

**LOW INCOME HOME ENERGY
ASSISTANCE PROGRAM
(LIHEAP)**

DETAILED STATE PLAN

FISCAL YEAR 2014

October 1, 2013- September 30, 2015

LIHEAP Administrator-Leslie L. Lee

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

DETAILED MODEL PLAN

PUBLIC LAW 97-35, AS AMENDED

FISCAL YEAR (FY) 2014

GRANTEE DELAWARE

EIN: 51-600029FS SAI#: 2013-07-25-01

ADDRESS: DELAWARE HEALTH AND SOCIAL SERVICES (DHSS)

DIVISION OF STATE SERVICE CENTERS /OFFICE OF COMMUNITY SERVICES (DSSC/OCS)

HERMAN HOLLOWAY SR. ADMINISTRATION CAMPUS

1901 N DUPONT HIGHWAY

NEW CASTLE, DE 19720

NAME OF LIHEAP COORDINATOR LESLIE L.LEE

EMAIL: LESLIE.LEE @ STATE.DE.US

TELEPHONE: (302) 255-9681 FAX: (302)255-4463

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,-3/96, 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 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 State Of Delaware 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 States program under this title including leveraging programs,

and the State agrees not to use such funds for any purpose 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 income 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 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 the subtitle B of title VI (relating to Community Service Block Grant program) or under any other provision of law which carries out programs which we 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 program 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, 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 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 assurance that any agreement entered 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

(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 measure 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 government 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 Office of the State or Territory. **

Signature: Cynthia Manlove

Title: Cynthia Manlove, Acting Deputy Director

Date: 8/9/13

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.

statutory
references

2605(a)

2605(b) (1) Please check which components you will operate under the LIHEAP program.
(Note: You must provide information for each component designated here as requested elsewhere in this plan.)

(use of
funds)

	<u>Dates of Operation</u>
<input checked="" type="checkbox"/> heating assistance	<u>10/01/13-04/30/14</u>
<input checked="" type="checkbox"/> cooling assistance	<u>05/15/14-09/30/14</u>
<input checked="" type="checkbox"/> crisis assistance	<u>01/02/14-08/30/14</u>
<input checked="" type="checkbox"/> weatherization assistance	<u>10/01/13-07/31/14</u>

2605 (c)(1)(C)

Please estimate what amount of available LIHEAP funds will be used for each component that you will operate: **The total of all percentages must add up to 100%.**

(use of
funds)

64 % heating assistance
4 % cooling assistance
4 % crisis assistance

2605(k)(1) 10 % weatherization assistance

5.92 % carryover to the following fiscal year

2605(b)(9) 10.0 % administrative and planning costs

2605 (b)(16) 2.0 % services to reduce home energy needs
Including needs assessment (assurance 16)

.08 % used to develop and implement leveraging activities) limited to the greater of 0.08% or \$35,000 for States, the greater of 2% or \$100 for territories, tribes and tribal organizations>)

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

X cooling assistance

_____ weatherization assistance

_____ Other (specify):

Do you accept applications for energy limits?
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)
(Eligibility)

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

_____ 150% of the poverty guidelines:
heating_____cooling_____crisis_____wx_____

_____ 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_____

X Other (specify for each component)

200% of poverty for all components

X households automatically eligible if one person is receiving

_____ TANF, _____ SSI X Food Stamps, _____ Certain means-tested

veterans programs (heating_____cooling_____crisis_____wx_____)

If household receives Supplemental Nutrition Assistance Program, (SNAP), and not otherwise eligible for LIHEAP, they may receive a nominal \$5 benefit in order to increase households monthly SNAP benefit.

statutory
references

2605(c)(1)(A) Do you have additional eligibility requirements for:

2605 (b)(2) (Yes X _____ NO)
(eligibility)

HEATING ASSISTANCE

Do you use: YES NO

Assets test? _____ X_____

Do you give priority in eligibility to:

Elderly? X_____

Disabled? X_____

Young Children _____ X_____

Other: _____ X_____

(If yes, please describe)

statutory
references

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

Do you have additional eligibility requirements for:

COOLING ASSISTANCE (X YES _____ NO)

Do you use:	<u>YES</u>	<u>NO</u>
Assets test?	_____	<u>X</u> _____
Do you give priority in eligibility to:		
Elderly?	<u>X</u> _____	_____
Disabled?	<u>X</u> _____	_____
Young children?	<u>X</u> _____	_____
Other: (If Yes, please describe)	<u>X</u> _____	_____

Population vulnerable to extreme heat conditions are targeted. These populations are elderly, disabled, young children and households that have members with chronic breathing problems such as asthma.

statutory
references

2604 (c)

2605 (c) (1) (A)

Do you have additional eligibility requirements for:
CRISIS ASSISTANCE (X YES ___ NO)

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

What constitutes a crisis? (Please describe)

A Crisis is defined as:

INCOME ELIGIBLE HOUSEHOLDS ARE DEEMED TO BE EXPERIENCING AN ENERGY CRISIS WHENEVER:

1. the local administering agency determines through a financial assessment, that the household is currently without sufficient financial resources and has no prospect for receiving financial resources within the next 48 hours, that could be utilized to alleviate the crisis; or
2. has already been disconnected from the utility services which provided heating to the household; or
3. has received a notice from the utility service which provides heating to the household that the services will be disconnected within 48 hours ; or
4. the household is almost out of bulk heating fuel; or
5. exorbitant rise in price of any home energy fuel type may be deemed a crisis at the discretion of the State; or

- 6. When designated by the LIHEAP Administrator, summer crisis benefits may be paid to avoid disconnection of services.

In addition, the current weather condition forecast for the next 48 hours must, in the judgment of the local administering agency, be such that they pose a threat to the health and safety of one or more members of an eligible household if heating or cooling is not provided to the household during those weather conditions.

statutory
references

2605(c)(1)(A)

Do you have additional eligibility requirements for:

Weatherization (YES X NO)

(eligibility)

Do you use:

 YES NO

Assets test?

 X

Priority groups? (Please list)

 X

Elderly, disabled and young children

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

 X

IF Yes, are there exceptions?

 X

Please list below.

statutory
references

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

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

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

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

publish articles in local newspapers or broadcast media announcements.

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

make mass mailing to past recipients of LIHEAP.

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

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

other (Please specify):

statutory
reference
2605 (b)(4)

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.

The Delaware Health & Social Services/ Division of State Service Centers/ Office of Community Services (DHSS/DSSC/OCS) has developed a comprehensive energy program referred to as the Delaware Energy Assistance Program (DEAP). This program has three primary components which include

regular heating benefits based on income; an Energy Crisis Intervention Program (ECIP) based on income and definition of Crisis; and the Summer Cooling Assistance Program (SCAP) based on availability of funding. OCS has developed an intake and processing system that enables eligible applicants to apply once and may be referred to the above mentioned programs. Clients who need additional help may be referred to other programs such as food stamps, social services, housing, clothing, rent and mortgage assistance, etc.

In addition to the above mentioned programs, Fuel Assistance Programs (FAP) services are coordinated with private energy assistance programs, administered by Catholic Charities under their crisis assistance program and the Salvation Army's Good Neighbor Energy Fund. This program operates in conjunction with Delmarva Power via shareholders and customer contributions.

DSSC/OCS coordinates with another unit DSSC/ Family Support Services (FSS), which administers a utility-funded program that provides energy assistance services and Regional Greenhouse Gas Initiative (RGGI) funds in coordination with LIHEAP.

Coordination between LIHEAP agencies and the Social Security Administration occurs throughout the program to verify income and annual cost of living increases for recipients of Social Security and Supplemental Security Income (SSI)

There are additional coordination and collaboration efforts that are administered under the Assurance 16 program.

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.

Delaware does not provide benefits to households based on "categorically eligible" categories, except in the case of SNAP households. All applicant households must meet income requirements, except as stated on pages 8 and 9 under Eligibility, Sections 2605(b)(2); 2605(c)(1)(A), of the LIHEAP State Plan. Benefits for the categorically eligible SNAP households are fixed at \$5. SNAP recipients that otherwise qualify for LIHEAP are treated the same as all other income eligible households.

2605(b) (5)

HEATING COMPONENT

Please check the variables you use to determine your benefits 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)

For eligible applicants residing in subsidized housing where heat is included in rent, the benefit is zero. If applicant pays own heat, the benefit is always a flat rate of \$300 unless rent is greater than \$380.00 a month, then benefit is assigned as if heat was not included in rent.

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

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.

The Benefit Matrix, (See Attachment III); designed by the University of Delaware converted all fuel types to BTU's in order to compare cost and consumption data. The development of the Matrix included a formula which assigned higher benefits to fuel types that cost more to purchase, such as fuel oil, and lower benefits were assigned to fuel types that cost less to purchase such as natural gas. The matrix was also designed to assign higher benefits to households with the lowest of incomes taking into account family size.

(benefit
levels)

Please describe benefit levels or attach a copy of your payment matrix.
The Benefit Matrix is attached.

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

Yes No If Yes, please describe.

Blankets given to shelters that serve the homeless

statutory
references

2605 (b) (5)
2605 (C) (1) (B)

COOLING COMPONENT

Please check the variables you use to determine your benefits 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)

Population vulnerable to extreme heat conditions are targeted. These populations are elderly, disabled, young children and households that have members with chronic breathing problems such as asthma.

2605 (b) (5)

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

Applicants applying for cooling assistance receive a flat benefit amount (electric bill subsidy), unless they are requesting an air conditioner. They receive one of several sizes, not to exceed 12,000 BTU's. **The flat benefit amount is determined at the end of the heating season and is based on funding amount available after the end of the heating season, therefore, this amount varies from year to year.**

(benefit
levels)

Do you provide in-kind (e.g. fans) and /or other forms of benefits?
 Yes No If Yes, please describe.

During the cooling program we may provide fans to income eligible households.

statutory
references

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

CRISIS COMPONENT

(determination
of benefits)

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 \$500 or 100 gallons of fuel; maximum benefit

cooling \$250 maximum benefit

year-round \$600 maximum benefit, if we operate year round

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

___ Yes X No If Yes, please describe

statutory
references

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

WEATHERIZATION & OTHER ENERGY RELATED AND 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 modification/repairs
 Furnace replacement
 Cooling efficiency mods/repairs/replacements
 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? \$ 7500

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:

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

(agency
designation)

Have you changed local administering agencies from last year?

Yes No

If yes, please describe how you selected them.

N/A

What components are affected by the change?

N/A

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)

some participants in Delaware's Assurance 16 program may be targeted for in-depth assistance to reduce home energy burdens.

statutory
references

2605 (b)(7)

Do you make payments directly to home energy suppliers?

(energy
suppliers)

Heating Yes NoCooling Yes NoCrisis Yes NoIf yes, are there exceptions? Yes No

If yes, please describe.

In some instances, approved applicants may receive a check payable to a LIHEAP recipient if they use a non-participating vendor (a vendor without a contract)

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).

Clients apply either via mail-in (elderly and disabled if they've completed an in person application in the past), or in person visits to local administering agency (LAA). Applicant data is entered into computer database that includes a benefit matrix that assigns the household's benefit based on fuel type, income, and household size. Once this benefit amount is assigned a letter is printed and mailed to the applicant informing them of their benefit amount. This letter cannot be mailed until the LIHEAP Administrator sends written approval to LAA informing that a grant award has been received, funds are available, and letters can begin to be mailed. The timing of this activity is largely dependent on when the client applies. For example, if a client applies on October 1, and Delaware does not receive a grant award until December 1, the letter will sit in the computer waiting for approval to release for print. If a client completes an application on January 15, the authority to print the letter has already been made and the letter is printed within 48 hours and mailed to the household. Longer if the applicant comes in on a Friday or the day before a holiday.

Once the letter is mailed to the client, if the fuel is a regulated fuel type, the LAA will send a list of clients that have been approved during that time frame with their benefit amounts to the vendor. The regulated vendor verifies that the client is active in their system and invoices the LAA. The LAA submits an invoice to the State for payment. In most instances payment is made within 30 days. Vendor contracts with the LAA state that payment must be received within 60 days of submission of an approved invoice.

In the instance of bulk fuel deliveries, the client must contact their fuel vendor and request a delivery. The fuel vendor has received a list of approved LIHEAP applicants for a specific timeframe. The fuel vendor schedules delivery, delivers fuel, and submits invoice to LAA with delivery ticket that includes units of fuel delivered and unit price. The LAA submits the invoice to LIHEAP office. LIHEAP office processes for payment and payment is usually made within 30 days of receipt of the invoice.

In both cases, bulk fuels and regulated fuels, the LAA pays the vendor upon receipt of check for fuel from the State LIHEAP office.

2605 (b)(7)

(B) (C)

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

Assurance 7, Section B and C are part of the vendor contracts. Vendors may be monitored at random to insure they are in contract compliance. If client questions delivery amount or cost of fuel, this may lead to an on-site visit to vendor or a referral to the Division of Weights and Measures. Most monitoring is done by sub-grantee contract agency staff by phone to spot-check prices.

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 NO

If an applicant lives in subsidized housing with heat included in rent and is deemed income eligible, their benefit is zero dollars because they are less vulnerable to high energy costs than those responsible for paying their own heat.

COOLING ASSISTANCE

YES NO

CRISIS ASSISTANCE

YES NO

WEATHERIZATION

YES 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.)

(program, Fiscal
monitoring,
and Audit)

The contract used by DHSS/DSSC/OCS requires the contractor agency shall maintain, using generally accepted accounting practices and following DHSS policies and procedures, complete and accurate accounting records reflecting the operation of all financial matters. The OCS, through reports, computer printouts, and or formal site visits, will monitor fiscal activities of its contractor agencies.

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

Programmatic activities are monitored regularly through reports, computer printouts and site visits to ensure contract compliance. Findings requiring corrective action are noted in a written report. Follow-up activity occurs once the agency has been given an opportunity for corrective action. Income documentation is included in each applicants file. Sample files are monitored for documentation and tested for eligibility during site visit.

The financial Monitoring is performed by person contracted specifically to perform this work by completing reports and on-site monitor visits annually per agency. Corrective action follow-up for fiscal issues use the same procedure for programmatic monitoring.

How is your LIHEAP program audited?

Under the Single Audit Act? Yes No

If not, Please describe:

For States and Territories:

Is there an annual audit of local administering agencies Yes No

IF not, please explain.

Statutory references

2605 (b) (12)

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

(timely and
meaningful
public
participation)

PUBLIC PARTICIPATION: Copies of the proposed LIHEAP State Plan will be made available for public review and comment during the public comment period from September 16, 2013 through September 27, 2013. The plan is widely distributed throughout the State of Delaware, including such sites as State Service Centers and non-profit agencies that serve many recipients of the LIHEAP program. The public is encouraged to review the Plan and comment in writing. All comments received in writing are responded to and if comments fall under LIHEAP Assurances and Regulations, may be considered for inclusion in the State Plan. The Public Comment period is not scheduled to end until September 27, 2013. **The Plan was due on September 1, 2013, therefore, comments received at the end of the Public Comment Period will be addressed accordingly, and changes made to the State Plan if applicable.** See Attachment IV, Notice of Public Comment Period.

2605 (a) (2)

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

Yes No

(Not required for Tribes and tribal organizations)

(public
hearings)

PUBLIC HEARINGS: A public hearing was held on August 8, 2013 at the Kent County Administration Complex. Formal Notice of the hearing was published on August 3rd, 4th, and 5th, 2013.

We received 2 written comments and several verbal comments on the LIHEAP Plan. Eighteen (18) people attended, plus 6 staff from the Division of State Service Centers/Office of Community Services (DSSC/OCS). Most comments received during the hearing were more about program operations and not specific to Delaware's LIHEAP State Plan. To summarize, the following comments were made.

One written commenter expressed appreciation of the detailed description of the 16 Assurances in the Plan as translated by the LIHEAP Administrator. The other written comment expressed appreciation that LIHEAP allowed for public participation. Verbal comments were more program operation specific, including a question about the benefit chart and how benefits were determined. Once an explanation was given by the LIHEAP Administrator the questioner was satisfied. Another person requested clarification on the application dates for the various programs. One final comment requested information on the process for selecting the LAA's.

See Attachment IV, Notice of Public Hearing and Public Comment.

Statutory
References

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?

(fair
hearing)

Denials

When an applicant is denied assistance for any reason, the letter to the applicant also notifies the applicant of his /her "right" to a fair hearing and list the procedures to be followed by the applicant in requesting the fair hearing. For more specific information please see the DEAP Policies and Procedures Manual, Section 900, Fair Hearing and Appeals Process. Available at the LIHEAP Office in New Castle County

Applications Not Acted On In a Timely Manner

All applicants requesting LIHEAP assistance under each of the components are notified that they have the right to a fair hearing if their claims for assistance under this program are denied or **are not acted upon with reasonable promptness.** The application, which must be signed by the LIHEAP applicant, includes a written statement notifying households of their right to a fair hearing which is read to the applicant by the intake worker.

All **completed** applications must be acted upon within 5 working days of completion, provided funds are available. The exception is for crisis assistance where completed applications must be acted upon within 48 hours, or 18 hours if the household is in a life-threatening situation.

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

 X Yes No

If Yes, describe alternate process for outreach and intake: SEE BELOW

COOLING ASSISTANCE

Yes No

If Yes, describe alternate process for outreach and intake: SEE BELOW

CRISIS ASSISTANCE

Yes No

If Yes, describe alternate process for outreach and intake: SEE BELOW

ALTERNATE OUTREACH AND INTAKE: The Delaware Health and Social Services (DHSS) is the administering agency for LIHEAP including all components except the LIHEAP Weatherization Program. DHSS also administers the state's welfare program. However, the welfare programs and LIHEAP are operated independently of each other. Application and intake for the LIHEAP is performed by non-profit agencies via a signed contract agreement. Intake includes all of the LIHEAP components (heating, cooling and crisis). This method has been used by the State of Delaware since the inception of the LIHEAP. Each of the intake sites are in locations independent of the states' welfare offices. Some satellite outreach sites may be held in the same locations as some of the state's welfare offices. These satellite locations have been established for the convenience of the applicants. Weatherization is administered in another department and contracts with non-profits to perform the work.

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.)

Yes No

If Yes, please describe these activities.

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

Per LIHEAP's Assurance 16, use of up to 5% of the monies allocated to each state can be used to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance. In this instance, LIHEAP funds will be allocated for Assurance 16 Activities. LIHEAP eligible customers are the specific and targeted audience.

The energy campaign will raise awareness of energy conservation by focusing on five (5) no cost energy saving tips and five (5) low cost energy saving tips. Mid and long term goals include increased knowledge about how to save energy and money, new attitudes, and ultimately, new behaviors as concerns energy conservation. Our audience can be reached through their visits to State Service Centers and LIHEAP intake offices. Foot traffic customers may receive education collateral that may include: a calendar with energy saving tips; comprehensive energy saving brochure; and compact florescent light bulbs (CFL) will also be distributed as a symbolic direct service. Delaware will explore a program to install low cost energy saving materials in high rise buildings dedicated to low-income seniors and disabled persons which will reduce their energy bills.

Delaware is likely to expand its current pilot project which pays summer youth workers from LIHEAP eligible households to install low cost energy conservation materials in income eligible households. The kits include CFL light bulbs, low flow shower aerators, electric socket insulators to name a few items. In addition the youth will collaborate with other partners to participate in service learning activities under AmeriCorps and self-sufficiency life skill's learning under CSBG.

Statutory references

2607A 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 resource/ 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.

(leveraging)

- (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).

* 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.

Delaware plans to coordinate the following leveraging activities:

- Catholic Charities Crisis Alleviation Program: These funds are administered by Catholic Charities (CC) through the Delaware Energy Assistance Program (DEAP) for LIHEAP eligible households requiring additional assistance (over the amount provided through the LIHEAP) for households experiencing a heating emergency. Assistance is provided throughout the State of Delaware. Catholic Charities, Inc. provides a monthly allotment to the Crisis Alleviation Program (CAP). These funds are used to assist households with rent, mortgage, security deposits, prescriptions, utilities (fuel assistance), and other services as deemed a crisis by CC. Only those funds used to assist LIHEAP eligible households with energy assistance costs are counted as leveraging activities. Catholic Charities' Division of Community Services (DCS) administers both the LIHEAP and CAP and share staff. Those staff persons coordinate LIHEAP and CAP funds to assist eligible households with fuel supplements to alleviate a crisis. These funds are carefully tracked for reporting to the LIHEAP for inclusion in the Leveraging Incentive Report.
- The Needy Family Fund: The News Journal (local paper) solicits donations from citizens to assist low-income people with rent, mortgage, food, furniture, clothes, heating costs and other services. Funds collected are distributed to various agencies, including the DSSC. Amounts counted for leveraging purposes are for fuel assistance only. Coordination occurs with the LIHEAP via an annual report. Delaware's LIHEAP program is also administered by staff from DSSC.

Information exchange between the LIHEAP Administrator and the Family Support Administrators for the DSSC results in coordination of services and a statistical report on households assisted.

- Sussex County Fuel Fund: Sussex County Council established a fund to be used for energy related emergencies on behalf of low-income households. Donations are transferred to Catholic Charities' DCS. The DCS uses these funds to supplement fuel assistance benefits (LIHEAP) to alleviate fuel-related crisis. DCS staff are co-mingled with staff, paid by LIHEAP funds and share duties and responsibilities with staff paid by Catholic Charities. Therefore coordination is not only inevitable but mandatory.
- Potter Trust Fund: This is a fuel fund established by the Potter family stipulating that all resources go to low-income residents of Kent and Sussex Counties. The Potter Trust fund is administered by CC. The trust is used to supplement home heating cost for LIHEAP eligible families. Again coordination with LIHEAP occurs naturally, as staffs are co-mingled with contracting agency and LIHEAP.
- Kent/Sussex Sharing Fund: This is a fuel fund established by Chesapeake Utilities that matches customers' donations with shareholder contributions to assist low-income households with winter heating costs. Donations are mailed directly to Catholic Charities for distribution to LIHEAP eligible households. Funds are used to supplement LIHEAP benefits.
- Utility Fund: This fund provides energy assistance to eligible households in the form of electricity and natural gas benefits, as well as providing weatherization services, furnace repairs and replacements.
- State Funds: The State of Delaware may provide funds to LIHEAP to assist income eligible households with home energy costs. A portion of this program is administered by Catholic Charities, Inc. and a portion of the funds are administered by the DSSC Family Support Unit.
- Regional Greenhouse Gas Initiative or (RGGI): Funds have been collected by the state based on companies being taxed for carbon emissions. Some of these funds have been designated for LIHEAP services.
- Sunoco Oil Fund: This fund is provided as an in-kind contribution of oil for Delaware's LIHEAP customers. LIHEAP customers living in Sunoco Oil's service delivery territory are eligible to receive a minimum of 100 gallons of home heating fuel oil contributed by Sunoco through an in-kind donation.

The above program are all administered by DSSC or Catholic Charities Inc. which is the grantee agency for the LIHEAP in Delaware. This enables the DEAP to effectively leverage LIHEAP funds with other resources available in the state of Delaware.

The programs listed below are coordinated with the DSSC but are neither administered by DSSC or the grantee agency, Catholic Charities. However, due to the close coordination, the agencies provide reports to DSSC on how these funds were leveraged with the LIHEAP.

- Good Neighbor Energy Fund: The DEAP coordinated with Delmarva Power, the Salvation Army and CC to provide energy assistance benefits to LIHEAP eligible households through the Good Neighbor Energy Fund (GNEF). Delmarva solicits donations from their customers and matches this amount with a corporate donation from shareholders. Donations are given directly to the Salvation Army for distribution to eligible households. A prerequisite for receiving assistance through the GNEF is that a household must apply for LIHEAP benefits. When an applicant applies for assistance at the Salvation Army for GNEF funds, they must provide proof that they have requested assistance from the LIHEAP. This may be in the form of an eligibility or denial letter. A household does not have to be within the income eligibility guidelines to receive assistance from the GNEF. Each year, The Salvation Army submits a report to Delmarva on the number of households assisted and funds distributed on behalf of those households. Delmarva submits a statistical report from the GNEF to the LIHEAP Administrator. GNEF funds only assist customers of Delmarva. They do not provide funds for anything other than gas or electric services.
- Fuel Vendor Discounts: many fuel vendors provide discount to approved LIHEAP households. Each year, fuel vendors must sign a contract with CC. Those vendors must indicate whether or not LIHEAP recipients will be charged a reduced price for fuel oil. Periodically, CC monitors this by telephoning the vendor to determine what the per gallon fuel rate is on the open market and compares this price with the unit cost for LIHEAP recipients. These vendors treat CC as a bulk fuel buyer although deliveries are made to multiples households instead of one location. CC reports this information
- Citizens Energy Fund: this program provides 100 gallons of fuel to eligible Delaware households. The funds are administered by Citizens Energy through a grant from Citgo Oil.

DELAWARE

FY 2014 LIHEAP STATE PLAN ATTACHMENTS

ATTACHMENT I:

- A. Delegation for HSS/DSSC/OCS to administer LIHEAP
- B. Delegation for DSSC Director to sign for DHSS Secretary

ATTACHMENT II:

Income Eligibility Guidelines

ATTACHMENT III:

Benefit Matrix

ATTACHMENT IV:

Public Comment Period
Public Hearing Notice

ATTACHMENT V:

Certificate Regarding Debarment, Suspension & Other Responsibility Matters
Certificate Regarding Drug-Free Workplace Requirements
Certificate Regarding Lobbying
Certificate Regarding Environmental Tobacco Smoke

ATTACHMENT VI:

FFY' 13 Household Report

ATTACHMENT VII:

Clearinghouse Approval Letter (to be inserted **once the Plan has been approved by the Delaware State Clearinghouse Committee**) **Plan scheduled to be reviewed in October, letter will be available in late October or sometime in November)**

ATTACHMENT VIII:

LIHEAP Program Integrity Plan



STATE OF DELAWARE
OFFICE OF THE GOVERNOR
TAYNALL BUILDING, SECOND FLOOR
WILLIAM PENN STREET, DOVER, DE 19901

JACK A. MARKELL
GOVERNOR

PHONE 302-744-4101
FAX 302-739-2725

July 20, 2012

Ms. Jeannie Chaffin, Director
Office of Community Services
Administration for Children & Families
Department of Health and Human Services
370 L'Enfant Promenade, S.W.
Washington, D.C. 20447

Dear Ms. Chaffin:

As Chief Executive Officer of the State of Delaware, I designate the Department of Health and Social Services (DHSS), Division of State Service Centers (DSSC), Office of Community Services (OCS) as the administering agency in the State of Delaware for:

- the Community Services Block Grant (CSBG), Federal Catalog Number (CFDA) 93.569 and
- the Low-Income Home Energy Assistance Program (LIHEAP), Federal Catalog Number (CFDA) 93.568

This includes administration of funds that may be allocated to these programs through supplemental funding.

I further delegate authority to Rita Landgraf, Secretary of the Delaware Department of Health and Social Services, or her designee to certify to all required statutory assurances, and to submit the annual state applications and/or plans for these programs until further notice.

Sincerely,
Jack Markell

Jack A. Markell
Governor

cc: Rita Landgraf, Secretary, DHSS
Henry Smith III, Deputy Secretary, DHSS
Anne Farley, Director, DSSC
Hansella Cannon, Deputy Director, DSSC
Robert Broesler, Senior Administrator, OCS



Delegation Agreement Number 1
Delaware Department of Health and Social Services

May 19, 2011
(replaces Delegation Agreement #1
dated January 24, 2003)

Divisions of the Delaware Department of Health & Social Services

This document incorporates delegation agreements between the Secretary of Delaware Department of Health and Social Services and the Division Director. The issues to be delegated appear in the following order:

- 1) Approvals of out-of-state travel requests.
- 2) Approvals of Federal funding documents
- 3) Approvals of certain contracts

1. The approvals of out-of-state travel requests.

Purpose

Pursuant to Delaware Code, Title 29, Section 7903, and the purpose of the following 3 Agreements is to delegate responsibility from the Secretary, Delaware Department of Health and Social Services to the Division Director. The purpose of the first Delegation Agreement is as follows:

The approval of routine out-of-state travel, in order to: take advantage of lower rates with early reservations; reduce time involved in processing travel requests; assure cost-effective travel; place responsibility and accountability at the lowest appropriate level.

Scope

This Agreement transfers responsibility for acting on Division travel requests with the following exceptions:

- Any travel outside the United States;
- Any travel by the Division Director.

"TO IMPROVE THE QUALITY OF LIFE FOR DELAWARE'S CITIZENS BY PROMOTING HEALTH AND WELL-BEING, FOSTERING SELF-SUFFICIENCY, AND PROTECTING VULNERABLE POPULATIONS."

Assurances

The Division Director agrees:

- 1) To accept full responsibility and accountability for assuring that the Division will comply with all laws, regulations, and ethical standards in authorizing travel.
- 2) To assure that any travel, authorized directly or recommended to the Secretary, Delaware Department of Health and Social Services, under the exemptions, will not exceed the funding allocated to travel in the Division's budget.
- 3) To assure that the number of employee's traveling does not adversely effect the day-to-day operations of the Division.
- 4) To assure that the approval of all staff travel requests adhere to the Statewide Travel Policy.
- 5) To bring to the attention of the Secretary, Delaware Department of Health and Social Services, any policy issues relevant to delegated authority.

2. The approval of Federal funding documents.

Purpose

Pursuant to Delaware Code, Title 29, Section 7903, the purpose of this Agreement is to delegate responsibility for approval of Division Federal funding documents from the Secretary, Delaware Department of Health and Social Services to the Division Director.

Scope

This Agreement transfers responsibility for acting on all Federal Grant applications, State Plans, Sub-Grants and related documents, including Federal Aid Master (FM) and Single Point of Contact (SPOC) forms, with the following exceptions.

- Grant Applications to support new programs, unless previously reviewed with the Secretary, DHSS.
- Continuation grants, which involve major changes in program directions or funding levels, unless previously reviewed with the Secretary, DHSS.
- Grant applications requiring a legislative public hearing and/or the Governor's signature, unless previously reviewed with the Secretary, DHSS.

Assurances

The Division Director agrees:

- 1) To take full responsibility for ensuring that all documents comply with the provisions of the Delaware law and relevant Federal regulation, as well as the provisions of the State Budget Act, as legislated year to year.

- 2) Ensure that all documents adhere to the review process and schedules established by the Delaware State Clearinghouse Committee and State Budget Office.
 - 3) Provide the Secretary, DHSS, with timely notification of any policy issues relevant to the delegating authority.
 - 4) Ensure that any disputes arising out of the process will be referred to the Secretary, DHSS for resolution.
 - 5) Ensure that all grants are properly set up in FSF to adhere to Federal reporting and cost allocation requirements.
 - 6) Provide copies of all application materials and related documents to the Division of Management Services.
3. The signing of certain contracts.

Purpose

Pursuant to Delaware Code, Title 29, Section 7903, the purpose of this Agreement is to delegate responsibility for signing of certain contracts from the Secretary, Delaware Department of Health and Social Services to the Division Director.

Scope

This Agreement transfers responsibility for signing contracts and contract amendments where the total amended contract value does not exceed \$500,000.

The following contractual arrangements are excluded from this Agreement:

- Professional service contracts for management consulting regardless of amounts. A management consultant contract pertains primarily to studies, which are conducted for the purpose of reviewing aspects of an agency's operation.
- Contracts which are for a duration of more than two years.
- Contractual arrangements with providers that replace contracts that were discontinued due to unsatisfactory performance or cost considerations.
- Contracts with existing State employees and with former State employees who have left State service within two (2) years previous to the signing of the contract.
- Contracts with individuals who are expected to perform a full-time, ongoing task similar to that of a Full-Time Equivalency (FTE).
- Contracts and Memoranda of Understanding with other State agencies outside of the Department of Health and Social Services.
- Contracts that deviate from approved boilerplate language.

The above-mentioned situations would still require submittal for the Secretary's signature utilizing the current contract review procedure.


In addition, approval must still be obtained by Information Resource Management for lease or purchase of all data processing, word processing and information systems hardware and software, as well as the related maintenance and consulting service.

Construction-related contracts, including those pertaining to professional services provided in construction projects, i.e., architects, engineers, etc. would continue to follow the procedures currently in place for agreements of that type.

Assurances

The Director agrees to:

- 1) Take full responsibility for ensuring that all contracts comply with the provisions of Delaware laws and relevant Federal regulations, the provisions of the State Budget Act, as well as the requirements of the Department of Health and Social Services Contract Procedure Manual.
- 2) Assign responsibility for managing the contract functions within the Division and notify the Division of Management Services of that assignment. Ensure that the manager has read this agreement and the Contracts Procedures Manual, and that this responsibility is reflected in that employee's Performance Plan Agreement.
- 3) Maintain contract records and perform the necessary data entry into the system established by the Division of Management Services.
- 4) Ensure that the Division's Deputy Attorney General is consulted when appropriate.
- 5) Provide the specific reasons, related to exclusions on the previous page of this document, for submitting contracts to the Secretary, through DMS, for signature.
- 6) Provide the Secretary, DHSS, timely notification of any significant change which affects these contracts, and of any problems that arise in provider relations or the provision of services.


Cynthia M. Mantone
Division Director
Date 6/11/13


Beth H. Landgraf
Secretary, DHSS
Date 6/11/13

DELAWARE HEALTH & SOCIAL SERVICES (DHSS)

DIVISION OF STATE SERVICE CENTERS (DSSC)

DELAWARE ENERGY ASSISTANCE PROGRAM (DEAP)

INCOME ELIGIBILITY GUIDELINES

200% OF POVERTY

FFY'14

SIZE OF FAMILY	ANNUAL INCOME	MONTHLY INCOME
1	\$22,980.	\$ 1,915.00
2	31,020.	2,585.00
3	39,060.	3,255.00
4	47,100.	3,925.00
5	55,140.	4,595.00.
6	63,180.	5,265.00.
7	71,220.	5,935.00.
8	79,260.	6,605.00.

For each additional household member add \$8,040. annually and \$670. per month.

DHSS/DSSC/OCS 2014 DEAP BENEFIT MATRIX

Household Size:	Poverty Level								FO, KERO		Natural	
	1	2	3	4	5	6	7	8	PROpane	Electric	Gas	OTHER
\$2,873	\$3,878	\$4,883	\$5,888	\$6,893	\$7,898	\$8,903	\$9,908	Upto	\$700	\$550	\$500	\$475
\$5,745	\$7,755	\$9,765	\$11,775	\$13,785	\$15,795	\$17,805	\$19,815	Over 25% to	\$675	\$525	\$475	\$450
\$8,618	\$11,633	\$14,648	\$17,663	\$20,678	\$23,693	\$26,708	\$29,723	Over 50% to	\$650	\$500	\$450	\$425
\$11,490	\$15,510	\$19,530	\$23,550	\$27,570	\$31,590	\$35,610	\$39,630	Over 75% to	\$625	\$475	\$425	\$400
\$14,363	\$19,388	\$24,413	\$29,438	\$34,463	\$39,488	\$44,513	\$49,538	Over 100% to	\$600	\$450	\$400	\$375
\$17,235	\$23,265	\$29,295	\$35,325	\$41,355	\$47,385	\$53,415	\$59,445	Over 125% to	\$575	\$425	\$375	\$350
\$20,108	\$27,143	\$34,178	\$41,213	\$48,248	\$55,283	\$62,318	\$69,353	Over 150% to	\$550	\$400	\$350	\$325
\$22,980	\$31,020	\$39,060	\$47,100	\$55,140	\$63,180	\$71,220	\$79,260	Over 175% to	\$500	\$375	\$325	\$300

Approved: 
 Leslie L. Lee, FAP Manager

Add \$8,040 annually for each household member over 8.
 Maximum benefit for clients living in subsidized housing
 (heat not included is \$300); unless
 Exception
 If rent is greater than \$380/month; a benefit is issued based on the DEAP Benefit Matrix (Chart)

LEGAL/PUBLIC NOTICE

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP) STATE PLAN

The public is hereby notified that the Delaware Department of Health and Social Services (DHSS/DSSC/OCS) has applied apply to the U.S. Department of Health and Human Services for Low-Income Home Energy Assistance Program (LIHEAP) funds for the State of Delaware. The proposed FFY'2014 LIHEAP State Plan is available for public review and comment from September 16, 2013 through September 27, 2013.

Please send comments to:

Leslie Lee
Department of Health and Social Services
Division of State Service Centers
Office of Community Services
Herman Holloway, Sr. Campus
Charles Debnam Building
1901 N. DuPont Highway
New Castle, De 19720
Leslie.Lee@state.de.us

Public review locations include all State Service Centers; call (302)255-9675 for location and/or telephone numbers of the State Service Centers: Belvedere; Northeast; Smyrna; Delawarr; Floyd I. Hudson; Appoquinimink; Claymont; James W. Williams; Milford; Bridgeville; Anna C. Shipley; Thurman Adams; Laurel; Edward W. Pyle; Winder L. Porter; and

Office of Community Services
Charles Debnam Bldg, 1st Floor
1901 N. DuPont Highway
New Castle, DE 19720

Neighborhood House, Inc.
1218 B Street
Wilmington, DE 19801
(302) 652-3928

Catholic Charities
2601 West 4th Street
Wilmington, De 19805
(302) 654-9295

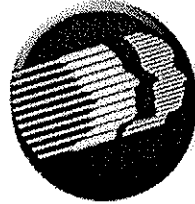
State Budget Office
Thomas Collins Building
Dover, De 19901
(302) 739-3326

Catholic Charities
2099 S DuPont Highway
Dover, De 19901
(302) 674-1782

Interfaith Community Housing of DE, Inc.
613 N Washington Street
Wilmington, DE 19801
(302) 652-3991

Catholic Charities
406 S. Bedford Street
Georgetown, DE 19947
(302) 856-6310

First State Community Action Agency, Inc.
308 N. Railroad Avenue
Stanford L Bratton Building
Georgetown, DE 19947
(302) 856-7761



LEGAL/PUBLIC NOTICE

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP) STATE PLAN

The public is hereby notified that the Delaware Department of Health and Social Services, Division of State Service Centers, Office of Community Services (DHSS/DSSC/OCS) will apply to the U.S. Department of Health and Human Services for Low-Income Home Energy Assistance Program (LIHEAP) funds for the State of Delaware. The State will hold a public Hearing to review and receive comments on the FFY'14 LIHEAP State Plan at the Kent County Administrative Complex, 555 Bay Road Route 113 Dover, DE on **Thursday, August 8th, 2013** from 10:30 am to 12:00 noon.

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION
AND OTHER RESPONSIBILITY MATTERS**

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

Instructions for Certification

- 1) By signing and submitting this proposal, the prospective primary participant is providing the certification set out below.
- 2) The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
- 3) The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.
- 4) The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
- 5) The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
- 6) The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency entering into this transaction.

- 7) The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
- 8) A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.
- 9) Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
- 10) Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

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

- 1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
 - (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;
 - (b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

- (c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
 - (d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- 2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Instructions for Certification

- 1) By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.
- 2) The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
- 3) The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.
- 4) The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
- 5) The prospective lower tier participant agrees by submitting this proposal that, [[Page 33043]] should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
- 6) The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," without

- 7) modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
- 8) A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.
- 9) Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
- 10) Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

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

- 1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- 2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Signature: *Cynthia M. M. [unclear]* Date 8/9/13
Title: *Acting Deputy Director*

CERTIFICATION REGARDING DRUG-FREE WORKPLACE
REQUIREMENTS

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

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

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

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

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

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

Certification Regarding Drug-Free Workplace Requirements

Alternate I. (Grantees Other Than Individuals)

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

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

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

- 1) The dangers of drug abuse in the workplace;
- 2) The grantee's policy of maintaining a drug-free workplace;
- 3) Any available drug counseling, rehabilitation, and employee assistance programs; and
- 4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;

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

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

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

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

(e) Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

(f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted --

- 1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
- 2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

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

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

Place of Performance (Street address, city, county, state, zip code)

1901 N. Dupont Highway, Charles Debnam Building, New Castle, DE 19720

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

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

Signature: Cynthia W. Manlove Date: 8/9/13

Title: Acting Deputy Director

Organization: Division of State Service Centers

CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

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

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

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

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

Statement for Loan Guarantees and Loan Insurance

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

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

Cynthia M. Manlove
Signature
Acting Deputy Director
Title
Division of State Service Centers
Organization

CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

Public Law 103227, Part C Environmental Tobacco Smoke, also known as the Pro Children Act of 1994, requires that smoking not be permitted in any portion of any indoor routinely owned or leased or contracted for by an entity and used routinely or regularly for provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity. By signing and submitting this application the applicant/grantee certifies that it will comply with the requirements of the Act.

The applicant/grantee further agrees that it will require the language of this certification be included in any subawards which contain provisions for the children's services and that all subgrantees shall certify accordingly.

Signature: Cynthia M. W. [unclear] Date: 8/9/13
Title: Acting Deputy Director
Organization: Division of State Service Centers

**FFY'2013 LIHEAP HOUSEHOLD REPORT
SUBMITTED ELECTRONICALLY THROUGH OLDC**

**FFY' 2014 CLEARINGHOUSE REPORT
SUBMITTED AT A LATER DATE**

FFY' 2014 PROGRAM INTEGRITY PLAN

<p>Delaware</p>	<p>LIHEAP Program Integrity Assessment Plan</p>		<p>FFY 2014</p>
<p>RECENT AUDIT FINDINGS</p>			
<p>Delaware received 3 Findings as a result of the SFY12 LIHEAP audit. Finding #1 related to Reporting; Period of Availability of Funds; Finding #2 addressed inconsistencies in the FFY11 Household Report. Finding #3 was about incorrect numbers reported on the SF-425 Reports in 2010 and 2011. These Findings were all carried forward from FY11 into FY12 because the State audit is performed for the State Fiscal Year</p>	<p>Corrective Action Plans have been addressed for each of the 3 Findings. Most of these Findings were carried forward from FY11 and FY12 because the state audits LIHEAP on the State Fiscal Year which runs from July 1 - June 30, therefore, covering two federal fiscal years. Therefore most of these findings have been addressed by the next federal fiscal year but is reported as a finding again because of the overlap. Finding #1 has been addressed and completed. Revised reports were submitted to</p>	<p>N/A</p>	<p>The Corrective Action Plans taken as a result of the three Findings will ensure that Delaware's LIHEAP has positive outcomes for reporting and procurement of goods and services.</p>
<p>COMPLIANCE MONITORING</p>			
<p>Delaware will perform compliance monitoring in fiscal areas on an annual basis as described in the Delaware Energy Assistance Program (DEAP) Operations Manual. An Administrative Monitoring to gauge the agency's preparedness in administering LIHEAP will also be done on an annual basis. Program monitoring will be performed</p>	<p>Fiscal and Administrative monitoring reports will be completed once per year and any report requiring follow up actions will be tracked. Program reports will be submitted within 30 days (when feasible) of monitoring sub grantees. Follow-up actions will be tracked and recorded when required.</p>	<p>See Section 700 of the DEAP Operations Manual for more details.</p>	<p>Sub grantees will be required to address findings based on compliance monitoring via corrective action plans. In addition, the State will implement new policies and</p>
<p>FRAUD REPORTING MECHANISMS</p>			
<p>The State of Delaware's Auditor's Office maintains an anonymous Delaware referral site to facilitate the reporting of allegations of Fraud, Waste and Abuse of State government resource. Delaware also have hotline - 1-800-55-FRAUD (1-800-553-7283)</p>	<p>There are no additional plans at this time to enhance fraud reporting mechanisms.</p>	<p>N/A</p>	<p>See Section 1000 on Fraud, Waste and Abuse in the DEAP Operations Manual.</p>

VERIFYING APPLICANT IDENTITIES

<p>LIHEAP applicant households are requested to provide picture ID's for all applicant households 18 and over. Inability to produce a picture ID does not result in a denial of LIHEAP assistance. However, these applications must be completed manually because our computer system has no override for persons without an SSN. Birth certificates, school records,</p>	<p>Delaware has no plans in the immediate future to enhance verification of identities of LIHEAP applicants. We have always required documents with how seholds members social security number for all household members 6 months old or greater. This has not changed in FFY14.</p>	<p>Delaware will continue to research 'Best Practices' to help us determine verification methods that are feasible for us.</p>	<p>Enhanced documentation that LIHEAP eligible households are receiving benefits.</p>
---	--	--	---

SOCIAL SECURITY NUMBER REQUESTS

<p>Delaware has consistently required that a social security card be made available for every LIHEAP applicant household member aged 6 months or older. Those less than 6 months old must produce a birth certificate. Copies of these documents are kept in the client file. All new applicants must call for an appointment at which time they are told what</p>	<p>This policy is the same as in 2013 and is described in the DEAP Operations Manual.</p>	<p>N/A</p>	<p>Enhanced documentation that LIHEAP eligible households are receiving benefits.</p>
--	---	------------	---

CROSS-CHECKING SOCIAL SECURITY NUMBERS AGAINST GOVERNMENT SYSTEMS/DATABASES

<p>Delaware does not employ any existing government systems and databases to verify applicant household member identities.</p>	<p>Delaware is researching the cost benefit of such services. In the ongoing development of our policies and procedures, Delaware is leaning towards establishing a policy to check a percentage of ID's in lieu of verifying 100% of SSN's. We will employ an existing government system and/or our own in-state database system.</p>	<p>Delaware will work with other state agencies to cross reference SSN's with state identifiers known as Master Client Identifiers or (MCI) numbers for all LIHEAP applicant households as part of the states' own database known as CAPS.</p>	<p>Cross referencing SSN's with LIHEAP clients and state MCI numbers will enhance the validity of clients submitting SSN's when applying for LIHEAP services.</p>
--	--	--	---

VERIFYING APPLICANT INCOME

<p>While Delaware requires that applicants provide proof of income in order to determine their eligibility for LIHEAP, the State does not verify income with other state directories.</p>	<p>Delaware is researching the development of a cooperative relationship with the Dept. of Labor Unemployment Insurance agency to match reported income of LIHEAP recipients. Delaware has revised some of its policies on income documentation and plans to continue training sub grantee staff in this area as we enhance our income verification practices.</p>	<p>Delaware will review the report published by the Program Integrity Workgroup for best practices.</p>	<p>Greater confidence in the validity of the reported income when verified with the Dept. of Labor for new hires and unemployment insurance income.</p>
---	--	---	---

PRIVACY-PROTECTION AND CONFIDENTIALITY

<p>LIHEAP sub grantee staff members sign a confidentiality agreement, including temporary employees that states: "they will not share privileged and client information with any unauthorized person or agency." Workers caught sharing client information outside of reasons approved by the client for a specific reason are subject to immediate termination. Client files are kept in locked file cabinets and access to client</p>	<p>No new policies or procedures are being implemented for 2014; however, Delaware is continually researching best practices for consideration in modifying its own policies and procedures to enhance the privacy and confidentiality of its LIHEAP clients.</p>	<p>N/A</p>	<p>Any enhancement to protect client confidentiality is encouraged and will be reviewed.</p>
---	---	------------	--

LIHEAP BENEFITS POLICY

<p>Delaware's LIHEAP database tracks all clients and households members by SSN to minimize the potential for receiving fraudulent benefits.</p>	<p>Client file monitoring that takes place throughout the year at the sub grantee agencies includes tracking payments to vendors and matching with client benefit amo units to ensure proper payments are being made. Back up documentation submitted by the grantee agency with their invoices also helps to minimize potential fraud in this area.</p>	<p>N/A</p>	<p>Authorized energy vendors are receiving payments on behalf of eligible LIHEAP clients. LIHEAP clients receive a letter with their maximum benefit amount payable to their vendor.</p>
---	--	------------	--

PROCEDURES FOR UNREGULATED ENERGY VENDORS

<p>Sub grantee agency staff spot check vendor prices from time to time to ensure that LIHEAP clients are not being charged any differently than non LIHEAP clients. Staff makes blind calls to agencies to track prices. Clients may report potential fraud to sub grantee agencies. Sub grantees inform LIHEAP Administrator who will submit this information to the Division of Weights and Measures which has the responsibility and oversight of monitoring fuel trucks and deliveries.</p>	<p>No new initiatives are being implemented for 2014.</p>	<p>N/A</p>
---	---	------------

VERIFYING THE AUTHENTICITY OF ENERGY VENDORS

<p>Delaware checks the list of non-regulated vendors that sub grantee contracts with on an annual basis to provide fuel to LIHEAP eligible households. The LIHEAP Administrator goes to the System for Award Management (SAMS) website to verify if the vendor has been placed on the suspended or debarred list for contracts with federal dollars. This helps to maintain the integrity of the vendors participating in LIHEAP.</p>	<p>DSSC staff, LIHEAP staff, and sub grantee staff meet annually with energy vendors both regulated and non-regulated to review the vendor agreement (contract). This affords the State the opportunity to clearly name expectations of the vendors and for the vendors to voice their concerns to the State. This communication leads to better service to LIHEAP households.</p>	<p>N/A</p>
<p>These strategies enable Delaware to be confident that the vendors they are using to provide energy assistance to LIHEAP households are viable business entities and are not barred from providing services in the State of Delaware. This year, we introduced the concept of collecting cost and consumption data from LIHEAP households by the vendor. We expect to eventually use this data to enhance LIHEAP services to eligible household.</p>	<p>N/A</p>	<p>Participating vendors are required to have a current State of Delaware business license and appropriate insurance before they are approved to contract with sub grantee agency. Spot checking for vendors on the federal governments System for Award Management (SAM) to ascertain</p>

TRAINING AND TECHNICAL ASSISTANCE

<p>LIHEAP staff attend conferences, workshops, and trainings sponsored by HHS, and such agencies at the National Energy Assistance Directors' Association (NEADA) and the National Low-Income Energy Consortium (NIEC), which provide training and technical assistance on LIHEAP issues including fraud prevention as best practices. These workshops, conferences, and training afford LIHEAP staff the opportunity to network with other LIHEAP Administrators and people working in the field of low income energy making it a valuable opportunity to improve LIHEAP services. HHS also provides</p>	<p>The DEAP Operations Manual continues to be updated to enhance procedures as program operations evolve. Policies are sometimes revised and as a result changes are made to the DEAP Operations Manual. Sub grantees are trained/informed annually of DEAP Manual changes. Throughout the year they may be informally told about program and procedure changes. Delaware hopes to take advantage of the Peer-to-Peer Counseling and Training being offered by HHS in 2014 to assist in these areas.</p>	<p>N/A</p>	<p>Timely and thorough resolution of weaknesses or reportable conditions as revealed by the audit. Consistent implementation of LIHEAP policies and procedures statewide.</p>
---	--	------------	---

AUDITS OF LOCAL ADMINISTERING AGENCIES

<p>All sub grantees are required to have an A-133 annual audit and present same to Delaware LIHEAP office when available.</p>	<p>LIHEAP Administrator will develop a checklist, with the help of other staff, to review the audits. Special focus will be on any audit findings. Currently there is no written procedure for</p>	<p>N/A</p>	<p>Reduce and strive to eliminate improper payments, maintain sub grantee integrity, and</p>
<p>Additional Information</p>			
<p>Please attach further information that describes the Grantee's Program Integrity Policies, including supporting documentation from program manuals, including The DEAP Operations Manual was made available to staff of HHS during the compliance audit in April 2012. Updates have been added since that time and are available by request.</p>			