



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

## **Iowa LIHEAP Program Notice 21-02**

To: Executive Directors and LIHEAP Coordinators  
From: Christine Taylor, Energy Assistance Bureau Chief  
Date: October 1, 2020  
Re: Changes to Iowa LIHEAP Programmatic Operations Due to Covid-19

### **Effective Date: October 1, 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)

Households in crisis can apply for LIHEAP in October, as it often requires the Regular LIHEAP benefit, in addition to ECIP to resolve the crisis.

#### Section 4.20 Application Methods

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

Applications require the customer's signature. In some cases, such as when taking an application by phone, the customer signature cannot be obtained. In these cases, the worker taking the application is to read the Certification Statement (at the end of the application) to the applicant. If the applicant agrees that the information submitted is true, a note is to be made why the signature cannot be obtained. The worker's name is to be noted as well (in the signature or comments field).

#### Section 4.30 Who May Sign an Application

Power of Attorney documentation may be accepted in lieu of the Proxy Form.

#### Section 4.40 Automatically Eligible (AE) Households

This section refers to seeing applicants in person which is waived for FY21.

#### Section 4.50 Mail Applications/Home Visits

This section refers to seeing applicants in person which is waived for FY21.

#### Section 5.80 Safe at Home Program

In this section, we say that we Safe at Home (SAH) participants don't have to share their physical address with us; however, if we are performing heating unit services, we will need their address in order to do the work. In these cases, please use the participants' AFN in lieu of their name on any paperwork, such as the work order. Make sure the contractor does the same and uses the AFN on the invoice they send you. We absolutely do not want the participants' name to be on any paperwork that someone else might get hold of.

### Section 6.00 Income

Agencies are to continue following the process outlined in Program Notice 20-03a when income documentation cannot be obtained. Hardship cases are allowed through September 30, 2021 for both Regular LIHEAP applications and Crisis Applications.

Missing documentation is to be obtained no later than October 30, 2021. Agencies must make a good faith, reasonable effort to obtain required documentation.

### Section 6.10 Eligibility Period to Qualify for Energy Assistance

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, 2021 and applies to Regular LIHEAP and Crisis applications, whether or not the individual's work status was affected by COVID-19.

### Section 6.20 Calculating Income/Determining Eligibility

This section explain that 30 days income begins with the date of application but bill inserts indicate the verification period begins with the preceding 30 days. Because these documents conflict, agencies are allowed to use either period (30 days beginning with the date of application or beginning with the day before application), whichever is most beneficial for the customer.

### Section 7.00 Social Security Number (SSN) Documentation Requirements

Agencies are to continue following the process outlined in Program Notice 20-03a when Social Security Number documentation cannot be obtained. Hardship cases are allowed through September 30, 2021 for both Regular LIHEAP applications and Crisis Applications.

Missing documentation is to be obtained no later than October 30, 2021. Agencies must make a good faith, reasonable effort to obtain required documentation.

### Section 7.10 Acceptable Documentation

Birth certificates presented as Social Security Number documentation must match the individual's last name or have identifying documentation when different, such as a marriage certificate.

Only U.S. issued birth certificates and passports are considered acceptable documentation for an individual to be included as a household member.

### Section 8.10 LIHEAP Customer Files

In this section, we say that the LIHEAP customer files must contain utility bills that include the vendor's name. It has been brought to our attention that a few vendors do not include their company name on the invoice. In these cases, match up the information using other identifiers listed.

### Section 8.40 HVAC Contractor Files

In most cases, heating unit crisis work will not involve the disturbance of lead. When lead will not be disturbed, as outlined in the attached Lead Exemption Form, Lead Renovator and Lead Firm Certification requirements are waived. The Lead Exemption Form must be completed and maintained in the household file to serve as appropriate documentation, when lead is not disturbed.

### Section 15.40 Emergency Delivery

The expenditure limit for this component is \$500; not \$1,000.

### Appendix C – LIHEAP Income Source Guide

- ESG (Emergency Shelter Grant) is NOT considered subsidized housing.