



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

Iowa LIHEAP Program Notice 20-01

To: Executive Directors and LIHEAP Coordinators
From: Christine Taylor, Energy Assistance Bureau Chief
Date: September 8, 2019
Re: Intake Form, Heating System Repair/Replacement Inspection Sheet, \$3,000 Heating Unit Expenditure Limit Waiver Request Form, Changes to Iowa LIHEAP Policy and Procedures Manual

Effective Date: October 1, 2019

Intake Form

Both the English and Spanish versions of the form, including the Definitions have been revised and uploaded to the Members Only page of <https://humanrights.iowa.gov>.

- Disability – Options are now Yes/No/Unknown
- Certification Statement – The next to last sentence now reads: I understand that by signing (either in written form or electronically) this application, I am authorizing the weatherization of my house at no cost to me or my family and, if applicable, authorizing the agency to contact my landlord for permission to weatherize the home.

Heating System Repair/Replacement Inspection Sheet

The ECIP Heating System Repair/Replacement Inspection Sheet (maintained on the Members Only page of <https://humanrights.iowa.gov>) has been revised to include the following:

- A line to indicate whether work passed inspection
- Gas lines disturbed during repair/replacement checked for leaks (added to stick-built and manufactured homes sections)

\$3,000 Heating Unit Expenditure Limit Waiver Request Form

The \$3,000 Heating Unit Expenditure Limit Waiver Request is now for all heating units (not solely for boilers). This form is maintained on the Members Only page of <https://humanrights.iowa.gov>.

Iowa LIHEAP Policy and Procedures Manual

Many clarifications were made throughout the *Iowa LIHEAP Policy and Procedures Manual*. Each section is now identified with a section number. Listed below are notable policy changes from the draft that was sent to the agencies for review, August 13th. For a complete list of notable changes from the FY19 manual, see the Members Only page of <https://humanrights.iowa.gov>.

- 1.00 Overview
 - Revised 4th paragraph, 1st sentence to: 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.**
- 2.20 LIHEAP Customer Confidentiality & Services
 - Added: 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.
 - Added: 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
 - Added: The CAA must have a procedure in place to ensure appeals are addressed in a timely manner, particularly when staff involved in the appeal process are out of the office.
- 3.00 Outreach Offices
 - Added: 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.
- 4.20 Application Methods
 - Added: unless homebound to the end of the 1st sentence in the 1st paragraph.
- 4.40 Automatically Eligible (AE) Households
 - Revised the bullet to: 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.
 - Added: 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, along with the application. 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 \$15,000?
 - 4. Have you moved within the last year or has anyone moved into or out of your household?
 - Revised 3rd to last paragraph to: 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).
 - Added: 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.
- 4.90 Separation of Duties
 - Added: Agency staff cannot process and/or verify applications for family members, friends, or neighbors.
- 5.30 Who Can Apply
 - Added: Someone facing eviction may apply for the program.
- 5.41 Eligible Dwellings

- Revised RV or Camper to: RV or camper that are hooked up to utilities
 - Revised 1st bullet to: 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.
- Revised Subsidized Housing
 - 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 rental assistance is paid on an on-going basis, CIRHA, Section 202, Public Housing Assistance, and SIRHA.
- 5.80 Safe at Home Program
 - Added: The name and Social Security Number of an SAH participant may be requested; only the SAH participant's address is protected information.
- 6.10 Eligibility Period to Qualify for Energy Assistance
 - Revised 3rd paragraph to: 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 FY19 may present their 2018 Federal tax return through April 15, 2019. After April 15, 2019 the 2019 Federal tax return must be presented.
 - Added to the 4th paragraph: It should be noted that as of the 2018 tax year, the transcript no longer includes the tax payers 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.
- 6.50 Atypical Scenarios
 - Deleted list of Pre-Tax Deductions (exempt from being counted as income) and list of Pre-Tax Expenses (must be counted as income)
- 6.70 Unique Situations
 - Deleted paragraph about using 19-year-old's income.
- 6.80 Minimal Income
 - Revised final paragraph to: The Minimal Income Statement form, if necessary, is to be filled out and signed by the LIHEAP customer. If a household claims minimal income, they must provide written verification, using the Minimal Income statement, which is maintained in the Members Only section of the Iowa LIHEAP website at <https://humanrights.iowa.gov>.
 - Removed third party signature requirement.
- 7.10 Acceptable Documentation
 - Deleted bullet accepting ITIN for Social Security Number verification. Replaced with I-94.
- 7.30 Exceptions to the Social Security Numbers/I-94 Documentation Rule
 - Added to end of 3rd paragraph: 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).
 - Revised 2nd sentence of 6th paragraph to: However, if the household has gained a member since their last application, documentation is required for the new member.
- 10.00 Payment Matrix

- Added to Poverty Level: *Note: Poverty levels of .01% are rounded up to the next percentage.
- 12.10 Vendors
 - Added: Utility deposit fees for new service is an allowable cost.
- 12.30 Debarment and Suspension
 - Revised 1st sentence of 1st paragraph to: 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).
- 12.40 Deliverable Fuel Vendor Record Requirements
 - Deleted this section
- 12.51 Contracted Price Per Gallon
 - Merged price list of routine services with Section 12.20.
- 12.52 Market Price Per Gallon
 - Merged price list of routine services with Section 12.20.
- 12.55 Account Reconciliation
 - Revised 1st sentence of 1st paragraph to: On, or before, June 30th, 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.
 - Added to 1st paragraph: 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.
- 14.20 After LIHEAP Payment is Sent to Vendor
 - Deleted Household Members Move bullet.
- 15.70 Emergency Cooling
 - Revised Central Air Conditioning 2nd bullet to: 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)
 - Revised Window Air Conditioning Unit/Evaporative Coolers 2nd bullet to: 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)
- 17.00 Program Support (NEW SECTION)
 - Activities listed below can be charged to the Program Support line item of the contract:
 - Working with a customer to complete a crisis application
 - Entering the crisis application into the system
 - Determining whether a customer is in crisis
 - 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
 - Revised 2nd paragraph to: 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> and email it to the state for approval.

- 20.00 Definitions
 - Added: Proxy
 - A proxy is someone who has the authority to act on behalf of the head of household.