



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

Iowa LIHEAP Program Notice 21-03

To: Executive Directors and LIHEAP Coordinators
From: Christine Taylor, Energy Assistance Bureau Chief
Bill Brand, DCAA Administrator
Date: October 28, 2020
Re: Changes to Iowa LIHEAP Programmatic Operations Due to COVID-19

Effective Date: November 1, 2020

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

Section 4.20 Application Methods

Due to continuing public health concerns associated with the COVID-19 pandemic, agencies are instructed to accept LIHEAP applications **only** through a remote method until further notice. Remote methods include but are not limited to: mail, email, fax, online, and by telephone.

If a remote method of application is not possible, an agency may waive the remote method requirement and provide for an in-person application on an individual basis. An in-person application must be taken in accordance with written agency policy that minimizes direct contact with customers, and includes, at a minimum, provisions for face coverings for staff and applicants, social distancing, and proper sanitizing. All waivers to remote applications require supervisory or Executive Director approval.

The policy should follow the Center for Disease Control (CDC) recommended guidelines for prevention when there is a health outbreak or risk of outbreak: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>. Grantees are also encouraged to monitor the Iowa Department of Public Health website for guidance: <https://idph.iowa.gov/emerging-health-issues/novel-coronavirus>.

Agencies that utilize a waiver to remote applications must provide the DCAA with a copy of its policy regarding in-person applications that meet the above requirements. An approved waiver, in a format determined by the agency, must be included in the household file and must document the reason for the waiver. Agencies that implement a waiver must report the total number of applications by county and the number of waivers approved by county, every week on Friday. The report is to be submitted to christine.taylor@iowa.gov and john.burnquist@iowa.gov.

Section 8.40 HVAC Contractor Files

LIHEAP PN201-02 indicated that the Lead Exemption Form must be completed when lead will not be disturbed by the HVAC contractor. This program notice, PN21-03, clarifies that the Lead Exemption Form only applies to non-Weatherization HVAC contractors.