



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

Iowa LIHEAP Program Notice 20-06

To: Executive Directors and LIHEAP Coordinators
From: Christine Taylor, Energy Assistance Bureau Chief
Bill Brand, DCAA Administrator
Date: May 19, 2020
Re: Changes to Iowa LIHEAP Programmatic Operations Due to Covid-19

Effective Date: May 19, 2020

Due to COVID-19, operation of the LIHEAP program is changing to meet the needs of agencies and customers.

Section 4.11 Regular LIHEAP Season (Heating Season)

The DCAA has extended the FY20 Regular LIHEAP Season to June 30, 2020.

Section 3.00 Outreach Offices

Per Section 3.00 of the *Iowa LIHEAP Policy and Procedures Manual*, "Each CAA must ensure that one primary outreach office is open and taking applications in each county a minimum of 16 hours per week during the heating season".

This requirement was waived in Program Notice (PN) 20-03a and continues to be waived through September 30, 2020.

Section 4.20 Application Methods

As addressed in PN20-03a, the requirement to see first-time applicants in person and to see applicants every third year in person was waived and continues to be waived through September 30, 2020.

Agencies are to continue following the process outlined in PN20-03a when the customer's signature cannot be obtained.

Section 6.10 Income

As described in PN20-04, if applicants are unable to qualify for the program using a standard verification period, agencies are authorized to use a 30-day look-ahead period. This continues to be in effect through September 30, 2020 and applies to Regular LIHEAP and Crisis applications, whether or not the individual's work status was affected by COVID-19.

Agencies are to continue following the process outlined in PN20-03a when required documentation cannot be obtained and continue following PN20-04 when using the 30-day look-ahead income verification period.

Section 7.00 Social Security Number (SSN) Documentation Requirements

Program Notice 20-03a allows for hardship cases where SSN or income documentation cannot be obtained. Hardship cases are allowed through September 30, 2020. This applies to Regular LIHEAP applications and Crisis Applications.

Agencies are to continue following the process outlined in PN20-03a when required documentation cannot be obtained.

Missing documentation is to be obtained no later than October 30, 2020. Agencies must make a good faith, reasonable effort to obtain required documentation.

Utility Bills

Program Notice 20-03a continues to be in effect through September 30, 2020.