



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

Iowa LIHEAP Program Notice 19-03

To: Executive Directors, Fiscal Officers, and LIHEAP Coordinators
From: Christine Taylor, Energy Assistance Bureau
Date: October 18, 2018
Re: Changes to Iowa LIHEAP Policy and Procedures Manual

Effective Date: October 22, 2018

Iowa LIHEAP Policy and Procedures Manual

The *Iowa LIHEAP Policy and Procedures Manual* section **Change of Applicant Status – After LIHEAP Payment is sent to Vendor** has been changed to the language below.

Sometimes, a household status changes after the LIHEAP payment is sent to the vendor. **If a household moves, the applicant has 45 calendar days to notify the CAA of the move. When an applicant's status changes, proceed as follows:** ~~In those cases, the following should be followed:~~

- Household Move or Utility Account Closed – Able to Locate Client
 - If the payment can be applied to the new vendor, unused funds (from any program year, **because the funds are still allocated to the CAA**) are to be forwarded to the new vendor, within ~~45~~ **30** calendar days, **following the 45-day notification period.**
 - 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 client now lives in jail, the remaining funds are to be returned to the CAA within 45 calendar days.
 - Vendor refunds that are for the current program year are to be applied to the current month's Regular Assistance expenditure. 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 ~~of receipt at the CAA,~~ **following the 45-day notification period.**

- Household Moved or Utility Account Closed – Unable to Locate Client
 - Funds remaining with the vendor are to be returned to the CAA, within 45 calendar days.
 - Vendor refunds that are for the current program year are to be applied to the current month's Regular Assistance expenditure. 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 of receipt at the CAA, following the 45-day notification period.
- Household Moved – Client Failed to Notify CAA
 - If a household moves and fails to notify the CAA of the new address within 45 calendar days, the funds remaining with the vendor are to be returned to the CAA.
 - Vendor refunds that are for the current program year are to be applied to the current month's Regular Assistance expenditure. 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 of receipt at the CAA, following the 45-day notification period.