

Par.1. **Material Transmitted and Purpose** – Transmitted with this Manual Letter are changes to Service Chapter 415, Low Income Home Energy Assistance Program.

Par. 2. **Effective Date** – October 1, 2018

Items that include a change in policy are indicated. All other items are corrections or clarifications.

LIHEAP General Provisions 415-05

1. 415-05-05 – Definitions. **Clarified** definitions of Energy Crisis, Housing Unit (Living Unit), and Life-threatening Energy Crisis.

Definitions (LIHEAP) 415-05-05

Energy Crisis

Weather-related and supply shortage emergencies and other household energy-related emergencies

Examples include (but are not limited to):

- Heat-related shut off or disconnection notice
- Near-empty fuel tank and refusal to deliver
- Non-heat electric shut off or disconnection notice

Housing Unit (Living Unit)

This term refers to one or more rooms occupied as a separate living quarter in a residential dwelling that is designed to be used as a permanent residence. The following are **NOT** considered housing units (living units):

- a. Housing units owned or operated by educational and/or other institutions which perform an educational or other service for the residents are excluded if the heating costs are obligated, guaranteed, or in any way the responsibility, directly or indirectly,

- of the institution, or are integrated in any way with the educational or other service costs.
- b. Dormitories, residential treatment or rehabilitation centers, teaching/training centers, transitional living centers, hospitals, nursing homes, retirement or rest homes, homeless shelters, hospice care facilities, communes, or other forms of congregate living arrangements.
 - c. Temporary transient living units in hotels, motels, or other commercial dwellings.
 - d. Non-traditional dwellings or structures not affixed to a permanent physical address, such as campers, recreational vehicles (RVs), railroad cars, vans, cars, buses, tents, garages/shops, or fishing houses.

Life-threatening Energy Crisis

Energy-related crisis that poses a serious threat to the health or safety of one or more members of the household

Examples include (but are not limited to):

- No heat or heat distribution and weather conditions or inside air temperature are not at a safe level and the household does not have an alternative or temporary heat source.
 - Gas leaks
2. 415-05-35-05 – Case Narrative Contents. **Changed** food stamp reference to Supplemental Nutrition Assistance Program (SNAP).
 3. 415-05-50 – LIHEAP Payments Disregarded as Income. **Changed** food stamps reference to Supplemental Nutrition Assistance Program (SNAP).

Outreach and Coordination 415-10

4. 415-10-10 - Coordination. **Changed** food stamp reference to Supplemental Nutrition Assistance Program (SNAP).

Application & Verification Procedures 415-15

5. 415-15-05-15 - Deadlines for Processing. Change in policy to align with other Economic Assistance Programs and consider the day following the date of application as Day 1 of the processing timeframe. **THIS IS A CHANGE IN POLICY.**

Deadlines for Processing 415-15-05-15

An application shall be considered as "received" on the date a signed application is received by the county social service board office. This is the "Application Date" which will be entered in the 'Application Date' field on the ~~computer~~ "Household Data" screen.

Applications from fixed-income households that arrive before October 1 will be considered to have been received on October 1. ~~The "Application date" will be entered as October 1 and the worker will have 45 days from October 1 to process the application.~~

A decision to either approve or deny an application must be made no later than 45 days following the day the signed and dated application is received in the county social service office.

NOTE: The first calendar day following receipt of the signed application is Day 1 of the 45 day processing timeframe.

Additional time may be allowed due to an extenuating circumstance. An extenuating circumstance may be determined by the eligibility worker, but reason for the extenuating circumstance must be documented in the case file.

~~"Notice of Action" must be completed by the county social service board representative, dated, and mailed to the applicant promptly or at least within 45 days from the date the county social service board received the signed application. The case record must document the cause of any delay.~~

~~The date the notice is completed by the county social service board representative and "Date of Action," on the "Household Data" screen must coincide and will be compared with the application date to assure a total of 45 days is not exceeded.~~

If the application is incomplete, every attempt must be made by the county social service board to help the household obtain the necessary information to ensure prompt processing.

~~To speed the application process, an applicant has the right to submit the completed application form at any time, without being required to wait until a personal interview can be scheduled. This will allow the county social service board the opportunity to review the application and notify the applicant of any missing information or verification which must be provided before eligibility can be determined.~~

Upon receipt of a signed application, a pending case should be established in the LIHEAP ~~computer~~ system. Missing data may be added as it comes in.

Within 15 days of receipt of an incomplete application, the county social service office must ~~send a "Request for Information" notice to provide~~ the applicant ~~with a written notice requesting any additional information needed to process the application~~. The ~~computer generated~~ Request for Information ~~letter on the N~~notice menu should ~~be used~~:

1. Clearly identify~~ing~~ missing information or verifications, and
2. Identify~~ing~~ a deadline date after which the application will be denied because it is incomplete. This deadline date should be 30 days ~~from the date of following receipt of the~~ application.

Applications, including verifications, that are not completed within 30 days* of the date the application is received in the county office may be denied and the household invited to submit a new signed and dated application with verifications. (See [415-10-05-10](#) #1 for county office outreach responsibilities). However, if the applicant provides the necessary information and verifications before the county office has

finished processing the denial (A "Notice of Action" is not completed and the case has not yet been entered ~~in the system on the computer file~~) and the 45 day processing time limit will not be exceeded, the applicant should not be required to complete a new application even though his 30 day deadline has passed. Once the case has been established ~~in the system on the computer~~ as a denial, a new application is mandatory.

Summary of Processing Deadlines:

<p><u>Application Date:</u></p>	<p>The date a signed application is received in the county office (even if it is not complete) is the date used in the 'Application Date,' field on the 'Household Data' screen.</p> <p>The 'pending' case is added to the LIHEAP system.</p>
<p>Day #1:</p>	<p>The 'clock' begins the day the signed application is received in the county office, even if it is not complete. This is the date used in the 'Application Date', of the 'Household Data' screen. The 'pending' case is added to the LIHEAP computer file.</p> <p><u>Day 1 of the processing timeframe is the next calendar day following the Application Date.</u></p>
<p>By Day #15:</p>	<p>Notice of missing data or verifications and deadline has been provided to the applicant.</p>
<p>By Day #30:</p>	<p>The applicant must have returned all data and verifications. If not, and the county office has provided appropriate assistance to the applicant in completing the application, the application may be denied.</p>
<p>By Day #45:</p>	<p>Action has been taken on the case to approve or deny and All case information and action taken has been added to the computer file. The 'Notice of</p>

	Action' has been mailed generated in the system.
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NOTE: SFN 530 (Eligibility and Benefit Worksheet) must be signed and dated by the worker, where it says "Signature of CSSB Representative."

If the SFN 530 (Eligibility and Benefit Worksheet) is not used by a worker [or if using the LIHEAP Budget Excel Worksheet from the Eligibility Tech website](#), then the worker needs to sign the application to show that they have determined eligibility.

Benefits Available & Eligible Households 415-20

6. 415-20-05-05 – Benefits for Heating Assistance. **Clarified** policy regarding tank rental and hook-up charges associated with secondary heat sources.

Benefits for Heating Assistance 415-20-05-05

Allowable heating-related costs which may be billed directly to LIHEAP include: all types of energy sources (oil, propane, natural gas, electricity, wood, kerosene, coal) used to provide heat to the eligible household's living unit only; and incidental costs, if normally billed to the household, including connection and re-connection charges, delivery charges, propane tank rental (tank rentals may be charged during the regular heating season using fuel type "08") and hook-up (the charge for the set-up or hook-up of a new tank must take place during the regular heating season. Use fuel type "16" to bill for the charges). LIHEAP does not purchase tanks or pay installment payments for tanks which are on a purchase contract.

[LIHEAP will **not** pay for tank rental and hook-up charges associated with secondary heat sources.](#)

Regulators are the client's property, therefore the replacement

charges for obsolete or non-functioning regulators, along with the miscellaneous costs needed for the hook-up of the regulator may be billed to LIHEAP. Use fuel type "16" to bill for these charges. These charges can be billed to LIHEAP anytime during the year. Those billed outside of the regular heating season need to be entered as a miscellaneous payment.

Low Income Home Energy Assistance Program payments to vendors can be made ONLY for costs of fuel actually purchased by the customer during the customer's period of eligibility that has NOT been paid for by the customer. County social service boards need to take extra care to instruct vendors that LIHEAP will NOT pay for fuel which has previously been paid for by the customer. However, special considerations may apply if the vendor and the customer have agreed upon an even monthly payment plan. (See [415-10-10-15](#).)

Allowable heating-related costs are paid at the client's established LIHEAP Share percentage.

7. 415-20-10-15 – Non-Indians on Reservations. **Clarified** policy regarding state LIHEAP versus tribal LIHEAP.

Non-Indians on Reservations 415-20-10-15

Four (4) Indian Tribe organizations in North Dakota will administer LIHEAP ([tribal LIHEAP](#)) for Indian households residing within the Reservation Boundaries. They are Standing Rock, Turtle Mountain, Fort Totten, and Fort Berthold Three Affiliated Tribes.

[Tribal LIHEAP is **not** part of the state's LIHEAP program.](#)

Non-Indian households residing within the boundaries of the reservations will be served by the appropriate county social service board. [Mixed h](#)Households residing within these reservations that include both Indian and non-Indian adults may elect to be served by either the tribal organization or the county social service board, although the Indian or non-Indian designation of the head of the household is the normal determining factor.

The county social service boards involved must establish continuous lines of communications and coordination with the tribal organizations to resolve problems and avoid duplicate payments.

The county social service boards will serve both Indian and non-Indian households residing within the boundaries of the Lake Traverse reservation.

8. 415-20-10-50 – Aliens Barred from LIHEAP Participation. **Clarified** policy regarding allowable expenses of non-qualified aliens.

Aliens Barred from LIHEAP Participation 415-20-10-50

Some aliens are barred from participation in the LIHEAP program.

Section 401 of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORS), commonly known as the welfare reform law, prohibits non-qualified aliens from receiving federal public benefits.

Qualified aliens, regardless of when they entered the United States, are eligible to receive LIHEAP benefits provided that all other program requirements are met.

When a non-qualified alien is a member of a LIHEAP household, their income (minus allowable expenses) WILL be counted when determining LIHEAP eligibility. However, the non-qualified alien will NOT be counted as a member of the household.

Eligibility Determination 415-25

9. 415-25-05-05 – Deductions from Income. **Clarified** policy (#2) regarding child and spousal support deductions.

Deductions From Income 415-25-05-05

2. Legally obligated child or spousal support payments paid by a household member to or for a non-household member, including payments made to a third party on behalf of the non-household member. Verified alimony and/or child support payments paid to or on behalf of persons outside the household. If the household verifies that payments are being made on a regular monthly basis, the monthly amount may be annualized before deducting it from the income. However, if the payments have been irregular, only those payments actually made since June 1 may be deducted.

The fully automated Child Support Enforcement System can be used to verify household legal obligation to pay child support. Other types of verification can be used also, such as copies of check court reports documents, child support stubs, wage stubs, etc.

10. 415-25-05-05-05 – Medical Expenses. Section rewritten to **clarify** policy and align verbiage with other programs. **THERE IS NO CHANGE IN POLICY.**

Medical Expenses 415-25-05-05-05

Medical expenses incurred by any current member of the household may be considered when calculating medical deductions. A medical expense may be deducted only if it has been paid, OR there is an agreement with the medical vendor for a specific payment plan.

If an incurred expense may be reimbursed by an insurance policy, it cannot be deducted as a medical expense until the insurance company has paid their portion and the household has a specific

payment plan with the medical vendor or has paid the bill. This would include reimbursement from the Veteran's Administration or private insurance for pharmaceutical expenses.

Allowable Medical Expenses

The following is a list of allowable medical expenses:

- Medical and dental care provided by a licensed practitioner, including but not limited to:
 - psychotherapy
 - rehabilitation
 - surgery
 - orthodontics
- Hospitalization or outpatient treatment, nursing care, and nursing home care. This includes payments by the household for an individual who was a household member immediately prior to dying or entering a hospital or nursing home, if the remaining household members are legally responsible for payment of the expenses.
- Prescription drugs and other over-the-counter medication (including insulin) prescribed by a qualified health professional. Additionally, costs of medical supplies, sickroom equipment (including rental) or other prescribed equipment are deductible.
- Health and hospitalization insurance premiums (includes nursing home insurance) used to cover medical expenses are allowable. This includes Workers with Disability (WWD) and Children with Disability (CWD) premiums and enrollment fees.

EXCEPTION:

Disability or accident policies that are primarily for income maintenance are NOT allowable.

When health insurance premiums are an automatic deduction from a checking or savings account, the service fee charged by the bank is **not** an allowable deduction.

- The incurred client share from Health Care Coverage Programs (Medicaid).

Medical expenses from the three prior months may not be indicative of combination Medicaid cases when the full recipient liability is not being met. The worker must thoroughly discuss this with the household to establish what the household anticipates as ongoing medical expenses.

- Medicare premiums and co-pays.

Part A and B Medicare premiums for an individual who is QMB/SLMB, QI-1 or Buy-In eligible are **not** allowable medical expenses.

The actual out-of-pocket **Part D** Medicare premium is an allowable medical expense.

- Medical needs including but not limited to:
 - Dentures
 - Hearing aids
 - Prosthetics
 - Prescription eyewear
- Securing and maintaining a service animal, including the cost of food and veterinarian bills.
- Reasonable cost of transportation and lodging to obtain medical treatment or services including trips to a pharmacy, dental office, optometrist, etc. The current Medicaid rates are used to determine the cost of transportation and lodging.

EXCEPTION:

Meals are not an allowable expense for households

who must travel to obtain medical care.

- Maintaining an attendant, homemaker, home health aide, child care services or housekeeper necessary due to age, disability or illness.
- Child care expenses for a child receiving SSI which are necessary and identifiable.

Example:

Mom is not working and stays home to care for her disabled child receiving SSI. Mom takes the child to a child care facility while she runs errands, medical appointments, etc. The child care expense incurred is an allowable medical expense deduction.

- Monthly phone fees for the medic alert system. The basic fee for the phone is allowed as a medical expense.

Calculating Medical Expenses

Allowable medical expenses are annualized as follows:

- **Recurring** medical expenses are averaged from a prior three-month period if that is indicative of what the household anticipates to have as ongoing medical expenses. Multiply the average monthly amount by 12 to arrive at an annual expense.

If a recurring medical expense does not have a three-month history (ex: new prescription) but the worker can establish what the household anticipates as a monthly ongoing expense, the expense can be annualized (x12).

- For **non-recurring** medical expenses only the actual amounts paid between the previous June 1 and the following May 31 are allowed as an expense.

11. 415-25-05-10 - Income Eligibility Levels. **Updated** income eligibility limits for FY2019.

Income Eligibility Levels 415-25-05-10

The income eligibility limits for heating assistance are based on 60% of the North Dakota median income. The monthly income eligibility levels are determined by dividing the annual amount by 12 months and rounding off to the nearest dollar (indicated by *).

Therefore, the adjusted gross income eligibility limits for **FY2018** **FY2019** are as follows:

<u>Household Size</u>	<u>Annual Eligibility Limit</u>	<u>Monthly Eligibility Limit*</u>
1	\$28,831	\$2,403
2	\$37,702	\$3,142
3	\$46,573	\$3,881
4	\$55,444	\$4,620
5	\$64,315	\$5,360
6	\$73,186	\$6,099
7	\$74,849	\$6,237
8	\$76,513	\$6,376
9	\$78,176	\$6,515
10	\$79,839	\$6,653
11	\$81,503	\$6,792
12	\$83,166	\$6,931

12. 415-25-05-20-05 – Earned Income. **Clarified** policy (#16) regarding the inclusion of CWT payments as countable earned income.

Earned Income 415-25-05-20-05

16. Payments received from the Compensated Work Therapy Program (CWT).
13. 415-25-05-30 – Income Exclusions. **Clarified** policy in first paragraph. Clarification to gift cards was added to this section because some Tribal Payments are now being issued as gift cards.

Income Exclusions 415-25-05-30

The following types of income are excluded: ~~for all programs unless identified otherwise.~~

27. Gift Cards which were given as gifts and Gift Certificates.

Benefit Computation 415-30

14. 415-30-10 - Household Poverty Level Percentages Table. **Updated** income eligibility limits for FY2019.

Household Poverty Level Percentages Table 415-30-10

The poverty level percentage to be applied to each household's annual adjusted gross income will be calculated by the computer according to the level of their income and the number of persons in the household at the time of application. Therefore, it is essential to have accurate data in these two fields.

The Poverty Level Percentage Table used by the system computer:

	Household Share 1%	Household Share 2%	Household Share 3%	
# of Persons	0-20% of Median Income	21-40% of Median Income	41-60% of Median Income	
			Annual Eligibility Limit	Monthly Eligibility Limit
1	0 - 9,610	9,611 - 19,221	19,222 - 28,831	2,403
2	0 - 12,567	12,568 - 25,135	25,136 - 37,702	3,142
3	0 - 15,524	15,525 - 31,049	31,050 - 46,573	3,881
4	0 - 18,481	18,482 - 36,963	36,964 - 55,444	4,620
5	0 - 21,438	21,439 - 42,877	42,878 - 64,315	5,360
6	0 - 24,395	24,396 - 48,791	48,792 - 73,186	6,099
7	0 - 24,950	24,951 - 49,900	49,901 - 74,849	6,237
8	0 - 25,504	25,505 - 51,009	51,010 - 76,513	6,376
9	0 - 26,059	26,060 - 52,117	52,118 - 78,176	6,515
10	0 - 26,613	26,614 - 53,226	53,227 - 79,839	6,653
11	0 - 27,168	27,169 - 54,335	54,336 - 81,503	6,792
12	0 - 27,722	27,723 - 55,444	55,445 - 83,166	6,931

15. 415-30-10-01 - Monthly and Annual Eligibility Limits (Adjusted Gross Income). **Updated** eligibility limits for FY2019.

**Monthly and Annual Eligibility Limits (Adjusted Gross Income)
415-30-10-01**

NUMBER OF PERSONS	MONTHLY ELIGIBILITY LIMIT	ANNUAL ELIGIBILITY LIMIT
1	2,403	\$28,831
2	3,142	\$37,702
3	3,881	\$46,573
4	4,620	\$55,444
5	5,360	\$64,315
6	6,099	\$73,186
7	6,237	\$74,849
8	6,376	\$76,513
9	6,515	\$78,176
10	6,653	\$79,839
11	6,792	\$81,503
12	6,931	\$83,166

Changes 415-40

16. 415-40-15 – Moves or Changes in Heating Source-Effective Dates. **Added** example regarding payment of final reads when a household moves or changes heat source.

Moves or Changes in Heating Source-Effective Dates 415-40-15

If a move or a change in heating source is reported within 10 days, the "effective date of the change" will be the date of the move or the date the heating source changed.

If the move or a change in heating source is not reported within 10 days, an "effective date of change" will need to be negotiated with the household, past and present suppliers, and the eligibility worker.

Example:

Re-computation - Renter/Heat Paid Moves to Vendor Pay

This change to the LIHEAP Share Percentage will be effective the date of the move, unless the household fails to report within 10 days. If the household fails to report on time, the eligibility worker will need to determine the date the household became responsible for the heat. This should be the LIHEAP Share Effective Date, but if renter/heat benefits were paid after the date of the move, the eligibility worker will need to determine the possibility of overpayments or of negotiating a different effective date.

A final meter read is allowed if the read is within close proximity of the date of the change and the read is within the heating season. (October-May)

Example:

Client passed away 4/16; final read 4/23

Client moved 5/12; final read 5/19

Emergency Home Energy Assistance 415-50

17. 415-50-02 – Emergency Response Procedures. **Added** clarification regarding timely responses to an energy crisis.

Emergency Response Procedures 415-50-02

The county social service office must establish emergency procedures that will ~~ensure permit~~ a timely response ~~within 18 hours to a report of a life-threatening crisis and no later than 48 hours of the receipt of~~ to all requests for emergency (crisis) assistance. (See 415-05-05 for definitions of Energy Crisis and Life-threatening Energy Crisis)

These procedures will permit needed home visits, counseling, referrals, communication with suppliers, etc.

“Timely response” means:

- (1) providing some form of assistance that will resolve the energy crisis not later than 48 hours after a household applies for emergency assistance if the household is eligible to receive such benefits
- (2) providing some form of assistance that will resolve the energy crisis not later than 18 hours after a household applies for emergency assistance if the household is eligible to receive such benefits and is in a **life-threatening situation**

A timely response to a crisis does not necessarily mean that the vendor must be paid within the designated time-frame. However, some form of intervention that resolves or prevents the crisis must occur, such as contacting the fuel vendor to prevent or delay a disconnection until eligibility for emergency assistance can be determined or arranging for temporary shelter for household.

The case file must include clear documentation of a timely response to all requests for emergency (crisis) assistance.

The availability of emergency assistance must be included in all [outreach activities](#) and public announcements regarding the Low Income Home Energy Assistance Program.

A 24-hour, continuously available telephone number must be publicized for requesting emergency assistance or reporting an [energy crisis](#).

18. 415-50-05-10 – Minor Repairs. **Clarified** eligibility for emergency furnace repairs.

Minor Repairs 415-50-05-10

Minor energy related home repairs (cannot be an addition to the property) to a home or heating plant cannot be purchased through the basic LIHEAP heating assistance program. Therefore, emergency fuel assistance can be made available to an individual homeowner, or an eligible renter with verifiable responsibility for such costs, up to \$400.00 per season (for exceptions, **see 415-50-15**), to replace damaged windows and doors or other home repairs, or to make minor repairs to the household's **heating plant or chimney** (other than normal maintenance -- see [415-20-05-10-05](#)), but only if these services cannot be provided through Weatherization Services administered by the Community Action Program. See [415-50-05-15](#) for furnace replacement policy.

Emergency Furnace repairs:

The State Administrator may choose to delegate performance of services to the Division of Community Services that oversees local Community Action Agencies.

Community Action Agencies will do repairs when the heating system:

1. is not functional; or
2. poses a threat to the household's health and safety.

County Social Service Boards refer households who are eligible to the local Community Action Agency. Every household who is eligible for

LIHEAP and is an individual homeowner or an eligible renter with verifiable responsibility for maintenance of their furnace may be is eligible for Emergency furnace repair. _Households may also take the approval letters from LIHEAP to the Community Action Agency.

When the county is responsible for emergency furnace repairs the county needs to take the following steps:

1. Insure that the furnace is not functional or poses a threat to the household's health and safety.
2. Have the household fill out an application for emergency assistance
3. Determine whether the household is eligible (income eligibility)
4. Contact a vendor to repair the furnace (two bids are not needed for furnace repair)
5. When the furnace has been repaired it should be determined that the household is satisfied with the repair and the vendor's costs are reasonable. Furnace breakdowns on a weekend may be reimbursed if an eligible household reports to the county immediately on Monday. Households should contact the office in a timely manner to have emergency furnace repair bills paid or reimbursed. Prudent judgment will enter into the decision of whether or not to make a payment.

Example: A very elderly person living alone may not realize that the county needs to be contacted about a furnace repair that has been completed during the week.

6. Bills should be paid in the LIHEAP system by the county if steps 1 – 5 are completed.

19. 415-50-05-15 – Furnace Replacement. **Clarified** client cost share references for Community Action furnace repairs/replacement.

Furnace Replacement 415-50-05-15

Emergency Assistance may be made available for a LIHEAP eligible individual home owner or an eligible renter with verifiable responsibility for maintenance of their furnace.

LIHEAP can only replace furnaces that:

1. are unsafe,
2. are not operating,
3. and/or cannot be repaired, and
4. wouldn't be cost-effective to repair.

Requests for furnace replacement must first be carefully reviewed by the county social service staff using the guidelines in this manual section. County staff should only pay for furnace replacement if Community Action Agency staff are not available to replace the furnace. If the county staff concludes the request is not eligible under these guidelines, the request should be denied, and referral to the State LIHEAP Administrator is NOT necessary. If the county staff recommends approval of the request, the "Emergency Assistance Application," with all the supporting data, must be referred to the State LIHEAP Administrator for approval through the LIHEAP Emergency System.

If the State Administrator delegates the performance to Division of Community Services, eligible LIHEAP clients will be referred to a local Community Action Agency (CAA) for furnace replacement. No "Emergency Assistance" application is needed if the client is a current client of LIHEAP. Notification to the CAA can come from the County Social Service Board or the client. An approval letter is made available to client if he would like to contact the CAA himself.

When eligibility is determined (by CAA) for a household, the clients will be required to share in the cost of the furnace replacement as follows:

Household Adjusted Income	Household Poverty Level Share %	Client Cost Share
41-60% of median income	3%	30% of cost
21-40% of median income	2%	15% of cost
0-20% of median income	1%	-0-

~~Clients at 41% - 60% of the poverty level 30% of the cost~~

-

~~Clients at 21% - 40% of the poverty level 15% of the cost~~

-

~~Clients at 20% of the poverty level or below 0~~

Clients in the 2% and 3% poverty levels ranges will have their share of furnace costs capped at \$500. A waiver may be granted for clients who are unable to raise their share of the furnace replacement costs.

The client's share may come from other sources, but not LIHEAP or General Assistance funds. CAAs will assist clients in identifying and applying for other sources of federal, state, or private funds.

Temporary shelter, when necessary, will be the responsibility of the CAA.

Of course emergency situations will still occur that must be resolved before we can carefully negotiate a payment plan. We may need to make an immediate payment commitment to the supplier. But, the household must fully understand these guidelines. They should at least appear to be eligible, and you should be confident they will assume their responsibilities if some other payment plan is more appropriate. Or, to gain the necessary time, you may need to

authorize payment of temporary alternative living arrangements for the household (See 415-50-05-15).

Note: LIHEAP will not pay to install a furnace as part of new construction or where the client has knowingly purchased a home that does not have a heating system unless the need for a replacement furnace is associated with a state or federally declared disaster.

If Community Action Agencies (CAAs) do not have money for furnace replacements, take the following steps:

1. Household fills out emergency assistance application if they are presently on the fuel assistance program. If the household is not on fuel assistance, you will need to get a regular application and an emergency application.
2. Determine eligibility for regular LIHEAP and for emergency assistance. Remember that for emergency assistance you only look at the income for the current month.
3. If the household is eligible for emergency assistance and is requesting assistance with furnace replacement then you need to:
 - a. Ask the household to contact two vendors to bid on the cost of the furnace and putting the furnace in. Vendors, if possible, should be close to the house that needs a furnace. The costs are lower when vendors are in the same community. You can ask the household if they have any ideas for vendors.
 - b. Provide household temporary shelter if needed.
 - c. Send a copy of the two bids to the state LIHEAP Administrator or Policy Analyst and a bid will be selected.
 - d. Let vendor know that he was the one selected and work closely with him to insure that the furnace is put in quickly.
 - e. Make payment (after the bill is received with detail on it) once the vendor has completed the furnace replacement, the furnace is working well and the household is satisfied. Use payment codes 13 and I to pay the vendor.

20. 415-50-10-10 – Eligibility Guidelines. **Updated** Food Stamp reference.

Forms Appendix 415-65

21. 415-65-05 SFN 529, Application – **Changed** food stamps reference to SNAP.

22. 415-65-30 SFN 62, Emergency Assistance Application/Assessment – **Changed** food stamps reference to SNAP.