# STATE OF IOWA
# LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM

## FY21 POLICY AND PROCEDURES MANUAL

**IOWA DEPARTMENT OF HUMAN RIGHTS**
**DIVISION OF COMMUNITY ACTION AGENCIES**
**LUCAS STATE OFFICE BUILDING**
**CAPITOL COMPLEX**
**DES MOINES, IOWA 50319**

# LOW INCOME HOME ENERGY ASSISTANCE PROGRAM POLICY AND PROCEDURES MANUAL

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**LOW-INCOME HOME**
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| U.S. Citizenship and Immigration Services (to verify alien status) | 800-375-5283 |

# 1.00 OVERVIEW

## 1.10 Program Overview

The Low-Income Home Energy Assistance Program (LIHEAP), is designed to aid qualifying low-income Iowa households (homeowners and renters) in the payment of a portion of their residential heating costs for the winter heating season, to encourage regular utility payments, to promote energy awareness and to encourage reduction of energy usage through energy efficiency, LIHEAP customer education, and weatherization. All LIHEAP customers applying for this program will simultaneously be making application for the Weatherization Assistance Program, as required by state law.

Federal administration of the program is assigned to the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services (HHS), and the program is administered in Iowa by the Department of Human Rights/Division of Community Action Agencies (DHR/DCAA). DHR administers the LIHEAP program by contracting with community action agencies (CAAs) meeting program and fiscal guidelines required by federal law.

CAAs are required to sign a contract which specifies required and allowable program activities, including Department of Health and Human Services regulations, special conditions, transfer of electronic data to fuel vendors and the state, program and fiscal reporting to Department of Human Rights, and audit requirements.

THE CONTRACT REQUIRES UNIFORM ADMINISTRATION. INDIVIDUAL CAA POLICIES AND PROCEDURES MAY NOT SUPERSEDE POLICIES AND PROCEDURES IN THIS MANUAL, **UNLESS EXPRESSLY GRANTED IN WRITING BY THE DIVISION OF COMMUNITY ACTION AGENCIES.** NO ADDITIONAL REQUIREMENTS MAY BE IMPOSED THAT WOULD DELAY OR RESTRICT THE APPLICATION, VERIFICATION, APPROVAL, LIHEAP CUSTOMER NOTIFICATION OR PAYMENT PROCESS.

***ALL PROVISIONS OF THE ENERGY ASSISTANCE PROGRAM, INCLUDING PAYMENTS, ARE SUBJECT TO THE AVAILABILITY OF FEDERAL FUNDS.***

## 1.20 Purpose of this Manual

The purpose of this manual is to provide information, policies, and procedures needed to administer the LIHEAP program in Iowa. This policy and procedures manual does not attempt to exhaust or mandate every activity. The manual is offered in a spirit of administrative assistance and uniformity. However, the federal and state monitors will base their visits and reports on the administrative rules, federal regulations, state plan, DHR contract, *Iowa LIHEAP Policy and Procedures Manual*, and the Members Only page of https://humanrights.iowa.gov/dcaa. Any local variations not approved by the DHR may result in disallowed CAA administrative expenses.

# 2.00 CAA Requirements

## 2.10 Publicity

Each CAA will conduct outreach to inform eligible households of the availability of this program. In addition to its normal outreach functions, each CAA will authorize its workers to take applications in a potential LIHEAP customer's home as well as at local community, places of worship and elderly centers. This program is to be made easily accessible to all who might be eligible, especially the elderly and disabled.

Each CAA is required to issue a news release (see Appendix A – Sample Press Release), prior to the beginning of each application period (October 1 for elderly and/or disabled; November 1 for all other households), describing the details of the program to newspapers and radio stations in its service area. The October 1 release may be targeted to any locale in the CAA service territory that has a specific clientele of elderly and disabled. This may be accomplished by posting on social media, distributing fliers, posters, or news releases to congregate meal sites, senior centers, Area Agencies on Aging, etc. This release should include how, when and where to complete applications, and what accompanying documentation needs to be supplied along with the application.

All news releases must include the following information:

> "This program is not designed to pay a household's total energy costs. The program will provide supplemental assistance based on several factors. Those factors include total household income, household size, dwelling type, and type of heating fuel, among others."

## 2.20 LIHEAP Customer Confidentiality & Services

Every effort must be made to maintain LIHEAP customer confidentiality. A private area must be made available for LIHEAP customer interviews. When taking applications, it is important to remember that many LIHEAP customers may not feel comfortable applying for governmental assistance programs. Many may be easily embarrassed or discouraged from applying by the manner in which the workers conduct themselves. **It is essential to handle each LIHEAP customer with dignity and respect**. Sign-in sheets cannot be used, because it is a violation of LIHEAP customer confidentiality, unless held privately by the agency in an area unseen by passersby. **Phone calls with vendors should be conducted with utmost concern for customer privacy; avoiding calls on speakerphone in public areas.**

Section E of the General Terms of the CAA's contract with the state includes the following:

> Information pertaining to LIHEAP customers shall be held confidential, including, but not limited to the following:
>
> - Names and addresses of LIHEAP customers;
> - Information about a LIHEAP customer reported on the Intake Form;
> - Information concerning the social or economic conditions or circumstances of particular LIHEAP customers who are receiving or have received services.

Information described above shall not be disclosed or used by any person except for purposes of administration of services covered under this contract except upon consent of the LIHEAP customer as evidenced by a signed release.

The agreement with the utilities is for a limited amount of information, which includes **only** the head of household. The release the LIHEAP customer signs allows for this exchange of information. Agencies are responsible for establishing policies and procedures regarding releasing/exchanging information when the person listed on the bill is not the customer seeking assistance.

Below is information that may be shared with the utilities when the utility bill is in the customers' name.

- Utility account number
- Record status
- Award amount
- Payment check number
- Agency File Number (AFN)
- Application date
- Name on account
- First and last name of head of household
- Address

In the event of additional requests that would be considered confidential, contact the DCAA prior to providing the information.

## 2.30 Appeal and Hearing Procedure

Agencies **must** have a formal appeal procedure in place (either a LIHEAP-specific procedure or an overall procedure for the agency), which preferably includes someone outside of the LIHEAP program. The procedure must ensure appeals are addressed in a timely manner, particularly when staff involved in the appeal process are out of the office. In cases of denial, the agency appeal decision letter must clearly explain the reason for denial and include the Appeal and Hearing Procedure, should the applicant wish to submit an appeal to the State.

The Appeal and Hearing Procedure is supplied by the State and can be found in the Members Only section of https://humanrights.iowa.gov/dcaa.

The Appeal and Hearing Procedure must be:

- Posted at each intake site where it can be viewed by program applicants, and
- Provided to each LIHEAP customer at time of application or determination (electronically and/or hard copy).
    - NOTE: Providing another copy of the Appeal and Hearing Procedure is not required unless the LIHEAP application is changed from approved to denied.

# 3.00 Outreach Offices

The hours for accepting applications for the program shall be clearly posted.

CAAs are encouraged to take applications during non-traditional hours and days.

Each outreach office must be clearly identifiable with a sign which is visible and readable from outside the office.

It is recommended that agency off-hours voicemail explains how to proceed in case of emergency, or refer callers to another resource, such as 2-1-1.

## 3.10 Adverse Weather/Holidays

If weather conditions or holidays necessitate a change in hours, an explanation regarding the closing, who to contact in case of emergency, and the time of return should be posted on the door of the office, when possible. Ensure the posting is clearly visible and readable from outside the office. In addition, information should be posted on the agency website, local media, and/or social media.

## 3.20 Outreach Office Relocation

Prior to relocation of any outreach office, the DHR/DCAA must be notified of the new address, telephone number, and hours of operation. This information must also be publicized within the county service area.

## 3.30 Data Transmittal

Each outreach office shall transfer application approval/denial information of LIHEAP and Weatherization Program applicants to a secure server (the electronic Bulletin Board, which is LIHEAP's vendor notification system) at least once a week. LIHEAP customer application/ approval/denial information shall be forwarded to the CAA central office

Each CAA shall provide DHR/DCAA a composite listing of all approved, denied and paid applications, including all LIHEAP customer characteristics, at least weekly from November through April (or the end of the heating season).

# 4.00 APPLICATIONS

## 4.10 Application Dates

Applications are taken throughout the year, as explained below.

### 4.11 Regular LIHEAP Season (Heating Season)

- November 1 – April 30 (priority is given to the elderly and disabled, as prescribed by the federal government, and can apply beginning October 1)
- LIHEAP customers must apply for energy assistance through their local CAA.
- LIHEAP customers apply for LIHEAP and the Iowa Weatherization Program in tandem during this period, using the Intake Form, which can be found in the Members Only section of https://humanrights.iowa.ogv/dcaa. CAAs may revise the form to fit their needs but cannot make any deletions.
- Should a LIHEAP customer be denied assistance, they may remit another application, if circumstances change, as a new application may lead to an award of benefits. A signed and dated application is an attestation by the applicant that the changed circumstances are true. A new application may be submitted multiple times throughout the year. The last day to submit a new application is at 11:59pm on the last day of the heating season.
- Per the U.S. Department of Health and Human Services, LIHEAP customers can move from one state to another and receive benefits in the same fiscal year.
- An application must be approved or denied, and the LIHEAP customer, and both utilities, notified in writing or electronically of eligibility by the CAA within a maximum of 30 calendar days following the date that the completed LIHEAP application is submitted.
    - Automatically Eligible Applications: The “date of application” is October 1st unless the application is dated and received after October 1st. The date the application is received by the agecy is to be tracked.
    - In-Person/Online/Mailable Applications: The date the application is signed is the “date of application”. The date the application is received by the agency is to be noted. If required documentation is not received within 30 days of the date the application was received by the agency, the application is to be denied incomplete. The denial letter is to clearly identify the missing information and must be scanned into the file, if not created electronically. If a decision has been rendered and the applicant later presents required documentation, a new application must be submitted. At the agency’s discretion, the application date can be revised when there are extenuating circumstances, which must be documented in the file.
- At the end of the heating season, although LIHEAP customers have 30 calendar days to submit required documentation, they are *encouraged* to submit the documentation within 2 weeks (CAAs still have 30 calendar days to approve or deny the application, even if the application was received on the last day of the season).

### 4.12 ECIP/Crisis Services

- October 1 – September 30
- LIHEAP customers must apply for crisis assistance through their local CAA.
- LIHEAP customers may apply for ECIP during this period, using a CAA crisis application or Intake Form (CAA preference). An application of some sort must be used by the CAA.
- Should a LIHEAP customer be denied assistance, they may remit another application, if circumstances change, as a new application may lead to an award of benefits. A new application may be submitted multiple times throughout the year. A signed and dated application is an attestation by the applicant that the changed circumstances are true.
- An application must be approved or denied, and the LIHEAP customer and utility (when applicable), notified in writing, by phone, or via the vendor website, of eligibility by the CAA

within a maximum of 30 calendar days following the date that the completed application is submitted.

### 4.13 LIHEAP Off-Season

- May 1 – September 30
- LIHEAP customers may apply for the Iowa Weatherization Program during this period, using the Intake Form or a Weatherization Only application (applications must be fully completed).
- LIHEAP customers must apply for Weatherization through their local CAA.

## 4.20 Application Methods

Applications may be made by phone, fax, mail, or electronically/online.

One application, the Intake Form (see the Members Only page of https://humanrights.iowa.gov/dcaa) is used for determining eligibility for the Regular LIHEAP benefit. All LIHEAP customers applying for this program will simultaneously be making application for the Iowa Weatherization Assistance Program.

CAAs may use the Intake Form or an agency form when LIHEAP customers apply for ECIP (crisis benefits).

If a LIHEAP customer forgets required documentation at home, it is acceptable for the LIHEAP customer to take a picture of the required documentation with their phone or scan it and send it to the agency. In some cases, LIHEAP customers can upload the documentation directly to their electronic file.

To receive benefits, an application must be completed, eligibility determined, and program funds must be available before any payments may be made.

Household members assisted by this program may not have been already assisted in Iowa for the current fiscal year. Individuals cannot be listed on more than one approved application each fiscal year, unless an extenuating circumstance has been approved by the DCAA (e.g., shared custody arrangements).

## 4.30 Who May Sign an Application

Individuals, over 18 years of age or emancipated, other than the head of household may sign an application for various reasons.

- The head of household is not able to apply in person.
- A person holds power-of-attorney or proxy for the head of household.
    - When a caregiver organization is proxy for multiple individuals, the specific staff, along with the organization's name, is to be listed as the proxy.
    - Proxy statements are to be completed each program year, using the Proxy Form, which can be found on the Members Page of https://humanrights.iowa.gov/dcaa.
- An ineligible member can be designated as the head of household, apply and sign the application on behalf of the LIHEAP customer household (see Section 7.00 for more information).
- A conservator may sign an application on behalf of the LIHEAP customer.

## 4.40 Automatically Eligible (AE) Households

Verification of income must be waived when the household meets all the following criteria:

1. The household was approved and income documentation obtained within the last three program years, and major sources of income are unchanged, except when a cost of living adjustment has been made.

2. At least one member of the household is 60 years of age or older or is disabled.

3. Major income sources are fixed benefits such as SSA, SSI, SSDI, VA, and pensions.

4. **Interest and dividend bearing accounts** (this includes bank accounts, cash on hand, CDs, and other investments that can be accessed without penalty to the household) are $50,000, or less.

A returned AE letter, signed by the LIHEAP customer attesting to the above criteria (no other criteria needs to be submitted by the household) must be included in every file. The AE letter should only include the following four questions:

1. Have you or anyone in your household had a change in the amount or type of income received?

2. Do you have at least one member of your household who is at least 60 years of age or a household member who has a disabling condition?

3. Do you have savings over $50,000?

4. Have you moved within the last year or has anyone moved into or out of your household?

When it is determined that a household meets the above criteria, the CAA will approve the application at the appropriate assistance level utilizing information from the previous application**.** If there is a change in the household status (e.g., the LIHEAP customer moved or a household member passes away), and it does not affect the four criteria listed above, the household will still be considered automatically eligible. If there is a change in the household status (e.g., if household members are added, or one of the four criteria above is affected, such as the household is now receiving FIP) the household is no longer considered automatically eligible and must complete a new application in person.

Income is not to be updated in the application when the sources of income have not changed (no sources of income have been added). Cost of living increase is not considered a change in income.

If a single-person AE household applied but passed away prior to October 1st, delete the application and make appropriate notations in the file. The application process ends and no award is made.

The three-year recertification requirement also includes an in-person meeting every third year with the head of household, conservator, or person holding power-of-attorney, or proxy for head of household (proxy does not necessarily live in the household). For example, if Household A becomes an AE in FY20, they will need to re-certify in FY23.

If the head of household is homebound the in-person requirement may be waived. However, to the extent possible, agencies should try to arrange a home visit. The CAA may use a mailable application in lieu of a home visit for a homebound LIHEAP customer.

AE Applications received prior to October 1st must be acted upon within 30 calendar days of the start of the program year. Applications may be entered prior to October 1st but cannot be approved until October 1st.

## 4.50 Mail Applications/Home Visits

Any person can make application by mail or phone, upon request (with the exception of first-time LIHEAP customers, which must be an in-person appointment with outreach to verify information). A completed application will be mailed to LIHEAP customers for their signature and certification as to the accuracy of the application information, and returned to the CAA. Home visits will be made to complete an application for physically infirmed LIHEAP customers who are unable to travel to an intake site. When appropriate, outreach workers are required to inform the potential LIHEAP customer of this option.

Mailable or electronic applications can be utilized by an individual household for no more than two successive years. An in-person appointment with outreach for the purpose of taking the application is required every third year.

## 4.60 Electronic/Online Applications

Agencies are encouraged to take applications electronically/online, scan documents, and accept electronic signatures. The applications and scanned documents have the same status as the original documents.

The LIHEAP customer must be provided with a hard copy or electronic copy of the award letter, the Certification Statement (at the end of the application) signed electronically, and the appeal and hearing procedure, at the time of application or approval/denial.

Electronic documents and signatures will be maintained in accordance with Section 17.0 Retention of Records, in the special conditions contract.

CAA's shall have established guidelines for handling electronic files, backup procedures, archiving of documents, and regular checkups of system reliability.

Agencies must have a current contract with their software vendor that covers the following: Integrity of electronic signatures, standards of document integrity, emergency planning, document administration and retention schedule, standards for backups, and disposal of storage media.

## 4.70 Application Review

CAAs are responsible for final review of applications for completeness and accuracy. If assistance has been provided due to agency error, the agency is responsible for repayment and/or recovery of ineligible benefits.

## 4.80 Separation of Duties

To ensure there is no conflict of interest, or appearance thereof, there must be proper separation of duties when processing and verifying applications. For instance, the person who took an application CANNOT also review the same application (must have separation of duties).

Agency staff cannot process and/or verify applications for family members, friends, or neighbors.

## 4.90 Determination Letter

If there is a change in Regular LIHEAP benefit from the original determination letter that was issued to the LIHEAP customer (whether it is an increase or decrease in benefit), a revised award letter is to be sent (hard copy or electronic) to the LIHEAP customer.

Once a LIHEAP customer has applied and been approved for regular LIHEAP, another application cannot be submitted until the next fiscal year.

If a LIHEAP customer applied and was denied assistance. The LIHEAP customer may re-apply until approved, if circumstances changed (there is no limit to the number of times a LIHEAP customer may re-apply for assistance).

# 5.00 PROGRAM ELIGIBILITY REQUIREMENTS

A major function of the CAAs is determining eligibility for LIHEAP.

## 5.10 Eligibility Determination

There are financial and non-financial parts to eligibility determination for the Iowa LIHEAP program. Financial eligibility is tied to the income of the household being 175% or below of the Office of Management and Budget's federal poverty income guidelines, revisions of which are published annually in the Federal Register (see Appendix C – Poverty Guidelines). Non-financial eligibility includes provision of a social security number (SSN), having an energy burden, and other issues.

There is no entitlement to LIHEAP or Weatherization benefits. Meeting eligibility requirements does not mean Regular Assistance, Crisis Assistance, Heating System Repair or Replacement, or Weatherization benefits will be provided.

## 5.20 Income

See Section 6.00 of this manual for more information regarding income guidelines and calculations.

## 5.30 Who Can Apply

Anyone applying for regular LIHEAP or ECIP (crisis) assistance must be living in Iowa, in their primary residence that has a legitimate address, and have an energy burden (see Appendix D – Energy Burden Table for more information). Someone facing eviction may apply for the program.

The head of household (the household member responsible for payment of heating costs) or any other adult household member (unless the individual is age 18 or younger, emancipated, and applying as head of household) able to provide required documentation, sign the application, and attest to its accuracy, may apply for the program.

Household members can be listed on only one application per year.

College students must live at home full-time in order to be counted as a household member. Students visiting home during semester breaks or over the summer cannot be counted as household members. If the student has any living facilities other than the home (e.g., live in a dorm room, rent a room, or an apartment), they cannot be counted in the household. College students living in dorm rooms are ineligible for LIHEAP.

Incarcerated individuals (regardless of length of incarceration) are ineligible for LIHEAP and cannot be counted as a household member if incarcerated at the time of application.

## 5.40 Eligible/Ineligible Dwellings

Program rules stipulate that only owner-occupied or renter-occupied households are eligible for energy assistance. Only LIHEAP customers living in an eligible dwelling are eligible for LIHEAP benefits. A LIHEAP customer/household member with multiple residences must apply based on their primary residence, regardless of length of stay (e.g., truck driver, travel for a job, etc.). LIHEAP customers must be living in their primary residence at the of time application. Individuals on vacation (does not apply to snowbirds) or in a hospital or other facility, short-term, are also eligible to apply because they are anticipated to return. Exceptions may be granted by the DCAA on a case-by-case basis by submitting an email request.

If the eligible household resides in rental property, the unwillingness of the landlord to allow residential weatherization or other related home repairs shall not prevent the household from receiving home energy assistance.

### 5.41 Eligible Dwellings

- Single Family Homes
- Multi-Unit Buildings with two or more units (e.g., duplex, condo, apartment, townhouse, studio apartment)
    - If the utility bill is in a business's name and the LIHEAP customer is required to pay the utility bill, the LIHEAP customer is eligible to apply for assistance.
- Non-subsidized housing with heat included in rent.
- RV or camper that are hooked up to utilities
    - Non-stationary campers or trailers must be documented showing that they have been stationary for at least 6 months prior to application date, in order to be eligible for benefits. Acceptable documentation could include a statement signed by the owner of the land in question, a rental agreement, etc.
- Halfway houses
    - Residents of halfway houses are eligible for LIHEAP only if the LIHEAP customer is directly responsible for payment of the utilities.
- Extended-stay motels
    - Eligible if the LIHEAP customer has lived there 6 months or longer and heat is included in rent (waivers may be granted in cases of displacement due to natural disasters). Documentation, such as a lease, rental agreement, or statement signed by the property owner or property manager, indicating the length of stay must be provided.

### 5.42 Ineligible Dwellings

- Subsidized housing
    - Subsidized households where heat is included in the rent are usually ineligible because they are not vulnerable to rising fuel costs.
    - Only considered subsidized housing if assistance is provided by a government agency or a non-profit program. Examples include: Income-based housing; Section 8 (includes mobile home owners where Section 8 pays part of the lot rent); Tenant Based Rental Assistance (TBRA), where rental assistance is paid on an on-going basis; CIRHA; Section 202; Public Housing Assistance; Housing First (pays the applicants' rent and has heat in the rent included); and SIRHA.
        - A home loan through the USDA that takes into account a person's income level is not considered subsidized housing.
        - Refugee resettlement funding given to a family from Catholic Charities or other organizations to pay for a multitude of things such as housing, groceries, and transportation, is not considered subsidized housing.
        - Ineligible **unless** the household is living in subsidized housing that is individually metered and the household is responsible for paying their primary heating costs.
    - If HUD sets the rent amount, which is below market rate, and utilities are included in rent, it is considered subsidized housing.
    - An "income restricted apartment" is considered subsidized housing, based upon the definition below.
        - In order to be eligible for an income restricted apartment, a household's earning must be at least 60% less than the area's median income. For income restricted housing, an apartment home's monthly rent is based on a percentage of the area's income as well as the size of the apartment. Rents are not allowed to exceed market values, but they can fluctuate. The rental amount that is determined is what the tenant pays. The government typically subsidizes the rest of the market value rent.
- Secondary home (e.g., vacation home, seasonal home)
- Groups homes
    - Ineligible unless the LIHEAP customer is responsible for paying a share of the utility expenses (e.g., a LIHEAP customer lives in a group home with three other individuals.

The heating bill is in the landlord's name but residents each pay ¼ of the bill. The household is eligible for LIHEAP and the income of all household members must be counted.)

- Community-based residential facilities (e.g., skilled nursing, assisted living, nursing homes, addiction treatment center)
    - Residents of community-based residential facilities may be eligible for assistance if they return to their home and apply during the program application period. A LIHEAP customer living in a patient residential treatment facility pays rent based on income and heat is included in the rent, which is considered subsidized housing and is therefore ineligible.
- Publicly or privately-operated community residence
    - Ineligible unless the LIHEAP customer is paying the vendor directly for their primary heating source or is responsible for paying the bill, which can fluctuate
- Government or institutional facility (e.g., jail, hospital, care institution)
- Abandoned building or space
- Emergency shelter
- Tent
- Residents/roomers of Single Room Only (SRO) facilities
    - A roomer is a person who has proof of a permanent address (the same address as the other residents) and occupies a single room within the rooming house.
    - The resident is NOT considered a roomer when:
        - The resident shares in providing or being provided for, the necessities of life with other residents of the structure. In this case, the resident is part of a household with other members and eligibility must be assessed for the whole group as an economic unit.
        - The resident shares any common spaces, including but not limited to bathrooms, kitchens, and living rooms. In this case, the resident is part of a household with other members and eligibility must be assessed for the whole group as an economic unit.
        - All three of the following conditions are met. In this case, the resident is in a separate household.
            - Living space must be separately metered.
            - Living space must have a separate exterior entrance.
            - Living space must have its own kitchen and own bath facilities and must be verified by the CAA or property must be registered/listed as a multi-family dwelling.

Contact the state LIHEAP office with housing situations not falling within the above guidelines.

## 5.50 Energy Burden

To be eligible for energy assistance, the household must have a heat/electric burden on the date of application. In other words, the household must be vulnerable to increases in energy costs. The Energy Burden Table in the Appendix D provides examples of situations and determinations of energy burden.

## 5.60 Social Security Number (SSN)

Social Security Numbers must be listed and verified for all household members in order for the household to be deemed eligible. See Section 7.00 of this manual for more information and exceptions.

## 5.70 Weatherization Program Eligibility

A household is eligible for assistance and moratorium protection under the Iowa Weatherization Assistance Program if:

- The household is receiving Supplemental Security Income (SSI) or Family Investment Program (FIP) Assistance, regardless of income or,

- The household's annual income is at, or below, 200% of the poverty level, as established by the Office of Management and Budget (Note: LIHEAP eligibility is 175% or below of the federal poverty level) or,
- The household is eligible for the Low-Income Home Energy Assistance Program (LIHEAP).
- Households 175% - 200% of FPL still qualify for Weatherization, even if they live in subsidized housing/heat-in-rent.
- LIHEAP customers who are determined to be eligible for LIHEAP are automatically eligible for Weatherization. However, LIHEAP applicants who receive SSI or FIP assistance are automatically eligible for Weatherization even if their income exceeds 200% of the poverty level. Therefore, LIHEAP customers could be eligible for Weatherization and not be eligible for LIHEAP. All Weatherization LIHEAP customers must meet the same residency requirements as LIHEAP in order to be eligible for the program.

## 5.80 Safe at Home Program

Effective January 1, 2016, LIHEAP follows the guidelines of the Safe at Home (SAH) program which is offered by the Iowa Secretary of State's office in collaboration with local victim service providers. SAH participants are eligible for the LIHEAP program.

SAH is an address confidentiality program which protects survivors of domestic violence, sexual assault, trafficking, stalking, violent crimes, or others who fear for their safety. SAH allows its participants to go about their lives, interacting with public and private entities without leaving traces of where they live to keep their abuser from locating them. SAH enables participants to become active members in their society by keeping their home address off of public records. It allows participants to enroll their children in schools, obtain a driver's license, and register to vote while still maintaining their confidentiality.

Participants use a SAH-assigned address and their correspondence is forwarded to their actual mailing address by the Secretary of State's office. Participants may present their enrollment cards to verify participation. SAH participants cannot be required to disclose their physical address. The SAH Program may be contacted at 515-725-7233 with questions or to confirm a SAH LIHEAP customer's participation in SAH.

The name and Social Security Number of an SAH participant may be requested; only the SAH participant's address is protected information.

# 6.00 INCOME

Proof of income is required to be present in every file for each source of income in the household. A LIHEAP customer must provide all required income documentation when making application. Assistance will be given, if necessary, for elderly and disabled LIHEAP customers.

Verification of income may be made through documentary evidence in the possession of the LIHEAP customer household. If documentary evidence is not available from the household, verification shall be obtained from the source of income and not from a third party, such as a credit counseling agency.

Income verification, whether provided by the LIHEAP customer or verified by the source of income, should include identification of the payee, date of payment, gross amount of payment and source of payment. Alternate methods of verifying income must be offered to LIHEAP customers. Problems in obtaining income verification for individuals or particular categories of individuals should be brought to the attention of the state LIHEAP office.

Each local administering CAA is required to maintain a centralized file or electronic database containing individual LIHEAP customer applications and proof of eligibility for Energy Assistance and Weatherization. Photocopies or scanned copies of income verification or “I saw” or ”I heard” notes certified by CAA staff are acceptable.

## 6.10 Eligibility Period to Qualify for Energy Assistance

For purposes of qualifying for Energy Assistance, a LIHEAP customer may elect to use the most recent 30 calendar days, the most recent 12 months, or the most recent calendar year as a qualification period. If a LIHEAP customer is not eligible under the time period first selected, alternative periods may be selected to qualify. The LIHEAP customer must be informed of the right to select different qualification periods.

The entire household must use one verification period (e.g., one household member cannot use a tax return while the other household members use the 30-day verification period).

Households selecting the annual qualification period may use their most recent filed Federal tax return (state tax return does not provide sufficient documentation of all earned income) from the current filing year or the previous filing year (depending on when they apply for assistance) or W-2 statement. A 1040X is an amendment and does not include sufficient information needed to calculate income, therefore it can only be used in conjunction with the 1040. The previous filing year’s tax return may be used through April 15th (or the date set by the Internal Revenue Service), after which the current filing year’s tax return must be used. For example, a LIHEAP customer who applies in FY21 may present their 2019 Federal tax return through April 15, 2021. After April 15, 2021 the 2020 Federal tax return must be presented.

When using a Federal tax return, the actual return itself must be furnished, not just the electronic cover sheet. If a Federal tax return is electronically filed, the taxpayer should receive a copy of the tax return. If a LIHEAP customer filed electronically and does not have a copy of the actual return, they may call the IRS at 1-800-829-1040 and request a transcript of their tax return. The transcript is free and takes 7-10 calendar days to receive by mail. Or, a taxpayer may go to their nearest IRS walk-in office and ask for a copy of the transcript. Walk-in offices are located in Cedar Rapids, Davenport, Des Moines, Fort Dodge, Sioux City and Waterloo. It should be noted that as of the 2018 tax year, the transcript no longer includes the tax payer’s full name or social security number (SSN); only the last four characters of the person’s last name and the last four digits of their SSN. Therefore, the cover letter, which includes the tax payers’ address, must accompany the transcript. Contact the state office for further guidance, should there be any questions about a tax transcript that was submitted.

A Federal Tax Return Summary (e.g., from H&R Block) is not the same as a tax transcript and cannot be used as such.

## 6.20 Calculating Income/Determining Eligibility

The gross income of all household members residing in the household at the time of application shall be counted to determine eligibility. Verification of income is required of all household members before an application is complete. Earned **income of individuals ages 18 and under, employed part-time, is exempt from verification, unless the individual is emancipated and applying as head of household (see Section 19.00).**

Whenever possible, the name(s) on the application must match the name(s) on the income documentation. This verification may take the form of pay receipts, payroll checks, or a statement signed by the employer if the salary is paid in cash. Other evidence, such as copies of unemployment checks (agencies may contact Iowa Workforce Development directly to obtain needed documentation) may also be accepted. When the income documentation does not state the applicants' name but was submitted by the applicant or the worker saw the documentation on a website or in a portal logged into by the applicant, it is to be accepted.

If a LIHEAP customer refuses to produce proof of income and does not authorize the CAA to verify earnings, the LIHEAP customer shall not be eligible for program benefits.

When electing to use the most recent 30-day income period, income will be annualized and collected for a 30-day period – count back 30 calendar days, including date of application. In some cases, such as mailed applications, it will make more sense to count back 30 calendar days from the date the application was signed and/or received by the agency (whichever is most beneficial for the customer). Contact the state for guidance if the date of application and date of receipt by the agency exceeds 60 days.

## 6.30 Pay/Income Periods

**Paid Weekly (once a week):** Employees receive a paycheck each week. A weekly pay period results in 52 paychecks in a year.

**Paid Bi-Weekly (every other week):** Employees receive a paycheck every two weeks. A bi-weekly pay period results in 26 paychecks in a standard year (52 weeks divided by two). In some years, a bi-weekly payroll system might result in an additional pay period, in this case, ignore the extra pay period.

**Paid Semi-Monthly (twice a month):** Employees receive a paycheck twice a month, usually on the 15th and last days of the month. A semi-monthly pay period results in 24 paychecks in a year (12 months times two).

**Paid Monthly (once a month):** Employees receive a paycheck once a month. A monthly pay period results in 12 paychecks in a year.

**Quarterly Income (once every three months):** There are four quarters in a year, consisting of three months each. Typically, dividends are paid quarterly. Quarterly income results in four income statements in a year.

**Semi-Annual Income (typically once every six months):** Some dividends are paid semi-annually, resulting in two income statements in a year.

**Annual Income (once per year):** Total amount of income earned annually, typically resulting in one income statement in a year.

## 6.40 Collection of Income

Collect income information in the following manner:

- **Paid Weekly** – four most recent paystubs (use paystubs closest to the date of application)
- **Paid Bi-Weekly or Semi-Monthly** – two most recent paystubs (use paystubs closest to the date of application)
- **Paid Monthly** – most recent paystub (use paystub closest to the date of application)
- **Quarterly Income** (farm rent, dividends, etc.) – one statement of income
- **Semi-Annual Income** (farm rent, dividends, etc.) – one statement of income
- **Annual Income** (farm rent, dividends, etc.) – one statement of income

Income will be calculated in the following manner:

- Paid **Weekly** Example:
  $300 + $400 + $300 + $400 = $1,400
  $1,400 / 4 = $350 (average gross income per week)
  $350 x 52 (paychecks per year) = $18,200 (annual gross income)

- Paid **Bi-Weekly** Example:
  $800 + $900 = $1,700
  $1,700 / 2 = $850 (average bi-weekly gross income)
  $850 x 26 (paychecks per year) = $22,100 (annual gross income)

- Paid **Semi-Monthly** Example:
  $700 + $900 = $1,600
  $1,600 / 2 = $800 (average semi-monthly gross income)
  $800 x 24 (paychecks per year) = $19,200 (annual gross income)

- Paid **Monthly** Example:
  $1,500 (monthly gross income)
  $1,500 x 12 (paychecks per year) = $18,000 (annual gross income)

- Paid **Quarterly** Example:
  $2,000 (quarterly gross income)
  $2,000 x 4 (quarters per year) = $8,000 (annual gross income)

- Paid **Semi-Annual** Example:
  $5,000 (semi-annual gross income)
  $5,000 x 2 (payments per year) = $10,000 (annual gross income)

- Paid **Annual** Example:
  $18,000 (annual gross income)

## 6.50 Atypical Scenarios

- Paid **Weekly** Example:

  LIHEAP customer received three paychecks instead of four because they were off work for a week. Collect the three most recent paychecks.
  $400 + $200 +$0 + $100 = $700
  $700 / 4 = $175 (average weekly gross income)
  $175 x 52 (paychecks per year) = $9,100 (annual gross income)

- Paid **Bi-Weekly** Example:

  Collect the two most recent two paychecks, even if it is a three-paycheck month.
  $800 + $900 + $0 = $1,700
  $1,700 / 2 = $850 (average bi-weekly gross income)
  $850 x 26 (paychecks per year) = $22,100 (annual gross income)

- **Self-Employment** Example:

  Collect the most recent Federal tax return, or gross income for the most recent 30 calendar days, most recent 12 months, or most recent calendar year.
  $13,000 Federal tax return (annual gross income)
  OR
  $500 + $600 + $300 + $400 + $100 = $1,900 (average monthly gross income)
  $1,900 x 12 (months) = $22,800 (annual gross income)

**Determination of income may vary depending on circumstances.** For households using paystubs, use the gross amount (gross amount before any pre-tax deductions) on the stub or taxable gross amount (the gross amount after any pre-tax deductions).

Only use actual/reported income when no pay frequency is available. For example, if the LIHEAP customer just started a new job and was just paid but there is no pay frequency established, enter the pay as actual/reported.

## 6.60 Bank Statements

Bank statement requirements:

- Printed bank statements with redacted customer name and/or deposit information are unallowable.
- Not all online banking documentation (e.g., screenshots, printouts) will identify the bank or the customer name but is considered acceptable income documentation, when presented by the customer. Incomplete bank statements (i.e., pages are missing) that do not idenfity the total amount of deposits for the month and/or do not include all deposits for the month are unallowable.

## 6.70 Unique Situations

See below regarding unique situations.

- Occasionally a paystub does not indicate pretax deductions. In those cases, the amount paid is considered gross income, because actual gross income cannot be determined.

- A LIHEAP customer's income is $200/month. The employer is deducting $150 to pay for the LIHEAP customer's insurance while the person is temporarily disabled. Count the entire $200 because it is the gross income.

- A customer is eligible for $300/ month from SSI. Due to an overpayment the previous year, SSI is deducting $50/month. The amount AFTER deduction ($250) is counted as income.

- Johnny's parents are applying for LIHEAP using the last calendar year verification period. Johnny has since gone to college and lives in the dorm. His parents are using a tax return for income verification. Although Johnny was on his parent's tax return, he is not considered a household member because he lives at school.

## 6.80 Waiver of Income

Households receiving only FIP or SSI (or Social Security (SSA) supplemented by SSI) during the 30-day period prior to their application date will be certified for Energy Assistance using the total FIP income shown in the online Iowa Justice Data Warehouse (either an "I saw/heard" notation with the date of review should be made, a form created by the agency, or a screenshot taken), or the SSI benefit letter. If a Notice of Decision for food stamps from DHS includes the amount received for FIP, the Notice of Decision may be used to verify FIP income, provided the most recent month's FIP income is documented.

If an individual FIP recipient receives other income in addition to FIP, SSI, SSDI, or SSI and SSA during the income verification period, a self-declaration of income is acceptable for the FIP recipient (**this pertains to households only containing FIP recipients**). **Those households may self-declare SSI, SSDI, or SSI and SSA, and any wages received.**

If the FIP recipient(s) lives with non-FIP recipients, the non-FIP members must provide income documentation for the income verification period.

Central offices will have access to an electronic list of FIP recipients, provided by the Iowa Department of Human Services, which will be used to verify FIP income in such cases.

# 7.00 SOCIAL SECURITY NUMBER (SSN) DOCUMENTATION REQUIREMENTS

The Social Security Number of each household member, regardless of age, must be provided in order for the household to be deemed eligible. Waivers may be granted in certain hardship cases for a child 18 or younger, on a case-by-case basis. Relevant information must be documented for the file, and the household made aware that **this is a one-time only waiver**. To request an exception, the Social Security Number (SSN) Waiver Request form is to be completed and approved by the State. The form is maintained on the Members Only page of https://humanrights.iowa.gov/dcaa.

Hard copies of social security cards and other verification documentation for each member of the household are to be scanned and maintained in the CAA's electronic LIHEAP database. Customers may present pictures or copies of required documentation in lieu of the hard copy. Once the card or other verification documentation is obtained for a member of a household, it does not need to be requested in subsequent years unless a change has occurred.

Note: A scanned copy of the verification document is still required, even if using a bar code scanner to populate the application.

## 7.10 Acceptable Documentation

To ensure the Iowa LIHEAP program has the correct Social Security Number (SSN), verification is limited to the following documents:

- Social Security Card
  - A Social Security Card with VOID on it is legitimate. In 1988, the anti-copy VOID pattern was added as a security feature for the card. In 2004, the VOID pattern was removed. Visit https://www.ssa.gov/history/ssn/ssnversions.html for more information regarding social security cards.
  - A Social Security Card that indicates "with INS Authorization", is a legitimate card. The authorization document does not need to be scanned for our records.
  - A "Valid for Work Only with DHS/INS Authorization" Social Security Card is acceptable documentation. The authorization document does not need to be scanned for our records.
- Driver's License or Photo Identification Card (ID)
  - Must be a current Iowa Driver's License or Photo ID, issued by the Iowa Department of Transportation. LIHEAP will also accept a Driver's License/Photo ID which is issued to an individual under the age of 18, provided it is current. The household member's social security number is still required to be entered into the electronic application, which may be provided verbally by the LIHEAP customer. Note: If the Driver's License/Photo ID expired since the last LIHEAP application was filed, a new one must be provided.
- Passport (any age household member)
  - Must be a current passport. Note: If the passport expired since the last LIHEAP application was filed, a new one must be provided.
- Birth Certificate (any age household member)
  - Enter the household member's social security number if known.
  - Requirement for an SSN is waived for a child 120 calendar days old, or younger, at the time of application. A copy of the hospital discharge paperwork, hospital wrist band with child's name and date of birth, or crib card should be included in the LIHEAP application file**.**
- Financial statement showing the SSN
- Payroll stub or W-2 showing the SSN
- Military ID card showing the SSN
- Any official document or form coming from the Social Security Administration that contains the social security number.

- Medicare Card, if it contains the member's social security number (new cards will not include the SSN). This is acceptable only if the household is unable to provide other documentation and can attest to the fact this is their actual Social security number.
- Federal tax returns 1040, and related forms completed by a professional tax preparer are acceptable. The Federal tax return must include a copy of the appropriate page of the return, which shows the name of the professional preparer.
- Veterans Universal Access Identification
- Bank statement with SSI ACH deposit which includes the Social Security Number
- Iowa Department of Human Services Direct Payment Register
- A printout from Iowa Department of Human Services that show the child's name, birthdate, and Social Security Number. This applies mainly to foster children.
- A printout from the IRS (Internal Revenue Service), showing the Social Security Number
- Divorce decree, provided it includes the needed social security number and has been filed with the courts (is signed and on record)
- Selective Service Registration Acknowledgement
- Military discharge papers, provided it includes the needed social security number
- Unemployment printout from Workforce Development
- Safe at Home Enrollment Card (see Section 5.80 for more information)
- 1095B Health Care Coverage Form
- I-94 (proof that a traveler was lawfully admitted into the United States)
    - Must be unexpired.

## 7.20 Unacceptable Documentation

- A metal or plastic version of the Social Security Card
- Voter registration card
- Self-prepared Federal Tax Return
- State of Iowa Tax Return
- ITIN (Individual Taxpayer Identification Number)
    - An ITIN, or Individual Taxpayer Identification Number, is a tax processing number only available for certain nonresident and resident aliens, their spouses, and dependents who cannot get a Social Security Number (SSN). It is a 9-digit number, beginning with the number "9", formatted like an SSN (NNN-NN-NNNN).

## 7.30 Exceptions to the Social Security Number/I-94 Documentation Rule

When a LIHEAP customer household contains a foreign national without the required documents, or refuses to provide required documentation, for that household member, that member becomes ineligible. Any household containing an ineligible member may apply as long as the ineligible member is not counted as a member (i.e., If there are two adults and one child and one of the adults is ineligible, the number of household members is two). However, the ineligible member's income must be counted and documented for household eligibility determination.

When a LIHEAP customer household contains all U.S. citizens, but forgets to bring Social Security (SS) documents for a household member, then it is appropriate, but not required, to pend the application for them until they provide that information. If a citizen has not obtained a SSN, but could qualify for one, then it is appropriate, but not required, to pend the application and help/refer them to the local SSA office to get a SS card. If a LIHEAP customer household refuses to provide required SS documentation, for any household member, that member becomes ineligible, however, the ineligible member's income must be counted and documented for household eligibility determination.

If a household who, given the opportunity, could obtain and provide required SS documentation, for all members, refuses to do so, then they must be informed of the impact, if any, upon their benefit amount prior to application. An ineligible member can be designated as the head of household, apply and sign the

application on behalf of the LIHEAP customer household (e.g., an infant or minor child is the only eligible member of the household).

A household comprised entirely of ineligible members only, is ineligible to receive LIHEAP.

If the LIHEAP customer is a temporary foreign national not authorized for employment, verification of a Social Security number may be waived. However, they must present their I-94 card (an 11-digit number) (see Appendix E) or other approved documentation (see Appendix F). The Iowa LIHEAP program should record the USCIS number in lieu of the SSN. This applies to all household members in this category, regardless of age. Copies of such verification must be included in every file.

Waivers may be granted by the DCAA in certain hardship cases, on a case-by-case basis. Relevant information must be documented for the file, and the household made aware that this is a one-time only waiver. Because foster parents are unable to obtain social security verification for foster children, waivers may be granted in multiple years. The waiver form can be found in the Members Only page of https://humanrights.iowa.gov/dcaa.

## 7.40 Entering SSN/Documentation into THO/Nifcap

Information from the verification document must be entered for each household member in the following manner.

- Social Security Number (SSN) Presented (from an approved document) = Enter 9-digit SSN
- Driver's License Presented/Photo ID = Enter 9-digit SSN, if known (may be provided verbally by the LIHEAP customer)
- Passport = Enter 9-digit SSN, if known (may be provided verbally by the LIHEAP customer). Otherwise, enter the passport number. NOTE: Not all passport-holders have been provided with an SSN.
- I-94/Alternate Documentation Presented = All digits entered (THO) or up to 16 digits (NIFCAP)
- Undocumented Individuals = Leave blank

# 8.00 DOCUMENTATION AND RECORDKEEPING REQUIREMENTS

This section describes the documentation CAAs must maintain in LIHEAP customer, vendor, and heating system contractor files, as well as other programmatic documentation requirements. Clear notations, without acronyms, are to be maintained in files as needed. Anyone who views the file should be able to easily follow the timeline of events.

## 8.10 LIHEAP Customer Files

LIHEAP customer files must contain, at a minimum, the documentation listed below.

- Completed application
- Social Security Number verification (or other acceptable documentation) of all eligible household members
- Signed proxy statement (see Proxy Form in the Members Only page of https://humanrights.iowa.gov/dcaa), or power-of-attorney, for all applications completed by a non-household member
- Utility bill (must include name and address of account holder and vendor/utility company name)
- Income documentation
- Approval/Denial letter
    - Scan handwritten notes and include them in the household file

## 8.20 ECIP Files

LIHEAP ECIP files must contain, at a minimum, the documentation listed below.

- Completed application
- Nature of crisis and how it was handled
- Proof of home ownership (only when a heating system repair/replacement or central air conditioning will take place)
- Landlord approval when providing window air conditioners
- Audit of heating system, if applicable
- Bid documentation for heating system repair/replacement, if applicable
- Invoice for heating system repair/replacement, if applicable
- ECIP Heating System Repair/Replacement Inspection Sheet, if applicable (performed by agency QCI, Auditor, or HVAC Technician)
- Scan handwritten notes and include them with the household file

## 8.30 Vendor Files

LIHEAP vendor files must contain, at a minimum, the documentation listed below.

- Electric/Natural Vendors
    - Electric/Natural Gas Vendor Agreement
    - Sam.gov printout in file, signed and dated by researcher (see Section 12.30 for more information)
    - Receipt of funds documentation

- Deliverable Fuel Vendors (NOT prepaid)
    - Deliverable Fuel Vendor Agreement
    - Price list of routine services
    - Receipt of funds documentation
    - Fuel delivery receipts

  - Sam.gov printout in file, signed and dated by researcher (see Section 12.30 for more information)

- Prepaid Deliverable Fuel Vendors
  - Prepaid Deliverable Fuel Vendor Agreement
  - Price list of routine services
  - Receipt of funds documentation
  - Deliverable Fuel Prepaid Account Reconciliation Spreadsheet
  - Sam.gov printout in file, signed and dated by researcher (see Section 12.30 for more information)

## 8.40 HVAC Contractor Files

The Iowa LIHEAP program is required to use Iowa Weatherization Program approved HVAC contractors when a heating or central air conditioning repair or replacement is needed, using ECIP funds. Approved contractor files (typically maintained by the CAA's Weatherization Program) must contain the documentation listed below.

- Contract between the CAA and the contractor
- System Award Management (https://sam.gov) search printout, signed and dated by researcher (performed each time contract renewed)
- Current Iowa Contractor Registration Certificate (contractors must renew yearly with IWD)
- Commercial General Liability Insurance ($500,000/per occurrence and $1 million aggregate)
- Automobile Insurance (coverage amount as deemed sufficient by agency)
- Workers' Compensation Insurance (or waiver – signed at beginning of each new contract)
- Electrical License (as applicable)
- Current Plumbing & Mechanical License (as applicable)
- Lead Renovator Certification (waived if doing a heating unit replacement with no new ductwork)
- Lead Firm Certification

Refer to the *Iowa Weatherization Program Policy and Procedures Manual* for more information regarding contractor file requirements.

## 8.50 Outreach Offices/Intake Sites

Each outreach offices and intake site must post the documentation below.

- Appeal and Hearing Procedure must be posted at each intake site
- Hours and days of application intake must be clearly posted

# 9.00 MORATORIUM ON WINTER DISCONNECTIONS

Iowa has a cold weather rule for all households with regulated utilities. Per Iowa Administrative Code 199, Chapter 19 and 20, natural gas and electric utilities will not disconnect service if the temperature is forecasted to be 20 degrees Fahrenheit or colder during the 24-hour period, including the day service is scheduled to be disconnected.

Iowa law provides that LIHEAP customers, who are eligible for the Energy Assistance Program **or Weatherization**, may not be disconnected from their electric or natural gas supply from November 1 through April 1 of each year, regardless of the temperature. This is known as the moratorium on winter disconnections.

In order to comply with the moratorium law, the following is required:

> Upon initial contact by a potential LIHEAP customer after November 1, the CAA must offer the interested customer an opportunity to make application within their county of residence within at least 10 calendar days from the date of contact. LIHEAP customers may choose an application date, which is beyond the specified 10-day period, if necessary. LIHEAP customers with disconnect notices should have their applications taken the day of contact, or as soon as possible thereafter.
>
> For households in a disconnect situation or at risk of disconnection, both the electric and natural gas provider, if any, must be notified immediately by the CAA that a household has applied and been approved for Energy Assistance, or is eligible for the Weatherization Assistance Program (households up to 200% of the federal poverty guidelines), to invoke moratorium protection. Households 175% - 200% of federal poverty guidelines still qualify for Weatherization, even if they live in subsidized housing/heat-in-rent. Therefore, they are also eligible for moratorium protection on the electric account.
>
> Notification to vendors of households that have been approved will be made at least weekly by the CAA via the Bulletin Board, LIHEAP's vendor notification system. An application must be approved or denied, and the LIHEAP customer, and both utilities, notified in writing or electronically of eligibility by the CAA within a maximum of 30 calendar days following the date that the LIHEAP application is completed.
>
> For the purposes of notification, an unreviewed application is considered to be an application as far as invoking moratorium protection. CAA's still have 30 calendar days to approve or deny an application.
>
> For disconnected households who do not have enough funds to reconnect, a direct pay to the LIHEAP customer may be made (see Section 13.00) or LIHEAP Regular Assistance funds and ECIP funds may be combined to reconnect service. When the household has enough funds for reconnection, the household must notify the CAA so the appropriate utility can be contacted to invoke moratorium protection.

LIHEAP customers whose residence is attached to their business and the utilities are all under one account (not separate residential and business accounts), qualify for moratorium protection. The CAA should contact the state LIHEAP office who will then notify the Iowa Utilities Board of the protection.

When a LIHEAP-approved adult member of a household moves to another residence (e.g., a separation or divorce), moratorium protection will follow that member to the new household. If utilities have been disconnected at the new residence, the utility company is required to turn on the service. The CAA should notify the utility of the protection. Members remaining in the home will continue to receive moratorium protection for the remainder of the heating season.

For more information regarding Iowa's cold weather rule, visit https://iub.iowa.gov/.

# 10.00 PAYMENT MATRIX

| 1. Poverty Level* | Points |
|---|---|
| 0 – 75% | 8 |
| 76 – 100% | 6 |
| 101 – 125% | 5 |
| 126 – 175% | 4 |
| Over 175% | Ineligible |

**NOTE: Poverty levels of .01% are rounded up to the next percentage*

| 2. Targeting Factors | |
|---|---|
| Fixed Income Only (no other sources of income) | 1 |
| Elderly (60 years and older) | 1 |
| Disabled | 1 |
| Children (under 6 years of age in household) | 1 |
| Detached Dwelling | 1 |
| Subsidized Housing | -2 |
| 5-Plexes (or more than 5) | -1 |
| Heating Included in Rent | -4 |
| Over $50,000 in Savings | -4 |

| 3. Fuel Type | |
|---|---|
| Natural Gas | 4 |
| Electric | 4 |
| Liquid Propane (LP) | 5 |
| Fuel Oil | 5 |
| Solid Fuel (Wood/Coal/Corn) | 2 |

**AWARD CALCULATION**

**$40** per point determined by total funding and expected # of participating households

**The minimum benefit an approved LIHEAP customer may receive is $40 and the maximum is $720.**

All income shall be verified for each household member based on the 30-day or 12-month period immediately preceding the application date, or the most recent calendar year.

**The minimum benefit for liquid propane and fuel oil LIHEAP customers is $500.**

# 11.00 PAYMENTS

**All payments are contingent upon the availability of federal funds.** No household is entitled to a certain amount or form of assistance from this program. Households must meet the income eligibility guidelines and there must be program funds available before assistance payments can be made.

Both owner-occupied and renter-occupied households are eligible. The amount of assistance a household receives depends upon available funding, total household income, household size, dwelling type, type of primary heating fuel the household uses, and other targeting factors enumerated in the payment matrix.

Payments shall be made on a first-come, first-served basis, based on application date, with the amount of payment determined by total number of matrix points. For liquid propane LIHEAP customers, if the initial benefit on the matrix is less than $500, the deliverable fuel benefit will be set at $500.

The energy assistance payments may be made to the:

- Primary Energy Supplier/Vendor/Utility (these terms are interchangeable)
- Secondary Energy Supplier/Vendor/Utility (these terms are interchangeable)
- Household

Awards using LIHEAP funds (Regular LIHEAP, ECIP, or A&R) cannot be made to pay for diversion fees for LIHEAP customers who fraudulently receive service. Diversion fees relate to the unauthorized use of service, such as tampering with, or bypassing company equipment (such as a meter).

Tax and meter fees on utility bills may be paid with Regular LIHEAP and ECIP funds. Reconnection fees can only be paid with ECIP funds.

Third party vendors will not be paid.

## 11.10 Primary Energy Supplier/Vendor/Utility

Generally, assistance payments are made to the primary energy supplier. One check may be issued to an energy supplier for more than one household. The LIHEAP customer's benefit award shall remain as a credit on the LIHEAP customer's account until the benefit amount is expended or the account is terminated.

The basic energy assistance award is to be applied to the cost of the heating source supplying the household's non-business residential primary heating fuel.

If the primary energy supplier account is in the landlord's name and the LIHEAP customer knows the account number, the benefit payment may be made directly to the energy supplier instead of making a direct payment to the LIHEAP customer, provided the energy supplier and landlord agree.

If two LIHEAP recipients, living in separate homes, have the same utility account number, pay one LIHEAP customer's utility company and send a direct payment to the other LIHEAP customer. For example: A mother living in a different home allowed her daughter to put the account in the mother's name.

In rare cases, a LIHEAP customer will present a utility bill from a third-party vendor. For example, although a LIHEAP customer's primary vendor is Alliant Energy, the LIHEAP customer presented a utility bill from Arcadia Power, Arcadia is a third-party company that charges a fee to help ensure Iowa uses green energy. In these cases, the payment must be sent to either the primary vendor or a direct pay to the LIHEAP customer.

## 11.20 Secondary Energy Supplier/Vendor/Utility

Eligible households who pay an undesignated portion of their rent toward energy costs will receive assistance sent directly to their secondary (electric) provider.

Secondary (electric) energy suppliers are also paid when a household has a credit on their heating account that exceeds one (1) times the total of their primary heating bills for the previous year. The secondary energy supplier may be paid once per year with Regular Assistance funds. The Payment to Secondary Vendor form, which is maintained on the Members Only page of https://humanrights.iowa.gov/dcaa, must be completed by the agency, signed/dated by the customer, and maintained in the customer's file along with the documentation listed below:

- A copy of the current primary and secondary utility bills (a screenshot from the utility portal will suffice)
- A copy of the primary and secondary previous 12 month's bills (a screenshot from the utility portal will suffice)

Note: If there is nothing due on the utility account, enter $0.00.

When there is excessive credit with the primary vendor:

- Agencies are expected to inquire about reason for large credit in order to rule out health and safety concerns (e.g., thermostat turned too low, bundling up with extra clothes and blankets). In addition, instead of realizing the bill is showing a credit, the LIHEAP customer may think they owe the amount shown.
- Ensure that payments have been appropriately applied on bills with both gas and electric bundled together. Encourage energy suppliers to apply payments toward the entire bill.

## 11.30 Household

Direct payments to eligible households must be approved by the state office in all circumstances with the exception of the following:

- When both primary and secondary utilities are included in the rent and the account is in the landlord's name. *

- When a CAA is unable to locate a vendor for a deliverable fuel LIHEAP customer (e.g., vendor will not sign a General Vendor Agreement, or a vendor is not able to service the tank because it belongs to a different vendor, the household has a small tank (e.g., 20 gallon) and the vendor will not make a delivery or a fill, etc.), they are required to offer a choice of either a direct pay to the LIHEAP customer or payment to a secondary vendor, and the deliverable fuel LIHEAP customer chooses a direct pay.*

- Vendor circumstances as outlined on in Section 13.00 of this manual. *

- The assistance award for households whose primary source of heat is wood/coal/corn will be forwarded to the household's electric supplier if a suitable wood/coal/corn vendor is not available. If no electric supplier exists, a direct payment to the LIHEAP customer may be made. *

* The CAA must have verified documentation for any direct payments.

See Appendix D for more information.

## 11.40 Duplicate Payment Control

The CAA is required to provide a system to monitor and prevent possible duplicate applications and payments. Duplication cross checks shall be based on household members' name, address, and social security number for all household members, as well as vendor account numbers.

When income documentation is provided, the name on the application should match the name on the income documentation. When Social Security documentation is provided, the name on the application should match the name on the Social Security documentation.

# 12.00 VENDORS

Fuel vendors supply electric, natural gas, liquid propane (LP), heating oil, wood, and other fuels to heat the homes of LIHEAP customers. Local agencies enter an agreement with the vendors to ensure fair, consistent practices and to outline program requirements.

A signed vendor agreement with each participating vendor (electric, natural gas, liquid propane (LP), heating oil, wood, etc.) must be on file with the CAA before any payments can be made to that vendor (original, faxed, or scanned agreements are acceptable). Signatures must be original or digitally time-stamped, which may include a signature log.

In the event a particular fuel supplier will not sign an agreement, an attempt should be made to establish service with a participating vendor. If this is not possible, direct payments may be made to eligible LIHEAP customers following the procedure in Section 11.00 of this manual. Any payment made to a vendor without an agreement with the agency will be considered a disallowed cost.

Utility deposit fees for new service is an allowable cost.

The vendor agreements provide important protections for the LIHEAP customer and are maintained in the Members Only section of the Iowa LIHEAP Program's website at https://humanrights.iowa.gov/dcaa.

## 12.10 Electric/Natural Gas Vendors

Electric and natural gas vendors include investor-owned utilities (Alliant Energy, Black Hills Energy, MidAmerican Energy), municipalities (e.g., City of Pella), and RECs (rural electric cooperatives). In order to receive a LIHEAP payment to apply as credit on a customer account, the vendor must sign/date the Electric/Natural Gas Vendor Agreement, which can be found on the Members Only page of https://humanrights.iowa.gov/dcaa.

## 12.20 Deliverable Fuel Vendors

There are two types of vendor agreements for deliverable fuel vendors (those delivering fuel such as LP, heating oil, wood, and corn), which are discussed in detail below.

**All** deliverable fuel vendors (those delivering fuel such as LP, heating oil, and wood) must include a price list of routine services that are normal and customary and sign a vendor agreement. If the vendor does not have a price list, it should be properly noted in the file. The DCAA does not prescribe a certain list of services because most vendors have their own. A price list of routine services typically includes:

- Pressure Check
- Safety Test
- Leak Seek Test
- Regulator Replacement
- After Hour Delivery
- Same Day Delivery
- Non-Route Delivery
- Other

In those cases where a vendor has not complied with all provisions of the vendor agreement, the state may approve direct payments to LIHEAP customers as an alternative.

It should be noted that vendors are not required to issue a refund for unused propane left in a tank when a LIHEAP customer moves.

### 12.21 Deliverable Fuel Vendor Agreement

The Deliverable Fuel Agreement is for those vendors who are not establishing a prepaid account with the CAA and will deliver at market price the day of delivery. The Deliverable Fuel Agreement can be found on the Members Only section of https://humanrights.iowa.gov/dcaa.

### 12.22 Prepaid Deliverable Fuel Vendor Agreement

Subject to the availability of federal funding, the LIHEAP program will contract during the summer months, for delivery of deliverable heating fuels to eligible LIHEAP customers in the subsequent program year. Pre-purchasing fuels before the winter months allows vendors to buy the fuel at a lower price, thus stretching LIHEAP assistance.

Energy vendors electing to participate in the Summer Pre-Buy Program will complete a Prepaid Deliverable Fuel Vendor Agreement, specifying a contracted price per gallon (a set price per gallon) or market price per gallon (cost of fuel at the time of delivery). The Prepaid Deliverable Fuel Vendor Agreement can be found in the Members Only section of https://humanrights.iowa.gov/dcaa.

The amount of the total contract amount is determined by historical precedent of applications from previous years.

#### 12.22.1 Contracted Price Per Gallon

Energy vendors contracting a set price per gallon complete the appropriate addendum and indicate the price by fuel type, for which they will contract deliveries to approved LIHEAP customers. Additional charges cannot be tacked onto the price per gallon, once the agreement is signed by both parties. A Prepaid LIHEAP Account will then be established with them utilizing available funds.

#### 12.22.2 Market Price Per Gallon

Deliverable fuel vendors contracting a market price per gallon (cost of fuel at the time of delivery) complete the appropriate addendum. A Prepaid LIHEAP Account will then be established with them utilizing available funds.

#### 12.22.3 Payments to Vendors

Vendors with whom the CAA pre-purchases fuel, at a guaranteed price per gallon, may be sent a payment for the prepaid account from the CAA beginning August 1st. If the pre-purchase contract price per gallon exceeds the state average by more than 10%, as covered in the most recent price report provided by the state LIHEAP office, contact the state office before entering a final agreement.

Vendors with whom the CAA pre-pays fuel, at market price, may be sent a payment beginning September 1st.

#### 12.22.4 Vendor Notification of Approved Households and Delivery

After the program begins October 1st, vendors will be notified when a household has been determined eligible for LIHEAP assistance, as well as the dollar amount awarded. The vendor will deliver the amount of fuel for which that household is eligible, at the contracted price (or market price), on their regular delivery schedule. The dollar amount of that delivery will be deducted from the Prepaid LIHEAP Account. If the initial delivery does not exhaust the household's LIHEAP payment, the remaining balance will be used for subsequent delivery(ies) to that household until the balance is exhausted. When the entire Prepaid LIHEAP Account has been exhausted, further deliveries to eligible LIHEAP customers will be made at prevailing market prices.

12.22.5 Account Reconciliation

A reconciliation of the Prepaid LIHEAP Account (using at a minimum, the LIHEAP Reconciliation Spreadsheet) will be made to assure agreement between the energy supplier and the CAA, regarding use of funds. A reconciliation of the prepaid account must be completed within 60 calendar days of the end of the heating season. Any LIHEAP credit balance remaining with a vendor will be returned to the local community action at the time of the reconciliation. Those funds are to be returned to the state LIHEAP office within 30 calendar days of receipt by the CAA. The CAA is to note on the check stub (or send documentation with the check), what portion of the funds is from summer pre-buy. Contact the DCAA for guidance when the balance on the prepaid account is $5 or less.

In the event that the energy supplier intends a merger or cessation of business, any federal funds remaining as a credit on the Prepaid LIHEAP Account must be returned to the local community action CAA.

### 12.23 Supported Expenses

In cases where LIHEAP Regular Assistance and/or ECIP crisis funds may be used, it is recommended that ECIP funds are used whenever possible to ensure the customer receives the greatest amount of fuel possible with the LIHEAP Regular Assistance benefit.

The following are expenses which the LIHEAP program supports.

- Deliverable Fuel Deliveries/fills made to stationary and portable tanks
  - October 1st – September 30th
  - Portable Tanks: If the agency has an agreement with the deliverable fuel vendor, payment is to be made to the vendor. If there is no agreement with the vendor, the customer can be reimbursed for fills based upon submitted receipts, up to the award amount.
- Pressure check, safety check, leak seek test
- Regulator and valve replacement for tanks owned by the LIHEAP customer
  - Note: Vendors are responsible for repairing rental tanks
- Gas lines
  - Inside the house to the heating unit
- Emergency delivery fees such as after hours, same day delivery, non-route delivery

### 12.24 Unsupported Expenses

The following are considered unsupported expenses and will not be paid from the LIHEAP program:

- Pump-out fees

## 12.30 Debarment and Suspension

The DHR and CAAs must not make any award or permit any award vendor/contractor which is debarred or suspended or is otherwise excluded from or ineligible for participation in Federal assistance programs under Executive Order 12549 (Debarment and Suspension). Please note that language addressing this issue is in section “O”, of the General Terms included with the state contract.

CAAs must verify whether vendors and contractors are on the debarred/suspended list by checking the System for Award Management website at www.sam.gov.

- If the contractor or vendor is on the debarment list, ensure it is the correct entity. If it is indeed who was searched for, that contractor or vendor cannot contract with any CAA or participate in any federal assistance programs. The contract should be terminated immediately and documented accordingly. Notify the state LIHEAP office before taking this step.
- If the search yielded no results, or the results indicate no active exclusions, print a copy of the search results and place it in the contractor/vendor file to serve as documentation that the search was performed as required. The researcher must sign and date the printout.

## 12.40 Energy Vendor Sold, Merged or Out of Business

Energy vendors should notify the local CAA of significant changes to their business. The CAA is also responsible for ensuring an energy vendor receiving LIHEAP payments is a functioning business. If an energy vendor goes out of business during the LIHEAP program year with LIHEAP funds on accounts, the funds need to be recaptured by the program and forwarded to the household's new energy vendor. The local CAA must work with the energy vendor to facilitate the return of funds. If the local CAA is unable to contact the energy vendor or the energy vendor does not respond, the local CAA should contact the state LIHEAP office.

If the energy vendor merged with another company, a new agreement is to be entered into or an amendment to the agreement created, explaining the change in company name. In addition, contact the DCAA for a new vendor code, which may need to be established.

# 13.00 DISCONNECTED LIHEAP CUSTOMERS

The procedure for those households currently disconnected from their primary heat source who wish to apply for Energy Assistance is as follows:

1. Take the application.

2. Determine through the utility company how much the household owes and whether LIHEAP funds, together with any other resources, are sufficient to guarantee reconnection. LIHEAP funds may not be sent to the account of a disconnected household if it will not establish reconnection.

3. If unable to guarantee reconnection, determine whether any other source of heat may be established.

4. If unable to establish another source of heat, the funds for which the household is eligible are to be made as a direct payment. Direct payment is made with the hope that the LIHEAP customer is able to find an alternate source of fuel or perhaps another place to stay, until they can pay the bill and be reconnected.

# 14.00 CHANGE OF LIHEAP CUSTOMER STATUS

The assistance award determined at the time of approval shall be subject to review and availability of federal funds. Changes in the household's circumstances (i.e., the LIHEAP customer moved or the vendor account closed) after approval of their application will not affect the assistance award.

When a member of a household which was approved for a Regular LIHEAP benefit moves and another household member remains in the home, both households may apply for crisis assistance. Each household is individually eligible for crisis assistance up to the stated expenditure limits. The original household's poverty level is not re-determined. The new household is treated as such; a new household.

Below are common scenarios and how to proceed.

## 14.10 Prior to LIHEAP Payment being sent to Vendor

If a household moves prior to the vendor receiving the payment, the benefit amount can be used to pay any remaining balance with that vendor. Remaining funds are to be forwarded to the new vendor, or the household, if a new vendor does not exist. The CAA should attempt to enter into an agreement with the new vendor, if one doesn't exist. If the new vendor chooses not to enter into an agreement, the remaining funds should be sent directly to the customer.

Should the LIHEAP customer pass away prior to the LIHEAP payment being sent, proceed with payment to the vendor in case there is a balance owed. Remaining funds will be returned to the CAA.

## 14.20 After LIHEAP Payment is sent to Vendor

Sometimes, a household status changes after the LIHEAP payment is sent to the vendor. Situations that can lead to vendor refunds:

- LIHEAP customer moves to another energy vendor's service area
- LIHEAP customer exercises their option to change vendors
- LIHEAP customer passes away, resulting in a household size of zero
- LIHEAP customer is determined to have been ineligible for the benefit or some portion thereof
- The incorrect energy vendor received the LIHEAP funds
- An energy vendor stopped providing service to a LIHEAP customer with a credit remaining on the account

Agencies have 45 calendar days after the receipt of a vendor refund, to attempt to locate the LIHEAP customer. The agency should make a reasonable effort to contact the LIHEAP customer, which must be documented. When a LIHEAP customer's status changes, proceed as follows:

- Household Moved or Utility Account Closed
    - If the payment can be applied to the new vendor (vendor must participate in the Iowa LIHEAP program), unused funds (from any program year, because the funds are still obligated to the CAA) are to be forwarded to the new vendor, within 30 calendar days, following the 45-calendar day period noted above.
    - If the new vendor cannot be identified or the new vendor does not participate in the Iowa LIHEAP program (e.g., the household moved out of state), the funds should be sent to the household as a direct payment (even if their new address is out of state).
    - If the new residence has heat included in rent, a direct payment is to be sent to the household.
    - If the LIHEAP customer is now incarcerated (one-person household) or the CAA is unable to locate the LIHEAP customer, the remaining funds are to be returned to the CAA within 30 calendar days, following the 45-calendar day period noted above.

        - Vendor refunds that are for the current program year are to be applied to the current month's Regular Assistance expenditure, even if the regular LIHEAP season has passed. The amount will be a reduction in the actual amount expended.
        - Vendor refunds from previous program years that are received during the current program year will be returned to the state, within 30 calendar days, following the 45-calendar day period noted above.

- Household Moved into Care Center/Assisted Living
    - If a household moved into a care center, assisted living, or other care facility, the benefit paid to the utility is to pay any balance owed. If nothing is owed or a credit exists, the funds are to be returned to the agency and a direct payment may made to the customer.

- Head of Household Passes Away
    - If a head of household passes away but there are other people, who were listed on the application, still living in the home, the benefit paid to the utility should remain on the household's utility account.
    - If the member of a household of one passes away, any outstanding balances with the utility is to be paid. If nothing is owed or a credit exists, the funds are to be returned to the agency.
        - Vendor refunds that are for the current program year are to be applied to the current month's Regular Assistance expenditure, even if the regular heating season has passed. The amount will be a reduction in the actual amount expended.
        - Vendor refunds from previous program years that are received during the current program year will be returned to the state, within 30 calendar days, following the 45-calendar day period noted above.
    - If the member of a household of one passes away and a payee is handling estate matters, any outstanding balance with the utility is to be paid. Remaining funds are to be returned to the agency.
        - Vendor refunds that are for the current program year are to be applied to the current month's Regular Assistance expenditure, even if the regular heating season has passed. The amount will be a reduction in the actual amount expended.
        - Vendor refunds from previous program years that are received during the current program year will be returned to the state, within 30 calendar days, following the 45-calendar day period noted above.

It is best practice for the CAA to maintain and include notations in the appropriate household file(s) regarding why the check was returned and what was done with the funds (sent back to the state, forwarded to another vendor, or a direct pay was made).

## 14.30 Household Move to Another Service Area

Sometimes, households move from one CAA service area to another. In these cases, a signed release must by obtained from the head of household in order to share the previous application with the new CAA.

## 14.40 Funds Returned to State

Funds returned to the state must identify the fiscal year(s) from which the original benefit was obligated, either on the check stub or in accompanying documentation. Funds returned to the state cannot be reissued to the agency. All LIHEAP funds returned to the state are to be made out to:

Treasurer, State of Iowa

Mail the funds to:

Iowa Department of Human Rights/DCAA
Lucas State Office Building, 2nd Floor
Des Moines, Iowa 50319

# 15.00 CRISIS PROGRAM

To be eligible for crisis assistance/Energy Crisis Intervention Payment (ECIP), a household must complete a LIHEAP application, must meet the income guidelines of the energy assistance program, and must meet the definition of an "energy crisis."

From May 1st through September 30th, a weatherization application, or an Intake Form, will suffice, as long as they meet the eligibility criteria and guidelines. ECIP benefits can only be applied to LIHEAP-eligible households (households 175%-200% of FPL, which are eligible for Weatherization, do not qualify for ECIP). Eligibility for ECIP during this time does not constitute eligibility, or application, for LIHEAP program benefits the following year.

If a LIHEAP customer applied for regular LIHEAP assistance during the heating season and was denied, they may still apply for ECIP, if their circumstances changed. Provided a customer is LIHEAP-eligible, they may receive ECIP even if they did not apply during the regular LIHEAP season.

LIHEAP customers living in subsidized housing are ineligible for ECIP, unless they are responsible for their primary utility bill.

**Energy Crisis**
"Energy crisis" means weather-related (including natural disasters) supply shortage emergencies, or other household energy related emergencies, as follows:

- Non-working heating system (there must be a heating system present)
- Temporary need for alternate shelter
- Disconnected from utility service
- Disconnection from utility service imminent (if missing a utility payment under an agreement will cause a disconnect notice to be issued)
- Empty liquid propane (LP) tank
- LP tank less than 20% remaining
- Window air conditioning unit or repair of existing central air unit, when medically necessary

Each crisis situation will be evaluated individually by the CAA who shall determine the appropriate resolution and the amount of assistance to be provided, up to the maximum allowed. The nature of the crisis and the method of determining assistance shall be documented for the file. A household facing any of the crisis situations listed above, during time of extreme weather (extreme heat or cold), is defined as facing a life-threatening situation.

LIHEAP Federal regulations require that a life-threatening situation be evaluated and resolved in the following manner (NOTE: Addressing emergency heating situations such as repairing or replacing a heating system is the responsibility of LIHEAP and not the Weatherization Assistance Program).

- Not later than 48 hours after a household applies for energy crisis benefits, each administering CAA must provide some form of assistance that will resolve the energy crisis if such household is eligible to receive such benefits;

- Not later than 18 hours after a household applies for crisis benefits, each administering CAA must provide some form of assistance that will resolve the energy crisis if such household is eligible to receive such benefits and is in a life-threatening situation; and

- Each administering CAA must:
    - Accept applications for energy crisis benefits at sites that are geographically accessible to all households in the area to be served by such entity; and

- Provide to low-income individuals who are physically infirm the means to submit applications for energy crisis benefits without leaving their residences; or to travel to the sites at which such applications are accepted by such entity.

Any household which has been denied crisis assistance may utilize the appeal procedure.

## 15.10 ECIP (Energy Crisis Intervention Payments)

A combination of one or more of the following crisis payments may be made to an eligible household to resolve a crisis situation.

All components begin October 1st and end September 30th, unless otherwise noted.

CAAs are encouraged to combine ECIP funds with other sources of funding, whenever possible.

When a utility combines energy services with other services, such as water, ONLY the energy portion of the bill may be paid.

A household cannot receive, alone, or in combination, more than $1,650 in benefits from Section 15.40 Emergency Delivery, Section 15.50 Emergency Reconnect, and/or Section 15.60 Service Continuity, in any current program year. ECIP payment reimbursement can only be used on work done, or expenses incurred, in the current program year, unless otherwise noted.

## 15.20 ECIP – Heating System Repair/Replacement

### 15.21 With Weatherization

**Payment for repair or replacement of a heating system (boilers included) done in conjunction with work performed by the Weatherization Program (up to 200% of the federal poverty guidelines). A maximum payment of $1,500 per eligible homeowner may be made.**

All work paid from ECIP funds must comply with the Iowa Weatherization Assistance Program Heating System Standards and is incorporated with work being done by the Weatherization Assistance Program. All heating system repair or replacement work paid with funds from the ECIP program must pass inspection by the CAA's Weatherization QCI inspector.

Units supplying in-floor radiant heat (boilers or water heaters with a pump) can be repaired/replaced.

Funds can also be used to pay for hook-up of an LP tank to a new heating system (including the line from the tank to the house), and LP tank regulators that must be replaced.

### 15.22 NOT with Weatherization

**Payment for a tune & clean, repair or replacement of a heating system (boilers included) not done in conjunction with work done by the Weatherization Program (up to 175% of the federal poverty guidelines).** A maximum payment of $3,000 per eligible homeowner (includes those purchasing a home on contract but not those with a rent-to-own agreement) may be made (this component does not apply to renters). Proof of ownership is to be maintained in the file. Such proof may include the county assessor's page for the property, manufactured home title, etc. Heating system repairs and replacement may be made at any time during the year.

ECIP heating system tune & clean/repair/replacement funds are for homeowners only (also eligible is a trustee who is living in the home), and they must be residing in the home at the time of application/assistance. The only exception would be the parent transferring the title to their children, while remaining in the home, in order to exempt it as an asset. LIHEAP customers with a life lease

on a home that has been deeded to their children/family member(s) are eligible for heating system repair and replacement.

An additional maximum amount of $100 **($150 if multiple trips for re-inspections are required)** in ECIP funds may be paid for an audit of the work to be done and the Weatherization inspection (by an agency Auditor, HVAC Technician, or QCI), only in those cases where the work is not done in conjunction with the Weatherization Assistance Program.

Should the estimated cost of a heating unit exceed the expenditure limit, the CAA must request a waiver from the state LIHEAP office **prior** to the work being done. To request an exception, complete the $3,000 Heating Unit Expenditure Limit Waiver Request form, which is maintained on the Members Only page of https://humanrights.iowa.gov/dcaa, and submit it to the DCAA for review.

All work paid from LIHEAP ECIP funds must comply with Appendix G - Heating System Installation Standards. A Manual J sizing report is not required for ECIP-only heating system replacements. Those cases involving major repairs ($500 or more) and replacements must be inspected by an agency Weatherization Auditor, HVAC Technician, or QCI inspector. An ECIP Heating System Repair/Replacement Inspection Sheet is to be completed by the person inspecting the work and maintained in the LIHEAP customer file. The inspection sheet is maintained on the Members Only page of https://humanrights.iowa.gov/dcaa.

Improperly vented heating systems can be re-vented using crisis funds, if a repair or replacement is being done.

Units supplying in-floor radiant heat (boilers or water heaters with a pump) can be repaired/replaced; however, the distribution system (pipes under the floor) cannot be addressed with ECIP funds.

Boilers are to be energy efficient with a minimum 84 AFUE. Hot water boilers must be induced draft.

Baseboard heaters are eligible for repair/replacement within expenditure limits. A household without working baseboard heat, but using portable space heaters, is still eligible for repair/replacement because use of portable space heaters is a temporary solution.

Permanent space heaters (not portable units) are eligible for repair/replacement, within expenditure limits.

An A-Coil that leaks can cause damage to a furnace. Up to $350 in Emergency Cooling funds may be used to address this issue.

A plumbing leak that is dripping into the furnace cannot be repaired with ECIP Funds. The agency should seek out other funding sources to repair the leak.

Installation of heat tape on pipes cannot be charged to ECIP.

See Appendix G – Heating System Installation Standards regarding replacement furnaces in manufactured homes. Manufactured home furnace roof jacks can be repaired/replaced, if needed.

If a homeowner chooses to use their own contractor, or is seeking reimbursement for heating system repair or replacement already completed, all such work $500 or over must have been done by a contractor who meets Weatherization Program guidelines (see Section 8.40) and must pass inspection by an agency Weatherization Auditor, HVAC Technician, or QCI. An ECIP Heating System Repair/Replacement Inspection Sheet is to be completed by the person inspecting the work

and maintained in the LIHEAP customer file. Appendix G must be met before a repair or replacement is deemed to have passed inspection. Payments cannot be made to the contractor until the work passes inspection.

Funds can also be used to pay for hook-up of an LP tank to a new heating system (including the line from the tank to the house), and/or LP tank regulators that must be replaced.

Utility rebates are to be filed by the CAA; not by the LIHEAP customer. Rebate funds received by the CAA are to be credited to the ECIP line item. Rebates can only be filed for ECIP-only heating system installations; NOT when done in conjunction with Weatherization (it would be considered double-dipping if a utility paid a portion of an installation and the CAA received a rebate).

Homes without an existing heating system are ineligible for heating system replacement, because none exists.

A fuel switch for a new heating system from electric to natural gas is allowed, within expenditure limits. If a fuel switch from propane to natural gas is desired, contact the State office for guidance.

A heating system cannot be repaired or replaced in a home that is for sale.

Safely functioning heating systems are not allowed to be replaced unless the contractor indicates that the existing unit is too small for the home and can show the need for a larger unit, by running a Manual J, or there are safety concerns about the existing unit. State approval via email is required **before** a replacement can be made.

Stationary campers cannot have their heating system repaired or replaced; however, an electric portable space heater may be provided with ECIP funds, as outlined below.

Heating system contractors are required to warrant their work for 12 months. ECIP may pay for needed repairs after the warranted period. There is no limit to the number of times/years ECIP pays for repairs, however, the contractor should identify when a system replacement is needed.

ECIP funds cannot be used for carbon monoxide detectors.

Heating units cannot be replaced simply because they are old or inefficient. There must be an issue with the unit operating properly.

Work cannot be paid until it passes inspection.

NO used heating units are to be installed.

Heating units affected by a disaster may be repaired/replaced only after insurance benefits are exhausted.

Tune & cleans are to be reported under “repair”.

If an A-coil is leaking, it is common for the contractor to remove it to avoid damaging the new furnace. Unless an entire system needs to be reconfigured, the A-coil does not need to be removed when replacing a furnace. Sometimes, coolant leakage may cause the air conditioning to not work. Because central air conditioning units cannot be effectively recharged during winter months, contractors often return to the home in the spring to ensure the unit is working properly.

When health and safety hazards exist that prohibit work being done in the home (e.g., roaches, bed bugs, feces, broken stairwell going to heating unit) the contractor is to notify the CAA to obtain further guidance.

## 15.30 Shelter, Blankets, Electric Portable Space Heaters

A maximum payment of $300 per household may be made to obtain temporary shelter (only for households without heat), purchase of blankets and/or electric, portable space heaters. There is no limit to the number of space heaters a household can receive, except the expenditure limit. The following are minimum requirements for electric, portable space heaters:

Portable Space Heater Requirements (not wall-mounted)
Wattage Output = 1500 Watts
Power Source = Electric
Safety Features = Auto Shutoff / overheat protection

An agency is not required to provide a portable space heater for a household living in a camper, if the agency believes it is unsafe.

## 15.40 Emergency Delivery

Deliverable fuel vendors will be instructed to make the minimal delivery amount, not to exceed $1,000, to assure an uninterrupted supply of fuel**.** For a household to qualify for an emergency delivery, the fuel tank must be at, or below, 20%, or empty. Emergency delivery for an empty tank must be coded separately from a tank that is 20% full, or less.

The following are expenses which the crisis program **supports**:

- Deliverable Fuel Deliveries/fills made to stationary and portable tanks
  - Arrearages
  - Portable Tanks: If the agency has an agreement with the deliverable fuel vendor, payment is made to the vendor. If there is no agreement with the vendor, the customer can be reimbursed for fills based upon submitted receipts, up to the award amount.
- Pressure check, safety check leak seek test
- Regulator and valve replacement for tanks owned by the LIHEAP customer
  - Note: Vendors are responsible for repairing rental tanks
- Gas lines
  - From the tank to the home
  - Inside the house to the heating unit
- Emergency delivery fees such as after hours, same day delivery, non-route delivery
- Utility deposit fees for new service
- Security deposits
- Tank rental/leasing
- LIHEAP customer-owned tank replacement
- Cost to set a new tank
- Other routine services

The following are considered **unsupported** expenses and will not be paid from the crisis program:

- Pump-out fees

## 15.50 Emergency Reconnect

For non-deliverable fuel LIHEAP customers, an initial payment can be made, up to $1,000, to establish reconnection with a household's primary and/or secondary vendor, provided it would assure reconnection. This may include necessary deposits**.** Benefit can be received prior to receiving regular LIHEAP benefit.

A natural gas line pressure test is an allowable cost.

## 15.60 Service Continuity

A household with a disconnect notice, disconnection is imminent (LIHEAP customer has a past due bill), and/or arrearage with either their primary or secondary vendor may receive a maximum of $1,000 paid directly to their vendor, provided it would assure continuity of service. This may include payments towards a deliverable fuel LIHEAP customer's arrearage or deposit.

## 15.70 Emergency Cooling

Up to $350 per household may be used for:

- Central Air Conditioning Unit
  - Homeowners only (supporting documentation to be maintained in the electronic file)
  - Where medically necessary (must have a statement from a health care provider (doctor, physician's assistant, nurse) explaining that the air conditioner would be beneficial for the LIHEAP customer due to their health condition, to be included in the file
  - Repair (including tune and clean), purchase of unit, installation of unit
  - Weatherization approved HVAC contractor required
  - Customers who have had central air conditioning repaired/replaced by a contractor not approved by the Weatherization Program and wish to be reimbursed up to the expenditure limit, must present an invoice from a legitimate contractor

- Window Air Conditioning Unit/Portable Air Conditioning Unit/Evaporative Coolers
  - Homeowners and renters (must have signed landlord, owner, or property manager approval statement, to be included in the file)
  - Where medically necessary (must have a statement from a health care provider (doctor, physician's assistant, nurse) explaining that the air conditioner would be beneficial for the LIHEAP customer due to their health condition, to be included in the file
  - Repair (including tune and clean), purchase of unit, installation of unit
  - One unit per household in a given year
  - No household can receive a window air conditioner/ portable air conditioner/ evaporative cooler in two consecutive program years
  - A garage without a restroom and a separate meter is ineligible for this component

ECIP funds may also be used for both homeowners and renters:

- Purchasing fans (does not have to be medically necessary)
- Transporting LIHEAP customers to cooling centers
- Other measures that may provide life-saving benefits to combat excessive heat

No expenditures for the emergency cooling component will be allowed from October 1st through April 30th.

A household may receive both a fan and a window air conditioner or repair to a unit in the same year, provided the expenditure limit of $350 is not exceeded.

Funds can be used to purchase fans, window air conditioners, and portable air conditioners for use the next program year.

Once an air conditioner is paid for with program funds and distributed to the LIHEAP customer, the CAA is no longer responsible regarding ownership of the unit.

# 16.00 ASSURANCE 16

LIHEAP customer services that encourage and enable households to reduce their home energy needs, and thereby reduce their need for energy assistance, shall be provided. Services may include conservation education, referrals to other programs, needs assessment, budget counseling, vendor negotiations, energy assessment, energy plans, and low-cost energy efficiency measures. The State shall report to the Secretary of the Department of Health and Human Services 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. (PL97-35§2605(b)(16).

It is not required that you generate a hard copy of the LIHEAP customer's Assurance 16 form for the LIHEAP customer file, however, at the time of monitoring, upon request; you must provide a list of LIHEAP customers who have received Assurance 16 services. From that list, the monitor will select names, and at that time you must generate the entire Assurance 16 file for those selected LIHEAP customers.

## 16.10 Assurance 16 Components

Assurance 16 activity records should be only created when using LIHEAP funds (e.g., not when using only CSBG or only local funds). The following are examples of Assurance 16 activities. The State should be consulted when questioning whether an activity is allowed to be charged to the Assurance 16 line item of the LIHEAP Contract.

- Conservation Education
  - Printing and furnishing information about how to reduce energy usage (e.g., workshops, handouts, brochures, etc.)
  - How to obtain energy efficiency services (e.g., referrals)
  - One-on-one energy education

  **Conservation Education** materials are **required to be distributed** to all households applying for LIHEAP, including crisis applications. Mailable and online applications are exempt from this requirement.

- Low-Cost Energy Efficiency Measures
  - Examples include: plastic, heating system filters, energy kits, etc.

- Vendor Advocacy
  - Helping the client effectively communicate with the vendor to maintain service, etc.

- Needs Assessment and Referral
  - Reviewing the client's case record and identifying the most appropriate referrals

- Financial Counseling
  - Working with the client to improve financial management skills and proactively manage energy bills

- Case Management – Short Term
  - Developing information and materials about services available to LIHEAP clients
  - Developing an understanding of a client's needs and offering counseling during LIHEAP intake

- Case Management – Long Term
  - Developing a curriculum and training materials for service delivery

- Working with clients on energy education and/or financial counseling over an extended time period

**NOTE: Staff salaries attributed to the time to take a crisis application cannot be charged to the Assurance 16 line item of the Contract.**

## 16.20 Assurance 16 Reporting

Agencies report Assurance 16 activities quarterly based on the categories listed in Section 16.10. Conservation Education does not need to be reported. Assurance 16 components and crisis application components are reported.

The Assurance 16 LIHEAP report is due at the end of every quarter and submitted by email to the state office.

# 17.00 Program Support

Activities listed below can be charged to the Program Support line item of the contract:

- Determining whether a customer is in crisis
  - Includes when a customer contacts an agency about a disconnection, disconnect notice, or overdue bill
- Working with a customer to complete a crisis application
- Entering the crisis application into the system
  - Includes the time it takes to obtain documents from the vendor, printing and scanning supporting documentation
- Using the information supplied by the customer to determine their benefit award
- An outreach worker calling the main office to inquire about a customer's eligibility for crisis funds
- Review of LIHEAP crisis applications for accuracy

Activities listed above can be charged to Program Support, even if the final outcome is the use of non-LIHEAP funds (because of the nature of a crisis application), until the point at which it is known that LIHEAP funds will NOT be awarded, after which another source of funds must be charged.

# 18.00 MONTHLY FUNDING REQUEST AND EXPENDITURE REPORT

Documentation supporting funds requested on the Monthly Funding Request and Expenditure Report will be routinely monitored and may be requested at any time for all contract line items.

The report shall account for all encumbrances. Documentation may be requested to accompany the report, as deemed necessary by the bureau for Administration, Regular Assistance, ECIP crisis funds and other line items.

Unpaid approved line items must be paid within 14 calendar days (federal holidays excluded) of receipt of funds at the agency (day one is the day after the funds are deposited into the agency account). To request a waiver to exceed the 14-calendar day period, complete the 14 Days Cash on Hand Waiver Request, which is maintained on the Members Only page of https://humanrights.iowa.gov/dcaa and email it to the state for approval.

The Monthly Funding Request and Expenditure Report is located in the Members Only section of https://humanrights.iowa.gov/dcaa and must have an original signature, per State of Iowa Accounting Enterprise rules (cannot be digitally signed).

# 19.00 COMPLAINTS/FRAUD

## 19.10 Complaints

Consumer complaints about utilities/vendors, can be submitted online to the Iowa Attorney General Office at www.iowaattorneygeneral.gov.

## 19.20 Fraudulent Applications

Local Community Action Agencies should refer suspected cases of fraud concerning the energy assistance program to the Department of Human Rights/Division of Community Action Agencies/Bureau of Energy Assistance. The Bureau will conduct an initial investigation and then determine if the facts warrant turning the investigation over to the Department of Inspections and Appeals (DIA). Based upon the DIA findings of their investigation, legal means available will be used to resolve the situation.

No referrals will be accepted if the complainant is anonymous.

# 20.00 DEFINITIONS

**ASSISTED LIVING FACILITY**
A living unit where a third party assists the resident with one or more of the resident's basic daily activities. Basic daily activities include, but are not limited to, meal preparation, food shopping, regular medical care (shots, rehab, etc.), transportation assistance, house cleaning, or home maintenance. If the LIHEAP customer is responsible for energy costs (heat and electric), lives in an independent apartment within an assisted living complex, and pays full market rent, consult the state office for a determination of the status of the dwelling as an eligible or ineligible assisted living unit.

**ATTACHED HOUSEHOLD**
Those cases in which more than one household resides within a single structure, i.e., multi-unit dwellings such as duplexes, apartments, etc.

**BENEFIT(S)**
The heating and/or non-heating assistance payments, crisis assistance payments, or heating system services provided to LIHEAP customers.

**BULLETIN BOARD**
LIHEAP's electronic vendor notification system for investor-owned utilities (Alliant Energy, Black Hills Energy, MidAmerican Energy, Central Iowa REC, Clayton (Allamakee) REC, Consumers, and TIP).

Utilities are notified via the Bulletin Board of applications that are initially approved to receive LIHEAP benefits. In rare cases after final approval, the benefit amount may change or the approval is denied. In cases where the utility was notified of an approval which later became a denial, the CAA will email the appropriate utility regarding the change.

**BUYING A HOME ON CONTRACT**
The buyer agrees to buy a home by entering into a contract with the seller. The buyer and seller agree to a purchase price as well as other terms. The buyer usually agrees to make an initial down payment and then a number of regular payments. After the buyer makes all payments and completes other important obligations, the seller transfers title of the home to the buyer.

**CHILD**
An individual 18 years of age or younger.

**CUSTOMER**
A family or individual who is applying for LIHEAP assistance (formerly referred to as "client").

**DEPENDENT CARE**
Some LIHEAP customers may have someone living with them who provides health/supportive services. If the caregiver lives with the LIHEAP customer and that is their only residence they will be counted as part of the household and their income will be included. If the caregiver provides documentation that they have their own residence they will not be included as part of the household and income will not be included. If the live-in caregiver is paid solely by the LIHEAP customer and no other money is paid from outside of the household the income of the caregiver will not be counted as income. If the live-in caregiver is paid from a source outside of the residence that amount shall be counted as income.

**DETACHED HOUSEHOLD**
A household occupying a single-unit dwelling, i.e., not more than one household residing in the complete structure.

**DISABLED**
A person who has a physical or mental impairment, which substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such impairment.

**DEFERRED PAYMENT ARRANGEMET (DPA)**
A Deferred Payment Arrangement (DPA) is a formal arrangement between the utility and the LIHEAP customer, allowing the LIHEAP customer to pay an outstanding bill in installments.

**ELDERLY**
Individuals, as of the application date, who are 60 years of age or older.

**ELIGIBILITY DETERMINATION**
The process by which a household's eligibility for LIHEAP is assessed. This includes the verification of documentation provided to complete an application and the certification of the correctness of an application.

**ENERGY BURDEN**
The term "energy burden" means the expenditures of the household for income energy divided by the income of the household.

**ENERGY CRISIS**
The term "energy crisis" means weather-related or supply shortage emergencies or other household energy-related emergencies.

**FAMILY**
A family is a group of two or more persons related by birth, marriage, or adoption who live together; all such related persons are considered as members of one family. For instance, if an older married couple, their daughter and her husband and two children, and the older couple's nephew all lived in the same house or apartment; they would all be considered members of a single family.

**FAMILY UNIT**
"Family unit" is not an official U.S. Census Bureau term, although it has been used in the poverty guidelines Federal Register notice since 1978. As used here, either an unrelated individual or a family (as defined above) constitutes a family unit.

**FIP**
The Family Investment Program (FIP) is Iowa's Temporary Assistance to Needy Families (TANF) program. FIP provides cash assistance to needy families as they become self-supporting so that children may be cared for in their own homes or in the homes of relatives.

**FISCAL YEAR**
Fiscal Year refers to the federal fiscal year of October 1 to September 30 of each year.

**FIXED INCOME HOUSEHOLD**
A household that receives only one or more of the following income types: This income may include: Social Security Benefits, Supplemental Security Income, Veteran's Assistance, VA Service-Connected Disability Pension, VA Non-Service-Connected Disability Pension, pensions. Only mark "fixed income" when that is the ONLY source(s) of income.

**HEAD OF HOUSEHOLD**
The head of household is the household member responsible for payment of the heat cost. Usually, this is the person who will be the LIHEAP customer for heating assistance and who will sign the application. However, any other adult household member could provide the application information and documentation and could sign the form to attest to its accuracy.

**HOMEBOUND**
A person who due to a physical or mental impairment or lack of transportation is unable to apply for the program outside their home.

**HOMELESS**
An individual who lacks a fixed, regular and adequate nighttime residence or an individual who has a primary nighttime residence that is:

- A supervised, publicly or privately-operated, shelter designed to provide temporary living accommodations; or
- An institution that provides temporary residence for individuals intended to be institutionalized; or
- A public or private place not designed for use as a regular sleeping accommodation for human beings.

**HOUSEHOLD**
As defined by the Census Bureau for statistical purposes, a household consists of all the persons who occupy a housing unit (house or apartment), whether they are related to each other or not. If a family and an unrelated individual, or two unrelated individuals, are living in the same housing unit, they would constitute two family units (see **Family Unit**), but only one household.

The key is: One Meter + One Bill = One Household

**INTAKE**
The process of taking an application to be used for determining eligibility for assistance.

**INTAKE FORM**
The form used to apply for the Low-Income Home Energy Assistance Program (LIHEAP) and the Weatherization Assistance Program (WAP).

**LIFE LEASE**
A life lease can be for the life of the tenant, for a specific term (e.g. 50 years), and some have no specified termination date.

**LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)**
The federally designated Low-Income Home Energy Assistance Program under 42 U.S.C.8621. The program provides benefits and services to assist low-income households with the costs of energy used for home heating. This federal program has also been referred to as the Low-Income Home Energy Assistance Program.

**MOBILE/MANUFACTURED HOME**
A mobile/manufactured home designed to be towed to a permanent residential site as a single unit or in sections and is equipped and used, or intended to be used, primarily as a year-round dwelling, with walls of rigid un-collapsible construction.

A mobile/manufactured home continues to be classified as a mobile/manufactured home even when additions have been made to the structure.

**MULTI-RESIDENTIAL BUILDING**
An example of multi-residential buildings are apartments.

**MULTI-RESIDENTIAL LAND**
An example of multi-residential land is where someone owns land with multiple residences on it, such as a development.

**NATURAL DISASTER**
The term "natural disaster" means a weather event (relating to cold or hot weather), flood, earthquake, tornado, hurricane, or ice storm, or an event meeting such other criteria as the Secretary of the U.S. Department of Health and Human Services, in the discretion of the Secretary, may determine to be appropriate.

**NATURALIZED U.S. CITIZEN**
Naturalization is the process by which U.S. citizenship is granted to a foreign citizen or national after he or she fulfills the requirements established by Congress in the Immigration and Nationality Act (INA). Naturalized U.S. Citizens can provide a Naturalization Certificate or U.S. Passport as evidence.

**NON-CITIZEN**
A non-citizen is a person who is not a citizen of the United States.

**OUTREACH**
The activities undertaken to ensure households with the greatest needs receive LIHEAP benefits. It includes informing potentially eligible persons about LIHEAP, encouraging them to apply, and assisting them with the submission of an application.

**OWNER-OCCUPIED DWELLING**
A dwelling inhabited by the owner.

Note: If a LIHEAP customer is buying a home on contract, a contract detailing the purchase of the home (name of seller and buyer, address of property, purchase prices, terms, and consideration given) must be presented before a heating unit repair/replacement can be done. If the contract has not been recorded, it must be signed and dated by both parties involved in the transaction and notarized. Ideally, the assessor site would list the buyer's name, but is not required by our program.

**POVERTY LEVEL**
Household income in relation to family size established by the federal government.

**PRIMARY HEATING FUEL**
The type of fuel the household customarily uses to heat their home. If more than one fuel type is used in the home, the primary heating fuel is the fuel used the most by the household to heat the home. Primary heating type must reflect the primary heating unit of the dwelling.

**PRO-RATE**
To prorate is to divide something in a proportional way, based on time. For example, Barry Cuda received a $5,000 annual bonus. The verification period being used is the most recent previous 30 calendar days. The bonus received during the verification period was for the most recent 12 months. Barry is paid semi-monthly (twice a month/24 paychecks in a year). The bonus is to be pro-rated by dividing $5,000 by 24, which equals $208.33 per pay period. Two pay periods are to be counted as income.

**PROXY**
A proxy is someone who has the authority to act on behalf of the head of household.

**RECORD RETENTION**
Except as otherwise provided, records must be retained for three years from the starting date, and (2) if any litigation, claim, negotiation, audit or other action involving the records has been started before the expiration of the 3-year period, the records must be retained until completion of the action and resolution of all issues which arise from it, or until the end of the regular 3-year period, whichever is later. Record Retention dates are noted in the Members Only page of the LIHEAP website https://humanrights.iowa.gov/dcaa.

**RENT-TO-OWN**
In a rent-to-own agreement, the buyer commits to renting a property for a specific period of time with the option of buying the home before the lease runs out. This is different than buying a home on contract, which requires the person to purchase the home.

**RENTER**
A person who pays rent to the owner (or his/her designee) of the dwelling unit in which the person resides, and is not part of the owner's household or economic unit.

**RESIDENCE**
The dwelling unit in which the LIHEAP customer is living on the application date.

**SUBSIDIZED HOUSING**
- Subsidized housing where utilities are included in the rent are usually ineligible because they are not vulnerable to rising fuel costs.
- Only considered subsidized housing if assistance is provided by a government agency or a non-profit program. Examples include: Income-based housing, Section 8, Tenant Based Rental Assistance (TBRA) where rent assistance is paid on an on-going basis, CIRHA, Section 202, and Public Housing Assistance.
- Ineligible unless the household is living in subsidized housing that is individually metered and the household is responsible for paying their primary heating costs.

**UNRELATED INDIVIDUAL**
An unrelated individual is a person (other than an inmate of an institution) who is not living with any relatives. An unrelated individual may be the only person living in a house or apartment, or may be living in a house or apartment (or in group quarters such as a rooming house) in which one or more persons also live who are not related to the individual in question by birth, marriage, or adoption. Examples of unrelated individuals residing with others include a lodger, a foster child, a ward, or an employee.

**YOUNG CHILD**
A person under six years of age.

**WAP**
The Weatherization Assistance Program.

# 21.00 ABBREVIATIONS/ACRONYMS

| | |
|---|---|
| AC | Air Conditioner |
| ACF | U.S. Administration for Children and Families |
| AE | Automatically Eligible LIHEAP Customer |
| BHE | Black Hills Energy |
| CAA | Community Action Agency |
| CAP | Community Action Partnership |
| CAPLAW | Community Action Program Legal Services |
| CD | Certificate of Deposit |
| CFR | Code of Federal Regulations |
| CSBG | Community Services Block Grant |
| DCAA | Iowa Division of Community Action Agencies |
| DHR | Iowa Department of Human Rights |
| DHS | Iowa Department of Human Services |
| DIA | Iowa Department of Inspection and Appeals |
| DL | Driver's License |
| DOE | U.S. Department of Energy |
| DPAY | Direct Pay to Client |
| ECIP | Energy Crisis Intervention Program |
| FaDSS | Family Development and Self-Sufficiency |
| FIP | Family Investment Program (Iowa's TANF program) |
| HEAP | Home Energy Assistance Program (funds provided to WX from the Iowa LIHEAP program) |
| HHS | U.S. Department of Health and Human Services |
| HO | Heating Oil |
| IAC | Iowa Administrative Code |
| ICAA | Iowa Community Action Association |
| ICE | U.S. Immigration and Customs Enforcement |
| IOU | Investor-Owned Utilities |
| IPL | Alliant Energy |
| IRS | U.S. Internal Revenue Service |
| IUA | Iowa Utility Association |
| IUB | Iowa Utilities Board |
| IWD | Iowa Workforce Development |
| LAA | Local Administering Agency |
| LIHEAP | Low-Income Home Energy Assistance Program |
| LP | Liquid Propane |
| MEC | MidAmerican Energy Company |
| NASCSP | National Association for State Community Services Programs |
| NASEO | National Association of State Energy Officials |
| NCAF | National Community Action Foundation |
| NCAT | National Center for Appropriate Technology |
| NEADA | National Energy Assistance Directors' Association |
| NEUAC | National Energy & Utility Affordability Coalition |
| OLDC | On-Line Data Collection System |
| OCS | U.S. Office of Community Services |
| OSHA | Occupational Safety and Health Administration |
| PMIWG | Performance Management Integration Work Group |
| PN | Program Notice |
| PPM | Policy and Procedures Manual |
| RECS | Residential Energy Consumption Survey |
| SAH | Safe at Home Program |
| SSA | U.S. Social Security Administration |

| | |
|---|---|
| SSDI | Social Security Disability Insurance |
| SSI | Supplemental Security Income |
| SSN | Social Security Number |
| USCIS | U.S. Citizenship and Immigration Services |
| VA | U.S. Veteran's Administration |
| WAMS | Weatherization Automated Management System |
| WAP | Weatherization Assistance Program |
| WX | Weatherization Assistance Program |

# APPENDIX A – SAMPLE PRESS RELEASE

Applications will be taken starting November 1, 2020 for the 2020-2021 Low-Income Home Energy Assistance Program. This program is funded by the Department of Health and Human Services through the Iowa Department of Human Rights/DCAA, and has been established to help qualifying low-income Iowa homeowners and renters pay for a portion of their primary heating costs.

The_____(CAA)_____at_____(address)_____ _____in_____(town)_____will be taking applications from November 1, 2020 through April 30, 2021 (The first working day of October for households with elderly/disabled member). LIHEAP customers will need to furnish some form of identification, a copy of their most recent heating and electric bill, and proof of all household members' gross income for the past 30 calendar days, the most recent 12 months, or for the past calendar year.

This program is not designed to pay a household's total energy costs. The program will provide supplemental assistance based on several factors. Those factors include total household income, household size, dwelling type, and type of heating fuel, among others.

Eligibility for participation is established according to the following federal income guidelines:

| Household Size | Annual Gross Income* ** |
|---|---|
| 1 | $22,330 |
| 2 | $30,170 |
| 3 | $38,010 |
| 4 | $45,850 |
| 5 | $53,690 |
| 6 | $61,530 |
| 7 | $69,370 |
| 8 | $77,210 |

*For households with more than eight members, add $7,840 for each additional member.

** All income will be annualized. Income will be collected for a 30-day period – count back 30 calendar days, including date of application.

# APPENDIX B – POVERTY GUIDELINES

**FY2021 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA***

**ANNUAL**

| Size of Family | 50% | 75% | 100% | 125% | 150% | LIHEAP 175% | WX 200% |
|---|---|---|---|---|---|---|---|
| **1** | $6,380 | $9,570 | $12,760 | $15,950 | $19,140 | **$22,330** | $25,520 |
| **2** | $8,620 | $12,930 | $17,240 | $21,550 | $25,860 | **$30,170** | $34,480 |
| **3** | $10,860 | $16,290 | $21,720 | $27,150 | $32,580 | **$38,010** | $43,440 |
| **4** | $13,100 | $19,650 | $26,200 | $32,750 | $39,300 | **$45,850** | $52,400 |
| **5** | $15,340 | $23,010 | $30,680 | $38,350 | $46,020 | **$53,690** | $61,360 |
| **6** | $17,580 | $26,370 | $35,160 | $43,950 | $52,740 | **$61,530** | $70,320 |
| **7** | $19,820 | $29,730 | $39,640 | $49,550 | $59,460 | **$69,370** | $79,280 |
| **8** | $22,060 | $33,090 | $44,120 | $55,150 | $66,180 | **$77,210** | $88,240 |
| **For each additional person beyond eight (8), add:** | | | | | | | |
| | $2,240 | $3,360 | $4,480 | $5,600 | $6,720 | **$7,840** | **$8,960** |

*** Federal Register / January 17, 2020 / For mandatory use in FY 2021 Federal Energy Assistance Programs**

**Note: All income will be annualized**

# APPENDIX C – LIHEAP INCOME SOURCE GUIDE

| Income Types | Definition | Considered Income? | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| ABLE Savings Plan | ABLE (Achieving a Better Life Experience) accounts are tax-free savings accounts for people with disabilities and their families. People with disabilities and their families can save for disability-related expenses without losing their eligibility for certain assistance programs, such as SSI and Medicaid. These accounts can be used for short-term savings or long-term investing, whatever best meets the needs of the account owner.<br><br>Iowa's ABLE savings plan is not considered income and should not be counted as savings, even if there is over $50,000 in the account. | | X | |
| Adoption Assistance/ Subsidized Adoption | Financial assistance granted to an adoptive family to offset the short-and long-term costs of adopting a child with special needs. | X | | Official state and/or court documents, or bank statement |
| AFLAC (or other similar supplemental insurance) | A supplemental insurance policy which pays cash benefits directly to the insured (unless assigned otherwise). | | X | NOTE: AFLAC is not considered a fixed income source. |
| Aftercare Services | Following foster care, youth can receive voluntary, individualized support to help them transition successfully to adulthood through the Aftercare program. | | X | |
| Alimony | An allowance paid to a person by that person's spouse or former spouse for living expenses. | X | | Court documents, written statement from person paying support, or bank statement.<br>NOTE: Alimony is not considered a fixed income source. |
| AmeriCorps/ AmeriCorps Vista | AmeriCorps is a voluntary civil society program with a goal of "helping others and meeting critical needs in the community."<br><br>These payments are excluded as income under Public Law 101-610. | | X | |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| Annuities* | A specified income payable at stated intervals for a fixed or a contingent period, often for the recipient's life. | X | | Statement from an investment firm, or bank statement.<br><br>Note: Annuities are not considered fixed income.<br><br>Note: If an annuity is a defined benefit that doesn't fluctuate other than a cost of living adjustment, it is considered fixed income.<br><br>*Annuities should be averaged over the period of time they are intended to cover. Pro-rate for the verification period selected. |
| Bitcoin | A type of digital currency in which a record of transactions is maintained and new units of currency are generated by the computational solution of mathematical problems, and which operates independently of a central bank. | X | | W-2, Federal Tax Return, or other documentation |
| Burial Accounts | A burial fund is money set aside to pay for burial expenses. | | X | |
| CACFP (Child and Adult Care Food Program) | CACFP provides aid to child and adult care institutions and family or group day care homes for the provision of nutritious foods that contribute to the wellness, healthy growth, and development of young children, and the health and wellness of older adults and chronically impaired disabled persons. | | X | |
| Capital Gains | Capital gain is a rise in the value of a capital asset (investment or real estate) that gives it a higher worth than the purchase price. The gain is not realized until the asset is sold. A capital gain may | | X | |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| | be short-term (one year or less) or long-term (more than one year) and must be claimed on income taxes. | | | |
| CARES Act Economic Rebates/ Expanded Unemployment Benefits | The Coronavirus Aid, Relief, and Economic Security (CARES) Act, was signed into law on March 27, 2020, to battle COVID-19 and its economic effects, including immediate cash relief for individual citizens, loan programs for small business, support for hospitals and other medical providers, and various types of economic relief for impacted businesses and industries.<br><br>In addition, the CARES Act increased the availability of unemployment insurance benefits to those that are self-employed, contract workers, those ineligible for state unemployment benefits or have exhausted benefits and includes Federal Pandemic Unemployment Compensation (FPUC), Pandemic Unemployment Assistance (PUA), and Pandemic Emergency Unemployment Compensation (PEUC). | | X | |
| Cash Gifts | Cash gifts such as gift cards, direct payments to a utility on behalf of a household, funds received from GoFundMe and other crowd-funding sources are not considered income. | | X | |
| CDs (Certificates of Deposit) | A certificate issued by a bank to a person depositing money for a specified length of time. | | X | |
| Child Support | Money paid for the care of one's minor child. Include child support income that is provided to minors.<br><br>Scenario: Household includes one person who pays another person in the household for child | X | | Court documents, signed written statement from person paying support, most recent ReliaCard statement, or most recent bank statement |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| | support. This is NOT counted as income for the payee.<br>If there is a dispute regarding where a child lives and payment has already been made to a household in which the child was included as a member, document the dispute in both files and request a copy of the divorce decree for future applications. | | | Divorce decrees will be accepted as proof of income provided the decree is presented to the agency by the LIHEAP customer and not simply researched online.<br><br>NOTE: Child Support Recovery printouts sometimes show how much the state retained for Medicaid. Only count the child support as income, which was paid to the payee.<br><br>NOTE: Child support is not considered a fixed income source. |
| Child Support – Back Pay* | The obligor was behind on child support payments. When taxes were filed, the government retained what was owed and paid it to the obligee.<br><br>Was the back payment received within the verification period?<br><br>No – not counted as income<br><br>Yes – counted as income and pro-rated for the verification period (see below)<br><br>*Example*<br>LIHEAP customer B received a retroactive child support payment during the 30-day verification period that the ex-spouse hadn't been paying. The child support covered the previous 16 months. The payment is to be divided by 16. Only one month is to be counted as income. If the verification period is 12 months, 12 months' worth would be counted as income. | X | | A payment record is required as proof of income. |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| Christmas Club Account | A Christmas club is a type of savings account designed to help users save for their Christmas shopping.<br><br>The account allows regular deductions from the user's paycheck, which are then saved and distributed to them near the beginning of the holiday shopping season. | | X | |
| Crime Victim Payments | Exclude payments received from a crime victim compensation program that is funded by the Crime Victims fund under Public Law 103-322. | | X | |
| CRP* (Conservation Reserve Program) | The Conservation Reserve Program (CRP) is a land conservation program administered by the Farm Service CAA (FSA). In exchange for a yearly rental payment, farmers enrolled in the program agree to remove environmentally sensitive land from agricultural production and plant species that will improve environmental health and quality. Contracts for land enrolled in CRP are 10-15 years in length. The long-term goal of the program is to re-establish valuable land cover to help improve water quality, prevent soil erosion, and reduce loss of wildlife habitat. | X | | *Pro-rate for the verification period selected. |
| Cryptocurrency | A digital currency in which encryption techniques are used to regulate the generation of units of currency and verify the transfer of funds, operating independently of a central bank. | X | | W-2, Federal Tax Return, or other documentation |
| Dependent Care (some LIHEAP customers may have someone living with them who provides | If the caregiver lives with the LIHEAP customer and that is their only residence they will be counted as part of the household and their income will be included. | X | | |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| health/supportive services) | If the caregiver provides documentation that they have their own residence they will not be included as part of the household and income will not be included. | | X | |
| | If the live-in caregiver is paid solely by the LIHEAP customer and no other money is paid from outside of the household the income of the caregiver will not be counted as income. | | X | |
| | If the live-in caregiver is paid from a source outside of the residence that amount shall be counted as income. | X | | |
| Disability Insurance Payments (private) | Provided the person is receiving a set amount long-term (not short-term). | X | | |
| Disability Insurance Policy (on a bank note) | Both short-term and long-term disability policies have a period that a person must be disabled for before that individual is able to start receiving disability benefits. That period of time is called an elimination period. Disability insurance is also referred to as disability-income insurance. | | X | |
| Disaster Assistance | Do not count disaster and emergency assistance payments provided under the Disaster Relief Act of 1974, as amended by Public Law 100-707, the Disaster Relief and Emergency Assistance Amendments of 1988.<br><br>This exemption applies to federal assistance provided to people directly affected and to comparable disaster assistance provided by states, local government, and disaster assistance organizations. | | X | |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| Displacement by Federal or Federally Assisted Programs | Payments for relocation made to persons displaced by federal or federally assisted programs which acquire real property, [under Section 216 of Public Law No. 91-646, the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1980 (84 Stat. 1902, 42 USC 4636)] is excluded from income. | | X | |
| Dividends* | A sum of money paid to shareholders of a corporation out of earnings. | X | | Letter from corporation declaring amount, bank statement, 1099-DIV form for verification year, or Federal tax return (if the annual combined total earned is less than $120, ignore the income).<br><br>Dividends reported on credit union bank statements are interest payments and are not counted as income.<br><br>*Pro-rate for the verification period selected. |
| Earned Income (*Bonuses, Profit-sharing, Severance Pay) | Wages, Salaries, Commissions, Tips, Vacation Pay, Overtime Pay, Sick Leave, Bonuses*, Profit Sharing*, Severance Pay*.<br><br>Includes income from Goodwill Industries.<br><br>Was the wage/bonus received within the verification period?<br><br>No – not counted as income<br><br>*Yes – counted as income and pro-rated for the verification period (see below)<br><br>*Example #1*<br>LIHEAP customer Melody Sunshine received a $5,000 | ***depends*** | | Wage Stubs or statement from employer, or taxes**<br><br>A 1042-S (Foreign Person's U.S. Source Income Subject to Withholding) is acceptable for income verification.<br><br>** For households using pay stubs, you may use the gross amount (gross amount before any pre-tax deductions) on the stub. Pre-tax retirement investments may be deducted from |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| | bonus the current month for a job well done. The verification period being used is the most recent previous 30 calendar days. Because the bonus was for work done this month and it was received during the verification period, the entire $5,000 is counted as income.<br><br>*Example #2*<br>LIHEAP customer Melody Sunshine received a $5,000 annual bonus. The verification period being used is the most recent previous 30 calendar days. The bonus received during the verification period and was for the most recent 12 months. The LIHEAP customer is paid semi-monthly (twice a month/24 paychecks in a year). The bonus is to be pro-rated by dividing $5,000 by 24, which equals $208.33 per pay period. Two pay periods are to be counted as income.<br><br>NOTE: Earned income is not considered a fixed income source. | | | gross income if taxable gross is shown. Deductions not allowed to be deducted from gross income are: Federal Income Taxes, State Income Taxes, FICA (Social Security), Medicare, and any local taxes.<br><br>If a paystub includes garnishments, the gross amount received before the garnishment is deducted must be counted as income.<br><br>A DDA (Demand Deposit Account) bank statement alone does not suffice as proof of income. The LIHEAP customer must obtain a statement from the company making the deposits, which lists the checks and amounts to confirm the deposits. |
| EITC (Earned Income Tax Credit) | A refundable federal or state tax benefit designed to help low income workers in created their financial stability and maintain their independence from the welfare system. It is also known as E.I.T.C. | | X | |
| ESG (Emergency Shelter Grant) | ESG recipients and sub-recipients use Emergency Shelter Grants Program funds to rehabilitate and operate emergency shelters and transitional shelters, provide essential social services, and prevent homelessness. This is considered subsidized housing. | | X | |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| Employers Fringe Benefits (health insurance, etc.) | | | X | |
| Estate Inheritance | Estate inheritance is an estate which may descend to heirs. | | X | |
| Executor Fees (reimbursed) | A person is reimbursed for executor fees incurred. | | X | |
| Farm Income* | Farm income includes but is not limited to:<br>• Proceeds from sale of crops, livestock or products<br>• Proceeds from land rental | X | | *Pro-rate for the verification period selected. |
| Fellowship Program | Fellowships are traditionally awarded to graduate and post-graduate students. | | X | |
| FIP (Family Investment Program) | The Family Investment Program (FIP) is Iowa's Temporary Assistance to Needy Families (TANF) program. FIP provides cash assistance to needy families as they become self-supporting so that children may be cared for in their own homes or in the homes of relatives. | X | | Iowa Justice Data Warehouse or a Notice of Decision from the source. FIP recipients receive a Notice of Decision every six months or every time something changes in the household.<br><br>Note: FIP is not considered fixed income because the household composition is likely to change. |
| Flex Spending Account | A Flexible Spending Account (also known as a flexible spending arrangement) is a special account you put money into that you use to pay for certain out-of-pocket health care costs. You don't pay taxes on this money. This means you'll save an amount equal to the taxes you would have paid on the money you set aside. | | X | Ignore flex dollars used for health insurance premiums when the dollars would not otherwise be available to the LIHEAP customer. |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| Food (donated) | Value of federally donated foods [distributed under Section 32 of Public Law No. 74-320 (49 Stat. 774) or Section 416 of the Agriculture Act of 1949 (63 Stat. 1058, 7, CFR 250.6 (c) (9)] are exempt from income. | | X | |
| Food (received in lieu of wages) | When a person receives food instead of payment for the work done by the individual. | | X | |
| Foreign Exchange Student (money received from home) | A student exchange program is a program in which students from a secondary school or university study abroad at one of their institution's partner institutions. A student exchange program may involve international travel, but does not necessarily require the student to study outside their home country. | | X | |
| Foster Care | Payments made to foster families. Types of foster care: Family Foster Care, Special Rate Foster Care, Family Shelter Care, Relative Foster Care, Independent Living Program, After Care. | X | | Official state and/or court documents, bank statement, or check stubs |
| Foster Grandparents Program | A program for limited income people ages 60 and older to serve as a role model, mentor and friend for a small stipend. | | X | |
| Free or Reduced School Lunches | Value of free or reduced-price food for women and children under the Child Nutrition Act of 1966 Section 11(b) of Public Law No. 89-642 [80 Stat. 889, 42 USC 1780 (b) and Section 17 of that Act as added by Public Law No. 92-433 (86 Stat. 729, 42 USC, 1786)]; and National School Lunch Act [Section 13 (h) (3), as amended by Section 3 of Public Law No. 90-302 (82 Stat. 119, 42 USC 1761 (h) (3)] is excluded from income. | | X | |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| Fuel Cut-Off Assistance | Assistance to prevent fuel cut-offs and to promote energy efficiency under Title XXVI of the Omnibus Reconciliation Act of 1981, Volume 45, CFR 96(h). (LIHEAP benefit) is excluded from income. | | X | |
| Gambling/Lottery | Winnings from horse racing, dog racing, bingo games, lotteries, and/or professional gambler. | X | | Count only winnings subject to tax. Use the Federal 1099 tax form or Federal tax return. |
| General Relief/ Assistance | General Assistance provides temporary assistance with basic and special needs. | X | | Documentation from General Relief/Assistance is preferred but self-declaration is acceptable.<br><br>Regular/ongoing - Three consecutive months, and may be from multiple sources. General Assistance in the form of a loan where the household receives funds, is exempt. |
| G.I. Education Benefits | The term GI Bill refers to any Department of Veterans Affairs education benefit earned by members of Active Duty, Selected Reserve and National Guard Armed Forces and their families. The benefit is designed to help service members and eligible veterans cover the costs associated with getting an education or training. | | X | |
| Grants | A grant is an amount of money that a government or other institution gives to an individual or to an organization for a particular purpose such as education or home improvements. | | X | |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| Housing Allowance | Individuals such as ministers receive an amount of money in compensation for basic living expenses for employment situations. Housing allowance amounts are not taxable on your income but are subject to taxation under self-employment laws.<br><br>Example: A clergy person receives a housing allowance, which is used to pay the mortgage or rent. | X | | |
| Housing Assistance (government) | Public housing assistance, or PHA, is a group of federal programs designed to aid in subsidizing rents for low-income individuals and families. They're administered by various city and state public housing authorities. | | X | |
| Ill or Handicap Waiver | Iowa currently has seven HCBS Waivers in the Waiver Program that provides service funding and individualized supports to maintain eligible members in their own homes or communities who would otherwise require care in a medical institution. | | X | |
| Income Earned by 18-Year Olds and Under | Earned income of individuals 18 and under, still in high school, employed part-time, is exempt from verification, unless the individual is emancipated, and applying as head of household.<br><br>Earned income of individuals 18 and under, who are not in school but work full-time is NOT included as income, unless the individual is emancipated and applying as head of household. | | X | |
| In-Kind Income | Income in kind, or in-kind income, is income other than money income. It includes many employee benefits and government-provided goods and services, such as toll-free roads, | | X | |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| | food stamps, public schooling, or socialized medicine. | | | |
| Interest (Bonds) | Owning a bond is essentially like possessing a stream of future cash payments. Those cash payments are usually made in the form of periodic interest payments and the return of principal when the bond matures. | | X | |
| Interest Bearing Accounts | With an interest-bearing account, the owner of the account is paid interest on the money in the account. | | X | |
| Internship | The position of a student or trainee who works in an organization, sometimes without pay, in order to gain work experience or satisfy requirements for a qualification. | X | | |
| IRA | An individual retirement account (IRA) is a kind of tax-deferred or tax-free retirement savings account that many financial institutions offer. Four main types of IRAs are Traditional, Roth, SEP and SIMPLE. There are also these types of IRAs: backdoor Roth, spousal, self-directed, inherited and rollover. | X | | *Pro-rate for the verification period selected. |
| Job Related Reimbursements | A reimbursement is a repayment for money you've already spent. When you travel for work, you get a reimbursement for your work-related expenses, such as hotel bills, registration, plane tickets, meal allowances, and mileage.<br><br>If a paystub indicates “travel pay”, this may or may not indicate a reimbursement. More questions are to be asked of the customer. | | X | |
| Jury Duty | One of the highest duties of citizenship, it accrues from the constitutional right to be tried by a panel of one's peers and involves direct participation in the | | X | |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| | administration of justice. When summoned for a jury duty, a citizen must appear before the court or be tried for contempt of court. Jurors receive a payment for their jury service. | | | |
| Loans | | | X | |
| Long-Term Disability Insurance | A Long-Term Disability (LTD) insurance carrier will likely require the person to file for Social Security Disability benefits because most insurance policies allow the insurance company to reduce the LTD payment dollar-for-dollar by the amount the person receives from Social Security. For example, when a person who receives $1,500 in LTD benefits per month is approved for $1,000 in Social Security Disability, that person will still collect a total of $1,500 with $1,000 of the amount coming from Social Security and the remaining $500 from the LTD insurance carrier. The amount by which the LTD payment is reduced is called an offset. | X | | Count only the deposit amount, but be sure to count the SSD payment as well. |
| Lump-Sum* (Non-Recurring) | If it is a lump-sum retroactive payment, received during the verification period, count only the payment that would apply to the verification period.<br><br>Income considered of a nature not likely to occur or happen again (e.g., lump-sum workers' compensation settlements, other settlements, payments received from employers for compensatory time, unused sick leave, and unused vacation time).<br><br>Was the non-recurring lump-sum (unlikely to occur again) received during the verification period? | X | | Official documents, check stubs, bank statement, or check copy can be used as documentation. |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| | No – not counted as income<br><br>Yes – counted as income and pro-rated for the verification period (see below)<br><br>*Example*<br>Aaron Aardvark has been trying to obtain disability approval for two years (24 months) and finally received a lump-sum payment of $10,000 during the 30-day verification period. The payment covered 24 months; therefore, it is to be divided by 24, which equals $416.67 per month. Only one month is to be counted as income. If the verification period is 12 months, $5,000 of income is to be counted. | | | |
| Lump-Sum* (Recurring) | This is income that will most likely recur over time and is income that is paid in one single payment instead of smaller more regular installments.<br><br>*Example #1*<br>Paige Turner was paid $6,000 last week and is applying for LIHEAP today. The verification period being used is the most recent 30 calendar days. The lump sum covered three months of work, which would equal $2,000 per month. Because 30-days verification is being used, $2,000 would be entered as income.<br><br>*Example #2*<br>Teri Dactyl receives money from an IRA once a year. In May, $5,000 was received and the application is occurring in October. The income verification period used is the most recent 30 calendar days. Recurring payments must be counted if received in the previous 12 months and pro-rated. Therefore | X | | *Pro-rate for the verification period selected. |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| | $5,000 would be divided by 12, to equal $416.67/month. Because the verification period is 30 calendar days, one month's income ($416.67) would be counted.<br><br>*Example #3*<br>Barry Cuda receives a monthly payment from a settlement that was put into a trust account. This is considered a lump-sum recurring payment.<br><br>Example #4<br>A LIHEAP customer receives a dividend payment once a year and earns income weekly. The customer is using the 30-calendar day verification period. The dividend is to be pro-rated for the 30-day period. | | | |
| Lump-Sum (SSA) | Lump sum payments are made when SSA awards somebody benefits after an extended application or appeal process. They're getting a lump-sum for all the monthly payments they missed.<br><br>If the lump-sum is a retroactive payment, received during the verification period, count only the payment that would apply to the verification period. | X | | |
| Medicaid | Medicaid provides health coverage to millions of Americans, including eligible low-income adults, children, pregnant women, elderly adults and people with disabilities. Medicaid is administered by states, according to federal requirements. The program is funding jointly by states and the federal government. | | X | |
| MEPD (Medicaid for Employed People with Disabilities) | Medicaid for Employed People with Disabilities (MEPD) is a Medicaid coverage group to allow | | X | |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| | persons with disabilities to work and continue to have access to medical assistance. | | | |
| Medicare Parts A, B, C, and D | Medicare is the federal health insurance program for:<br>• People who are 65 or older<br>• Certain younger people with disabilities<br>• People with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant, sometimes called ESRD)<br><br>The different parts of Medicare help cover specific services:<br>• Medicare Part A (Hospital Insurance)<br>• Medicare Part B (Medical Insurance)<br>• Medicare Part D (prescription drug coverage) | | X | |
| Military Pay (active duty) | Benefits paid to a person who is serving in a military force. | X | | Official document(s) stating amount (e.g. leave and earnings statement). Count the soldier as a household member. Only the income that is made available to the household should be counted as income. Housing allowance is not considered income. |
| Money Market | A money market account or money market deposit account is a deposit account that pays interest based on current interest rates in the money markets. | | X | |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| Nursing Home Insurance | There are two kinds of nursing home insurance:<br><br>1. Insuring your personal belongings and/or liability when you live in a nursing home<br><br>2. Purchasing insurance that will help you cover the costs of living in a nursing home if you ever need to live in one | | X | |
| Overpayments | Income received in error during the previous month, which the household member is responsible to pay. | | X | |
| PAL (Preparation for Adult Living) | Financial support is available to Aftercare participants who qualify for the Preparation for Adult Living (PAL) program. The amount of the monthly PAL stipend is based on your individual income and expenses. | | X | |
| PASS (Plan to Achieve Self Sufficiency) | An SSI provision to help individuals with disabilities return to work. | | X | |
| Pensions | Assistance, paid at regular intervals to a person or to the person's surviving dependents in consideration of past services, age, merit, poverty, injury or loss sustained, etc. | X | | Statement from source, or bank statement |
| Plasma | Plasma is processed into a wide variety of life-saving therapeutics that benefit thousands of people every day. Plasma-based therapeutics are used in the treatment of serious disorders such as hemophilia and immune system deficiencies, and to treat victims of shock and burns. Plasma donors are sometimes compensated for their donation. | | X | |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| Proceeds from the Sale of Personal Property | Examples of personal property include: house, land, car, tractor, clothes, appliances, TVs, furniture, sale of lamb when not considered a farm, etc. | | X | |
| Railroad Retirement | It provides retirement, survivor, unemployment, and sickness benefits to individuals who have spent a substantial portion of their career in railroad employment, as well as to these workers' families. | X | | Deductions not allowed to be deducted from gross income are: Federal Income Taxes, State Income Taxes, FICA (Social Security), Medicare, and any local taxes.<br><br>Tax Statement Form RRB-1099 (Payments by the Railroad Retirement Board): Count box #5 as income<br><br>Tax Statement Form RRB-1099-R (Annuities or Pensions by the Railroad Retirement Board): Count box #7 as income |
| Rebates and Refunds | A rebate is an amount paid by way of reduction, return, or refund on what has already been paid or contributed.<br><br>A refund is a repayment of a sum of money, typically to a dissatisfied LIHEAP customer. | | X | |
| Refugee Resettlement Funds | Refugee resettlement funds, such as those provided by Catholic Charities, are meant to pay for housing, groceries, transportation, etc.<br><br>Counted as income if received for three consecutive months or more. Only count what was received during the verification period. | | X | |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| Rental Income* | Income received from rental properties, such as farm land or dwellings.<br><br>Scenario: If a household member pays rent to another member living in the same household, the payment is not considered income for the payee. | X | | Paperwork re: rental of property, receipts, farm lease, bank statement and/or Federal tax return.<br><br>*Pro-rate for the verification period selected. |
| Retirement Income | A monthly payment made to someone who is retired from work.<br><br>Note: An irregular withdrawal is not counted as income (withdrawals from savings or assets is excluded as income). | X | | Statement from source, or bank statement. |
| Reverse Mortgage Payments | A reverse mortgage is a loan available to homeowners, 62 years or older, that allows them to convert part of the equity in their homes into cash. | | X | |
| Royalties* | A compensation or portion of the proceeds paid to an owner of a right, as a patent, oil or mineral right, for the use of it or an agreed portion of the income from a work paid to its author, composer, etc. | X | | Statement from source, or bank statement.<br><br>*Pro-rate for the verification period selected. |
| SAL (Supervised Apartment Living) | Supervised Apartment Living Foster Care (SAL) is the least restrictive foster care placement in Iowa. Youth either live in a cluster site living arrangement (where up to 6 youth can live in the same building and are supervised 24/7) or is a scattered-site living arrangement (where a youth is placed in their own living arrangement, such as an apartment, and have access to contractor staff 24/7). The living arrangement must provide the youth with an environment in which the youth can experience living in the community with less supervision than other types of foster care placements. | | X | |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| Savings | Savings refer to money put aside for future use rather than spending it immediately. | | X | |
| Scholarships | A scholarship is an award of financial aid for a student to further their education. | | X | |
| SCSEP/MEP (Senior Community Service Employment Programs, Making Employment Pay) | Examples include: Experience Works (formerly known as Green Thumb – U.S. Code Chapter 35 of Title 42), AARP, National Able Network, etc. | | X | Only count if employed full-time. |
| Seasonal Workers* | A seasonal worker is an employee who performs labor or services on a seasonal basis.<br><br>Example:<br>A customer is a seasonal worker for 9 months out of the year as a school bus driver and presented a 1099. How do we pro-rate this customers' income for 30-days verification? Take the annual amount (in this case it's 9 months) and divide by 12 months. One month's worth of income should be used. | X | | W-2, 1099<br><br>*Pro-rate for the verification period selected. |
| Self-Employment Income | Income from a business, less business expenses. | X | | Filed Federal tax return required if deducting business expense, otherwise gross income is used. The LIHEAP program does NOT deduct business expenses. Self-employed individuals are encouraged to file a Federal tax return, where deductions are made.<br><br>When unable to use a Federal tax return (e.g., a new business, taxes weren't filed, etc.), customer is to complete the Self-Employment Form, |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| | | | | which can be found in the Members Only page of https://humanrights.iowa.gov/dcaa. |
| Sheltered Workshops | A supervised workplace for physically disabled or mentally handicapped adults.<br><br>Count as income if the person works in the administration of the program and they are employees of the workshop.<br><br>Exclude as income for clients or recipients of the sheltered workshop. | *Depends* | | |
| SNAP (Supplemental Nutrition Assistance Food Program) | SNAP offers nutrition assistance to millions of eligible, low-income individuals and families and provides economic benefits to communities.<br>Value of food coupons under the Food Stamp Act of 1977 [Section 1301 of Public Law No. 95-112 Stat. 968.7 USC 2017 b] is exempt from income. | | X | |
| Social Security Benefits (SSA, SSI, SSDI) | A federally funded program of social insurance and benefits which include retirement income, disability income, benefits paid to minors, and death and survivorship benefits.<br><br>It should be noted that Social Security payments are made one month behind. In other words, a payment made in December is for the month of November.<br><br>At the end of the calendar year, in December, recipients receive a letter detailing the amount paid per month for the previous 11 months. The letter also states the amount to be paid per month, beginning in January of the next year. The letter does not state the amount paid in December. For | X | | Official documentation such as an award letter, benefit verification letter or letter from Social Security Administration (SSA). Count the net amount as income **(gross minus medicare costs).** As a last resort a bank statement (assume the amount shown is net), check copy or SNAP documents may be used. The bank statement can be from up to 60 calendar days prior to the application date. |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| | households applying in December, use the amount paid in the previous month.<br><br>If a LIHEAP customer receives social security and is being reimbursed for Medicare Part B that was previously deducted, do we count the reimbursement? Only count the amount received that applies to the verification period. | | | To verify SSA, SSI, SSDI income using a DirectExpress Card, you have the following options:<br>• Award Letter<br>• Website Verification<br>• I-Saw or I-Heard note, if everything else fails |
| | | | | Social security payments may be verified over the phone via the Social Security Administration's (SSA) automated system. However, the LIHEAP customer should make the call from their phone, if they have one. If the LIHEAP customer calls the SSA from an agency phone, the automated system will not recognize the number and may cancel the LIHEAP customer's social security debit card.<br><br>If a child is receiving SSI because the parent didn't earn enough wages in their lifetime, mark as SSI.<br><br>If the child is receiving survivor's benefits from SSA, then mark as social security income from retirement.<br><br>When a customer has received an overpayment, which is being deducted from their monthly benefit, the amount received |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| | | | | after the deduction is considered income.<br><br>SSA and SSI are considered fixed benefits.<br><br>**Exception:** If two household members on the application receive social security and one of the members is temporarily (or permanently) in a nursing home, do not count that members' social security income. Only count the income of the person living in the home, even if the person living in the home has no income. |
| Strike Benefits | Compensation and benefits offered by a union to striking workers. | X | | Copy of check, statement from union |
| Student Loans | A student loan is a type of loan designed to help students pay for post-secondary education and the associated fees, such as tuition, books and supplies, and living expenses. | | X | |
| Subsidized Housing Assistance (from a government agency or a non-profit program) | Subsidized housing is a government sponsored economic assistance program aimed towards alleviating housing costs and expenses for impoverished people with low to moderate incomes. | | X | |
| TANF (Temporary Assistance For Needy Families) | A program which aids needy families so that children may be cared for in their own homes or in the home of relatives.<br><br>FIP is Iowa's version of TANF. | X | | Data warehouse showing amount of assistance, or award determination letter.<br><br>Note: FIP is not considered fixed income because the household |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| | | | | composition is likely to change. |
| Training Stipends | From Federal and State Employment Programs. Only the portion that pays for reimbursement of living expenses. | X | | ACCESS Iowa is excluded. |
| Tribal per Capita Payments | Profits paid by a tribe directly, including payments made to minors. | X | | Statement from a tribe regarding payment amounts. Up to $2,000 annually, per person, is exempt. |
| Trust Payment (qtrly/mo/annual) | Payment for an equitable or beneficial right or title to land or other property, held for the beneficiary by another person.<br><br>Example: A LIHEAP customer has a trust, worth over $50,000, and is receiving an interest payment of $300/month. The $300/month is considered income. But, because this isn't savings, do NOT mark "over $50,000 in savings". | X | | |
| Unemployment Compensation | Unemployment benefits are counted incomes. If a lump sum retroactive payment is received, count only the amount of the payment that would have been received during the eligibility period. | X | | Agencies may contact Iowa Workforce Development directly to obtain needed information.<br><br>Benefit letters provide frequency of pay and should be used whenever possible. Awards are made in whole dollars and do not include cents.<br><br>The use of bank statements is not allowed. |
| Unemployment Insurance* | An allowance of money, usually weekly, to an unemployed worker by a state or federal agency. | X | | Printout or statement from the employment office, check stubs, or tax documents. |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| | | | | *Pro-rate for the verification period selected. |
| Utility Allowance | A utility allowance is a subsidy to help pay for utility bills. | | X | |
| VA Compensated Work Therapy Program Income | The Department of Veterans Affairs' (VA) Compensated Work Therapy Program matches and supports work ready Veterans in competitive jobs.<br><br>The program helps Veterans with disabilities get competitive employment in the community, working in jobs they choose, while receiving the support they need. | | X | |
| VA Reimbursement | When a veteran is reimbursed by the VA for mileage to go to VA appointments. | | X | |
| VA Service-Connected Disability Pension | Disability compensation is a monetary benefit paid to Veterans who are determined by VA to be disabled by an injury or illness that was incurred or aggravated during active military service. To be eligible for compensation, the Veteran must have been separated or discharged under conditions other than dishonorable. | X | | Copy of a recent check, the current award letter, or a copy of the deposit printout provided by a bank, such as a bank statement (as a last resort). The bank statement can be from up to 60 calendar days prior to the application date.<br><br>When VA checks are not available, verification may be obtained by calling the toll-free number provided by the Veteran's Administration for this purpose: 1-800-827-1000.<br><br>This is considered fixed income. |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| VA Non-Service-Connected Disability Pension | Disability Compensation is for veterans who suffer from disabilities that were caused or aggravated by their service in the military. Disability Pension is for low-income veterans who are totally and permanently disabled due to disabilities which are not related to their time in the service. | X | | Copy of a recent check, the current award letter, or a copy of the deposit printout provided by a bank, such as a bank statement (as a last resort). The bank statement can be from up to 60 calendar days prior to the application date.<br><br>When VA checks are not available, verification may be obtained by calling the toll-free number provided by the Veteran's Administration for this purpose: 1-800-827-1000.<br><br>This is considered fixed income. |
| Veterans Educational Allowance/Housing Allowance | The Survivors' and Dependents' Educational Assistance (DEA) Program offers education and training opportunities to eligible dependents of Veterans who are permanently and totally disabled due to a service-related condition or of Veterans who died while on active duty or as a result of a service-related condition.<br><br>Basic Allowance for Housing (BAH) is one of several VA benefits available to the men and women who proudly served our country. | | X | |
| Veteran's Non-Recurring Lump-Sum Payments | | | X | |
| Veterans Payments | Payments paid directly to a person who has served in a military force or a surviving family member. | X | | Benefit award letter, correspondence from the VA office, benefit payment check, bank |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| | | | | statement (as a last resort). The bank statement can be from up to 60 calendar days prior to the application date. |
| Vietnam Agent Orange Benefits | Benefits for the children of women-Vietnam veterans who suffer from certain birth defects must not be considered as income or resources in determining eligibility or benefits. If a child receives a benefit from the Veteran's Administration because of a birth defect, it is likely this benefit (P.L. 106-419).<br><br>A veteran receiving payments due to exposure to agent orange is also excluded from income.<br><br>A widow receiving payments due to her spouse's exposure to agent orange is also excluded from income. | | X | |
| VISTA Payments | AmeriCorps VISTA is a national service program designed to alleviate poverty. | | X | |
| Vocational Rehabilitation Services | Iowa Vocational Rehabilitation is an employment program for individuals who experience a disability. Recipients of this program are paid wages while learning job skills, etc. The wages are considered a training stipend. ONLY count the portion that pays for living expenses if applicable. | X | | |
| WIC (Women Infants and Children Program) | The Special Supplemental Nutrition Program for Women, Infants, and Children - better known as the WIC Program - serves to safeguard the health of low-income pregnant, postpartum, and breastfeeding women, infants, and children up to age 5 who are at nutritional risk by providing nutritious foods to supplement diets, information on | | X | |

| Income Types | Definition | Considered Income | | Proof of Income |
|---|---|---|---|---|
| | | Yes | No | |
| | healthy eating including breastfeeding promotion and support, and referrals to health care. | | | |
| Work Study | The Work-Study program helps to provide graduates and undergraduates with part-time employment during the school year by paying a portion of the student's salary. | X | | Pay stubs |
| Work for Landlord (in lieu of paying rent) | When a person receives free lodging by working for the landlord instead of paying rent. | | X | |
| Workers' Compensation | Compensation for time lost due to a work-related illness or injury. | X | | Check stubs, statement from Workers' Compensation, or bank statement (as a last resort).<br><br>Workers' compensation payments are issued in whole dollars. If the payment amount includes cents, it is net income; not gross income. |

# APPENDIX D – ENERGY BURDEN TABLE

| LIHEAP Customer Heat/Electric Situation | Energy Burden | Rationale | Type of Payment | Documentation |
|---|---|---|---|---|
| LIHEAP customer pays a vendor directly for utilities | Yes | HH energy bills rise and fall with market | Paid to vendor | Utility bill |
| Utility costs (heat and electric) included in rent (non-subsidized) | Yes | HH rent may increase with an increase in energy costs | Direct pay to LIHEAP customer | Landlord letter or rental agreement |
| Heat costs included in rent and LIHEAP customer is billed directly for electric (non-subsidized) | Yes | HH energy bills rise and fall with market | Paid to electric vendor because gas usage is indeterminate | Utility bill |
| LIHEAP customer pays the landlord or trailer park owner for utility costs | Yes | HH energy bills rise and fall with market | Direct pay to LIHEAP customer | Landlord letter or trailer park agreement |
| LIHEAP customer lives in subsidized housing and heat is included in rent | No | HH rent and HH energy bill will not increase with an increase in energy costs | | |
| LIHEAP customer lives in subsidized housing and pays a vendor directly for utility costs (receives a utility allowance) | Yes | HH energy costs rise with market | Paid to vendor | Utility bill |
| LIHEAP customer lives in subsidized housing and pays a landlord for utility costs (receives a utility allowance) | Yes | HH energy costs rise with market | Direct pay to LIHEAP customer or to electric supplier | Landlord letter or subsidized housing contract |

| | | | | |
|---|---|---|---|---|
| LIHEAP customer lives in subsidized housing and pays a vendor directly for all utility costs (does NOT receive a utility allowance) | Yes | HH energy bills rise and fall with market | Paid to vendor | Utility bill |
| LIHEAP customer either has a disconnect notice or receiving a disconnect notice is imminent | Yes | HH energy bills rise and fall with market | Paid to vendor | Utility bill |
| LIHEAP customers' source of heat is electricity which is obtained from solar cells, wind power, an extension cord, or a generator | No | HH energy bill will not increase with an increase in energy costs | | |
| College student in dorm room | No | HH energy bill will not increase with an increase in energy costs | | |

# APPENDIX E – SAMPLE I-94 CARD

7/14/2017 Form I-94 | USCIS

U.S. Citizenship and Immigration Services

## Form I-94

### Form I-94:

U.S. Customs and Border Protection
Securing America's Borders

Get I-94 Number | I-94 FAQ

**Admission (I-94) Number Retrieval**

**Admission (I-94) Record Number: 69000888062**

**Admit Until Date (MM/DD/YYYY): 10/10/2012**

**Details provided on Admission(I-94) form:**

| | |
|---|---|
| Family Name: | LI |
| First (Given) Name: | LYDIA |
| Birth Date (MM/DD/YYYY): | 01/01/1990 |
| Passport Number: | P123123213 |
| Passport Country of Issuance: | Mexico |
| Date of Entry (MM/DD/YYYY): | 04/11/2012 |
| Class of Admission: | B1 |

### Form I-94A:

Departure Number
813106636 11

Department of Homeland Security
CBP I-94A (11/04)
Departure Record

L1
12345
ADMITTED
USA
09/17/2007
Class
Until

Family Name
SAMPLE
First (Given) Name
AHMET
Birth Date (Day Mo Yr)
22 12 50
Country of Citizenship
PAKISTAN

20041122 US-VISIT 20050207 MULTIPLE

See Other Side STAPLE HERE

# APPENDIX F – ALTERNATIVES TO I-94 CARD

**"PINK" I-551 "RESIDENT ALIEN" CARD**
FRONT: Pink background (blue header bar); blue INS seal overlaps photo area. Repeating "I- 551" becomes visible when card is tilted under normal light. Expiration date on front of card: Month, day, and year.

BACK: Color gradually changes from pink to blue, with map of U.S. in white. Three lines of machine-readable printing at bottom on white background. Immigrant classification and admission/adjustment date on back of card. First set of code is immigrant classification, beginning with letter(s) followed by numbers(s). Third set of code is admission/adjustment date, beginning with year, month, and day.

**"WHITE" I-551 "RESIDENT ALIEN" CARD**
FRONT: White background (blue header bar); salmon lines cover the photo in an unbroken pattern. Printing "detail" in eagle is excellent. Immigrant classification is on front of card in lower right corner, beginning with letter(s) followed by number(s).

BACK: Pale greenish background, map of U.S. in white. Three lines of machine-readable codes. Admission/ adjustment date is at bottom, left corner on back of card, beginning with year, month, and day.

**"PERMANENT RESIDENT" CARD**
Having a Green Card (officially known as a Permanent Resident Card (PDF) allows a person to live and work permanently in the United States.

**UNEXPIRED FOREIGN PASSPORT WITH I-551 STAMP**
An I-551 stamp may be present in a foreign passport, with a handwritten "Valid Until" date. A proof of entry and inspection stamp will also present in the passport, similar to the stamp for an I-94. Date of entry is stamped. Immigrant visa classification (letter and number) is printed or stamped on "Admitted" line. Valid status expires on date enumerated at "Until" section of I-551 stamp. The alien number may be printed beginning with letter A.*61366

**I-94 ARRIVAL/DEPARTURE RECORD**
Proof of entry is signified by U.S. immigration stamp. Date of entry is stamped. Non-immigrant visa classification (letter or letter and number) is printed or stamped on "Admitted" line. Valid status expires on date enumerated at "Until" section of stamp. Refugees and asylees each receive a separate INS stamp. Asylum seekers have "valid to" date, while refugees have a date of admission.

**"RED" I-688B "EMPLOYMENT AUTHORIZATION"**
FRONT: White background, read header bar and yellow interlocking wavy lines, gold INS seal becomes visible when tilted under normal light. Expiration date is on front, month, day, and year.

BACK: Red outline of U.S., Alaska, and Hawaii. The word "Void" is capitalized and underlined.

**"RED" I-766 "EMPLOYMENT AUTHORIZATION"**
FRONT: White background, red header bar. Statue of Liberty, USA, and Immigration and Naturalization Service symbols become visible when tilted under normal light. Expiration date is at bottom, right corner.

Non-immigrant category listed over justice seal by a letter and number abbreviation of the 274A.12 immigration law citation.

BACK: White background, black magnetic strip and bar code.

**DECISION GRANTING ASYLUM**
Documents issued to aliens, granted asylum vary.

Form I-589 is used to apply for asylum. If it is approved, that individual would be eligible for LIHEAP.

Form I-797 is a notification/communication form, used simply to notify LIHEAP customers of a decision (or otherwise communicate information) made on a particular application. It, in-and-of itself, is not a fillable form that is completed for approval. Therefore, it appears that the decision made on a citizenship application, that might be communicated on an I-797 would indicate whether or not a customer was qualified/eligible. If someone presented an I-797, you would have to know what it is that they applied to get.

Details on I-797 - https://www.uscis.gov/i-797-info
Details on I-589 - https://www.uscis.gov/i-589

**REFUGEE TRAVEL DOCUMENT FORM I-571**
Form I-571 is issued by the INS to aliens who have been granted refugee status.

**ORDER GRANTING WITHHOLDING OF DEPORTATION**
The documents used by immigration judges to grant withholding of deportation vary.

**EXCHANGE STUDENTS**
A student visa or other formal documentation. Send to State office for review.

# APPENDIX G – HEATING SYSTEM INSTALLATION STANDARDS

## Heating Unit Installation

### *WX Worker*

No used furnaces may be installed.

All new units shall carry a minimum one-year (1) warranty on workmanship. Each LIHEAP customer shall receive the manufacturer's product warranty information, clear maintenance instructions, and a phone number of who to contact for warranty problems. Furnace specifications must also be left with LIHEAP customer.

When installing a replacement furnace, it must be installed at least ¾" off the floor on blocks or a plastic pad. Concrete pads and wood blocks are not acceptable. Concrete blocks may be used but air must be able to circulate between the bottom of the furnace and the concrete. The return air drop also needs to be off the floor with the same specifications as the furnace.

All furnaces must have a filter rack outside the cabinet with a cover.

New forced air furnaces must be a minimum of 95% or higher AFUE except in cases of attic or garage installation. A minimum of 80% is required in those cases. A two-pipe system is required. Condensate lines must terminate to a drain or drain line or according to local codes.

If the furnace panel of a high efficiency furnace is being used as combustion air chamber, there must be a rubber gasket around the panel to seal the combustion chamber. Grommets and/or rubber gaskets must be installed to seal openings in the furnace cabinet.

Ensure thermostats are working properly, replace if defective. When possible, the thermostat must be wired for "fan only" function.

For new furnace installation, wiring from ceiling down to appliance must be secured at the top and bottom and in rigid or flexible metal conduit or non-metallic (gray) electrical PVC. Repair or replace any unsafe power supply and install a properly sized and fused switch on the appliance or within 24". By code, all new furnaces must be on a dedicated electrical circuit. This will not be enforced in cases where this causes excessive work (inaccessible panel, finished ceiling in furnace area, breaker/fuse box can't handle another circuit, etc.) unless required by local jurisdiction.

For gas line specifications, refer to Section 2021 of the *Iowa Weatherization Work Standards* or the NFPA 54-2009. Drip legs (sediment traps) need to be installed to code. When installing a new appliance (furnace or water heater) fuel lines coming down from the ceiling to the appliance gas valve must be hard pipe. Corrugated stainless steel tubing (CSST) will not be used to drop to the appliance. When used for other purposes, it must be installed in accordance with manufacturer guidelines and the National Electrical Code.

All venting shall be completed according to the manufacturer's specifications. Combustion and exhaust air (only applies to heating systems) must terminate outside (not under decks, in crawlspaces, or attics). They must both draw air from the same location. This applies to both new and existing terminations. Support for the PVC piping need to be installed per the manufacturers' specifications or a maximum of four feet apart. See Section 2110 for procedures if venting through possible asbestos material.

If an atmospheric appliance (water heater) shares a chimney with a draft-induced appliance, the draft of the atmospheric appliance must be checked to ensure no drafting problems. Call the State LIHEAP Office if there are drafting issues.

Perform a temperature rise and total external static pressure test to ensure they are within the manufacturer's guidelines. Call the State LIHEAP Office if there are static pressure issues.

Perform CO testing to ensure it does not exceed 100 PPM, without any alterations to the furnace, lowering gas pressure below manufacturer recommendations, or changing orifice size.

All condensate lines must be ¾" line (unless using a condensate pump) and terminate to a drain line or according to local code. They cannot terminate outside the envelope of the house or to a sump pump unless required by local code. Condensate pumps must be installed at the same level as the furnace (if the furnace is raised because of flooding issues, the pump must be raised also). Drain lines from a condensate pump must be 3/8" line. Condensate pump cord must have original plug, it cannot be cut and hard wired into the unit. There must be a single outlet receptacle for the pump. Ensure the condensate line does not present a trip hazard for the LIHEAP customer. No copper piping may be used as a condensate line. High efficiency boiler condensate discharge will be an acceptable pH level in accordance with local code.

Contractor must record information from the equipment data plate for future service work.

Contractors must remove and dispose of equipment being replaced unless otherwise directed by the agency.

In cases of existing hazardous materials such as asbestos, the agency may direct the contractor to disable and leave in place the existing.

***Manufactured Homes***

- Replacement furnaces installed in manufactured homes must be for that purpose or a sealed combustion high efficiency furnace may be installed with proper modifications per manufacturer's instructions. This statement allows for the installation of 80% efficient furnaces in manufactured homes.
- Condensate lines installed with high efficiency furnaces must go to a drain line and not through the bottom of the home because it could freeze.
- Adjust the heating anticipator in the thermostat to match the amp draw of the system control.
- Repair or replace any unsafe power supply.
- All gas piping must be installed according to the American Gas Association (AGA) specification and any other appropriate codes. Hard pipe must be used to go into the furnace closet. Flexible gas line connector or hard gas pipe may be used to go through the wall of the furnace cabinet.
- All venting shall be completed according to the manufacturer's specifications. A collar should be installed at the ceiling around the flue pipe. Where the venting exits through the ceiling, it must be air sealed.

***Attic Furnace***

- When replacing a furnace, if not present, a code compliant walkway and service platform will be installed in attics. Walkway and platform will be above the level of insulation (if practical).
- A secondary drain pan must be installed under the system if it includes air conditioning. It must drain to a sewer line or outside.
- All loose fill insulation must have a 12" clearance around the back, sides, top, and plenum and a 24" clearance in the front.
- Damming must be installed if the bottom of the unit if below the top of the insulation. Metal damming must be a minimum of .007" thick and permanently attached to the ceiling joist with staples, nails, or screws.
- Un-faced fiberglass may also be used as a damming material, but it must equal the height of the loose fill insulation and extend 24" away from the furnace in all directions.
- If the combustion air is taken from the bottom 6" clearance must be provided below the unit.
- Whenever possible the return drop must allow for the filter to be changed by the client from the living side of the ceiling in a safe and easy manner. The client must sign-off if the filter cannot be changed from the living area.
- All furnaces installed in the attic areas must be installed according to local codes and manufacturer's instructions.

***Heat Pumps and Air Conditioners***

**Electric service must be adequate to handle the needs of the unit.**

- Replacement heat pumps and air conditioners should be sized properly.
- All air-source heat pumps with electric auxiliary must be served by a control system – thermostat(s) – to minimize the operation of the electric heaters.
- The heat pump must also include a properly functioning outdoor lockout thermostat.
- The outdoor lockout thermostat must lock out the auxiliary heat (usually electric resistance) when the outdoor temperature is greater than the heat pump balance point (usually 25°F to 40°F, depending on the climate).
- This also serves to lock out the heat pump at the lower temperatures.
- Heat pumps must be a minimum 15 SEER and 8.0 HSPF.
- All new units shall carry a minimum one-year (1) warranty on workmanship.
- Each customer shall receive the manufacturer's product warranty information, clear maintenance instructions, and a phone number of who to contact for warranty problems.
- All furnaces must have a filter rack outside the cabinet with a cover and shall have no open returns in the combustion area.
- Contractors must remove and dispose of equipment being replaced.
- Measure air flow across the indoor coil. Airflow across this coil should be 400 CFM per ton for a wet coil (condensation on coil) and 425 CFM per ton for a dry coil (no condensation on coil), plus or minus 50 CFM.
- Check for correct amount of refrigerant. Follow the manufacturer’s specification for refrigerant charge. The airflow across the indoor coil should be adjusted and verified before the refrigerant charge is checked.
- The efficiency for new heat pumps is designated as Seasonal Energy Efficiency Rating (SEER) for cooling performance and Heating System Performance Factor (HSPF) for heating performance. New heat pumps have SEERs ranging from 15.0 to over 18.0 and HSPFs from 8.0 to over 10.0.
- For split heat pump systems with an indoor and outdoor coil, the system efficiency varies with the match of these coils. The manufacturer should be consulted to determine the combined efficiencies.
- Clients will be provided maintenance and upkeep instructions for new heat pump.

***Electric Baseboard***

- Replacement baseboard heaters must be hard wired on dedicated circuits with individual thermostatic wall control in each room.
- Electric service must be adequate to handle the needs of the units.

Older style shut off valves (see photo below) must be replaced when replacing appliances.

***Energy Inspector***

All furnace work shall be performed by a qualified, furnace technician, or trained agency personnel. Load calculation will be performed in accordance with the manufacturer’s specifications. Furnace repair shall be

performed in conformance with **ANSI Z223.1-1999 (same as NFPA 54-2009) including Appendix H** and shall be done in accordance with program spending limits. All furnace work must be in compliance with:

International Residential Code (IRC)
The Uniform Mechanical Code
National Fire Prevention Association (NFPA)
Local Codes adopted by the authority having jurisdiction (where they exist)
The Furnace Manufacturer's Specifications (must be left in the home)

Electrical service must be inspected to determine if it will handle the unit to be installed.

If a new non-portable space heater is installed it must be vented.

Perform a temperature rise and total external static pressure test to ensure they are within the manufacturer's guidelines.

Perform CO testing to ensure it does not exceed 100 PPM, without any alterations to the furnace, lowering gas pressure below manufacturer recommendations, or changing orifice size.

***Fuel Lines***
Check gas piping that was disturbed during the heating system replacement, for leaks. If checking natural gas lines, test above the lines. If propane, the probe must be placed under the lines because propane is heavier and will sink. Gas line connections must be tested by moving the probe around the connections at a rate of 1" per second. Gas leaks must be verified by soapy or bubbling solution to eliminate false positives. Copper piping on natural gas appliances is not to be replaced unless leaking or required by local code or the appliance is being replaced with ECIP funds. All gas piping must be installed according to the American Gas Association (AGA) specifications and any other appropriate codes. Flexible brass fuel lines must be replaced on all appliances. Flexible connectors manufactured before 1973 must be replaced. These can be identified by the manufacturer's tag on the connector.

The LIHEAP customer must be informed of any other fuel leaks discovered during inspection and must be noted on the inspection form.

The LIHEAP customer must be informed of any CSST line that is not bonded and must be noted on the inspection form.

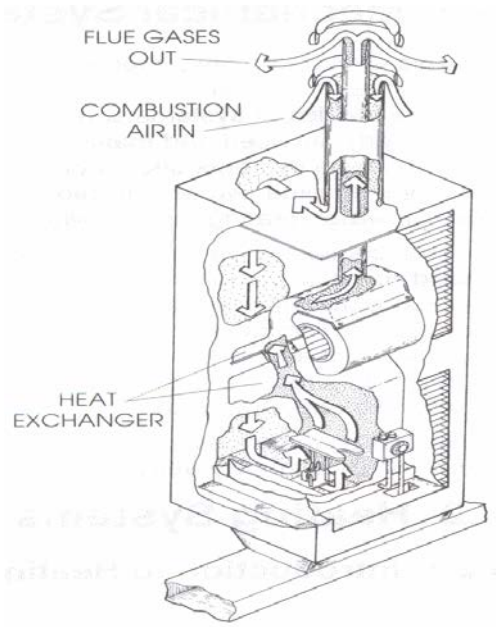
Basic operation of the new equipment will be explained to the occupant including:
- Efficiency measures
- Proper operation of controls
- Electrical and fuel disconnects or shut offs
- Location of combustion air intake including importance of not blocking the intake
- Importance of cleaning dust and debris from return grilles
- Importance of not blocking return or supply registers
- Importance of proper filter selection and how to change the filter
- Importance of routine maintenance

***Manufactured Homes***
All units shall be sealed combustion.

***Furnace Types***

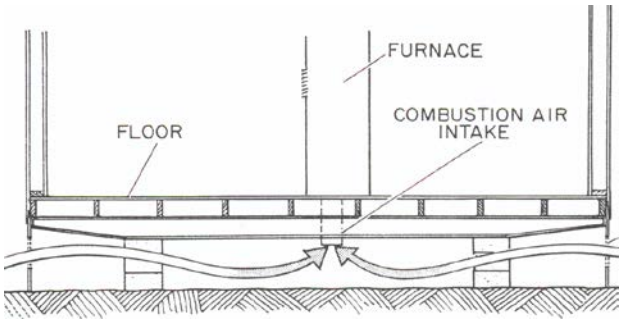
- Concentric Pipe Combustion Air
  Combustion air from the roof comes down the outside of the flue pipe, around the furnace cabinet, and into the heat exchanger where it mixes with gas during combustion. (See Figure 1)

FIGURE 1



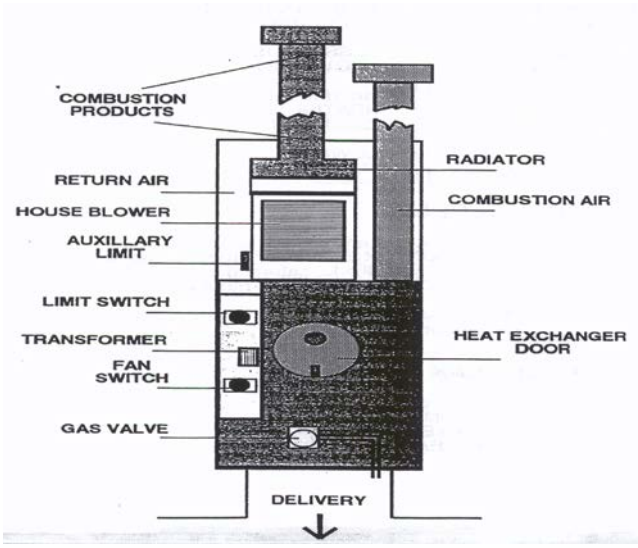

- Floor Supply Combustion Air
  A floor supply, sealed combustion air system supplies combustion air directly to the heat exchanger through a duct from under the manufactured home. (See Figure 2)

FIGURE 2



- Dual Pipe Combustion Air
  A dual pipe, sealed combustion air system supplies combustion air to the heat exchanger from above the manufactured home through a separate pipe. (See Figure 3)

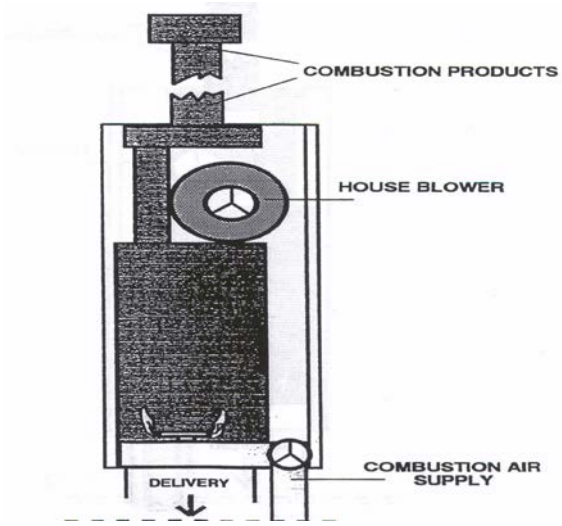
FIGURE 3




***Induced Combustion Air***

An induced combustion air, sealed combustion air system supplies combustion air to the heat exchanger using a small blower. An induced system may bring the air in from above or below the manufactured home. (See Figure 4)

FIGURE 4




***Attic Furnace, Heat Pump, Electric Baseboard***
Because these types of heating systems are not normally replaced by ECIP, contact the state LIHEAP office for guidance.

### *Thermostats*

#### *Energy Auditor/Inspector*

Document the location of the thermostat. Ensure it is not on an outside wall or near an outside door or over a heat supply/return duct. Thermostats should not be installed on a marriage wall of the manufactured home. If a thermostat is located in these areas, the thermostat may be moved using program funds and within program expenditure limits.

Compatibility will be verified (e.g., voltage, wiring condition, location) and documented. Location of existing thermostat will be assessed for appropriateness (e.g., central to the house, out of direct sunlight, away from supply air, protected from abnormal radiant surface temperatures).

Ensure the thermostat is level and dirt free. Relocate if necessary. Ensure thermostats are working properly, replace if defective. When possible, the thermostat must be wired for “fan only” function.

Mercury containing thermostats should be replaced (only when the heating unit is replaced).

#### *WX Worker*

All thermostats must be installed according to the manufacturer’s instructions. When possible, the thermostat must be wired for “fan only” function.

If being replaced, mercury containing thermostats will be disposed of properly.

The LIHEAP customer will be taught how to use the thermostat and written manufacturer’s instructions are to be left with the LIHEAP customer.