



Governor Kim Reynolds
Lt. Governor Adam Gregg
San Wong, Director

Iowa LIHEAP Program Notice 19-02

To: Executive Directors and LIHEAP Coordinators
From: Christine Taylor, Energy Assistance Bureau
Date: September 28, 2018
Re: Appeal & Hearing Procedure, Changes to Iowa LIHEAP Policy and Procedures Manual

Effective Date: October 1, 2018

Appeal & Hearing Procedure

Attached is the revised Appeal & Hearing Procedure. It has been uploaded to the public facing portion of the DCAA website <https://humanrights.iowa.gov> as well as the Members Only page, where it will be maintained. Both THO and Nifcap liaisons have received the revised document for incorporation into the database systems.

Please remember that the Appeal & Hearing Procedure must be posted at each intake site and must be provided to the client, as per the *Iowa LIHEAP Policy and Procedures Manual*.

Iowa LIHEAP Policy and Procedures Manual

Listed below are changes to the *Iowa LIHEAP Policy and Procedures Manual*.

- Program Eligibility Requirements
 - Add a final paragraph that reads: The Social Security Number of an SAH participant may be requested; only the SAH participant's address is protected information.
- Appendix C – LIHEAP Income Source Guide – Lump-Sum (non-recurring)
 - Delete "inheritance"