605(c)(1)(A)

→ Do you have additional eligibility requirements for:
WEATHERIZATION (Yes No)

(eligibility)

→ Do you use: Yes No

Assets test? _____ X_____

Priority groups? (Please list) X _____

Emergencies, elderly, disabled, small children, homes with high energy usage

→ Are you using Department of Energy (DOE) Low Income Weatherization Assistance Program (LIWAP) rules to establish eligibility or to establish priority eligibility for households with certain characteristics? X _____

→ If Yes, are there exceptions? X _____
Please list below.

Exception to DOE LIWAP rules:
Cost of annual fiscal audit and installation of fluorescent lighting

In addition to DOE LIWAP rules:
Home water heater unit repair or replacement, minor repair of home plumbing and electrical systems, repair or replacement of home refrigerator, cooking stove, cooling units including fans and air conditioners, installation costs associated with energy

conservation low-cost/no-cost weatherization measures, and energy conservation education materials.

statutory
references

2605(b)(3)
2605(c)(3)(A)

(outreach)

→ Please check the outreach activities that you conduct that are designed to assure that eligible households are made aware of all LIHEAP assistance available:

X provide intake service through home visits or by telephone for the physically infirm (i.e. elderly or disabled).

X place posters/flyers in local and county social service offices, offices of aging, Social Security offices, VA, etc.

X publish articles in local newspapers or broadcast media announcements.

X include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.

_____ make mass mailing to past recipients of LIHEAP.

X inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.

X execute interagency agreements with other low-income program offices to perform outreach to target groups.

_____ other (Please specify):

statutory
references

2605(b)(4)

(coordination)

→ Please describe how you will assure that LIHEAP is coordinated with similar and related programs. The description provided applies to all components unless specifically noted.

LIHEAP coordinates with other energy-related or similar programs funded by the Federal Government and administered by state agencies including the following: U.S. Department of Health and Human Services Community Services Block Grant Program (CSBG), USDA Commodities Program, and the Department of Energy (DOE) Weatherization Assistance Program. Through Direct Service Providers, a common application intake process has been implemented in the CSBG, LIHEAP, WAP, Idaho Telephone Systems Assistance Program (ITSAP), and The Emergency Food Assistance Program (TEFAP) programs, which allows the agency to provide a holistic approach to household needs (i.e., energy assistance, weatherization services, emergency food assistance, child care, education and budget counseling).

LIHEAP providers (sub-grantee Direct Service Providers) and other agencies administering and distributing utility fuel funds or community-contributed fuel funds work in partnership to coordinate additional energy assistance to the household. The agencies accept referrals from the sub-grantee Direct Service Providers, and if benefit resources are available, provide assistance to all households that meet the agencies' eligibility requirements. In these cases, only households meeting the LIHEAP eligibility criteria are counted and reported as leveraged activities. The organizations who contribute funding toward the energy assistance program include, but are not limited to the following: Idaho Power Company, Utah Power and Light, Intermountain Gas Company, AVISTA Utility, Clearwater Power Company, and numerous city and electric utilities and bulk fuel cooperatives. Additionally, Direct Service Providers negotiate with local retail merchants to obtain reduced prices on the purchase of, or the labor associated with repair or replacement of the eligible households' heating, cooking, and refrigeration appliances as necessary.

Partnerships are in place among Direct Service Providers, local schools, churches, and government agencies. These agencies refer eligible households to the Direct Service Providers, which further ensures that households most in need do not 'fall through the cracks'.

When LIHEAP funds are exhausted, low-income households are assisted with their home energy costs by county, city and ministerial organizations, private businesses and citizens through donated cash, in kind services (i.e., fuel, warm clothing, blankets, and residential weatherization materials distributed to the household by volunteer labor and vehicles). Waivers and discounts on home energy costs, late fees, delivery, and re-connection fees are supplied by the following community organizations and businesses: county indigent funds, city and co-op electric utilities, Intermountain Gas Company, Suburban Propane, Rocky Mountain Power, City of Soda Springs, City of Idaho Falls, City of Heyburn, City of Burley, and City of Bonners Ferry. In addition, the following ministerial organizations also partner with Direct Service Providers to provide energy assistance to low-income households: Faith Lutheran Church, Our Lady of the Snows, Gooding Methodist Church, Ascension Episcopal Church, Payette Christian Church, Pocatello Catholic Church, Pocatello Interfaith Fellowship Church, Saint Vincent de Paul, and Latter Day Saints churches statewide. A radio station based in Boise, ID (KIZN) also provides Direct Service Providers with funding for energy assistance.

Due to limited funding, agencies consider assistance from the above resources as a last resort supplemental energy assistance fund and require the household to apply and receive or be denied LIHEAP assistance as part of their eligibility criteria. Households must exhaust their LIHEAP assistance in order to qualify for additional energy assistance funds through these community resources. LIHEAP emergency assistance is provided through the Direct Service Providers previously named.

Once energy assistance for the household is confirmed with the coordinating agency, the Direct Service Provider contacts the energy supplier either directly by telephone or in writing to guarantee re-connection, continued service, or fuel delivery to the household. The Direct Service Provider completes the necessary paperwork for the household and routes copies to the administering agency.

2605(b)(5)
2605(b)(2)
2605(b)(8A)

→The statute requires that there be no difference in the treatment of households eligible because of their income and those eligible because they receive benefits under TANF, Food Stamps, SSI, or certain means-tested veterans programs ("categorically eligible"). How do you ensure there is no difference when determining eligibility and benefit amounts? This applies to all components unless specifically noted below.

(benefit levels)

In determining benefits for the heating component, there is no differentiation between non-categorically and categorically eligible participants. The benefit level is established by using a 'heating matrix' which shows an average heating cost by region in the State. The benefit amount received by an eligible

household is based on the household income, and energy burden. The household with the greatest energy burden receives the greatest energy benefit.

statutory
references

HEATING COMPONENT

2605(b)(5) → Please check the variables you use to determine your benefit levels (check all that apply):

(determination
of benefits)

- income
- family (household) size
- home energy cost or need
 - fuel type
 - climate/region
 - individual bill
 - dwelling type
 - energy burden
(% of income spent on home energy)
 - energy need
 - other (describe)

2605(b)(5)
2605(c)(1)(B)

(benefit
levels)

→ Describe how you will assure that the highest benefits go to households with the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size.
Please describe benefit levels or attach a copy of your payment matrix.
See Attachment A- LIHEAP Benefit Matrix.

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

Yes No If Yes, please describe.
In the event of an area-wide emergency or disaster situation declared by the Governor, private resources supplement program services with donations such as firewood, blankets, clothing, and portable space heaters.

statutory
references

2605(b)(5)
2605(c)(1)(B)

(determination
of benefits)

COOLING COMPONENT

→ Please check the variables you use to determine your benefit levels (check all that apply): **Not Applicable**

- income
 family (household) size
 home energy cost or need
 fuel type
 climate/region
 individual bill
 dwelling type
 energy burden
 (% of income spent on home energy)
 energy need
 other (describe)

2605(b)(5)
2605(c)(1)(B)

(benefit
levels)

→ Describe how you will assure that the highest benefits will go to households with the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size. Please describe benefit levels or attach a copy of your payment matrix.
N/A

→ Do you provide in-kind (e.g. fans) and/or other forms of benefits?

Yes No If Yes, please describe.

In the event of an area-wide emergency or disaster situation declared by the Governor, private resources such as fans, water coolers, and air conditioners are distributed by Direct Service Providers.

statutory
references

2605(b)(5)
2605(c)(1)(B)

(determination
of benefits)

CRISIS COMPONENT

→How do you handle crisis situations?

 X separate component other (please explain)

→If you have a separate component, how do you determine crisis assistance benefits?

 X amount to resolve crisis, up to maximum

 other (please describe)

(benefit
levels)

→Please indicate the maximum benefit for each type of crisis assistance offered.

heating \$ maximum benefit

cooling \$ maximum benefit

year-round \$ 750 maximum benefit

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

 X Yes No If Yes, please describe.

In cases where the household's energy source cannot be restored or fuel delivered to resolve the crisis, the Direct Service Provider will provide the household with blankets, space heaters, fans, or in extreme cases move them to a temporary shelter.

statutory
references

2605(b)(5)
2605(c)(1)
(B) & (D)

**WEATHERIZATION & OTHER ENERGY RELATED
HOME REPAIR AND IMPROVEMENTS**

→What LIHEAP weatherization services/materials do you provide?
(Check all categories that apply.)

(types of
assistance)

Weatherization needs assessments/audits.
 Caulking, insulation, storm windows, etc.
 Furnace/heating system modifications/repairs
 Furnace replacement
 Cooling efficiency mods/repairs/replacement
 Other (Please describe)

(benefit
levels)

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

If Yes, what is the maximum amount? \$ _____

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

(types of
rules)

Entirely under LIHEAP (not DOE) rules
 Entirely under DOE LIWAP rules
 Mostly under LIHEAP rules with the following DOE LIWAP rule(s)
where LIHEAP and LIWAP rules differ (Check all that apply):

Weatherize buildings if at least 66% of units (50% in 2-
& 4-unit buildings) are eligible units or will become eligible within
180 days

Weatherize shelters temporarily housing primarily low
income persons (excluding nursing homes, prisons, and similar
institutional care facilities).

Other (Please describe)

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

Weatherization not subject to DOE LIWAP maximum
statewide average cost per dwelling unit.

Other (Please describe.)

2605(b)(6) The state or tribe administers LIHEAP through the following local agencies:

- (agency designation)
- county welfare offices
 - community action agencies (weatherization component only)
 - community action agencies (heating, cooling or crisis)
 - charitable organizations
 - not applicable (i.e. state energy office)
 - tribal office
 - other, describe:

→ Have you changed local administering agencies from last year?
 Yes No

If Yes, please describe how you selected them.

→ What components are affected by the change?
 Not Applicable

2605(c)(1)(E) → Please describe any additional steps (other than those described elsewhere in this plan) that will be taken to target assistance to households with high home energy burdens. **(This applies to all components. If all steps to target households with high home energy burdens are described elsewhere in the plan, no further information is required here.)**

(targeting of assistance)

In determining benefits for the heating component, there is no differentiation between non-categorically and categorically eligible participants. The benefit level is established by using a 'heating matrix' which shows an average heating cost by region in the State. The benefit amount received by an eligible household is based on the household income, and energy burden. The household with the greatest energy burden receives the greatest energy benefit.

statutory
references

2605(b)(7)
(energy
suppliers)

→ Do you make payments directly to home energy suppliers?

Heating X Yes No

Cooling Yes No

Crisis X Yes No

If Yes, are there exceptions? X Yes No

If Yes, please describe.

If the household's energy source is included in their rent or if they use wood* as their primary heat source, the payment is sent directly to the household.

*Households heating their home with wood and requiring emergency assistance will receive a two-party payment payable to the applicant and their energy supplier.

When the energy supplier selected has elected to not be a direct payment vendor, a two-party payment is sent to the household made payable to the applicant and their energy supplier.

2605(b)(7)(A)

→ If you make payments directly to home energy suppliers, how do you notify the client of the amount of assistance paid? (Please describe)

Upon completion of their application, the household receives an eligibility notice stating whether or not the household is eligible for assistance. If the participant is determined to be eligible, the notice includes the approximate benefit amount, energy supplier, and account number as applicable. When requested, a copy of the eligibility notice is provided to the home energy supplier who is then expected to provide the required protections to the eligible household.

If the household is determined ineligible, the eligibility notice states the reason for denial of services and their appeal rights. In addition, the applicant will receive a formal denial notice from the primary contractor on behalf of the Department of Health and Welfare within thirty (30) days after the application is completed. The formal denial notice will state the reason for denial and the applicant's right to appeal.

2605(b)(7)
(B) & (C)

→How do you make sure the home energy supplier performs what is required in this assurance? If vendor agreements are used, they may be attached. Indicate each component for which this description applies.

The State requires a signed agreement with each participating energy supplier to be on file prior to the start of the program season. The signed Vendor Agreement ensures that program eligible households are treated fairly and not discriminated against in the cost of goods or services provided and that the full amount of assistance is applied to the household account. The primary contractor also monitors energy suppliers to verify that a random sample of program participants did receive the LIHEAP benefit posted to their account within the timeline required in the Vendor Agreement.

See Attachment B for a sample Home Energy Vendor Agreement.

statutory
references

2605(b)(8)(B)

➔ Is there any difference in the way owners and renters are treated? If Yes, please describe.

(owners
and
renters)

HEATING ASSISTANCE

_____ Yes X No

COOLING ASSISTANCE

_____ Yes _____ No

Not Applicable

CRISIS ASSISTANCE

_____ Yes X No

WEATHERIZATION

_____ Yes X No

statutory
references

2605(b)(10)

→How do you ensure good fiscal accounting and tracking of LIHEAP funds? (Please describe. Include a description of how you monitor fiscal activities.)

LIHEAP funds are tracked using Direct Service Provider invoices which are submitted at least weekly and at a maximum, monthly. The funds requested by Direct Service Providers are reviewed by the primary contractor and the Department prior to payment. Fiscal activities are monitored throughout the year. Additionally, on-site monitoring is performed annually. On-site monitoring includes an in-depth financial review of the program year. The Direct Service Providers are also required through contracts to have an annual audit conducted in accordance with the Single Audit Act.

(program,
fiscal
monitoring,
and audit)

→How do you monitor program activities? (Please be sure to include a description of how you monitor eligibility and benefit determination.)

Program activities are monitored during the season using reports generated by the Department computer system (i.e., number of applications per county and per Direct Service Provider; number of days to process applications).

A random selection of eligible participant files is requested by the primary contractor from Direct Service Providers monthly during the heating season and reviewed for completeness, accuracy of eligibility and benefit determination.

The Department monitors all fiscal and program performance activities of the primary contractor on an annual basis (unless more frequent monitoring is indicated due to poor monitoring results) and is subject to an annual independent financial audit.

→How is your LIHEAP program audited?

Under the Single Audit Act? X Yes _____ No

If not, please describe:

For States and Territories:

→Is there an annual audit of local administering agencies? X Yes

No

If not, please explain.

statutory
references

2605(b)(12)

(timely and
meaningful
public
partici-
pation)

→How did you get timely and meaningful public participation in the development of the plan? (Please describe.)

The intended use and distribution of LIHEAP funds have not changed since our last detailed State Plan. No additional program focus has been added. No prior program focus has been deleted. The State Plan is available on the Department's website, at Department offices and at local Direct Service Providers and is available for comment throughout the year. In addition, a public hearing has been set for August 29, 2012. The public hearing was advertised in all major markets throughout Idaho to encourage written or verbal comments on the Plan.

The Department also meets with the Direct Service Providers, primary contractor, and identified stakeholders (utility representatives and Public Utility Commission staff) at least bi-annually.

2605(a)(2)

(public
hearings)

→Did you conduct public hearings on the proposed use and distribution of your LIHEAP funds? When and where?

X Yes No

(Not required for Tribes and tribal organizations)

A public hearing has been set for August 29, 2012 at the CAPAI office.

statutory
references

2605(b)(13)

(fair
hearings)

→ Describe your fair hearing procedures for households whose applications are denied or not acted on in a timely manner. When are applicants informed of these rights?

→ Denials

If the household is determined ineligible, the eligibility notice received at the time of application states the reason for denial of services and their appeal rights.

In addition, the applicant will receive a formal denial notice from the primary contractor on behalf of the State within thirty (30) days after the application is completed. The formal denial notice will state the reason for denial and the applicant's right to appeal.

→ Applications Not Acted On In a Timely Manner

Fair administrative hearings are provided to households whose claims for assistance are denied or not acted upon within reasonable promptness in accordance with Idaho Administrative Code excerpt below.

202. APPLICATION TIME LIMITS AND DISPOSAL ACTIONS.

Unless circumstances beyond the control of the Department prohibit it, each application is to be acted upon within thirty (30) days from the date the application is completed and signed by the participant. An application for LIHEAP assistance must be disposed of by one (1) of the following three (3) methods: (7-1-99)

01. Approval. A determination the participant household is eligible for LIHEAP benefits. (7-1-99)

02. Denial. A determination the participant household is ineligible for LIHEAP benefits or that eligibility could not be determined due to lack of necessary information or verification. (7-1-99)

03. Withdrawal. The participant household voluntarily requests that no further consideration be given to their application or the participant becomes deceased. (7-1-99)

203 .NOTIFICATION OF DECISION

Each participant household must be notified, in writing, of the decision made with regard to their LIHEAP application for assistance. (7-1-99)

01. Approvals. At the time the application is completed, the participant household will receive a copy of their preliminary approval notification. The Department issuance of the benefit payment or denial notice will be the participant household's formal eligibility notification. (7-1-99)

02. Denials or Withdrawals. The LIHEAP Notice of Denial will be provided to participant households denied assistance and include the reason for the denial and an explanation of the participant household's right to appeal the eligibility decision. (7-1-99)

101. FILING OF APPEALS. Appeals must be filed in writing and state the appellant's name, address and phone number, and the remedy requested, except that appeals of action relating to Division of Welfare programs listed in Section 200 of these rules may be made verbally to Department Staff by an individual or representative. Appeals should be accompanied by a copy of the decision that is the subject of the appeal. Unless otherwise provided by statute or these rules, individuals who are aggrieved by a Department decision have twenty-eight (28) days from the date the decision is mailed to file an appeal. An appeal is filed when it is received by the Department or postmarked within the time limits set forth in these rules. (4-11-06)

102. NOTICE OF HEARING.

All parties in an appeal will be notified of a hearing at least ten (10) days in advance, or within such time period as may be mandated by law. The hearing officer may provide a shorter advance notice upon request of a party or for good cause. The notice will identify the time, place and nature of the hearing; a statement of the legal authority under which the hearing is to be held; the particular sections of any statutes and rules involved; the issues involved; and the right to be represented. The notice must identify how and when documents for the hearing will be provided to all parties. (4-11-06)

When applying for assistance, the applicant reads and signs the following:

NON-DISCRIMINATION

If you believe the Department has discriminated against you because of race, color, sex, handicap, national origin, religious creed or political belief, you may file a complaint with:

Administrative Procedures Section
Department of Health and Welfare
P.O. Box 83720
450 W. State St., 10th Floor
Boise, ID 83720-0036

The household is given an informal eligibility notice upon completion of their application. The participant's appeal rights are included on the informal eligibility notice and on the 'Notice of Denial'. If the participant feels they were wrongly denied services or their application was not acted upon in a timely manner, the Direct Service Provider holds an informal conference with the participant to resolve their appeal. If unresolved, the Direct Service Provider assists the household with completing and mailing the appeal form to the Department of Health and Welfare's Hearing Officer.

Upon receipt of the participant's appeal request, the Department of Health and Welfare's Legal Department schedules a formal hearing with the Attorney General's Hearing Officer. To accommodate the applicant, hearings are conducted at the Regional Health and Welfare office closest to their residence through a telephone conference.

Weatherization provides the same appeal process as the heating assistance component to households' denied assistance. An informal conference is held with the household prior to their filing a formal appeal request with the Department of Health and Welfare's Legal Department.

statutory
references

2605(b)(15)

For States and Puerto Rico only (not applicable to Tribes and tribal organizations, or to territories whose annual regular LIHEAP allotments are \$200,000 or less):

➔ Does the State agency that administers the following LIHEAP component also administer the State's welfare program?

(alternate
outreach
and intake)

HEATING ASSISTANCE

Yes No

If Yes, describe alternate process for outreach and intake:

The Department sub-contracts with the primary contractor (CAPAI) who contracts with six (6) non-profit agencies (Direct Service Providers) to provide ongoing outreach and intake services for heating and/or weatherization assistance. The agencies are located within the State to provide easy access to households including those most in need (i.e., small children, frail elderly, and individuals with disabilities).

COOLING ASSISTANCE

Yes No Not Applicable

If Yes, describe alternate process for outreach and intake:

CRISIS ASSISTANCE

Yes No

If Yes, describe alternate process for outreach and intake:

The Department sub-contracts with the primary contractor (CAPAI) who contracts with six (6) non-profit agencies (Direct Service Providers) to provide ongoing outreach and intake services for heating and/or weatherization assistance. The agencies are located within the State to provide easy access to households including those most in need (i.e., small children, frail elderly, and individuals with disabilities).

statutory
references

2605(b)(16)

→ Do you use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance? (This assurance refers to activities such as needs assessments, counseling, and assistance with energy vendors.)

 X Yes No

If Yes, please describe these activities.

Five percent (5%) of the LIHEAP funds are used by the Direct Service Providers to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance. Services include: energy budgeting, payment and energy conservation session with intake; assessment of household energy and weatherization needs through networking between the LIHEAP, Weatherization, and other community services programs and with energy suppliers to provide low-cost/no-cost weatherization materials, identify energy needs through comprehensive annual needs assessment, and to increase outreach services to provide energy information and assistance to all LIHEAP eligible low-income households in the state.

If Yes, how do you ensure that you don't use more than 5% (statutory ceiling) of your LIHEAP funds for these activities?

Each budget component is assigned a Program Cost Accounting (PCA) code. Expenditures applicable to these activities are coded to the specific PCA. The fiscal accounting of the Direct Service Providers is monitored to ensure costs are coded to the appropriate PCA for the type of activity being billed.

statutory
references

2607A
(leveraging)

→ Please describe leveraging activities planned for the fiscal year. **(This entry is optional.)*** Complete this entry if you plan to apply for LIHEAP leveraging incentive funds and to include in your leveraging report resources/benefits provided to low income households this fiscal year under criterion (iii) in 45 CFR 96.87(d)(2). Provide the following information for each:

- (1) Identify and described each resource/benefit;
- (2) Identify the source(s) of each resource; and
- (3) Describe the integration/coordination of each resource/benefit with the LIHEAP program, consistent with 1 or more of conditions A-H in 45 CFR 96.87(d)(2)(iii).

The leveraging activities planned for fiscal year 2013 include:

1. Development and enhancement of utility and community fuel and weatherization supplemental funds and programs to assist eligible households.
2. Activities to obtain donations of wood, bulk fuel oil, coal, blankets, warm clothing and volunteer labor, equipment and weatherization materials.
3. Waiver or reduction of disconnection or reconnection fees, interest and penalty fees, reduced or discounted energy prices or cost of weatherization measures.
4. Cash obtained from fund raising projects (i.e., golf tournaments, fun runs, raffle sales).
5. Cash donation from private citizens and business, community and city service organizations such as Salvation Army, United Way of the Treasure Valley, Albertson's, ShopKo, Target, Saint Vincent de Paul, and local hardware and home improvement stores.

As part of LIHEAP, the eligible household's personal energy resources are leveraged through coordination and integration with local utility, county, city and private resources. Direct Service Providers will communicate verbally and in writing with other resources on how to meet the energy needs of the household. These resources supplement eligible households' energy costs when LIHEAP assistance is insufficient to meet their energy and/or weatherization needs, household income exceeds current program limits or the household has been denied due to regular program assistance or LIHEAP funding not

being available. In most cases, the household's eligibility for supplemental resources is based on their receipt and exhaustion of LIHEAP assistance.

These community partners include but are not limited to Idaho Power, Rocky Mountain Power, Intermountain Gas Company, AVISTA Utility, Clearwater Power Company, and numerous city and cooperative owned electric utilities.

The State's leveraged resources are reported in accordance with Augustus F. Hawkins Human Services Reauthorization Act of 1990 (Public Law 101-501), which established the LIHEAP Leverage Incentive Program.

* Leveraged resources/benefits that are counted under criterion (iii) in 45 CFR 96.87(d)(2) must be identified and described in the grantee's LIHEAP plan and distributed as indicated in the plan. In addition, leveraging resources/benefits that are counted under criterion (ii) must be carried out under one or more components of the grantee's regular LIHEAP program.

statutory
references

2605(b)

(performance)
goals and
measures)

➔ Please describe performance goals and measures planned for the fiscal year. **(This entry is optional.)**

Access - Direct Service Providers shall provide home visits to homebound individuals, particularly the elderly, disabled, and families with young children. Contractor shall ensure persons living in rural areas are made aware of program services and provided an opportunity to apply for assistance during the service delivery period.

Services must be provided at hours and locations that are convenient and accessible to participants who are working, attending school/training, or who live in rural areas of the designated service area. Direct Service Providers must have the ability to respond to culturally diverse populations.

Collaboration - The Department, Community Action Partnership Association of Idaho and some of our larger energy providers will jointly host our 7th Energy Symposium. This symposium will bring together staff from all of the Direct Service Providers within the state and a number of energy vendors from across the state. Representatives from the Public Utilities Commission will also be invited.

Leveraging - The Department is increasing its focus on leveraging additional funds for LIHEAP.

Technology - The primary contractor will continue to integrate the current system used for collecting LIHEAP data with other program systems.

ADDITIONAL CERTIFICATIONS AND REQUIREMENTS

Attached are additional certifications required as follows:

- * **Lobbying certification**, which must be filed by all States and territories. If applicable, Form LLL, which discloses lobbying payments, must be submitted. **(Tribes and tribal organizations are EXEMPT.)**
- * **Debarment and suspension certification**, which must be filed by all grantees.
- * **Drug-free workplace requirement certification**, which must be filed by all grantees, unless the grantee has filed a statewide certification with the Department of Health and Human Services. **STATES ONLY:** If you have filed a statewide certification for the drug-free workplace requirement, please check here: X
- * One of the requirements included in the 1994 reauthorization of the statute is that state grantees must include in their annual application for funds a report on the number and income levels of households applying for and receiving LIHEAP assistance, and on the number of recipient households that have members who are elderly, disabled, or young children.

All Tribes and those territories with allotments of less than \$200,000 need only submit data on the number of households served by each component (heating, cooling, weatherization and crisis). The approval for the collection of information contained in the **LIHEAP Household Report** is covered by OMB approval number 0970-0060.
- * Though not a part of this application, the report on funds to be carried over or available for reallocation as required by section 2607(a) for the preceding year must be submitted by August 1 of each year. A grant award for the current fiscal year may not be made until the carryover/reallocation report is received. The approval for the collection of information contained in the **LIHEAP Carryover and Reallocation Report** is covered by OMB approval number 0970-0106.