

**STATE OF IOWA  
LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM**

**FY25 POLICY AND PROCEDURES MANUAL**

**IOWA DEPARTMENT OF HEALTH AND HUMAN SERVICES  
COMMUNITY ACCESS AND ELIGIBILITY DIVISION  
COMMUNITY ACTION AGENCIES SUBDIVISION  
LUCAS STATE OFFICE BUILDING  
CAPITOL COMPLEX  
DES MOINES, IOWA 50319**

# LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM POLICY AND PROCEDURES MANUAL

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IRS INFORMATION	800-829-1040
VA INCOME VERIFICATION	800-827-1000
REFUGEE SERVICE CENTER (Interpreters Available)	515-283-7922
RELAY IOWA (For Assistance for Hearing Impaired) (voice)	800-735-2943
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## 1.00 OVERVIEW

### **1.10 Program Overview**

The Low-Income Home Energy Assistance Program (LIHEAP) is a federally funded program designed to aid qualifying low-income Iowa households (homeowners and renters) in the payment of a portion of their residential heating costs for the winter heating season, to encourage regular utility payments, to promote energy awareness and to encourage reduction of energy usage through energy efficiency, LIHEAP customer education, and weatherization. LIHEAP can also address energy crisis needs such as averting disconnection, restoring already disconnected service, providing temporary heating and cooling equipment, and repairing/replacing faulty or inoperable heating equipment. All LIHEAP customers applying for this program will simultaneously be making application for the Weatherization Assistance Program, as required by state law.

Federal administration of the program is assigned to the U.S. Department of Health and Human Services (HHS), Administration for Children and Families (ACF), Office of Community Services (OCS), and the program is administered in Iowa by the Iowa Department of Health and Human Services, Community Access and Eligibility Division, Community Action Agencies Unit (Iowa HHS/CAA Unit). Iowa Department of Health and Human Services administers the LIHEAP program by contracting with community action agencies (CAAs) meeting program and fiscal guidelines required by federal law.

CAAs are required to sign a contract which specifies required and allowable program activities, including federal Department of Health and Human Services regulations, special conditions, transfer of electronic data to fuel vendors and the state, program and fiscal reporting to Department of Health and Human Services, and audit requirements.

**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 COMMUNITY ACTION AGENCIES UNIT. NO ADDITIONAL REQUIREMENTS MAY BE IMPOSED THAT WOULD DELAY OR RESTRICT THE APPLICATION, VERIFICATION, APPROVAL, LIHEAP CUSTOMER NOTIFICATION OR PAYMENT PROCESS.**

***ALL PROVISIONS OF THE ENERGY ASSISTANCE PROGRAM, INCLUDING PAYMENTS, ARE SUBJECT TO THE AVAILABILITY OF FEDERAL FUNDS.***

### **1.20 Purpose of this Manual**

The purpose of this manual is to provide information, policies, and procedures needed to administer the LIHEAP program in Iowa. This policy and procedures manual does not attempt to exhaust or mandate every activity. The manual is offered in a spirit of administrative assistance and uniformity. However, the federal and state monitors will base their visits and reports on the administrative rules, federal regulations, state plan, HHS contract, *Iowa LIHEAP Policy and Procedures Manual*, and all other official program requirement materials. Any local variations not approved by Iowa HHS may result in disallowed CAA administrative expenses.

## 2.00 CAA Requirements

### **2.10 Publicity/Outreach**

Each CAA will conduct outreach to inform eligible households of the availability of this program. In addition to its normal outreach functions, each CAA will authorize its workers to take applications in a potential LIHEAP customer's home as well as at local community spaces, places of worship, and elderly centers. This program is to be made easily accessible to all who might be eligible, especially the elderly and disabled.

Each CAA is encouraged to issue a news release ([see Appendix A](#)) prior to the beginning of each application period (October 1 for elderly and/or disabled; November 1 for all other households) describing the details of the program to newspapers and radio stations in its service area. The October 1 release may be targeted to any locale in the CAA service territory that has a specific clientele of elderly and disabled. This may be accomplished by posting on social media, distributing fliers, posters, or news releases to congregate meal sites, senior centers, Area Agencies on Aging, etc. This release should include how, when and where to complete applications, and what accompanying documentation needs to be supplied along with the application.

All news releases must include the following information:

“This program is not designed to pay a household’s total energy costs. The program will provide supplemental assistance based on several factors. Those factors include total household income, household size, dwelling type, and type of heating fuel, among others.”

### **2.20 LIHEAP Customer Confidentiality & Services**

Every effort must be made to maintain LIHEAP customer confidentiality. A private area must be made available for LIHEAP customer interviews. When taking applications in person, it is important to remember that many LIHEAP customers may not feel comfortable applying for governmental assistance programs. Many may be easily embarrassed or discouraged from applying by the manner in which the workers conduct themselves. **It is essential to handle each LIHEAP customer with dignity and respect.** Sign-in sheets cannot be used, because it is a violation of LIHEAP customer confidentiality, unless held privately by the agency in an area unseen by passersby. **Phone calls with vendors should be conducted with utmost concern for customer privacy; avoiding calls on speakerphone in public areas.**

Information pertaining to LIHEAP customers shall be held confidential, including, but not limited to the following:

- Names and addresses of LIHEAP customers;
- Information about a LIHEAP customer reported on the Application/Intake Form;
- Information concerning the social or economic conditions or circumstances of particular LIHEAP customers who are receiving or have received services.

Information described above shall not be disclosed or used by any person except for purposes of administration of services covered under this contract except upon consent of the LIHEAP customer as evidenced by a signed release.

The Vendor Agreement with the utilities is for a limited amount of information, which includes **only** the head of household. The application the LIHEAP customer signs allows for this exchange of information. 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.



Below is information that may be shared with the utilities when the utility bill is in the customers' name.

- Utility account number
- Record status
- Award amount
- Payment check number
- Agency File Number (AFN)
- Application date
- Name on account
- First and last name of head of household
- Address

In the event of additional requests that would be considered confidential, contact the LIHEAP state office prior to providing the information.

### **2.30 Appeal and Hearing Procedure**

Agencies **must** have a formal appeal procedure in place (either a LIHEAP-specific procedure or an overall procedure for the agency), which preferably includes someone outside of the LIHEAP program. The procedure must ensure appeals are addressed in a timely manner, particularly when staff involved in the appeal process are out of the office. In cases of denial, the agency appeal decision letter must clearly explain the reason for denial and include the Appeal and Hearing Procedure, should the applicant wish to submit an appeal to the State.

The state LIHEAP Appeal and Hearing Request procedure ([Appendix J](#)) is supplied by the State and can be found at <https://hhs.iowa.gov/programs/programs-and-services/liheap/appeals>

The Appeal and Hearing Procedure must be:

- Posted at each intake site and on the agency website where it can be viewed by program applicants, and
- Provided to each LIHEAP customer at time of application or determination (electronically and/or hard copy).
  - NOTE: Providing another copy of the Appeal and Hearing Procedure is not required unless the LIHEAP application is changed from approved to denied.

Per Iowa HHS policy, a customer may also request an Appeal Hearing directly with the state via Iowa HHS's website. When this occurs, the state office will be notified of the request, and will work with CAAs on completing an information request to determine if a hearing is appropriate. CAAs must cooperate with all appeal-related information requests timely and include all relevant materials/documentation.

### **3.00 Outreach Offices**

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 (October 1 – April 30), unless a waiver is granted by the state LIHEAP office. Home visits may be made during the 16-hour per week timeframe. If the office must close in order to make a home visit, a note must be posted on the door and the worker is to return as quickly as possible.

The hours for accepting applications for the program shall be clearly posted.

CAAs are encouraged to take applications during non-traditional hours and days.

Each outreach office must be clearly identifiable with a sign, which is visible and readable from outside the office.

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.

#### **3.10 Adverse Weather/Holidays**

If weather conditions or holidays necessitate a change in hours, an explanation regarding the closing, who to contact in case of emergency, and the time of return should be posted on the door of the office, when possible. Ensure the posting is clearly visible and readable from outside the office. In addition, information should be posted on the agency website, local media, and/or social media.

#### **3.20 Outreach Office Relocation**

Prior to relocation of any outreach office, the LIHEAP state office must be notified of the new address, telephone number, and hours of operation. This information must also be publicized within the county service area.

#### **3.30 Data Management**

Each outreach office shall enter the required intake information for LIHEAP and Weatherization Program applicants to the state LIHEAP data management system for eligibility determination and benefit assignment/approval.

## 4.00 APPLICATIONS

### **4.10 Application Dates**

Applications are taken throughout the year, as explained below. An application is to be considered complete only once all required program application materials have been received by an agency.

### **4.11 LIHEAP Regular Assistance Season (Heating Season) Oct 01 – Apr 30**

- Application priority is given to the elderly and disabled, as prescribed by the federal government, and these vulnerable populations can apply beginning October 1 each year.
- LIHEAP customers must apply for energy assistance through their local CAA, or online via the state's LIHEAP data management system which can be found at [liheap-apply.iowa.hhs.gov](http://liheap-apply.iowa.hhs.gov)
- Households experiencing an energy crisis can also apply for LIHEAP in October, as it often requires the LIHEAP Regular Assistance benefit, in addition to ECIP, to resolve the crisis.
- Should a LIHEAP customer be denied assistance, they may remit another application, if circumstances change, as a new application may lead to an award of benefits. A signed and dated application is an attestation by the applicant that the changed circumstances are true. A new application may be submitted multiple times throughout the year.
- The last day to submit a new application is at 11:59pm on the last day of the heating season. If the last day of the heating season falls on a weekend, any application that agencies have not yet processed, can be processed on the following business day as long as the application was clearly submitted by the deadline, or, if the customer can verify an attempt was made to submit by the deadline but was unable to do so due to office closure.
- Per the U.S. Department of Health and Human Services, LIHEAP customers can move from one state to another and receive benefits from each state in the same fiscal year.
- An application must be approved or denied, and the LIHEAP customer, and both utilities, notified in writing or electronically of eligibility by the CAA within a maximum of 30 calendar days following the date that the completed LIHEAP application is received by the agency.
  - Automatically Eligible Applications: The "date of application" is October 1<sup>st</sup> unless the application is dated and received after October 1<sup>st</sup>. The date the application is received by the agency is to be tracked.
  - In-Person/Online/Mailable Applications: The date the application is received by the agency is the "date of application". If required documentation is not received within 30 days of the date the application was received by the agency, the application is to be denied as incomplete. The denial letter is to clearly identify the missing information and must be scanned into the file, if not created electronically. If a decision has been rendered and the applicant later presents required documentation, a new application must be submitted. At the agency's discretion, the application date can be revised when there are extenuating circumstances, which must be documented in the file.
- At the end of the heating season, although LIHEAP customers have 30 calendar days to submit required documentation, they are *encouraged* to submit the documentation within 2 weeks (CAAs still have 30 calendar days to approve or deny the application, even if the application was received on the last day of the season).

### **4.12 ECIP/Crisis Assistance Applications / Requests**

- LIHEAP customers must apply for ECIP Crisis Assistance either through their local CAA, or online via the state's LIHEAP data management system which can be found at [liheap-apply.iowa.hhs.gov](http://liheap-apply.iowa.hhs.gov)
- If the customer has already completed a LIHEAP application for the current program year they may apply for ECIP Crisis Assistance using the ECIP Crisis Request process within the state's LIHEAP data management system, or a full LIHEAP application must be use if one has not already been submitted.
- See Section 15.20 for ECIP Operational Rules depending on the type of funding year.

#### **4.20 Application Methods**

Applications may be made in-person or by remote method, which includes but is not limited to: mail, email, fax, online, and by telephone. Agencies **cannot** require that an application is made in-person. Online application submission will be made via the state's LIHEAP data management system which can be found at [liheap-apply.iowa.hhs.gov](https://liheap-apply.iowa.hhs.gov)

Applications taken at an agency require the customer's signature, either handwritten or via a signature pad. 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). Agencies must make a good faith, reasonable effort to obtain the customer's original signature.

One application system, the state LIHEAP data management system, is used for determining eligibility and approving payments for the Regular Assistance and ECIP LIHEAP benefits. All LIHEAP customers applying for this program will simultaneously be making application for the Iowa Weatherization Assistance Program.

CAAs may use the Application/Intake Form or an agency form when LIHEAP customers apply for ECIP (crisis benefits) that will be combined with other agency crisis funds to fully resolve an energy-related crisis. However, all information specific to the ECIP-funded portion of the crisis resolution must also be entered in the state LIHEAP data management system for benefit approval and tracking. Agencies will have the option to also include utility-specific customer contribution funds in the state system but are not required to do so.

If a LIHEAP customer forgets required documentation at home, it is acceptable for the LIHEAP customer to take a picture of the required documentation with their phone or scan it and send it to the agency. In some cases, LIHEAP customers can upload the documentation directly to their electronic file if they have created a user account in the state LIHEAP data management system.

To receive benefits, an application must be completed, eligibility determined, and program funds must be available before any payments may be made.

Households can only receive LIHEAP Regular Assistance once per program year unless the state decides to allow for supplemental payments due to increased funding levels for a particular year. Individuals cannot be listed on more than one approved LIHEAP application each fiscal year, unless an extenuating circumstance has been approved by the state LIHEAP office.

In cases where two different households include the same child on the application, such as in the case of a divorce or guardianship situation, the child(ren) can be counted as members of both households. This does not require additional documentation, such as a 50/50 shared custody arrangement.

#### **4.30 Who May Sign an Application**

Individuals 18 years of age or over, or legally emancipated minors, other than the head of household may sign an application for various reasons.

- The head of household is not able to apply in person.
- A person holds power-of-attorney or proxy for the head of household.
  - When a caregiver organization is a proxy for multiple individuals, the specific staff, along with the organization's name, is to be listed as the proxy.
  - Proxy statements are to be completed each program year, using the Proxy Form, which can be found on the Members Only Page of <https://hhs.iowa.gov/liheap-members>. Power-of-attorney documentation may be accepted in lieu of the Proxy Form. This will only need to be updated if the applicant indicates a change in status.
- An ineligible member can be designated as the head of household, apply and sign the application on behalf of the LIHEAP customer household (see [Section 7.00](#) for more information).

- A conservator may sign an application on behalf of the LIHEAP customer.

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

Verification of income must be waived for two consecutive years (if household became an AE in FY22, re-verification must occur in FY25) when the household meets all the following criteria:

1. The household was approved, and income documentation obtained within the last three program years, and major sources of fixed income are unchanged, except when a cost of living adjustment has been made.
2. At least one member of the household is 60 years of age or older or is disabled.
3. Major income sources are fixed benefits such as SSA (Social Security Administration retirement benefits), SSI (Social Security Income), SSDI (Social Security Disability Insurance), VA (Veterans Administration), and pensions.
  - 3a. Though no longer counted towards household income amounts, social security payments received by household members under age 18 can still qualify the household as AE eligible when that is the only source of income for the household.
4. **Interest and dividend bearing accounts** (this includes bank accounts, cash on hand, CDs, and other investments that can be accessed without penalty to the household) are \$50,000, or less.

A returned AE letter, signed by the LIHEAP customer attesting to the above criteria (no other criteria need be submitted by the household) must be included in every file. The AE letter must 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 \$50,000?
4. Have you moved within the last year or has anyone moved into or out of your household?

When it is determined that a household meets the above criteria, the CAA will approve the application at the appropriate assistance level utilizing information from the previous application. If there is a change in the household status (e.g., the LIHEAP customer moved or a household member passes away), and it does not affect the four criteria listed above, the household will still be considered automatically eligible. If there is a change in the household status (e.g., if household income recipients are added/removed, or one of the four criteria above is affected, such as the household is now receiving SSI) the household is no longer considered automatically eligible and must complete a new application.

Income is not to be updated in the application when the sources of income have not changed (no sources of income have been added). Cost of living increase is not considered a change in income. If a source of income was added or removed, the household must complete a new application and automatic eligibility must be redetermined.

If a single-person AE household applied but passed away prior to October 1<sup>st</sup>, delete the application and make appropriate notations in the file. The application process ends and no award is made.

If the head of household is homebound, to the extent possible, agencies should try to arrange a home visit.

AE Applications received prior to October 1<sup>st</sup> must be acted upon no later than October 30<sup>th</sup>. Applications may be entered into the LIHEAP data management system prior to October 1<sup>st</sup> but cannot be considered active and approved, nor any pledges made to Vendors, until October 1<sup>st</sup>. In periods of re-verification of income, bank statements presented as proof of income for AE households are to be dated no more than 60 days prior to the date of application.

Applicants cannot be required to apply for the program in-person nor re-verify income in-person.

AE household's re-verification periods will be established by their individual dates of application, and not by an agency-determined cycle.

#### **4.50 Mail Applications/Home Visits**

Any person can make application by mail or phone, upon request. A completed application will be mailed to LIHEAP customers for their signature and certification as to the accuracy of the application information and returned to the CAA.

Home visits will be made to complete an application for physically infirmed LIHEAP customers who are unable to apply by other methods. When appropriate, outreach workers are required to inform the potential LIHEAP customer of this option.

Applicants cannot be required to apply for the program in-person.

#### **4.60 Online Applications / System Intake**

Households can submit applications online directly at [liheap-apply.iowa.hhs.gov](http://liheap-apply.iowa.hhs.gov) or may complete a system intake with local agency staff via phone or in-person. All electronic and/or scanned documents have the same status as the original documents.

The LIHEAP customer must be provided with a hard copy or electronic copy of the award letter, the Certification Statement (at the end of the application) signed electronically, the appeal and hearing procedure, and conservation material(s) (see [Section 16.10](#) for more information), at the time of application or approval/denial.

Electronic documents and signatures will be maintained in accordance with Section 17.00 Retention of Records, in the special conditions contract.

The state LIHEAP office shall have established guidelines for handling electronic files, backup procedures, archiving of documents, and regular checkups of system reliability.

#### **4.70 Application Review**

CAAs are responsible for final review of applications for completeness and accuracy. The state does not mandate a specific number or percentage of applications be reviewed by staff once eligibility is determined. However, if assistance has been provided due to agency error, the agency is responsible for repayment and/or recovery of ineligible benefits.

#### **4.80 Separation of Duties**

To ensure there is no conflict of interest, or appearance thereof, there must be proper separation of duties when processing and verifying applications. For instance, the person who took an application CANNOT also review the same application (must have separation of duties).

Agency staff cannot process and/or verify applications for family members, friends, or anyone with whom that staff member has a personal connection.

**4.90 Determination Letter**

Applicants who have applied for LIHEAP Regular Assistance must be provided with a determination letter as generated in the state LIHEAP data management system. The letter may be a hard copy that is printed and presented to the applicant in-person or sent by mail, emailed to the applicant, texted (screenshot of text maintained in file), or provided to the application via a User Account in the state LIHEAP data management system.

If there is a change in the LIHEAP Regular Assistance benefit from the original determination letter that was issued to the LIHEAP customer (whether it is an increase or decrease in benefit), a revised award letter is to be sent (hard copy or electronic) to the LIHEAP customer.

Once a LIHEAP customer has applied and been approved for LIHEAP Regular Assistance, another application cannot be submitted until the next fiscal year, even if their income changes.

If a LIHEAP customer applied and was denied assistance, The LIHEAP customer may re-apply until approved, if circumstances changed (there is no limit to the number of times a LIHEAP customer may re-apply for assistance).

## 5.00 PROGRAM ELIGIBILITY REQUIREMENTS

A major function of the CAAs is verifying eligibility for LIHEAP.

### **5.10 Eligibility Criteria**

There are financial and non-financial criteria to eligibility determination for the Iowa LIHEAP program. Financial eligibility is tied to the income of the household being 200% or below of the Office of Management and Budget's federal poverty guidelines (FPG), revisions of which are published annually in the Federal Register (see [Appendix B](#)). Non-financial eligibility includes verification of citizenship status and having an energy burden. Additional factors may be considered in unique situations, and agencies should contact the LIHEAP state office for guidance when other factors that may impact eligibility are present.

There is no entitlement to LIHEAP or Weatherization benefits. Meeting eligibility requirements does not guarantee Regular Assistance, ECIP Crisis Assistance, Heating System Repair or Replacement, or Weatherization benefits will be provided. Other factors, such as the availability of funding, may prevent cash assistance from being provided even when the household is otherwise eligible. During the heating season, LIHEAP households can still be protected by Iowa's Winter Moratorium even if no cash assistance can be paid.

### **5.20 Income**

See [Section 6.00](#) of this manual for more information regarding income guidelines and calculations.

### **5.30 Who Can Apply**

Anyone applying for LIHEAP Regular Assistance or ECIP Crisis Assistance must be living in Iowa, in their primary residence that has a legitimate address, and have an energy burden ([see Appendix D](#)). Someone facing eviction may be eligible for LIHEAP assistance. Contact the state LIHEAP office for further guidance.

The head of household (the household member responsible for payment of heating costs) or any other adult household member (unless the individual is under age 18 and legally emancipated and applying as head of household) able to provide required documentation, sign the application, and attest to its accuracy, may apply for the program.

Household members can be listed on only one approved application per year, unless waived by the state LIHEAP office by email. As an exception, when children reside in multiple homes throughout the program year (such as in the case of divorced parents or guardianship situations) both households can claim the children on a LIHEAP application regardless of the amount of time the children spend at each residence.

College students must live at home full-time to be counted as a household member. Students visiting home during semester breaks or over the summer cannot be counted as household members. If the student has any living facilities other than the home (e.g., live in a dorm room, rent a room, or an apartment), they cannot be counted in the household. College students living in dorm rooms are ineligible for LIHEAP.

Incarcerated individuals (regardless of length of incarceration) are ineligible for LIHEAP and cannot be counted as a household member if incarcerated at the time of application.

### **5.40 Eligible/Ineligible Dwellings**

LIHEAP customers must be living in their primary residence at the time of application.

Program rules stipulate that only owner-occupied or renter-occupied households are eligible for energy assistance. Only LIHEAP customers living in an eligible dwelling, with an energy burden ([see Appendix D](#)), are eligible for LIHEAP benefits.



A LIHEAP customer/household member with multiple residences must apply based on their primary residence, regardless of length of stay (e.g., truck driver, travel for a job, etc.). If a customer has multiple residences in the state of Iowa and the customer moves from residence to residence in the same program year and requests that utilities are reconnected, contact the state LIHEAP office for further guidance.

Individuals on vacation (does not apply to snowbirds) or in a hospital, rehabilitation center, or other facility, short-term, are also eligible to apply because they are anticipated to return.

Exceptions may be granted by the state LIHEAP office on a case-by-case basis by submitting an email request.

If the eligible household resides in rental property, the unwillingness of the landlord to allow residential weatherization or other related home repairs shall not prevent the household from receiving LIHEAP home energy assistance.

#### 5.41 Eligible Dwellings

- Single Family Homes (Detached Dwellings)
- Multi-Unit Buildings with two or more units (e.g., duplex, condo, apartment, townhouse, studio apartment)
  - Note: If the utility bill is in a business's name and the LIHEAP customer is required to pay the utility bill, the LIHEAP customer is eligible to apply for assistance. ([see Appendix D](#)).
- Non-subsidized housing
  - Note: Non-subsidized households where all energy utilities are included in the rent are eligible for LIHEAP Regular Assistance because the benefit amount is determined by a matrix and does not depend on the actual amount owed by the household. These households are not eligible for Crisis Assistance unless they can demonstrate a measurable primary or secondary energy burden.
- Subsidized housing
  - Note: Subsidized households where heat is included in the rent are eligible for LIHEAP Regular Assistance provided they have a secondary energy burden with a utility vendor ([see Appendix D](#)). Subsidized households where *both* heat and electric are included in the rent are ineligible because the household's energy burden is already reduced through the housing subsidy.
- RV or camper where someone is using it as a primary residence that has an energy burden.
  - Nonstationary 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.
- Halfway houses
  - Residents of halfway houses are eligible for LIHEAP only if the LIHEAP customer is directly responsible for payment of the utilities.
- Extended-stay motels
  - Eligible if the LIHEAP customer has lived there 6 months or longer and they have an energy burden (waivers may be granted in cases of displacement due to natural disasters). Documentation, such as a lease, rental agreement, or statement signed by the property owner or property manager, indicating the length of stay must be provided.

#### 5.42 Ineligible Dwellings

- Subsidized households with heat included in rent, and no secondary energy burden with a utility vendor.
- Secondary home (e.g., vacation home, seasonal home)
- Group homes
  - Note: Ineligible unless the LIHEAP customer is responsible for paying a share of the utility expenses (e.g., a LIHEAP customer lives in a group home with three other individuals. The heating bill is in the landlord's name but residents each pay  $\frac{1}{4}$  of the bill. The household is eligible for LIHEAP and the income of **all** household members must be counted.)
- Community-based residential facilities (e.g., skilled nursing, assisted living, nursing homes, addiction treatment center)
  - Note: Residents of community-based residential facilities may be eligible for assistance if they return to their home and apply during the program application period.
  - Note: Independent living facilities are ineligible for LIHEAP unless the customer has an energy burden.
- Publicly or privately-operated community residence
  - Note: Ineligible unless the LIHEAP customer is paying the vendor directly for their primary heating source or is responsible for paying the bill, which can fluctuate
- Government or institutional facility (e.g., jail, hospital, care institution)
- Abandoned building or space
- Emergency shelter
- Any structure not designed or intended for primary residency (such as standard vehicles, sheds, tents, etc.)
- Residents/roomers of Single Room Only (SRO) facilities
  - A roomer is a person who has proof of a permanent address (the same address as the other residents) and occupies a single room within the rooming house.
  - The resident is NOT considered a roomer when:
    - The resident shares in providing or being provided for, the necessities of life with other residents of the structure. In this case, the resident is part of a household with other members and eligibility must be assessed for the whole group as an economic unit.
    - The resident shares any common spaces, including but not limited to bathrooms, kitchens, and living rooms. In this case, the resident is part of a household with other members and eligibility must be assessed for the whole group as an economic unit.
    - All three of the following conditions are met. In this case, the resident is in a separate household.
      - Living space must be separately metered.
      - Living space must have a separate exterior entrance.
      - Living space must have its own kitchen and own bath facilities and must be verified by the CAA (phone call or other supporting documentation) or property must be registered/listed as a multi-family dwelling.

Contact the state LIHEAP office regarding housing situations not falling within the above guidelines.

#### 5.50 Energy Burden

To be eligible for energy assistance, the household must have an energy burden on the date of application. In other words, the household must be vulnerable to increases in energy costs. The Energy Burden Table in [Appendix D](#) provides examples of situations and determinations of energy burden.

### **5.60 Social Security Number (SSN)**

Social Security Numbers must be provided either in writing or verbally in order for that household member to be deemed eligible. See [Section 7.00](#) of this manual for more information and exceptions.

### **5.70 Weatherization Program Eligibility**

A household is eligible for assistance and moratorium protection under the Iowa Weatherization Assistance Program if:

- The household's annual income is at, or below, 200% of the Federal Poverty Guidelines (FPG) as established by the Office of Management and Budget or,
- The household is eligible for the Low-Income Home Energy Assistance Program (LIHEAP).
- LIHEAP customers who are determined to be eligible for LIHEAP are automatically eligible for Weatherization. However, LIHEAP applicants who receive Supplemental Security Income (SSI) or Family Investment Program (FIP) assistance are automatically eligible for Weatherization even if their income exceeds 200% of the poverty level. Therefore, LIHEAP customers could be eligible for Weatherization and not be eligible for LIHEAP. All Weatherization LIHEAP customers must meet the same residency requirements as LIHEAP to be eligible for the program.

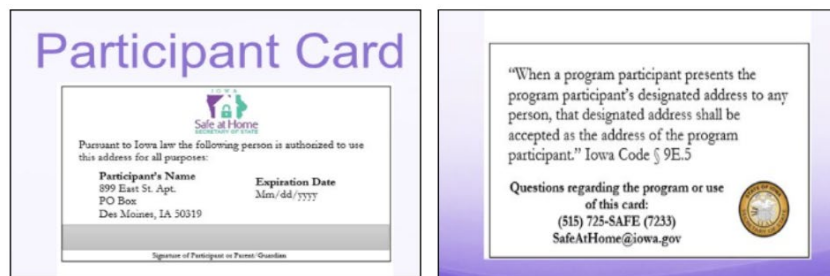
### **5.80 Safe at Home Program**

LIHEAP follows the guidelines of the Safe at Home (SAH) program which is offered by the Iowa Secretary of State's office in collaboration with local victim service providers. SAH participants are eligible for the LIHEAP program.

SAH is an address confidentiality program which protects survivors of domestic violence, sexual assault, trafficking, stalking, violent crimes, or others who fear for their safety. SAH allows its participants to go about their lives, interacting with public and private entities without leaving traces of where they live to keep their abuser from locating them. SAH enables participants to become active members in their society by keeping their home address off of public records. It allows participants to enroll their children in schools, obtain a driver's license, and register to vote while still maintaining their confidentiality.

Participants use a SAH-assigned address and their correspondence is forwarded to their actual mailing address by the Secretary of State's office. Participants may present their enrollment cards to verify participation. SAH participants cannot be required to disclose their physical address. The SAH Program may be contacted at 515-725-7233 with questions or to confirm a SAH LIHEAP customer's participation in SAH.

The name and Social Security Number of an SAH participant may be requested; only the SAH participant's address is protected information.



## 6.00 INCOME

Proof of income is required to be present in every file for each source of countable income in the household. **All income of individuals under age 18 is exempt from countable income, unless working full-time or the individual is emancipated and applying as head of household** ([see Section 5.30](#)).

A LIHEAP customer must provide all required income documentation when making application. Assistance will be given, if necessary, for elderly and disabled LIHEAP customers to help them obtain their income.

Verification of income may be made through documentary evidence in the possession of the LIHEAP customer household. If documentary evidence is not available from the household, verification may be obtained from the source of income, but not from a third party, such as a credit counseling agency.

Income verification, whether provided by the LIHEAP customer or verified by the source of income, should include identification of the payee, date of payment, gross amount of payment and source of payment. Alternate methods of verifying income must be offered to LIHEAP customers. Problems obtaining income verification for individuals or particular categories of individuals should be brought to the attention of the state LIHEAP office.

Each local administering CAA is required to maintain an electronic database containing individual LIHEAP customer applications and proof of eligibility for Energy Assistance and Weatherization. Photocopies or scanned copies of income verification or "I saw" or "I heard" notes certified by CAA staff are acceptable.

### **6.10 Eligibility Period to Qualify for Assistance**

For purposes of qualifying for Energy Assistance, a LIHEAP customer may elect to use the most recent 30 calendar days, the most recent 12 months, or the most recent calendar year as a qualification period. If a LIHEAP customer is not eligible under the time period first selected, alternative periods may be selected to qualify. The LIHEAP customer must be informed of the right to select different qualification periods.

The entire household must use one verification period (e.g., one household member cannot use a tax return while the other household members use the 30-day verification period).

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 in cases of layoffs or reduction in hours. This applies to the LIHEAP Regular Assistance and Crisis applications. A standard verification period must be used for other household members.

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. A 1099 SSA form is used to represent annual Social Security payments. If using this form for income verification the number in Box 5 should be used as this amount corresponds to Box 6b on the 1040.

Through April 18, 2025, a 2023 completed tax return can be used if a 2024 return is not available. After April 18, 2025, customers should use a 2024 completed tax return.

When using a federal tax return to verify income, all pages completed by the customer or preparer that align with the current LIHEAP Tax Return Usage Guide, including all pages with a signature required, must be provided and scanned into the system. Pages that do not align with the Tax Return Usage Guide or do not contain information specific to the customer (e.g. filing instructions, term definitions etc.) do not need to be included. If a federal tax return is electronically filed, the taxpayer should receive a copy of the tax return.

If a LIHEAP customer filed electronically and does not have a copy of the actual return, they may call the IRS at 1-800-829-1040 and request a transcript of their tax return. The transcript is free and takes 7-10 calendar days to receive by mail. Or a taxpayer may go to their nearest IRS walk-in office and ask for a copy of the transcript. Walk-in offices are located in Cedar Rapids, Davenport, Des Moines, Fort Dodge, Sioux City and Waterloo. It should be noted that as of the 2018 tax year, the transcript no longer includes the taxpayer's 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. All pages of the transcript, including any cover pages, must be included for a transcript to be considered complete. Contact the state office for further guidance, should there be any questions about a tax transcript that was submitted.

A Federal Tax Return Summary (e.g., from H&R Block) is not the same as a tax transcript and cannot be used as such.

### **6.20 Calculating Income/Determining Eligibility**

The gross income of all household members aged 18 and over residing in the household at the time of application shall be counted to determine eligibility. Verification of countable income is required of all household members before an application is complete.

Whenever possible, the name(s) on the application must match the name(s) on the income documentation. This verification may take the form of pay receipts, payroll checks, or a statement signed by the employer if the salary is paid in cash. Other evidence, such as copies of unemployment payments (agencies may contact Iowa Workforce Development directly to obtain needed documentation) may also be accepted. When the income documentation does not state the applicants' name but was submitted by the applicant or the worker saw the documentation on a website or in a portal logged into by the applicant, it is to be accepted. Whenever possible, a screenshot or picture of the verification should be included with any non-relevant information redacted.

If a LIHEAP customer refuses to produce proof of stated income and does not authorize the CAA to verify that income, the LIHEAP customer shall not be eligible for program benefits.

When electing to use the most recent 30-day income period, income will be annualized and collected for a 30-day period – count back 30 calendar days, including date of application or the day before the date of application, whichever is most beneficial for the customer. In some cases, such as mailed applications, it will make more sense to count back 30 calendar days from the date the application was signed and/or received by the agency (whichever is most beneficial for the customer). Contact the state for guidance if the date of application and date of receipt by the agency exceeds 60 days.

### **6.30 Pay/Income Periods**

**Paid Weekly (once a week):** Employees receive a paycheck each week. A weekly pay period results in 52 paychecks in a year.

**Paid Bi-Weekly (every other week):** Employees receive a paycheck every two weeks. A bi-weekly pay period results in 26 paychecks in a standard year (52 weeks divided by two). In some years, a bi-weekly payroll system might result in an additional pay period, in this case, ignore the extra pay period.

**Paid Semi-Monthly (twice a month):** Employees receive a paycheck twice a month, usually on the 15<sup>th</sup> and last days of the month. A semi-monthly pay period results in 24 paychecks in a year (12 months times two).

**Paid Monthly (once a month):** Employees receive a paycheck once a month. A monthly pay period results in 12 paychecks in a year.

**Quarterly Income (once every three months):** There are four quarters in a year, consisting of three months each. Typically, dividends are paid quarterly. Quarterly income results in four income statements in a year.

**Semi-Annual Income (typically once every six months):** Some dividends are paid semi-annually, resulting in two income statements in a year.

**Annual Income (once per year):** Total amount of income earned annually, typically resulting in one income statement in a year.

#### **6.40 Collection of Income**

Collect income information in the following manner:

- **Paid Weekly** – four most recent paystubs (use paystubs closest to the date of application)
- **Paid Bi-Weekly or Semi-Monthly** – two most recent paystubs (use paystubs closest to the date of application)
- **Paid Monthly** – most recent paystub (use paystub closest to the date of application)
- **Quarterly Income** (farm rent, dividends, etc.) – one statement of income
- **Semi-Annual Income** (farm rent, dividends, etc.) – one statement of income
- **Annual Income** (farm rent, dividends, etc.) – one statement of income

Income will be calculated in the following manner: *(note – only include income that is countable according to the LIHEAP PPM)*

- **Paid Weekly Example:**  
 $\$300 + \$400 + \$300 + \$400 = \$1,400$   
 $\$1,400 / 4 = \$350$  (average gross income per week)  
 $\$350 \times 52$  (paychecks per year) = \$18,200 (annual gross income)
- **Paid Bi-Weekly Example:**  
 $\$800 + \$900 = \$1,700$   
 $\$1,700 / 2 = \$850$  (average bi-weekly gross income)  
 $\$850 \times 26$  (paychecks per year) = \$22,100 (annual gross income)
- **Paid Semi-Monthly Example:**  
 $\$700 + \$900 = \$1,600$   
 $\$1,600 / 2 = \$800$  (average semi-monthly gross income)  
 $\$800 \times 24$  (paychecks per year) = \$19,200 (annual gross income)
- **Paid Monthly Example:**  
 $\$1,500$  (monthly gross income)  
 $\$1,500 \times 12$  (paychecks per year) = \$18,000 (annual gross income)
- **Paid Quarterly Example:**  
 $\$2,000$  (quarterly gross income)  
 $\$2,000 \times 4$  (quarters per year) = \$8,000 (annual gross income)

- Paid **Semi-Annual** Example:  
\$5,000 (semi-annual gross income)  
 $\$5,000 \times 2$  (payments per year) = \$10,000 (annual gross income)
- Paid **Annual** Example:  
\$18,000 (annual gross income)

### **6.50 Atypical Scenarios**

- Paid **Weekly** Example:  
  
LIHEAP customer received three paychecks instead of four because they were off work for a week. Collect the three most recent paychecks.  
 $\$400 + \$200 + \$0 + \$100 = \$700$   
 $\$700 / 4 = \$175$  (average weekly gross income)  
 $\$175 \times 52$  (paychecks per year) = \$9,100 (annual gross income)
- Paid **Bi-Weekly** Example:  
  
Collect the two most recent two paychecks, even if it is a three-paycheck month.  
 $\$800 + \$900 + \$0 = \$1,700$   
 $\$1,700 / 2 = \$850$  (average bi-weekly gross income)  
 $\$850 \times 26$  (paychecks per year) = \$22,100 (annual gross income)
- **Self-Employment** Example:  
  
Collect the most recent Federal tax return, or gross income for the most recent 30 calendar days, most recent 12 months, or most recent calendar year.  
 $\$13,000$  Federal tax return (annual gross income)  
OR  
 $\$500 + \$600 + \$300 + \$400 + \$100 = \$1,900$  (average monthly gross income)  
 $\$1,900 \times 12$  (months) = \$22,800 (annual gross income)

**Determination of income may vary depending on circumstances.** For households using paystubs, use the gross amount (gross amount before any pre-tax deductions) on the stub. When unable to obtain gross income before pre-tax deductions, use federal taxable gross amount if specifically identified. If not, use the amount as shown and consider it Net Income.

Only use actual/reported income when no pay frequency is available. For example, if the LIHEAP customer just started a new job and was just paid but there is no pay frequency established, enter the pay as actual/reported.

### **6.60 Bank Statements**

Bank statement requirements:

- Printed bank statements with redacted customer name and/or deposit information are unallowable.
- Not all online banking documentation (e.g., screenshots, printouts) will identify the bank or the customer's name but is considered acceptable income documentation, when presented by the customer.
- Incomplete bank statements (i.e., pages are missing) that do not identify the total amount of deposits for the month and/or do not include all deposits for the month are unallowable because we must be able to identify the total amount of deposits made.
- Bank statements cannot be more than 60 days prior to the date of application.

### **6.70 Unique Situations**

See below regarding unique situations.

- Occasionally a paystub does not indicate pretax deductions. In those cases, the amount paid is considered gross income, because actual gross income cannot be determined.
- A LIHEAP customer's income is \$200/month. The employer is deducting \$150 to pay for the LIHEAP customer's insurance while the person is temporarily disabled. Count the entire \$200 because it is the gross income.
- A customer over 18 is eligible for \$300/month from SSI. Due to an overpayment the previous year, SSI is deducting \$50/month. The amount AFTER deduction (\$250) is counted as income.
- Johnny's parents are applying for LIHEAP using the last calendar year verification period. Johnny has since gone to college and lives in the dorm. His parents are using a tax return for income verification. Although Johnny was on his parent's tax return, he is not considered a household member because he lives at school.



## 7.00 U.S. CITIZEN VERIFICATION / SOCIAL SECURITY NUMBER (SSN) DOCUMENTATION REQUIREMENTS

Each household member listed on a LIHEAP application must verify their United States citizenship in order to be counted towards the total size of the household. The primary method used to verify this information is the Social Security Number of each household member, regardless of age, which must be provided either in writing or verbally in order for that household member to be deemed eligible. If a household member is not able to provide documentation verifying their SSN waivers may be requested on a case-by-case basis. Relevant information must be documented for the file, and the household made aware that **this is a one-time only waiver** (once in a lifetime). If there are extenuating circumstances (such as an ongoing foster care scenario), contact the state LIHEAP office to request an exception. The Social Security Number (SSN) Waiver Request form is to be completed by the CAA and approved by the state LIHEAP office before it can become effective. Waiver requests are submitted within the state LIHEAP data management system.

Hard copies of social security cards and other verification documentation for each member of the household are to be scanned and maintained in the state's LIHEAP data management system. Customers may present pictures or copies of required documentation in lieu of the hard copy. Once the card or other verification documentation is obtained for a member of a household and uploaded into the state LIHEAP data management system it does not need to be requested in subsequent years unless a change has occurred, or the documentation has expired.

### **7.10 Acceptable Documentation**

To ensure the Iowa LIHEAP program has the correct Social Security Number (SSN), verification is limited to the documents below. Please note that if an applicant presents an acceptable document that does not have the SSN on it, the applicant may provide the SSN verbally or in writing on the application.

- Social Security Card
  - A Social Security Card with VOID on it is legitimate. In 1988, the anti-copy VOID pattern was added as a security feature for the card. In 2004, the VOID pattern was removed. Visit <https://www.ssa.gov/history/ssn/ssnversions.html> for more information regarding social security cards.
  - A Social Security Card that indicates “with INS Authorization”, is a legitimate card. The authorization document does not need to be scanned for our records.
  - A “Valid for Work Only with DHS/INS Authorization” Social Security Card is acceptable documentation. The authorization document does not need to be scanned for our records.
- Driver's License/REAL ID or Photo Identification Card (ID)
  - Must be a current Iowa Driver's License or Photo ID at the time of application, issued by the Iowa Department of Transportation. LIHEAP will also accept a Driver's License/Photo ID which is issued to an individual under the age of 18, provided it is current. The household member's social security number is still required to be entered into the electronic application, which may be provided verbally by the LIHEAP customer. Note: If the Driver's License/Photo ID expired since the last LIHEAP application was filed, a new one must be provided. For LIHEAP purposes, an old address on the Driver's License/Photo ID does not cause the ID to be “expired”.
  - REAL ID's issued from any state are acceptable.
- Tribal ID's that include the SSN are acceptable.
- Passport (any age household member)
  - Must be a current U.S. issued passport in order for the individual to be considered a household member ([see Section 7.40](#)) for software input. *Note: If the passport expired since the last LIHEAP application was filed, a new one must be provided.*
- Birth Certificate (any age household member)
  - 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 are considered acceptable documentation for an individual to be included as a household member.

- SSN should be presented verbally or in writing, along with the birth certificate.
- Requirement for an SSN is waived for a child 120 calendar days old, or younger, at the time of application (child is considered a household member). A copy of the hospital discharge paperwork, hospital wrist band with child's name and date of birth, or crib card should be included in the LIHEAP application file.
- Financial statement showing the SSN
- Payroll stub or W-2 showing the SSN
- Military ID card showing the SSN
- Any official document or form coming from the Social Security Administration that contains the social security number.
- Medicare Card/Medicaid Card, if it contains the member's social security number (new cards will not include the SSN). This is acceptable only if the household is unable to provide other documentation and can attest to the fact this is their actual social security number.
- Federal tax returns 1040, and related forms that have been submitted to the IRS, regardless of who prepared the forms. 1099's & W-4's are acceptable as long as the number does not begin with a "9", as that would be an Individual Taxpayer Identification Number reserved for certain nonresident and resident aliens, their spouses, and dependents who cannot get a SSN. Any number not starting with a "9" is a valid SSN.
- Veterans Universal Access Identification
- Bank statement with SSI ACH deposit which includes the last four digits of the Social Security Number. SSN should be presented verbally, along with the bank statement.
- Iowa Department of Human Services Direct Payment Register
- A printout from Iowa Department of Health and Human Services that shows the child's name, birthdate, and Social Security Number. This applies mainly to foster children.
- A printout from the IRS (Internal Revenue Service), showing the Social Security Number
- Divorce decree, provided it includes the needed social security number and has been filed with the courts (is signed and on record)
- Selective Service Registration Acknowledgement (*can verify by SSN at <https://www.sss.gov/verify/>*)
- Military discharge papers (*aka. DD-214*), provided it includes the needed social security number
- Unemployment Insurance Benefits printout from Iowa Workforce Development
- Safe at Home Enrollment Card ([see Section 5.80](#))
- 1095B Health Care Coverage Form
- I-94 (proof that a traveler was lawfully admitted into the United States)
  - Must be current (unexpired)
- Travel Visa (unexpired), ([see Appendix G](#))

#### **7.20 Unacceptable Documentation**

- A metal or plastic version of the Social Security Card
- Voter registration card
- State of Iowa Tax Return
- ITIN (Individual Taxpayer Identification Number)
  - An ITIN, or Individual Taxpayer Identification Number, is a tax processing number only available for certain nonresident and resident aliens, their spouses, and dependents who cannot get a Social Security Number (SSN). It is a 9-digit number, beginning with the number "9", formatted like an SSN (NNN-NN-NNNN).
- International Driver's License

### **7.30 Exceptions to the Social Security Number/I-94 Documentation Rule**

When a LIHEAP customer household contains a foreign national without the required documents, or refuses to provide required documentation, for that household member, that member becomes ineligible. Any household containing an ineligible member may apply as long as the ineligible member is not counted as a member (i.e., if there are two adults and one child and one of the adults is ineligible, the number of household members is two). **However, the ineligible member's income must be counted and documented for household eligibility determination.**

When a LIHEAP customer household contains all U.S. citizens but forgets to bring Social Security (SS) documents for a household member, then it is appropriate, but not required, to pend the application for them until they provide that information. If a citizen has not obtained a SSN, but could qualify for one, then it is appropriate, but not required, to pend the application and help/refer them to the local SSA office to get a SS card. If a LIHEAP customer household possesses, but refuses to provide, required SS documentation, for any household member, that member becomes ineligible. **However, the ineligible member's income must be counted and documented for household eligibility determination.**

If a household who, given the opportunity, could obtain and provide required SS documentation, for all members, refuses to do so, then they must be informed of the impact, if any, upon their benefit amount prior to application.

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., if an infant or minor child is the only eligible member of the household, an ineligible adult member can apply and sign on behalf of the household).

A household comprised entirely of ineligible members is ineligible to receive LIHEAP.

If the LIHEAP customer is a temporary foreign national not authorized for employment, verification of a Social Security number may be waived. However, they must present their I-94 card (an 11-digit number) ([see Appendix F](#)) or other approved documentation ([see Appendix G](#)). The Iowa LIHEAP program should record the USCIS number in lieu of the SSN. This applies to all household members in this category, regardless of age. Copies of such verification must be included in every file.

Waivers may be granted by the state LIHEAP office in certain hardship cases, on a case-by-case basis. Relevant information must be documented for the file, and the household made aware that this is a one-time only waiver (once in a lifetime). Because foster parents are unable to obtain social security verification for foster children, waivers may be granted in multiple years. The waiver can be submitted within the state LIHEAP data management system.

NOTE: The Iowa LIHEAP program does NOT report undocumented households to any entity. A household's status is held confidential and not shared with other parties.

### **7.40 Entering SSN/Documentation into State LIHEAP Data Management System**

Information from the verification document must be entered for each household member in the following manner.

- Social Security Number (SSN) Presented (from an approved document) = Enter 9-digit SSN
- Driver's License Presented/Photo ID = Enter 9-digit SSN, if known (may be provided verbally or in writing by the LIHEAP customer)
- Passport = Enter 9-digit SSN, if known (may be provided verbally or in writing by the LIHEAP customer). Otherwise, enter the passport number. NOTE: Not all passport-holders have been provided with an SSN.
- I-94/Alternate Documentation Presented = All digits entered or up to 16 digits
- USCIS = All digits entered
- Undocumented Individuals = Leave blank

## 8.00 CUSTOMER DOCUMENTATION AND RECORDKEEPING REQUIREMENTS

This section describes the documentation CAAs must maintain in LIHEAP customer, vendor, and heating system contractor files, as well as other programmatic documentation requirements. Clear notations, without acronyms, are to be maintained in files as needed. Anyone who views the file should be able to easily follow the timeline of events. **All LIHEAP program data including supporting documents must be entered into and maintained within the state LIHEAP data management system.**

### **8.10 LIHEAP Regular Assistance Customer Files**

LIHEAP customer files must contain, at a minimum, the documentation listed below.

- Completed application
- Social Security Number verification (or other acceptable documentation) of all eligible household members. If no verification was provided, a state approved waiver must be in the file. Signed proxy statement (see Proxy Form in the Members Only page at <https://hhs.iowa.gov/liheap-members>) or power-of-attorney, for all applications completed by a non-household member.
- Utility bill (must include name and address of account holder, service address, vendor/utility company name, and account number or account ID)
  - When the utility bill does not include the vendor/utility company name, match up the information using the account number, etc.
- Income documentation
- Landlord Verification form for renters whose total energy charges are included in rent
- Approval/Denial letter
  - Scan handwritten notes and include them in the household file

### **8.20 ECIP/Crisis Assistance Files**

LIHEAP ECIP/Crisis Assistance files must contain, at a minimum, the documentation listed below.

- Completed application
- Description of crisis event and the steps taken to resolve it
- Proof of home ownership (only when heating or cooling equipment repair/replacement occurs)
- Landlord approval when providing window air conditioners
- Audit of heating unit, if applicable
- Bid documentation for heating unit repair/replacement, if applicable
- Invoice for heating unit repair/replacement, if applicable
- ECIP Heating Unit Repair/Replacement Inspection Sheet, if applicable (performed by agency QCI, Auditor, HVAC Technician, or an agency staff person who has completed Weatherization-provided Furnace or Combustion Health & Safety training)
- Utility bills or other state-approved documentation
- Scan handwritten notes and include them with the household file

## 9.00 VENDOR AND OUTREACH OFFICE DOCUMENTATION AND RECORDKEEPING REQUIREMENTS

This section describes the documentation CAAs must maintain in LIHEAP vendor, and heating system contractor files, as well as other programmatic documentation requirements outreach offices. Clear notations, without acronyms, are to be maintained in files as needed. Anyone who views the file should be able to easily follow the timeline of events. **All LIHEAP program Vendor data including supporting documents must be entered into and maintained within the state LIHEAP data management system.**

### **9.10 Utility Vendor Files**

LIHEAP utility vendor files must contain, at a minimum, the documentation listed below.

- Electric/Natural Gas Vendors
  - Electric/Natural Gas Vendor Agreement
  - Vendor Tax ID Number
  - [Sam.gov](https://sam.gov) search saved electronically in file ([see Section 12.30](#))
  - Receipt of funds documentation
- Deliverable Fuel Vendors (NOT prepaid)
  - Deliverable Fuel Vendor Agreement
  - Vendor Tax ID Number
  - Price list of routine services
  - Receipt of funds documentation
  - [Sam.gov](https://sam.gov) search saved electronically in file ([see Section 12.30](#))
- Prepaid Deliverable Fuel Vendors
  - Prepaid Deliverable Fuel Vendor Agreement
  - Vendor Tax ID Number
  - Price list of routine services
  - Receipt of funds documentation
  - Deliverable Fuel Prepaid Account Reconciliation Spreadsheet
  - [Sam.gov](https://sam.gov) search saved electronically in file ([see Section 12.30](#))

### **9.20 HVAC Contractor Files**

The Iowa LIHEAP program is required to use Iowa Weatherization Program approved HVAC contractors when a heating or central air conditioning repair or replacement is needed, using ECIP funds. Approved contractor files (typically maintained by the CAA's Weatherization Program) must contain the documentation listed below.

- Contract between the CAA and the contractor
- System Award Management (<https://sam.gov>) search saved electronically (performed each time contract renewed)
- Current Iowa Contractor Registration Certificate (contractors must renew yearly with IWD)
- Commercial General Liability Insurance (\$500,000/per occurrence and \$1 million aggregate)
- Automobile Insurance (coverage amount as deemed sufficient by agency)
- Workers' Compensation Insurance (or waiver – signed at beginning of each new contract)
- Electrical License (as applicable)
- Current Plumbing & Mechanical License (as applicable)
- Lead Renovator Certification (waived if replacing a heating unit with no new ductwork)
- Lead Firm Certification

Refer to the *Iowa Weatherization Program Policy and Procedures Manual* for more information regarding contractor file requirements.

**9.30 Outreach Offices/Intake Sites**

Each outreach office and intake site must post the documentation below.

- LIHEAP Appeal and Hearing Procedure must be posted at each intake site ([see Appendix J](#)).
- Hours and days of application intake must be clearly posted

## 10.00 MORATORIUM PERIOD ON WINTER DISCONNECTIONS

Iowa has a Cold Weather rule for **all households** served by regulated utilities, regardless of a connection to energy assistance services. Per Iowa Administrative Code 199, Chapter 19, 20 and 27, natural gas and electric utilities will not disconnect service if the temperature is forecasted to be 20 degrees Fahrenheit or colder during the 24-hour period, including the day service is scheduled to be disconnected. **The Cold Weather rule does not depend on applying for energy assistance through LIHEAP.**

For those who are eligible for energy assistance through LIHEAP **or Weatherization**, and whose primary heating fuel is supplied by a regulated non-deliverable vendor, Iowa law prohibits disconnection from electric or natural gas supply from **November 1 through April 1** of each year, regardless of the temperature. This is known as the **Moratorium Period** on winter disconnections. Note – this is different than the term **“Heating Season”**, which programmatically refers to the period of Oct 01 – Apr 30 when applications can be submitted for LIHEAP Regular Assistance benefits.

Households are entitled to Moratorium Period protection even if cash benefits are not available, as long as the household meets all the LIHEAP or Weatherization eligibility criteria.

In order to comply with the Moratorium Period law, the following is required:

Upon initial contact by a potential LIHEAP customer after November 1, the CAA must offer the interested customer an opportunity to make application within their county of residence within at least 10 calendar days from the date of contact. LIHEAP customers may choose an application date, which is beyond the specified 10-day period, if necessary. LIHEAP customers with disconnect notices should have their applications taken the day of contact, or as soon as possible thereafter.

For households in a disconnect situation or at risk of disconnection, both the electric and natural gas provider, if any, must be notified immediately by the CAA that a household has applied and been approved for Energy Assistance, or is eligible for the Weatherization Assistance Program to invoke Moratorium Period protection.

Notification to vendors of households that have been LIHEAP-approved will be made at least weekly via the state LIHEAP data management system’s vendor notification process throughout the Heating Season.

An application must be approved or denied, and the LIHEAP customer, and both utilities, notified in writing or electronically of eligibility by the CAA within a maximum of 30 calendar days following the date that the LIHEAP application is completed.

For the purposes of notification, an unreviewed application is considered to be an application as far as invoking Moratorium Period protection. CAA’s still have 30 calendar days to approve or deny an application.

For disconnected households who do not have enough personal funds to reconnect, a direct pay of a LIHEAP Regular Assistance funds may be made to the customer ([see Section 13.00](#)) or LIHEAP Regular Assistance funds and ECIP funds may be combined to reconnect service. When the household has enough funds for reconnection, the household must notify the CAA so the appropriate utility can be contacted to invoke Moratorium Period protection.

LIHEAP customers whose residence is attached to their business and the utilities are all under one account (not separate residential and business accounts), qualify for Moratorium Period protection. The CAA should contact the state LIHEAP office who will then notify the Iowa Utilities Commission of the protection.

LIHEAP-approved customers whose primary and secondary utilities are included in rent are ineligible for Moratorium Period protection because utility billing information is not provided.

When a LIHEAP-approved adult member of a household moves to another residence (e.g., a separation or divorce), Moratorium Period protection will follow that member to the new household. If utilities have been disconnected at the new residence, the utility company is required to turn on the service. Municipals and REC's may require a deposit and transfer any applicable debt. The CAA should notify the utility of the protection. Members remaining in the home will continue to receive Moratorium Period protection for the remainder of the heating season.

For more information regarding Iowa's Cold Weather rule and Moratorium Period protection, visit <https://iuc.iowa.gov/>.



## 11.00 PAYMENTS

**All payments are contingent upon the availability of federal funds.** No household is entitled to a certain amount or form of assistance from this program. Households must meet the income eligibility guidelines and there must be program funds available before assistance payments can be made.

Both owner-occupied and renter-occupied households are eligible. The amount of assistance a household receives depends upon available funding, total household income, household size, dwelling type, type of primary heating fuel the household uses, and other targeting factors enumerated in the payment matrix.

LIHEAP Regular Assistance payments shall be made on a first-come, first-served basis, based on application date, with the amount of payment determined by total number of matrix points. For liquid propane (LP) and fuel oil LIHEAP customers, if the initial benefit on the matrix is less than the annual state-set amount for deliverable benefits, the deliverable fuel benefit will be raised to meet the state-set benefit amount.

The energy assistance payments may be made to the:

- Primary Energy Supplier/Vendor/Utility (these terms are interchangeable)
- Secondary Energy Supplier/Vendor/Utility (these terms are interchangeable)
- Household (*see 11.30 for restrictions*)

Awards using LIHEAP funds (LIHEAP Regular Assistance or ECIP) cannot be made to pay for diversion fees for LIHEAP customers who fraudulently receive service. Diversion fees relate to the unauthorized use of service, such as tampering with, or bypassing company equipment (such as a meter, or pipe).

Tax and meter fees on utility bills may be paid with LIHEAP Regular Assistance and ECIP funds. Reconnection fees can only be paid with ECIP funds.

Third party vendors will not be paid unless expressly approved by the state office.

Crisis payments cannot be made directly to the customer, because there is no guarantee that the crisis will be averted, unless approved by the state LIHEAP office.

See [Appendix I](#) for current program year benefit maximums for Regular Assistance and ECIP Crisis Assistance

### **11.10 Primary Energy Supplier/Vendor/Utility**

Generally, Regular Assistance payments are made to the primary energy supplier. One check may be issued by the agency to an energy supplier for more than one household, along with a list of household accounts and the amount of benefit each receives. The LIHEAP customer's benefit award shall remain as a credit on the LIHEAP customer's account until the benefit amount is expended or the account is terminated.

The Regular Assistance award is to be applied to the cost of the heating source supplying the household's non-business residential primary heating fuel.

If the primary energy supplier account is in the landlord's name and the LIHEAP customer knows the account number, the benefit payment may be made directly to the energy supplier instead of making a direct payment to the LIHEAP customer, provided the energy supplier and landlord agree (documentation of such agreement should be maintained in the file).

If two LIHEAP recipients, living in separate homes, have the same utility account number, pay one LIHEAP customer's utility company and send a direct payment to the other LIHEAP customer. For example: A mother living in a different home allowed her daughter to put the account in the mother's name.

In rare cases, a LIHEAP customer will present a utility bill from a third-party vendor. For example, although a LIHEAP customer's primary vendor is Alliant Energy, the LIHEAP customer presented a utility bill from Arcadia Power. Arcadia is a third-party company that charges a fee to help ensure Iowa uses green energy. In these cases, the payment must be sent to either the primary vendor or a direct pay to the LIHEAP customer.

When a customer heats with a deliverable fuel and the award is being sent to the secondary utility, the award amount should be the amount they would have received if the award was being sent to the primary vendor.

The following expenses may be paid with the LIHEAP Regular Assistance benefit:

- Deliverable fuel deliveries/fills made to stationary and portable tanks
  - Portable Tanks: If the agency has an agreement with the deliverable fuel vendor, payment is made to the vendor. If there is no agreement with the vendor, the customer can be reimbursed for fills based upon submitted receipts, up to the award amount.
- Pressure check, safety check, leak seek test
- Emergency delivery fees such as after hours, same day delivery, non-route delivery

The following are considered **unsupported** expenses and will not be paid from the LIHEAP Regular Assistance Benefit:

- Pump-out fees
- Amounts owed on business/commercial accounts

Regular Assistance payments may be used for a Deliverable Fuel vendor to address a previous fill amount still owed **ONLY** when that fill occurred within the current program year. To address any amounts owed for fills prior to the start of the current program year, ECIP funds must be used.

### **11.20 Secondary Energy Supplier/Vendor/Utility**

Eligible households who pay an undesignated portion of their rent toward energy costs will receive assistance sent directly to their secondary (electric) provider.

Secondary (electric) energy suppliers are also paid when a household has a credit on their heating account that exceeds one (1) times the total of their primary heating bills for the previous year. The secondary energy supplier may be paid once per year with Regular Assistance funds. The Payment to Secondary Vendor form, which is maintained at the Members Only page at <https://hhs.iowa.gov/liheap-members> must be completed by the agency, signed/dated by the customer, and maintained in the customer's file along with the documentation listed below:

- A copy of the current primary and secondary utility bills (a screenshot from the utility portal will suffice)
- A copy of the primary and secondary previous 12 month's bills (a screenshot from the utility portal will suffice)

Note: If there is nothing due on the utility account, enter \$0.00 in the Payment to Secondary Vendor Form.

When there is excessive credit with the primary vendor:

- Agencies are expected to inquire about the reason for the large credit in order to rule out health and safety concerns (e.g., thermostat turned too low, bundling up with extra clothes and blankets).

In addition, instead of realizing the bill is showing a credit, the LIHEAP customer may think they owe the amount shown.

- Ensure that payments have been appropriately applied on bills with both gas and electric bundled together. Encourage energy suppliers to apply payments toward the entire bill.

### **11.30 Household**

\*Direct payments to eligible households must be approved by the state office in all circumstances with the exception of the following:

- When both primary and secondary utilities are included in the rent and the account is in the landlord's name (non-subsidized households, and only regarding LIHEAP Regular Assistance).
- When a CAA is unable to locate a vendor for a deliverable fuel LIHEAP customer (e.g., vendor will not sign a Deliverable Fuel Vendor Agreement, or a vendor is not able to service the tank because it belongs to a different vendor, the household has a small tank (e.g., 20 gallon) and the vendor will not make a delivery or a fill, etc.), they are required to offer a choice of either a direct pay to the LIHEAP customer or payment to a secondary vendor, and the deliverable fuel LIHEAP customer chooses a direct pay.\*
- Vendor circumstances as outlined in [Section 13.00](#) of this manual. \*
- The assistance award for households whose primary source of heat is wood/coal/corn will be forwarded to the household's electric supplier if a suitable wood/coal/corn vendor is not available. If no electric supplier exists, a direct payment to the LIHEAP customer may be made. \*

\* The CAA must document the justification for any direct payments made to households by uploading any relevant supporting documentation and/or describing the need for a direct payment in a case note ([see Appendix D](#))

### **11.40 Refunded Benefit Amounts**

The CAA is required to use the state LIHEAP data management system to monitor and prevent possible duplicate applications and payments. Built-in duplication cross checks are based on household members' name, address, and social security number for all household members, as well as vendor account numbers.

When income documentation is provided and a name is displayed on the documentation, the name on the application should match the name on the income documentation. When Social Security documentation is provided and a name is displayed on the documentation, the name on the application should match the name on the Social Security documentation.

## 12.00 VENDORS

Fuel vendors supply electric, natural gas, liquid propane (LP), heating oil, wood, kerosene, and other fuels to heat the homes of LIHEAP customers.

Local agencies enter into an agreement with the vendors to ensure fair, consistent practices and to outline program requirements.

A signed vendor agreement with each participating vendor (electric, natural gas, liquid propane (LP), heating oil, wood, kerosene, water etc.) must be on file with the CAA before any payments can be made to that vendor (original, faxed, or scanned agreements are acceptable). Signatures must be original or digitally time-stamped, which may include a signature log. **By signing a vendor agreement, the vendor cannot refuse assistance payments (unless the payment exceeds the amount needed in cases of crisis) and cannot put any additional conditions on accepting assistance payments.**

In the event a particular supplier will not sign an agreement, an attempt should be made to establish service with a participating vendor. If this is not possible, direct payments may be made to eligible LIHEAP customers following the procedure in [Section 11.00](#) of this manual. Any payment made to a vendor without a documented agreement with the agency will be considered a disallowed cost.

Utility deposit fees for new service is an allowable cost for energy assistance.

The vendor agreements provide important protections for the LIHEAP customer and are maintained in the Members Only section of the Iowa LIHEAP Program's website at <https://hhs.iowa.gov/liheap-members>

### **12.10 Electric/Natural Gas Vendors**

Electric and natural gas vendors include investor-owned utilities (Alliant Energy, Black Hills Energy, MidAmerican Energy), municipalities (e.g., City of Pella), and RECs (rural electric cooperatives). In order to receive a LIHEAP payment to apply as credit on a customer account, the vendor must sign/date the Electric/Natural Gas Vendor Agreement, which can be found on the Members Only page at <https://hhs.iowa.gov/liheap-members>

### **12.20 Deliverable Fuel Vendors**

There are two types of vendor agreements for deliverable fuel vendors (those delivering fuel such as LP, heating oil, wood, kerosene, and corn), which are discussed in detail below.

**All** deliverable fuel vendors (those delivering fuel such as LP, heating oil, wood, and kerosene) must include a price list of routine services that are normal and customary and sign a vendor agreement. If the vendor does not have a price list, it should be properly noted in the file. The state LIHEAP office does not prescribe a certain list of services because most vendors have their own. A price list of routine services typically includes:

- Pressure Check
- Safety Test
- Leak Seek Test
- Regulator Replacement
- After Hour Delivery
- Same Day Delivery
- Non-Route Delivery
- Other

In those cases where a vendor has not complied with all provisions of the vendor agreement, the state may approve direct payments to LIHEAP customers as an alternative.

It should be noted that vendors are not required to issue a refund for unused propane left in a tank when a LIHEAP customer moves.

### **12.21 Deliverable Fuel Vendor Agreement**

The Deliverable Fuel Vendor Agreement is for those vendors who are not establishing a prepaid account with the CAA and will deliver at market price as quoted the day the quote is provided to the LIHEAP staff. The Deliverable Fuel Vendor Agreement can be found on the Members Only section at <https://hhs.iowa.gov/liheap-members>

### **12.22 Prepaid Deliverable Fuel Vendor Agreement**

Subject to the availability of federal funding, the LIHEAP program will contract during the summer months for delivery of deliverable heating fuels to eligible LIHEAP customers in the subsequent program year. Pre-purchasing fuels before the winter months allows vendors to buy the fuel at a lower price, thus stretching LIHEAP assistance.

Energy vendors electing to participate in the Summer Pre-Buy Program will complete a Prepaid Deliverable Fuel Vendor Agreement, specifying a contracted price per gallon (a set price per gallon) or market price per gallon (cost of fuel as quoted the day the LIHEAP pledge is made). The Prepaid Deliverable Fuel Vendor Agreement can be found in the Members Only section at <https://hhs.iowa.gov/liheap-members>

The amount of the total contract amount is determined by the number of assisted deliverable fuel households applications from the previous year.

#### **12.22.1 Contracted Price Per Gallon**

Energy vendors contracting a set price per gallon will complete the appropriate addendum and indicate the price by fuel type for which they will contract deliveries to approved LIHEAP customers. Most recent average deliverable fuel prices are posted on the [Iowa Department of Agriculture's website](#). Additional charges cannot be tacked onto the price per gallon, once the agreement is signed by both parties. A Prepaid LIHEAP Account will then be established with them utilizing available funds.

#### **12.22.2 Market Price Per Gallon**

Deliverable fuel vendors contracting a market price per gallon (cost of fuel as quoted the day the LIHEAP pledge is made) will complete the appropriate addendum. A Prepaid LIHEAP Account will then be established with them utilizing available funds.

#### **12.22.3 Payments to Vendors**

Vendors with whom the CAA pre-purchases fuel at a guaranteed price per gallon may be sent a payment for the prepaid account from the CAA beginning July 1<sup>st</sup>. If the pre-purchase contract price per gallon exceeds the state average by more than 10%, as covered in the most recent price report posted on the [Iowa Department of Agriculture's website](#), contact the state office before entering a final agreement.

Vendors with whom the CAA pre-pays fuel, at market price, may be sent a payment beginning August 1<sup>st</sup>.

#### **12.22.4 Vendor Notification of Approved Households and Delivery**

After the program begins October 1<sup>st</sup>, vendors will be notified when a household has been determined eligible for LIHEAP assistance, as well as the dollar amount awarded. The vendor will deliver the amount of fuel for which that household is eligible, at the contracted price (or market price), on their regular delivery schedule. The dollar amount of that delivery will be deducted from the Prepaid LIHEAP Account. If the initial delivery does not exhaust the household's LIHEAP payment, the remaining balance will be used for subsequent delivery(ies) to that household until the balance is exhausted. When the entire Prepaid LIHEAP

Account has been exhausted, further deliveries to eligible LIHEAP customers will be made at prevailing market prices.

#### **12.22.5 Account Reconciliation**

A reconciliation of the Prepaid LIHEAP Account (using a state-approved method) will be made to assure agreement between the energy supplier and the CAA, regarding use of funds. A reconciliation of the prepaid account must be completed within 45 calendar days of the end of the heating season. Any LIHEAP credit balance remaining with a vendor will be returned to the local community action agency at the time of the reconciliation. Those funds are to be returned to the state LIHEAP office within 30 calendar days of receipt by the CAA. 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. Contact the CAA Unit for guidance when the balance on the vendor prepaid account is \$5 or less.

In the event that the energy supplier intends a merger or cessation of business, any federal funds remaining as a credit on the Prepaid LIHEAP Account must be returned to the local community action agency.

Vendors cannot receive prepaid funds unless their previous prepaid account has been reconciled.

#### **12.23 Supported Expenses**

The following are expenses which the LIHEAP program supports.

- Deliverable fuel deliveries/fills made to stationary and portable tanks
  - October 1<sup>st</sup> – September 30<sup>th</sup>
  - Portable Tanks: If the agency has an agreement with the deliverable fuel vendor, payment is to be made to the vendor. If there is no agreement with the vendor, the customer can be reimbursed for fills based upon submitted receipts, up to the award amount.
- Pressure check, safety check, leak seek test
- Regulator and valve replacement for tanks owned by the LIHEAP customer
  - Note: Vendors are responsible for repairing rental tanks
- Gas lines
  - The line from the tank to the house and inside the house to the heating unit
- Emergency delivery fees such as after hours, same day delivery, non-route delivery
- Tax and other standard charges

#### **12.24 Unsupported Expenses**

The following are considered unsupported expenses and will not be paid from the LIHEAP program:

- Pump-out fees

#### **12.30 Debarment and Suspension**

The Iowa HHS and CAAs must not make any award or permit any award to a 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). Please note that language addressing this issue is in section "O", of the General Terms included with the state contract.

CAAs must verify whether vendors and contractors are on the debarred/suspended list by checking the System for Award Management website at [www.sam.gov](http://www.sam.gov).

If the contractor or vendor is on the debarment list, ensure it is the correct entity. If it is indeed who was searched for, that contractor or vendor cannot contract with any CAA or participate in any federal assistance programs. The contract should be terminated immediately and documented accordingly. Notify the state LIHEAP office before taking this step.

If the search yielded no results, or the results indicate no active exclusions, save an electronic copy of the search results and maintain it in the contractor/vendor file to serve as documentation that the search was performed as required.

**12.40 Energy Vendor Sold, Merged or Out of Business**

Energy vendors should notify the local CAA of significant changes to their business. The CAA is also responsible for ensuring an energy vendor receiving LIHEAP payments is a functioning business. If an energy vendor goes out of business during the LIHEAP program year with LIHEAP funds on accounts, the funds need to be recaptured by the program and forwarded to the household's new energy vendor. The local CAA must work with the energy vendor to facilitate the return of funds. If the local CAA is unable to contact the energy vendor or the energy vendor does not respond, the local CAA should contact the state LIHEAP office.

If the energy vendor merged with another company, a new agreement is to be entered into or an amendment to the agreement created, explaining the change in company name.

## 13.00 DISCONNECTED LIHEAP CUSTOMERS

### **13.10 Disconnected from Heat Source – Regular Assistance**

The procedure for those households currently disconnected from their primary heat source who wish to apply for LIHEAP Regular Assistance is as follows:

1. Take the application.
2. Determine through the utility company how much the household owes and whether LIHEAP funds, together with any other resources, are sufficient to guarantee reconnection. **LIHEAP funds may NOT be sent to the account of a disconnected household if it will not establish reconnection.**
3. If unable to guarantee reconnection, determine whether any other source of heat may be established.
4. If unable to establish another source of heat, the Regular Assistance funds for which the household is eligible are to be made as a direct payment. Direct payment is made with the hope that the LIHEAP customer is able to find an alternate source of fuel or perhaps another place to stay, until they can pay the bill and be reconnected.

### **13.20 Disconnected from Heat Source – Crisis**

The procedure for those households currently disconnected from their utility who wish to apply for crisis assistance is as follows:

Take the application or complete the ECIP crisis request process if the household already has an approved LIHEAP application in the state LIHEAP data management system for the current program year.

1. Determine through the utility company how much the household owes and whether crisis funds, together with any other resources, are sufficient to guarantee reconnection. **Crisis funds may NOT be sent to the account of a disconnected household if it will not establish reconnection.**
2. If unable to guarantee reconnection, refer the household to other resources.



## 14.00 CHANGE OF LIHEAP CUSTOMER STATUS

The assistance award determined at the time of approval shall be subject to review and availability of federal funds. Changes in the household's circumstances (i.e., the LIHEAP customer has moved, or the vendor account closed) after approval of their application will not affect the assistance award amount.

**Once a LIHEAP application has been approved for a particular program year, the household remains eligible for ECIP Crisis Assistance even if there is a change in the household members between the date of the LIHEAP application and the crisis need.** The household does not need to be reverified for income. Anyone who moves out of a household that has already been approved for LIHEAP, and who then wants to apply for ECIP, must be treated as a new household, and income must be reverified.

Below are common scenarios and how to proceed.

### **14.10 Prior to LIHEAP Payment being sent to Vendor**

If an approved household moves prior to the vendor receiving the payment, the benefit amount can be used to pay any remaining balance with that vendor. Any excess funds should be handled as indicated below.

- If a new vendor does not exist, the remaining funds should be sent directly to the customer.
- If a new vendor does exist, the remaining funds should be forwarded to that vendor and a Vendor Agreement established if currently there is none.

Should the member of a household of one pass away (deceased) prior to the LIHEAP payment being sent:

- If a balance is owed on the account, send the payment to the vendor. Any remaining funds after the balance is paid, are to be returned to the CAA.
- If no balance is owed on the account, do not send payment to the vendor. Make a note and close the application. Roll the funds back into the Regular Assistance line item.

### **14.20 After LIHEAP Payment is sent to Vendor**

Sometimes, a household status changes after the LIHEAP payment is sent to the vendor. Situations that can lead to vendor refunds:

- LIHEAP customer moves to another energy vendor's service area
- LIHEAP customer exercises their option to change vendors
- LIHEAP customer passes away, resulting in a household size of zero
- LIHEAP customer is determined to have been ineligible for the benefit or some portion thereof
- The incorrect energy vendor received the LIHEAP funds
- An energy vendor stopped providing service to a LIHEAP customer with a credit remaining on the account

**Agencies have 45 calendar days after the receipt of a vendor refund, to attempt to locate the LIHEAP customer.** The agency should make a reasonable effort to contact the LIHEAP customer, which must be documented. When a LIHEAP customer's status changes, proceed as follows:

- Household Moved or Utility Account Closed
  - If the payment can be applied to the new vendor (vendor must participate in the Iowa LIHEAP program), unused funds (from any program year, because the funds are still obligated to the CAA) are to be forwarded to the new vendor (or customer, if the agency does not have an agreement with the vendor), within 30 calendar days, following the 45-calendar day period of attempting to locate the customer as noted above.

- 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 LIHEAP customer is now incarcerated (one-person household) or the CAA is unable to locate the LIHEAP customer, the remaining funds are to be returned to the CAA within 30 calendar days, following the 45-calendar day period of attempting to locate the customer as noted above. If the LIHEAP customer is located within the 30-calendar day period, following the 45-calendar day period of attempting to locate the customer as noted above, the agency should email the state LIHEAP office to request forwarding the funds to the customer or their new utility.
  - Vendor refunds that are for the current program year, and are received by the agency prior to October 1st, can be processed two different ways:
    - Option 1: Apply the refund to the current month's Regular Assistance expenditure line item, even if the regular LIHEAP season has passed. The amount will be a reduction in the actual amount expended. If, however, this results in a negative amount in the 'Net Amount Being Requested' field on the monthly expenditure report, the negative amount must instead be listed in the 'Cash-on-Hand' field and returned to the state following current cash-on-hand procedures. The 'Less Funds Previously Requested' fields should also be adjusted to reflect the amount being returned.
- OR
- Option 2: Immediately return the refund to the state as cash-on-hand for the current program year using current cash-on-hand procedures.
  - Vendor refunds received after the end date of the contract will automatically be considered previous program year funds.
  - Vendor refunds received after an agency has fully exhausted a contract, even if that contract has not yet reached its expiration date, can be treated as previous year refunds.
  - Vendor refunds from previous program years that are received during the current program year will be returned to the state, within 30 calendar days, following the 45-calendar day period of attempting to locate the customer as noted above.
- **Head of Household Moved into Care Center/Assisted Living**
    - If a household moved into a care center, assisted living, or other care facility, the benefit paid to the utility is to pay any balance owed. If nothing is owed or a credit exists, the funds are to be returned to the agency and a direct payment may be made to the customer.
  - **Head of Household Passes Away**
    - If a head of household passes away but there are other people, who were listed on the application, still living in the home, the benefit paid to the utility should remain on the household's utility account.
    - If the member of a household of one passes away (deceased), any outstanding balance with the utility is to be paid. If nothing is owed or a credit exists, the funds are to be returned to the agency.
    - If the member of a household of one passes away and a payee is handling estate matters, any outstanding balance with the utility is to be paid. Remaining funds are to be returned to the agency.

It is best practice for the CAA to maintain and include notations in the appropriate household file(s) regarding when the check was received by the CAA, why the check was returned, the contract from which the funds were originally paid, and what was done with the funds (sent back to the state, forwarded to another vendor, or a direct payment to the customer was made).

**14.30 Household Moves to Another Service Area**

Sometimes, households move from one CAA service area to another. Once the household contacts the CAA in their new service area, a data transfer of necessary data can be made within the state LIHEAP data management system to aid the new CAA in providing LIHEAP benefits to the household.

**14.40 Funds Returned to State**

Funds returned to the state must identify the contract from which the original benefit was obligated, either on the check stub or in accompanying documentation. Funds returned to the state cannot be reissued to the agency. All LIHEAP funds returned to the state are to be made out to:

Treasurer, State of Iowa

Mail the funds to:

Attn: Program Name (LIHEAP, Weatherization, or CSBG)  
Iowa HHS  
Lucas State Office Building  
321 E 12<sup>th</sup> St  
Des Moines, IA 50319

## 15.00 ECIP CRISIS ASSISTANCE

Energy Crisis Intervention Payment (ECIP) is a component of the LIHEAP program that allows for households to receive assistance payments to address needs related to an energy crisis, such as being at risk for disconnection from a primary or secondary fuel source, needing to have connection restored, the repair or replacement of faulty or inoperable heating equipment, etc.

While ECIP payments can be issued in conjunction with non-LIHEAP crisis funds to resolve a crisis, ECIP payments can only be issued to households who have met LIHEAP eligibility criteria, either earlier in the program year or at the time the ECIP request is made, and who are experiencing an energy crisis at the time of the request.

If a LIHEAP customer requesting ECIP crisis assistance applied for a Regular Assistance benefit already, and was approved, no re-verification of income is needed to approve ECIP during that program year unless extenuating circumstances prevail (contact the state LIHEAP office for guidance).

When a member of a household which was approved for a LIHEAP Regular Assistance benefit moves, and another household member remains in the home ([see Section 14.00](#)).

When a household moves from one CAA service area to another ([see Section 14.30](#)).

Between the end of the Heating Season and Sep. 30<sup>th</sup>, customers cannot apply for LIHEAP Regular Assistance, but they can still apply for ECIP and/or Weatherization. If a customer in need of ECIP or Weatherization applies for the first time within this period, the state LIHEAP data management system Application/Intake process is still to be used, but it is considered a" Weatherization/ECIP Application/Intake and will suffice as long as they meet the eligibility criteria and guidelines. Eligibility for crisis assistance during this time does not constitute eligibility, or application, for LIHEAP Regular Assistance or ECIP benefits the following year.

If a LIHEAP customer applied for LIHEAP Regular Assistance during the heating season and was denied, they may still apply for ECIP crisis assistance if the circumstances that led to the denial have since changed. A customer may receive ECIP crisis assistance even if they did not apply for, or receive, LIHEAP Regular Assistance during the heating season as long as all LIHEAP eligibility criteria have been met.

**Agencies are not allowed to use any type of matrix or point system when approving ECIP crisis assistance, nor can any burden be placed on the applicant, such as a co-pay to the agency or requiring financial classes to secure approval of the application or disbursement of crisis assistance, unless expressly stated otherwise by the state LIHEAP office.**

### **Energy Crisis**

"Energy crisis" means weather-related (including natural disasters) supply shortage emergencies, or other household energy related emergencies, as follows:

- Non-working heating unit (there must be a heating unit present)
- Temporary need for alternate shelter
- Disconnected from utility service
- Past-due amounts owed create risk of disconnection or Empty liquid propane (LP) tank
- LP tank less than 30% remaining
- Window/portable air conditioning unit or repair of existing central air unit, when medically necessary

### **Energy Crisis ECIP Situations**

A household facing any of the scenarios listed above is defined as facing an energy crisis situation. *LIHEAP Federal regulations (quoted below) require that ECIP Crisis Assistance requests be evaluated and resolved in the following manner:*

- Not later than **48 hours** after a household applies for energy crisis benefits [*ECIP Crisis Assistance*] provide some form of assistance that will resolve the energy crisis if such household is eligible to receive such benefits.

### **Life-threatening ECIP Situations**

A household facing any of the scenarios listed above, **during times of extreme weather** (extreme heat or cold), is defined as facing a life-threatening situation. *LIHEAP Federal regulations (quoted below) require that a life-threatening situation be evaluated and resolved in the following manner (NOTE: Addressing emergency heating situations such as repairing or replacing a heating system is the responsibility of LIHEAP and not the Weatherization Assistance Program).*

- Not later than **18 hours** after a household applies for energy crisis benefits [*ECIP Crisis Assistance*] provide some form of assistance that will resolve the energy crisis if such household is eligible to receive such benefits and is in a **life-threatening** situation.

### **Applying for ECIP Crisis Assistance**

Each administering CAA must:

- Accept applications/requests for ECIP Crisis Assistance at sites that are geographically accessible to all households in the area to be served by such entity; and
- Provide to low-income individuals who are physically infirm the means to submit applications/requests for ECIP Crisis Assistance without leaving their residences; or to travel to the sites at which such applications/requests are accepted by such entity.

Unless otherwise directed by the State LIHEAP office, each crisis situation will be evaluated individually by the CAA who shall determine the appropriate resolution and the amount of assistance to be provided, up to the maximum allowed per program year. A description of the crisis and the appropriate type of assistance shall be documented for the file. **All LIHEAP ECIP program data including supporting documents must be entered into and maintained within the state LIHEAP data management system.**

Any household which has been denied crisis assistance may utilize the LIHEAP appeal procedures.

### **15.10 ECIP (Energy Crisis Intervention Payments) Crisis Assistance**

A combination of one or more of the following ECIP Crisis Assistance components may be made to an eligible household to resolve a crisis situation.

CAAs are encouraged to combine ECIP funds with other sources of funding, whenever possible.

ECIP payment reimbursement can only be used on work done, or expenses incurred, in the current program year, unless otherwise noted.

### **ECIP Services Available to Address an Energy Crisis**

- Service Continuity
- Reconnection
- Emergency Delivery - Low Tank
- Emergency Delivery - Empty Tank

- Heating Unit Repair
- Heating Unit Replacement
- Equipment Inspection Fee
- Portable Heating Unit
- Central AC Unit Repair
- Central AC Unit Partial Replacement
- Window AC Unit
- Blankets (other measures)
- Fans
- Temporary Shelter

ONLY THE SERVICES IDENTIFIED ABOVE ARE STATE-APPROVED ECIP SERVICES UNDER THE LIHEAP PROGRAM. ANY CRISIS NEEDS BEYOND THOSE IDENTIFIED ABOVE MUST BE ADDRESSED USING NON-LIHEAP/ECIP FUNDS.

### **15.20 ECIP Operational Rules per Funding Levels**

#### **15.21 Single Award Funding Year - (*standard program model*)**

##### *During LIHEAP Heating Season: October 01 – April 30*

- Service continuity not allowed once household is moratorium protected as there is no longer an imminent threat of disconnection at that point

##### *Outside of LIHEAP Heating Season: May 01 – September 30*

- Service Continuity requires an imminent threat of disconnection be present such as a disconnect notice, breach of a payment arrangement, or public-facing terms from the vendor clearly stating a timeline for disconnection following a missed payment. Simply being past-due on a payment, with no clear timeline for disconnection, is not sufficient for Service Continuity

##### *Year-Round: October 01 – September 30*

- ECIP maximum for Service Continuity, Reconnection, Low Tank, and Empty Tank is a shared limit
- ECIP maximum for Furnace Repair or Replacement is a shared limit, but separate from other ECIP services limits
- Households may receive multiple rounds of crisis assistance until overall max is reached
- CAAs may submit ECIP Expenditure Limit Waivers to request exceeding the set maximums
- Emergency fills should only meet the minimum requirement set by the vendor
- In cases where either LIHEAP Regular Assistance and/or ECIP Crisis Assistance funds could be used, Regular Assistance should be applied before ECIP to minimize the amount of ECIP used

*Note – The reasons for the shared limits in a standard year are primarily to balance benefit equity among those households with only non-deliverable fuel types, vs households with both deliverable and non-deliverable fuel types, and secondarily, to better align with how ECIP program data is tracked by federal program funders.*

### **15.22 Multiple Award Funding Year - (modified program model) *requires state notification***

#### Year-Round: October 01 – September 30

- Service Continuity can be provided year-round and no longer requires an imminent threat of disconnection; simply a past-due amount owed
- ECIP maximums for Service Continuity, Reconnection, Low Tank, and Empty Tank are individual limits for each service type, and separate from one another
- ECIP maximums for Furnace Repair or Replacement are individual limits, and separate from other ECIP services limits
- Households may receive multiple rounds of crisis assistance until service type max is reached
- CAAs may submit ECIP Expenditure Limit Waivers to request exceeding the set maximums
- In cases where either LIHEAP Regular Assistance and/or ECIP crisis funds could be used, it is recommended ECIP funds are prioritized in an attempt to maximize the amount of fuel covered by the LIHEAP Regular Assistance benefit

### **15.30 Heating Unit Repair/Replacement - Home Ownership Verification**

In order to approve a heating unit repair or replacement, CAA's must first verify that the customer owns and resides in the property where the work is to occur. Verification of home ownership can vary depending on the situation. Common situations include;

- Customer Owns Home
  - This can be verified via the county assessor's website for the county of residence, by legal/financial documentation such as a deed or mortgage statement, title for a mobile home, etc.
- Customer is Buying Home on Contract
  - If a customer is buying a home on contract and needs furnace repair or replacement, appropriate documentation verifying a legal purchasing contract is in place is required.
- Home is in Probate
  - With a probate sale, the owner of the property passed away and didn't leave a will that left the home to anyone. To complete the probate process, the personal representative or estate attorney will need to sell the property and the proceeds from the sale will be distributed to the heirs after all debts and taxes are paid. In this situation, the personal representative or estate attorney has equal authority to the deceased homeowner for purposes of satisfying the verification requirement for heating unit repair/replacement.
  - A probate sale can be a lengthy process because the court supervises the sale and approves the transaction. It's often a complicated task, which is why many personal representatives hire an estate attorney to handle the process.

### **15.31 Heating Unit Repair/Replacement - with Weatherization**

**Payment for repair or replacement of a heating unit (boilers included) done in conjunction with work performed by the Weatherization Program (up to 200% of the federal poverty guidelines). A maximum payment of \$1,500 per eligible homeowner may be made.**

All work paid from ECIP funds must comply with the Iowa Weatherization Assistance Program Heating System Standards and is incorporated with work being done by the Weatherization Assistance Program. All heating unit repair/replacement work paid with funds from the crisis program must pass inspection by the CAA's Weatherization QCI inspector.

Units supplying in-floor radiant heat (boilers or water heaters with a pump) can be repaired/replaced.

Funds can also be used to pay for hook-up of an LP tank to a new heating system (including the line from the tank to the house), and LP tank regulators that must be replaced.

### **15.32 Heating Unit Repair/Replacement - NOT with Weatherization**

**Payment for a tune & clean (when necessary to resolve crisis), repair or replacement of a heating unit (boilers included) not done in conjunction with work done by the Weatherization Program (up to 200% of the federal poverty guidelines).** A maximum payment set by the state LIHEAP office each program year per eligible homeowner (includes those purchasing a home on contract but not those with a rent-to-own agreement) may be made (this component does not apply to renters). Proof of ownership is to be maintained in the file. Such proof may include the county assessor's page for the property, manufactured home title, etc. If the customer is buying the home on contract, appropriate documentation verifying a legal purchasing contract is in place is required.

Heating unit repairs and replacements may be made at any time during the year. In order to conserve available ECIP funds throughout the year, CAAs may suspend or resume offering heating unit repair or replacement assistance at their discretion. However, they must notify the state LIHEAP office prior to doing so and fulfill any outstanding obligations to customers and vendors.

There is no limit to the number of times a heating unit can be repaired using crisis funds. However, should repairs need to be made more than once to a heating unit in a program year, the total amount of repairs cannot exceed the state-set maximum for that program year without a waiver from the state LIHEAP office.

If a heating unit requires more than one repair in a program year, and there is any question as to if it would be more cost-effective to replace the unit rather than perform additional repairs, contact the state LIHEAP office for further guidance.

ECIP heating unit tune & clean/repair/replacement funds are for homeowners only (also eligible is a trustee who is living in the home), and they must be residing in the home at the time of application/assistance. The only exception would be the parent transferring the title to their children, while remaining in the home, in order to exempt it as an asset. LIHEAP customers with a life lease on a home that has been deeded to their children/family member(s) are eligible for heating system repair and replacement.

An additional maximum amount set by the state each program year (*regardless of if it is a first inspection or a re-inspection*) may be paid for an audit of the replacement work to be done and the Weatherization inspection (by an agency Auditor, HVAC Technician, QCI inspector, or a Weatherization Program staff person who has completed Weatherization-provided Furnace or Combustion Health & Safety training), only in those cases where the replacement is not done in conjunction with the Weatherization Assistance Program. If an inspection by the city or other jurisdiction is required, the CAA is not required to perform an additional inspection. Supporting documentation of the city/jurisdiction inspection must be in the file. The inspection fee is separate from the cost of the unit and the labor to install it and should not be considered in the expenditure limit.

Should the estimated cost of a heating unit exceed the expenditure limit, the CAA must request a waiver from the state LIHEAP office **prior** to the work being done. Waivers to exceed the maximum amount are submitted through the state LIHEAP data management system.

All work paid from ECIP funds must comply with [Appendix H - Heating System Installation Standards](#). A Manual J sizing report is not required for ECIP-only heating system replacements.

When a heating unit is repaired, no inspection is required by the agency; however, a follow-up phone call to the customer to ensure the unit is working must be made and documented for the file.



If a CAA deems it necessary to inspect a repair, contact the state LIHEAP office for further guidance.

When a heating unit is replaced, it must be inspected by an agency Weatherization Auditor, HVAC Technician, QCI inspector, or a Weatherization Program staff person who has completed Weatherization-provided Furnace or Combustion Health & Safety training. An ECIP Heating System Replacement Inspection Sheet is to be completed by the person inspecting the work and maintained in the LIHEAP customer file. The inspection sheet is maintained on the Members Only page at <https://hhs.iowa.gov/liheap-members>.

Improperly vented heating systems can be re-vented using ECIP crisis funds if *a repair or replacement is being done*.

Units supplying in-floor radiant heat (boilers or water heaters with a pump) can be repaired/replaced; however, the distribution system (pipes under the floor) cannot be addressed with ECIP funds. If no other funds are available to address the distribution system, crisis assistance cannot be provided. Contact the state LIHEAP office when encountering in-floor radiant heat.

Replacement boilers are to be energy efficient with a minimum 84 AFUE. Hot water boilers must be induced draft.

Baseboard heaters are eligible for repair/replacement within expenditure limits. A household without working baseboard heat, but using portable space heaters, is still eligible for repair/replacement because use of portable space heaters is a temporary solution.

Permanent space heaters (not portable units) are eligible for repair/replacement, within expenditure limits.

An A-Coil that leaks can cause damage to a furnace. The cost of the furnace repair/replacement may include the cost of an A-coil repair/replacement. When replacing a furnace where an A-coil replacement is not needed, the A-coil is to be cleaned as it is accessible during a furnace replacement and may avert a crisis.

Situations where the A-coil may need to be removed are:

- When an A-coil is leaking (a leaking A-coil may drip on the new furnace and cause damage)
- If the entire system needs to be reconfigured

Sometimes, coolant leakage may cause the air conditioning to not work. Because central air conditioning units cannot be effectively recharged during winter months, contractors often return to the home in the spring to ensure the unit is working properly.

A plumbing leak that is dripping into the furnace cannot be repaired with ECIP Funds. The CAA should seek out other funding sources to repair the leak.

Installation of heat tape on pipes cannot be charged to ECIP.

See [Appendix H – Heating System Installation Standards](#) regarding replacement furnaces in manufactured homes. Manufactured home furnace roof jacks can be repaired/replaced, if needed.

If a homeowner chooses to use their own contractor or is seeking reimbursement for heating system repair or replacement already completed, all such work must have been done by a contractor who meets Weatherization Program guidelines ([see Section 9.20](#)). Replacements must pass inspection by an agency Weatherization Auditor, HVAC Technician, QCI inspector, or a Weatherization Program staff person who has completed Weatherization-provided Furnace or Combustion Health & Safety training. An ECIP Heating System Repair/Replacement Inspection

Sheet is to be completed by the person inspecting the work and maintained in the Household Account within the state LIHEAP data management system. Requirements listed in [Appendix H](#) must be met before a replacement is deemed to have passed inspection. Payments cannot be made to the contractor until the work passes inspection.

Heating unit repair/replacement done by a non-Weatherization contractor in a prior program year is ineligible for reimbursement.

Funds can also be used to pay for hook-up of an LP tank to a replacement heating unit (including the line from the tank to the house and inside the house to the heating unit), and/or LP tank regulators that must be replaced.

Utility rebates are to be filed by the CAA; not by the LIHEAP customer. Rebate funds received by the CAA are to be credited to the ECIP line item. Rebates can only be filed for ECIP-only heating system installations; NOT when done in conjunction with Weatherization (it would be considered double-dipping if a utility paid a portion of an installation, and the CAA received a rebate).

When a heating system does not exist and one is needed, contact the state LIHEAP office for further guidance to determine whether a new system can and should be installed.

A fuel switch for a new heating unit from electric to natural gas is allowed, within expenditure limits. If a fuel switch from propane to natural gas is desired, contact the state LIHEAP office for guidance.

Safely functioning heating units are not allowed to be replaced unless the contractor indicates that the existing unit is the wrong size for the home and can show the need for a different unit, by running a Manual J, or there are safety concerns about the existing unit. State approval via email is required **before** a replacement can be made.

Stationary campers cannot have their heating unit repaired or replaced; however, an electric portable space heater may be provided with ECIP funds, as outlined in [Section 15.40](#).

Heating system contractors are required to warrant their work for 12 months. ECIP may pay for needed repairs after the warranted period.

Work cannot be paid for until it passes inspection.

Heating units affected by a disaster may be repaired/replaced only after insurance benefits are exhausted.

Tune & cleans are to be reported under "repair".

When health and safety hazards exist that prohibit work being done in the home (e.g., roaches, bed bugs, feces, broken stairwell going to heating unit) the contractor is to notify the CAA to obtain further guidance.

Purchasing a home with a faulty heating unit does not exclude the customer from receiving a heating unit repair/replacement, even if the customer was aware of the issue at the time they purchased the home.

When the homeowner passes away and other members of the household remain in the home and request a heating unit repair/replacement, they must provide proof that they have been residing in the home, have a legal claim to the home, and that the estate is not in probate. Contact the state LIHEAP office for further guidance.

The following are Heating Unit Repair/Replacement expenses which the ECIP crisis program **supports**:

- Motor for pellet stove
  - Replacing a motor for a pellet stove may be more cost-effective than installing a furnace in a home with no existing ductwork.
- Heat pumps may be repaired/replaced, with state LIHEAP office approval
- Radiators may be repaired/replaced

The following are considered **unsupported** expenses and will not be paid from the ECIP crisis program:

- Carbon monoxide (CO) detectors
- Replacement of old or inefficient heating units (there must be an issue with the unit operating properly)
- Installation of used heating units
  - NO used heating units are to be installed. ONLY heating units purchased by the LIHEAP program may be installed.
- A heating unit cannot be repaired or replaced in a home that is for sale or is uninhabitable.
- Payment on contractor invoices prior to the work being inspected.

#### **15.40 Shelter, Blankets, Electric Portable Space Heaters**

Households may receive assistance to obtain temporary shelter (**only** for households without heat), purchase of blankets (for renters and homeowners) and/or electric, portable space heaters (for renters and homeowners) up to a maximum amount set by the state LIHEAP office each program year. A waiver may be granted by the state LIHEAP office for extenuating circumstances.

There is no limit to the number of space heaters a household can receive, except the expenditure limit. Agencies choosing to provide a household with a space heater do not need to require that it is returned to the agency when it is no longer needed.

The following are minimum requirements for electric, portable space heaters:

- Portable Space Heater Requirements (not wall-mounted)
- Wattage Output = 1500 Watts
- Power Source = Electric
- Safety Features = Auto Shutoff / overheat protection

An agency is not required to provide a portable space heater for a household living in a camper, if the agency believes it is unsafe.

#### **15.50 Low Tank & Empty Tank - Emergency Fuel Delivery**

Deliverable fuel vendors will be instructed to make the minimal delivery amount (established by the vendor), not to exceed the state-set maximum per program year, to assure an uninterrupted supply of fuel. For a household to qualify for an emergency fuel delivery, the fuel tank must be at, or below, 30% full, or empty. Emergency fuel delivery for an empty tank must be coded separately in the software from a tank that is 30% full, or less. Waivers to exceed the maximum amount are submitted through the state LIHEAP data management system.

The following are Emergency Fuel Delivery expenses which the ECIP crisis program **supports**:

- Deliverable fuel deliveries/fills made to stationary and portable tanks (including sales tax)
  - Arrearages
  - Portable Tanks: If the agency has an agreement with the deliverable fuel vendor, payment is made to the vendor. If there is no agreement with the vendor, the customer can be reimbursed for fills based upon submitted receipts, up to the award amount.
- Pressure check, safety check, leak seek test
- Regulator and valve replacement for tanks owned by the LIHEAP customer
  - Note: Vendors are responsible for repairing rental tanks

- Gas lines
  - From the tank to the home
  - Inside the home to the heating unit
- Emergency delivery fees such as after hours, same day delivery, non-route delivery
- Utility deposit fees for new service
- Security deposits
- Tank rental/leasing
- Customer-owned tank replacement (up to the maximum expenditure limit)
- Cost to set a new tank
- Other routine services

The following are considered **unsupported** Emergency Fuel Delivery expenses and will not be paid from the ECIP crisis program:

- Pump-out fees
- Diversion fees

Note: Refer to [Section 15.20](#) for details regarding program modifications during state-approved multiple award funding years

### **15.60 Reconnection**

For non-deliverable fuel LIHEAP customers, an initial payment can be made, up to the maximum per program year as set by the state LIHEAP office, to establish reconnection with a household's primary and/or secondary vendor, provided it would assure reconnection. This may include necessary deposits.

Households experiencing a disconnection are to receive a benefit in the amount needed to establish reconnection of service, up to the limit. The benefit is to be paid directly to the vendor not the customer. Waivers to exceed the maximum amount are submitted through the state LIHEAP data management system.

The following are expenses which the ECIP crisis program **supports**:

- Arrearages
- Natural gas line pressure test
- Connection fee/deposit for new service (often to establish service in the applicant's name)

The following are considered **unsupported** expenses and will not be paid from the ECIP crisis program:

- Repair/replacement/installation of an electric pole
- Diversion fees or equipment tampering fees

Note: Refer to [Section 15.20](#) for details regarding program modifications during state-approved multiple award funding years

### **15.70 Service Continuity**

Eligible customers in need of an assistance payment to avert disconnection from their primary/secondary vendor are to receive a benefit in the amount needed to ensure service is not interrupted, up to the maximum per program year as set by the state LIHEAP office. The benefit is to be paid directly to the vendor, not the customer. Waivers to exceed the maximum amount are submitted through the state LIHEAP data management system.

The following are expenses which the ECIP crisis program **supports**:

- Arrearages
- Deposits

The following are considered **unsupported** expenses and will not be paid from the ECIP crisis program:

- Repair/replacement/installation of an electric pole
- Diversion fees or equipment tampering fees

Note: Refer to [Section 15.20](#) for details regarding program modifications during state-approved multiple award funding years.

### **15.80 Emergency Cooling – May 1<sup>st</sup> – Sep 30<sup>th</sup>**

No expenditures for the emergency cooling component will be allowed from October 1<sup>st</sup> through April 30<sup>th</sup>.

An amount not to exceed the maximum set each year by the state LIHEAP office may be used for households in need of Emergency Cooling assistance in times of extreme heat. Waivers to exceed the maximum amount are submitted through the state LIHEAP data management system.

- Central Air Conditioning Unit
  - Homeowners **only** (supporting documentation to be maintained in the electronic file)
  - Where medically necessary
    - Verbal declaration from the customer stating medical need is acceptable; customer is not required to state the medical situation nor is the agency to determine whether the medical situation is a justifiable one
  - Repair/Replacement (including tune and clean, when necessary to resolve the crisis), purchase of unit, installation of unit
    - Energy Crisis Expenditure Limit Waiver may be requested for **repairs** necessary to restore functionality of the unit
    - Payment toward **replacement** of a non-working existing unit is allowed but cannot exceed the expenditure limit. *Note – Expenditure limit waivers cannot be approved in this scenario as the intent of a waiver for Emergency Cooling is to address repair costs for existing units that exceed the yearly maximum set by the state LIHEAP office and are necessary to restore functionality of the unit.* No new installation is allowed with crisis funds in cases where no existing central air condition unit is present as this is not a replacement or repair.
  - Weatherization approved HVAC contractor required for repair/replacement work that LIHEAP will coordinate
  - Customers who have had central air conditioning repaired/replaced by a contractor not approved by the Weatherization Program and wish to be reimbursed up to the expenditure limit, must present an invoice from a contractor that is registered with [Iowa Workforce Development](#) (IWD).
- Window Air Conditioning Unit/Portable Air Conditioning Unit/Evaporative Coolers
  - Homeowners and renters
    - When providing a window air conditioning unit, the file must include a signed landlord, owner, or property manager approval statement. Signature is not needed if approval statement is on official letterhead or from landlord/owner/property manager email.
  - Where medically necessary
  - Verbal declaration from the customer stating medical need is acceptable; customer cannot be required to state the medical situation nor is the agency to determine whether the medical situation is a justifiable one
  - Repair (including tune and clean when necessary to resolve the crisis), purchase of unit
  - Household may receive the number of units appropriate for their situation, up to the expenditure limit (Energy Crisis Expenditure Limit Waiver may be requested for unique situations)

- No household can receive a window air conditioner/portable air conditioner/evaporative cooler in two consecutive program years
- A garage without a restroom and a separate meter is ineligible for this component
- Within reason, funds may be used to purchase window/portable air conditioning units for use the next program year
- Once an air conditioner is paid for with program funds and distributed to the LIHEAP customer, the CAA is no longer responsible regarding ownership of the unit
- For equipment purchases, agencies must track the total number of units purchased/distributed, and the cost per unit, in the state LIHEAP data management system
- Fans
  - Homeowners and renters
  - Medical necessity is not required
  - Household may receive both fan and air conditioner assistance in the same program year, up to the expenditure limit
  - Within reason, funds may be used to purchase fans for use the next program year
  - For equipment purchases, agencies must track the total number of units purchased/distributed, and the cost per unit, in the state LIHEAP data management system
- Transportation/Temporary Shelter
  - Homeowners and renters
  - Transporting LIHEAP customers to cooling centers
  - Helping secure temporary shelter, such as at a hotel, in no-heat situations during extreme weather conditions when the home energy crisis cannot be immediately resolved. Note: a situation requiring temporary shelter for more than 3 consecutive days requires approval from the state LIHEAP office
- Other Low-Cost Measures
  - Available to homeowners and renters
  - Other low-cost measures that may provide life-saving benefits to combat excessive temperatures such as blankets or warm clothing, plastic window coverings, heating unit filters, etc. Contact the state LIHEAP office for further guidance.

Note: Refer to [Section 15.10](#) for details regarding program modifications during state-approved multiple award funding years

## 16.00 ASSURANCE 16

LIHEAP customer services that encourage and enable households to reduce their home energy needs, and thereby reduce their need for energy assistance, shall be provided. Services may include conservation education, referrals to other programs, needs assessment, budget counseling, vendor negotiations, energy assessment, energy plans, and low-cost energy efficiency measures.

### **16.10 Assurance 16 Components**

Assurance 16 activity records should only be created when using LIHEAP funds (e.g., not when using only CSBG or only local funds). The following are examples of Assurance 16 activities. The state LIHEAP office should be consulted when questioning whether an activity is allowed to be charged to the Assurance 16 Line item of the LIHEAP Contract.

- Conservation Education
  - Printing and furnishing information about how to reduce energy usage (e.g., workshops, handouts, brochures, etc.)
  - How to obtain energy efficiency services (e.g., referrals)
  - One-on-one energy education

**NOTE: Conservation Education** materials are **required to be distributed** to ALL households applying for LIHEAP, including ECIP crisis applications/requests.

- Low-Cost Energy Efficiency Measures
  - Examples include; plastic, heating unit filters, energy kits, etc.
- Vendor Advocacy
  - Helping the client effectively communicate with the vendor to maintain service, etc.
- Needs Assessment and Referral
  - Reviewing the client's case record and identifying the most appropriate referrals
- Financial Counseling
  - Working with the client to improve financial management skills and proactively manage energy bills
- Case Management – Short Term
  - Developing information and materials about services available to LIHEAP clients
  - Developing an understanding of a client's needs and offering counseling during LIHEAP intake
- Case Management – Long Term
  - Developing a curriculum and training materials for service delivery
  - Working with clients on energy education and/or financial counseling over an extended time period

**NOTE: Staff salaries attributed to the time to take a crisis application cannot be charged to the Assurance 16 line item of the contract.**

## 17.00 PROGRAM SUPPORT

### 17.10 Program Support

Activities listed below can be charged to the Program Support line item of the contract for both LIHEAP Regular Assistance and ECIP Crisis Assistance:

- Determining a customer's energy assistance needs including whether the customer is in crisis
  - Includes when a customer contacts an agency about a regular benefit, a disconnection or disconnect notice, or an unaffordable overdue bill
- Working with a customer to complete an application for LIHEAP Regular Assistance or ECIP Crisis Assistance
- Entering the ECIP Crisis Assistance application/request into the system
  - Includes the time it takes to obtain documents from the vendor, printing and scanning supporting documentation
- 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 program funds
- Review of applications/requests for accuracy

Activities listed above can be charged to Program Support, even if the outcome is the use of non-LIHEAP funds (in cases of ECIP crisis application/request), 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 EXPENDITURE REPORT

Documentation supporting funds requested on the Monthly Expenditure Report will be routinely monitored and may be requested at any time for all contract line items.

The report shall account for all encumbrances / obligations (labeled as “Unpaid Approved” on the monthly report). Documentation may be requested to accompany the report, as deemed necessary by the state LIHEAP office for Administration, Regular Assistance, ECIP Crisis Assistance, and other line items.

The Monthly Funding Request and Expenditure Report and may have an original signature or an electronic signature, provided there is a date/time stamp, which may include a log.

### **Unpaid Approved Column**

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”,

For line items showing actual client assistance payments, the “Unpaid Approved” amount listed on each month’s report should directly reflect the total amount of money for which “Benefit Assignments” have been created in the state LIHEAP data management system, but for which no disbursements have been created or batched yet. These are considered an agency’s “Encumbered Amounts”.

### **30 Day Projections Column**

30 Day Projections must be paid within 30 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).

30 Day Projections are estimates of what an agency anticipates encumbering over the next month in the course of administering the LIHEAP program. There is no specific formula or calculation used to generate projections given the differences in workflow and accounting processes among agencies. However, 30 Day Projections should be supported by some type of data such as application counts (past and/or current years), market fuel costs, amount of funding available, etc. When monitored by the state LIHEAP office, agencies will be asked to explain how they are coming to a 30 Day Projection.

### **Cash-on-Hand (COH) : Including Line Item Rollbacks on an Active Contract**

Having cash-on-hand occurs when an agency is not able to spend 14 and/or 30 Day money within the timeframe allowed for each, as well as when vendor refunds on an active contract are received by an agency. Cash-on-hand amounts *must* be listed in the appropriate field on the monthly expenditure report, and the check must be received by the state LIHEAP office before the monthly expenditure report will be processed for payment. This means that any requested funds will not be sent to the agency until any outstanding cash on-hand payments are received.

See [Section 11.40](#) for details regarding how to show current year refunds on monthly reports

See [Appendix E](#) for Monthly Expenditure Report Template

## **19.00 COMPLAINTS / FRAUD**

### **19.10 Complaints**

Consumer complaints about utilities/vendors, can be submitted to the Iowa Utilities Commission at <https://iuc.iowa.gov/customer-assistance/how-do-i-file-utility-complaint> to the Iowa Attorney General Office at <https://www.iowaattorneygeneral.gov/for-consumers/file-a-consumer-complaint>

### **19.20 Fraudulent Applications**

Local Community Action Agencies should refer suspected cases of fraud concerning the LIHEAP program to the Iowa Department of Health and Human Services, Community Access and Eligibility Division, Community Action Agencies Subdivision, state LIHEAP office. The office will conduct an initial investigation and then determine if the facts warrant turning the investigation over to the Department of Inspections and Appeals (DIA). Based upon the DIA findings of their investigation, legal means available will be used to resolve the situation.

No referrals will be accepted if the complainant is anonymous.

## 20.00 DEFINITIONS

### **ANNUALIZED INCOME**

When annualizing income for purposes of LIHEAP eligibility the intent is to capture as accurate a view of countable income the Household has received and/or anticipates receiving within the Program Year of application. In most cases, this is appropriately done by using the “snapshot in time” represented by the income type and documentation submitted with the application as a basis for calculating a reasonable annual amount. However, in cases where it is known the income frequency is limited, such as in the case of unemployment insurance, it is not appropriate to annualize such income by stretching it out over a period of a year. Rather, it should be annualized by capturing the income amount at the time of application and identifying the income as limited to a certain number of pay periods so a proper annual household calculation can occur.

### **ASSISTED LIVING FACILITY**

A living unit where a third party assists the resident with one or more of the resident’s basic daily activities. Basic daily activities include, but are not limited to, meal preparation, food shopping, regular medical care (shots, rehab, etc.), transportation assistance, house cleaning, or home maintenance. If the LIHEAP customer is responsible for energy costs (heat, electric and water), lives in an independent apartment within an assisted living complex, and pays full market rent, consult the state LIHEAP office for a determination of the status of the dwelling as an eligible or ineligible assisted living unit.

### **ATTACHED HOUSEHOLD**

Those cases in which more than one household resides within a single structure (i.e., multi-unit dwellings such as duplexes, apartments, etc.).

### **BENEFIT(S)**

Any LIHEAP program assistance provided to the household, including ECIP Crisis Assistance.

### **BULLETIN BOARD / VENDOR NOTIFICATION**

LIHEAP’s electronic vendor notification system for utilities (Alliant Energy, Black Hills Energy, MidAmerican Energy, Central Iowa REC, Clayton (Allamakee) REC, Consumers, and TIP).

Utilities are notified via the Bulletin Board of applications that are initially approved to receive LIHEAP benefits. In rare cases after final approval, the benefit amount may change, or the approval is denied. In cases where the utility was notified of an approval which later became a denial, the CAA will email the appropriate utility regarding the change.

### **BUYING A HOME ON CONTRACT**

The buyer agrees to buy a home by entering into a contract with the seller. The buyer and seller agree to a purchase price as well as other terms. The buyer usually agrees to make an initial down payment and then a number of regular payments. After the buyer makes all payments and completes other important obligations, the seller transfers title of the home to the buyer. Appropriate documentation verifying a legal purchasing contract is in place is required.

### **CHILD / MINOR**

An individual under 18 years of age.

### **CUSTOMER/HOUSEHOLD**

A family or individual who is applying for LIHEAP Regular Assistance and/or ECIP Crisis Assistance.

### **DEPENDENT CARE**

Some LIHEAP customers may have someone living with them who provides health/supportive services. If the caregiver lives with the LIHEAP customer and that is their only residence they will be counted as part of the household and their income will be included. If the caregiver provides documentation that they have

their own residence they will not be included as part of the household and income will not be included. If the live-in caregiver is paid solely by the LIHEAP customer and no other money is paid from outside of the household, the income of the caregiver will not be counted as income. If the live-in caregiver is paid from a source outside of the residence that amount shall be counted as income.

**DETACHED HOUSEHOLD / SINGLE FAMILY HOME**

A household occupying a single-unit dwelling (i.e., not more than one household residing in the complete structure).

**DISABLED**

A person who has a physical or mental impairment, which substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such impairment. For LIHEAP purposes, applicants self-declare a disability.

**DEFERRED PAYMENT ARRANGEMENT (DPA)**

A Deferred Payment Arrangement (DPA) is a formal arrangement between the utility and the LIHEAP customer, allowing the LIHEAP customer to pay an outstanding bill in installments.

**ELDERLY**

Individuals who, as of the application date, are 60 years of age or older.

**ELIGIBILITY DETERMINATION**

The process by which a household's eligibility for LIHEAP is assessed and determined, including both automated and staff actions. This includes the verification of documentation provided to complete an application and the certification of the correctness of an application.

**ENERGY BURDEN**

The term "energy burden" means the expenditures of the household for energy costs divided by the income of the household.

**ENERGY CRISIS**

The term "energy crisis" means weather-related or supply shortage emergencies or other household energy-related emergencies.

**FAMILY / HOUSEHOLD**

A family is a group of two or more persons related by birth, marriage, or adoption who live together; all such related persons are considered as members of one family. For instance, if an older married couple, their daughter and her husband and two children, and the older couple's nephew all lived in the same house or apartment, they would all be considered members of a single family.

**FIP**

The Family Investment Program (FIP) is Iowa's Temporary Assistance to Needy Families (TANF) program. FIP provides cash assistance to needy families as they become self-supporting so that children may be cared for in their own homes or in the homes of relatives. *Note – This is not counted as income for LIHEAP eligibility determination.*

**FISCAL YEAR**

Fiscal Year refers to the LIHEAP federal fiscal year of October 1 to September 30 of each year.

**FIXED INCOME HOUSEHOLD**

A household that receives only one or more of the following income types, and income may include: Social Security Administration (SSA) Benefits, Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Veteran's Assistance, VA Service-Connected Disability Pension, VA Non-Service-Connected Disability Pension, pensions. Only mark "fixed income" when that is the ONLY source(s) of income.

### **HEAD OF HOUSEHOLD**

The head of household is the household member responsible for payment of the heat cost. Usually, this is the person who will be the LIHEAP customer for heating assistance and who will sign the application. However, any other adult household member could provide the application information and documentation and could sign the form to attest to its accuracy.

### **HEATING SEASON**

The Heating Season in regard to the LIHEAP program refers to the period of Oct 01<sup>st</sup> – Apr 30<sup>th</sup> and represents the timeframe in which applications for LIHEAP Regular Assistance benefits are accepted.

### **HOMEBOUND**

A person who due to a physical or mental impairment or lack of transportation is unable to apply for the program outside their home.

### **HOMELESS**

An individual who lacks a fixed, regular and adequate nighttime residence or an individual who has a primary nighttime residence that is:

- A supervised, publicly or privately-operated shelter designed to provide temporary living accommodations; or
- An institution that provides temporary residence for individuals intended to be institutionalized; or
- A public or private place not designed for use as a regular sleeping accommodation for human beings.

### **HOUSEHOLD/CUSTOMER**

A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence. A household includes the related family members and all the unrelated people, if any, such as lodgers, foster children, wards, or employees who share the housing unit. A person living alone in a housing unit, or a group of unrelated people sharing a housing unit such as partners or roomers, is also counted as a household.

***The key is: One Meter + One Bill = One Household***

### **INTAKE**

The process of entering a LIHEAP application or crisis request into the state LIHEAP data management system to be used for determining eligibility for assistance.

### **INTAKE FORM**

The form used to apply for the Low-Income Home Energy Assistance Program (LIHEAP) and the Weatherization Assistance Program (WAP). This can be a hard copy or electronic submission.

### **LIFE LEASE**

A life lease can be for the life of the tenant, for a specific term (e.g. 50 years), and some have no specified termination date.

### **LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)**

The federally designated Low-Income Home Energy Assistance Program under 42 U.S.C.8621. The program provides benefits and services to assist low-income households with the costs of energy used for home heating and cooling. This federal program has also been referred to as LIHEAP.

### **MOBILE / MANUFACTURED HOME**

A mobile/manufactured home is designed to be towed to a permanent residential site as a single unit or in sections and is equipped and used, or intended to be used, primarily as a year-round dwelling, with walls of rigid un-collapsible construction.

A mobile/manufactured home continues to be classified as a mobile/manufactured home even when additions have been made to the structure.

**MORATORIUM PERIOD**

The Iowa Moratorium Period is the timeframe in which LIHEAP-approved households cannot be disconnected from their non-deliverable energy source. This period is set by Iowa law to run from Nov 1<sup>st</sup> – Apr 1<sup>st</sup> each year. Note – this is different than the LIHEAP program’s Heating Season timeframe.

**MULTI-RESIDENTIAL BUILDING**

An example of multi-residential buildings are apartments.

**MULTI-RESIDENTIAL LAND**

An example of multi-residential land is where someone owns land with multiple residences on it, such as a development.

**NATURAL DISASTER**

The term “natural disaster” means a weather event (relating to cold or hot weather), flood, earthquake, tornado, hurricane, or ice storm, or an event meeting such other criteria as the Secretary of the U.S. Department of Health and Human Services, in the discretion of the Secretary, may determine to be appropriate.

**NATURALIZED U.S. CITIZEN**

Naturalization is the process by which U.S. citizenship is granted to a foreign citizen or national after they fulfill the requirements established by Congress in the Immigration and Nationality Act (INA). Naturalized U.S. Citizens can provide a Naturalization Certificate or U.S. Passport as evidence.

**NON-CITIZEN / UNDOCUMENTED INDIVIDUAL**

A non-citizen, or undocumented individual is one for whom United States citizenship status is unverified.

**NON-ESSENTIAL SERVICES**

A non-essential service is a service appearing on a vendor bill or statement that is not required to be paid in order for the intended outcome of the benefit payment to occur (reconnection or averting disconnection).

**OBLIGATION**

The State of Iowa does not have a uniform definition for the term “obligation”. However, the State is bound by the definition of obligation, as per OMB Circular No. A-11(2018) Section 20 – Terms and Concepts, which states, “Obligation means a binding agreement that will result in outlays, immediately or in the future. Budgetary resources must be available before obligations can be incurred legally”.

**OUTREACH**

Any activity undertaken to ensure households with the greatest needs are made aware of and receive LIHEAP benefits when eligible. This includes informing potentially eligible persons about LIHEAP, encouraging them to apply, and assisting them with the submission of an application.

**OWNER-OCCUPIED DWELLING**

A dwelling inhabited by its owner.

Note: If a LIHEAP customer is buying a home on contract, a contract detailing the purchase of the home (name of seller and buyer, address of property, purchase prices, terms, and consideration given) must be presented before a heating or central air unit repair/replacement can be done. If the contract has not been recorded, it must be signed and dated by both parties involved in the transaction and notarized. Ideally, the assessor site would list the buyer’s name, but is not required by our program.

### **POVERTY LEVEL**

Household income in relation to family size established by the federal government. Note: The terms “Poverty Level”, “Poverty Index”, “Federal Poverty Guidelines”, or the acronyms “POV” or “FPG” all refer to the same thing.

### **PRIMARY HEATING FUEL TYPE**

The type of fuel or energy the household customarily uses to heat their home. If more than one fuel/energy type is used in the home, the primary type is defined as the one used the most by the household to heat the home. The households primary heating method must reflect the primary heating unit currently in use at the eligible dwelling.

### **PRO-RATE**

To pro-rate is to divide something in a proportional way, based on time. For example, Barry Cuda received a \$5,000 annual bonus. The verification period being used is the most recent previous 30 calendar days. The bonus received during the verification period was for the most recent 12 months. Barry is paid semi-monthly (twice a month/24 paychecks in a year). The bonus is to be pro-rated by dividing \$5,000 by 24, which equals \$208.33 per pay period. Two pay periods are to be counted as income.

### **PROXY**

A proxy is someone who has the authority to act on behalf of the head of household.

### **RENT-TO-OWN**

In a rent-to-own agreement, the buyer commits to renting a property for a specific period of time with the option of buying the home before the lease runs out. This is different than buying a home on contract, which **requires** the person to purchase the home. See <https://homeguides.sfgate.com/rent-own-vs-buy-58370.html> for more information.

### **RENTER**

A person who pays rent to the owner (or his/her/they designee) of the dwelling or unit in which the person resides and is not a direct member of the owner’s household unit physically and/or economically.

### **RESIDENCE**

The primary dwelling or unit in which the LIHEAP customer is living as of the date of application.

### **SECONDARY HEATING FUEL TYPE**

The secondary type of fuel or energy the household customarily uses to heat their home. This is usually the households electric service since most primary heating units require electricity to operate. The households secondary heating method must reflect the non-primary energy type currently in use at the eligible dwelling, except in situations where both the primary and secondary type is electric.

### **SUBSIDIZED HOUSING**

- If assistance is provided by a government agency or a non-profit program, it is considered subsidized housing. Examples include: Income-based housing; Section 8 (includes owners of manufactured homes where Section 8 pays part of the lot rent); Tenant Based Rental Assistance (TBRA) where rent assistance is paid on an on-going basis; CIRHA; Section 202; Public Housing Assistance; Housing First (pays the applicants’ rent and has heat included in the rent); and SIRHA.
- A home loan through the USDA that takes into account a person’s income level is NOT considered subsidized housing.
- Refugee resettlement funding given to a family from Catholic Charities or other organizations to pay for a multitude of things such as housing, groceries, and transportation, is NOT considered subsidized housing.
- Veteran housing paid for by Veterans Affairs Supportive Housing.

- If HUD sets the rent amount, which is below market rate, and utilities are included in rent, it is considered subsidized housing.
- An “income restricted apartment” is considered subsidized housing, based upon the definition below.
  - In order to be eligible for an income restricted apartment, a household’s earning must be at least 60% less than the area’s median income. For income restricted housing, an apartment home’s monthly rent is based on a percentage of the area’s income as well as the size of the apartment. Rents are not allowed to exceed market values, but they can fluctuate. The rental amount that is determined is what the tenant pays. The government typically subsidizes the rest of the market value rent.

**UNRELATED INDIVIDUAL**

An unrelated individual is a person (other than an inmate of an institution) who is not living with any relatives. An unrelated individual may be the only person living in a house or apartment or may be living in a house or apartment (or in group quarters such as a rooming house) in which one or more persons also live who are not related to the individual in question by birth, marriage, or adoption.

**YOUNG CHILD**

A person *under* six years of age.

**WEATHERIZATION (aka WAP or Wx)**

The Weatherization Assistance Program.



## 21.00 ABBREVIATIONS / ACRONYMS

AC	Air Conditioner
ACF	<a href="#">U.S. Administration for Children and Families</a>
AE	Automatically Eligible LIHEAP Customer
BHE	<a href="#">Black Hills Energy</a>
CAA	Community Action Agency
CAA Unit	<a href="#">Community Action Agencies Unit</a>
CAP	<a href="#">Community Action Partnership</a>
CAPLAW	<a href="#">Community Action Program Legal Services</a>
CD	Certificate of Deposit
CFR	<a href="#">Code of Federal Regulations</a>
CSBG	<a href="#">Community Services Block Grant</a>
DIA	<a href="#">Iowa Department of Inspection and Appeals</a>
DL	Driver's License
DOE	<a href="#">U.S. Department of Energy</a>
DPAY	Direct Pay to Client
ECIP	Energy Crisis Intervention Payment
FaDSS	<a href="#">Family Development and Self-Sufficiency</a>
FIP	<a href="#">Family Investment Program</a> (Iowa's TANF program)
HEAP	Home Energy Assistance Program (funds provided to Wx from the Iowa LIHEAP program)
HHS	<a href="#">U.S. Department of Health and Human Services</a>
HO	Heating Oil
IAC	<a href="#">Iowa Administrative Code</a>
ICAA	<a href="#">Iowa Community Action Association</a>
ICE	<a href="#">U.S. Immigration and Customs Enforcement</a>
IOU	Investor-Owned Utilities
Iowa HHS	<a href="#">Iowa Department of Health and Human Services -LIHEAP</a>
IPL	<a href="#">Alliant Energy</a>
IRS	<a href="#">U.S. Internal Revenue Service</a>
IUA	<a href="#">Iowa Utility Association</a>
IUC	<a href="#">Iowa Utilities Commission</a>
IWD	<a href="#">Iowa Workforce Development</a>
LIHEAP	<a href="#">Low-Income Home Energy Assistance Program</a>
LP	Liquid Propane
MEC	<a href="#">MidAmerican Energy Company</a>
NASCSP	<a href="#">National Association for State Community Services Programs</a>
NASEO	<a href="#">National Association of State Energy Officials</a>
NCAF	<a href="#">National Community Action Foundation</a>
NCAT	<a href="#">National Center for Appropriate Technology</a>
NEADA	<a href="#">National Energy Assistance Directors' Association</a>
NEUAC	<a href="#">National Energy &amp; Utility Affordability Coalition</a>
OLDC	On-Line Data Collection System
OCS	<a href="#">U.S. Office of Community Services</a>
OSHA	<a href="#">Occupational Safety and Health Administration</a>
PMIWG	Performance Management Integration Work Group
PN	Program Notice
PPM	Policy and Procedures Manual
RECS	Residential Energy Consumption Survey
SAH	<a href="#">Safe at Home Program</a>
SSA	<a href="#">U.S. Social Security Administration</a>
SSDI	Social Security Disability Insurance
SSI	Supplemental Security Income

SSN	Social Security Number
USCIS	<a href="#">U.S. Citizenship and Immigration Services</a>
VA	<a href="#">U.S. Veteran's Administration</a>
WAMS	Weatherization Automated Management System
WAP	Weatherization Assistance Program
Wx	Weatherization Assistance Program

## APPENDIX A – SAMPLE PRESS RELEASE

Applications will be taken starting November 1, 2024, for the 2024-2025 Low-Income Home Energy Assistance Program (LIHEAP). This program is funded by the Department of Health and Human Services through the Iowa Department of Health and Human Services, Community Access and Eligibility Division, Community Action Agencies Unit, and has been established to help qualifying low-income Iowa homeowners and renters pay for a portion of their primary heating costs.

The \_\_\_\_\_ (community action agency) at \_\_\_\_\_ (address) in \_\_\_\_\_ (town) will be taking applications from November 1, 2024 through April 30, 2025 (October 1<sup>st</sup> for households with an elderly/disabled member). LIHEAP customers will need to furnish some form of identification, a copy of their most recent heating and electric bill, and proof of all household members' gross income for the past 30 calendar days, the most recent 12 months, or for the past calendar year.

Applications can also be submitted online at: [liheap-apply.iowa.hhs.gov](http://liheap-apply.iowa.hhs.gov)

The LIHEAP program is not designed to pay a household's total energy costs. The program will provide supplemental assistance based on several factors, including total household income, household size, dwelling type, and type of heating fuel, among others.

Eligibility for participation is established according to the following federal income guidelines:

<u>Household Size</u>	<u>Annual Gross Income* **</u>
1	\$30,120
2	\$40,880
3	\$51,640
4	\$62,400
5	\$73,160
6	\$83,920
7	\$94,680
8	\$105,440

\* For households with more than eight members, add \$10,760 for each additional member.

\*\* All income will be annualized. Income will be collected for a 30-day period.

**APPENDIX B – POVERTY GUIDELINES**  
FY25 Oct 1, 2024 – Sep 30, 2025

<b>INCOME MAXIMUMS</b>	
<i>Household</i>	<i>Annual</i>
<u>Size</u>	<u>Gross Income</u>
1	\$30,120
2	\$40,880
3	\$51,640
4	\$62,400
5	\$73,160
6	\$83,920
7	\$94,680
8	\$105,440

For households with more than eight members,  
add \$10,760 for each additional member.

## APPENDIX C – INCOME SOURCE GUIDE

### Income Codes Key for Matching Income Sources to Intake Form

- A = Employment Income (salaries, wages, commissions, self and farm employment, etc.)
- B = Retirement Income (SSA retirement benefits, pensions, railroad retirement, etc.)
- C = Benefit-Based Income (SSI, SSDI, veteran benefits, unemployment, private disability, etc.)
- D = Non-Employment / Passive Income (annuity, royalties, rent income, dividends, winnings, etc.)
- E = Non-Cash Benefits (SNAP, WIC, housing assistance, childcare assistance, etc.)
- F = No Income Received
- G = Unknown / Not Reported

*Note – Income sources from both C and D can be marked as “Other” on the intake form if the specific source is not listed.*

Income Types	Definition	Counted as Income?		Income Code (if counted)	Proof of Income Documentation or Notes
		Yes	No		
<a href="#">Adoption Assistance/ Subsidized Adoption</a>	Financial assistance granted to an adoptive family to offset the short-and long-term costs of adopting a child with special needs.		X	NA	Official state and/or court documents, or bank statement
<a href="#">AFLAC</a> (or other similar supplemental insurance)	A supplemental insurance policy which pays cash benefits directly to the insured (unless assigned otherwise).		X	NA	NOTE: AFLAC is <u>not</u> considered a fixed income source.
<a href="#">Aftercare Services</a>	Following foster care, youth can receive voluntary, individualized support to help them transition successfully to adulthood.		X	NA	
<a href="#">Alimony</a>	An allowance paid to a person by that person’s spouse or former spouse for living expenses.	X		D	Court documents, written statement from person paying support, or bank statement. NOTE: Alimony is <u>not</u> considered a fixed income source.
<a href="#">AmeriCorps/ AmeriCorps Vista</a>	AmeriCorps is a voluntary civil society program with a goal of "helping others and meeting critical needs in the community." These payments are excluded as income under Public Law 101-610.		X	NA	

<a href="#">Annuities*</a>	A specified income payable at stated intervals for a fixed or a contingent period, often for the recipient's life.	X		D	Statement from an investment firm, or bank statement.  Note: Annuities are not considered fixed income. Note: If an annuity is a defined benefit that doesn't fluctuate other than a cost of living adjustment, it is considered fixed income.  *Annuities should be averaged over the period of time they are intended to cover. Pro-rate for the verification period selected.
<a href="#">Bitcoin</a>	A type of digital currency in which a record of transactions is maintained and new units of currency are generated by the computational solution of mathematical problems, and which operates independently of a central bank.	X		D	W-2, Federal Tax Return, or other documentation
Burial Accounts	A burial fund is money set aside to pay for burial expenses.		X	NA	
<a href="#">CACFP</a> (Child and Adult Care Food Program)	CACFP provides aid to child and adult care institutions and family or group day care homes for the provision of nutritious foods that contribute to the wellness, healthy growth, and development of young children, and the health and wellness of older adults and chronically impaired disabled persons.		X	NA	
Cancellation of Debt	Cancellation of debt on a tax return is excluded from income.		X	NA	
<a href="#">Capital Gains</a>	Capital gain is a rise in the value of a capital asset (investment or real estate) that gives it a higher worth than the purchase price. The gain is not realized until the asset is sold. A capital gain may be short-term (one year or less) or long-term (more than one year) and must be claimed on income taxes.		X	NA	

Cash Gifts	Cash gifts such as gift cards (or any other type of gift cards), birthday money, direct payments to a utility on behalf of a household, financial help from family members, funds received from GoFundMe and other crowd-funding sources are <u>not</u> considered income.		X	NA	
<a href="#">CDs</a> (Certificates of Deposit)	A certificate issued by a bank to a person depositing money for a specified length of time.		X	NA	
<a href="#">Child Support</a>	<p>Money paid for the care of one’s minor child. Include child support income that is provided to minors.</p> <p>Scenario: Household includes one person who pays another person in the household for child support. This is NOT counted as income for the payee.</p>		X	NA	A payment record is required as proof of income for the party paying child support in order for it to be deducted from countable income NOTE: Child support is <u>not</u> considered a fixed income source.
<a href="#">Child Support</a> – Back Pay*	The obligor was behind on child support payments. When taxes were filed, the government retained what was owed and paid it to the obligee.		X	NA	A payment record is required as proof of income for the party paying child support in order for it to be deducted from countable income
<a href="#">Child Tax Credit</a> (American Rescue Plan)	<p>The Child Tax Credit (CTC) in the American Rescue Plan Act, signed into law by President Joe Biden on March 11, 2021, provides the largest Child Tax Credit ever to America’s working families.</p> <p>The American Rescue Plan increased the Child Tax Credit from \$2,000 per child to \$3,000 per child for children over the age of six and from \$2,000 to \$3,600 for children under the age of six, and raised the age limit from 16 to 17. All working families will get the full credit if they make up to \$150,000 for a couple or \$112,500 for a family with a single parent (also called Head of Household).</p>		X	NA	

<p>Christmas Club Account</p>	<p>A Christmas club is a type of savings account designed to help users save for their Christmas shopping.</p> <p>The account allows regular deductions from the user's paycheck, which are then saved and distributed to them near the beginning of the holiday shopping season.</p>		<p>X</p>	<p>NA</p>	
<p>Crime Victim Payments</p>	<p>Exclude payments received from a crime victim compensation program that is funded by the Crime Victims fund under Public Law 103-322.</p>		<p>X</p>	<p>NA</p>	
<p><a href="#">CRP*</a> (Conservation Reserve Program)</p>	<p>The Conservation Reserve Program (CRP) is a land conservation program administered by the <a href="#">Farm Service CAA (FSA)</a>. In exchange for a yearly rental payment, farmers enrolled in the program agree to remove environmentally sensitive land from agricultural production and plant species that will improve environmental health and quality. Contracts for land enrolled in CRP are 10-15 years in length. The long-term goal of the program is to re-establish valuable land cover to help improve water quality, prevent soil erosion, and reduce loss of wildlife habitat.</p>	<p>X</p>		<p>C</p>	<p>*Pro-rate for the verification period selected.</p>
<p><a href="#">Cryptocurrency</a></p>	<p>A digital currency in which encryption techniques are used to regulate the generation of units of currency and verify the transfer of funds, operating independently of a central bank.</p>	<p>X</p>		<p>D</p>	<p>W-2, Federal Tax Return, or other documentation</p>



Dependent Care (some LIHEAP customers may have someone living with them who provides health/supportive services)	If the caregiver lives with the LIHEAP customer and that is their only residence they will be counted as part of the household and their income will be included.	X		A or C	Payment record should indicate if this is Employment Income or Benefit-Based Income
	If the caregiver provides documentation that they have their own residence they will not be included as part of the household and income will not be included.		X	NA	
	If the live-in caregiver is paid solely by the LIHEAP customer and no other money is paid from outside of the household the income of the caregiver will not be counted as income.		X	NA	
	If the live-in caregiver is paid from a source outside of the residence that amount shall be counted as income.	X		A or C	Payment record should indicate if this is Employment Income or Benefit-Based Income
	<b>Depreciation</b> is a procedure for allocating the cost of a depreciable asset among the production periods in which the asset is used.		X	NA	
<a href="#">Depreciation for Farm or Business Assets</a>					
<a href="#">Disability Insurance Payments (private)</a>	Disability insurance replaces a portion of a persons’ income if illness or injury keeps that person from working.  Long-Term: Count as income Short-Term: Exclude from income	X LTD	X STD	C LTD Only	Payment record from Insurance Provider, Bank Statement, etc.
<a href="#">Disability Insurance Policy ( for assets protection such as a loan payment)</a>	Both short-term and long-term disability policies have a period that a person must be disabled for before that individual is able to start receiving disability benefits. That period of time is called an elimination period. Disability insurance is also referred to as disability-income insurance.		X	NA	
Disaster Assistance	Do not count disaster and emergency assistance payments provided under the Disaster Relief Act of 1974, as amended by Public Law 100-707, the Disaster Relief and Emergency Assistance Amendments of 1988.  This exemption applies to federal assistance provided to people directly affected and to comparable disaster		X	NA	

	assistance provided by states, local government, and disaster assistance organizations.				
Displacement by Federal or Federally Assisted Programs	Payments for relocation made to persons displaced by federal or federally assisted programs which acquire real property, [under Section 216 of Public Law No. 91-646, the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1980 (84 Stat. 1902, 42 USC 4636)] is excluded from income.		X	NA	
<a href="#">Dividends*</a>	A sum of money paid to shareholders of a corporation out of earnings.	X		D	<p>Letter from corporation declaring amount, bank statement, 1099-DIV form for verification year, or Federal tax return (if the annual combined total earned is less than \$120, ignore the income).</p> <p>*Pro-rate for the verification period selected.</p> <p>Dividends reported on credit union bank statements are interest payments and are not counted as income.</p> <p>Dividends from a utility company can be treated similar to other energy assistance received and be excluded from income.</p>
Employment Income (*Bonuses, Profit-sharing, Severance Pay, Paid Time Off)	<p>Wages, Salaries, Commissions, Tips, Vacation Pay, Overtime Pay, Paid Time Off (PTO), Sick Leave, Bonuses*, Profit Sharing*, Severance Pay*, Per Diem.</p> <p>Includes income from Goodwill Industries.</p>	X		A	** For households using pay stubs, you may use the gross amount (gross amount before any pre-tax deductions) on the stub. Pre-tax retirement investments

	<p>Was the wage/bonus received within the verification period?</p> <p>No – not counted as income</p> <p>*Yes – counted as income and pro-rated for the verification period (see below)</p> <p><i>Example #1</i> LIHEAP customer Melody Sunshine received a \$5,000 bonus the current month for a job well done. The verification period being used is the most recent previous 30 calendar days. Because the bonus was for work done this month and it was received during the verification period, the entire \$5,000 is counted as income.</p> <p><i>Example #2</i> LIHEAP customer Melody Sunshine received a \$5,000 annual bonus. The verification period being used is the most recent previous 30 calendar days. The bonus received during the verification period and was for the most recent 12 months. The LIHEAP customer is paid semi-monthly (twice a month/24 paychecks in a year). The bonus is to be pro-rated by dividing \$5,000 by 24, which equals \$208.33 per pay period. Two pay periods are to be counted as income.</p> <p>NOTE: Earned income is <u>not</u> considered a fixed income source.</p>				<p>may be deducted from gross income if taxable gross is shown. Deductions not allowed to be deducted from gross income are: Federal Income Taxes, State Income Taxes, FICA (Social Security), Medicare, and any local taxes. Taxes, FICA (Social Security), Medicare, and any local taxes.</p> <p>If a paystub includes garnishments, the gross amount received before the garnishment is deducted must be counted as income.</p> <p>A <a href="#">DDA</a> (Demand Deposit Account) bank statement alone does not suffice as proof of income. The LIHEAP customer must obtain a statement from the company making the deposits, which lists the checks and amounts to confirm the deposits.</p>
<a href="#">EITC</a> (Earned Income Tax Credit)	<p>A refundable federal or state tax benefit designed to help low income workers in creating their financial stability and maintain their independence from the welfare system. It is also known as E.I.T.C.</p> <p>Although EITC is excluded from income for the LIHEAP program, receipt of EITC must still be tracked in the software system for CSBG purposes.</p>		X	NA	
<a href="#">ESG</a> (Emergency Shelter Grant)	<p>ESG recipients and sub-recipients use Emergency Shelter Grants Program funds to rehabilitate and operate emergency shelters and transitional</p>		X	NA	

	shelters, provide essential social services, and prevent homelessness. This is NOT considered subsidized housing.				
<a href="#">Employers Fringe Benefits</a>	This is a non-cash benefit paid for by the employer, such as food and housing.		X	NA	
<a href="#">Estate Inheritance</a>	Estate inheritance is an estate which may descend to heirs.		X	NA	
Executor Fees (reimbursed)	A person is reimbursed for executor fees incurred.		X	NA	
Farm Income*	Farm income includes but is not limited to: <ul style="list-style-type: none"> <li>● Proceeds from sale of crops, livestock or products</li> <li>● Proceeds from land rental</li> </ul>	X		A	*Pro-rate for the verification period selected.
<a href="#">Fellowship Program</a>	Fellowships are traditionally awarded to graduate and post-graduate students.		X	NA	
<a href="#">FIP (Family Investment Program)</a>	The Family Investment Program (FIP) is Iowa's Temporary Assistance to Needy Families (TANF) program. FIP provides cash assistance to needy families as they become self-supporting so that children may be cared for in their own homes or in the homes of relatives.		X	NA	Note: FIP is not considered fixed income because the household composition is likely to change.
<a href="#">Flex Spending Account/Health Savings Account</a>	A Flexible Spending Account (also known as a flexible spending arrangement) is a special account you put money into that you use to pay for certain out-of-pocket health care costs. You don't pay taxes on this money. This means you'll save an amount equal to the taxes you would have paid on the money you set aside.  Health Savings Accounts are similar to Flex Spending Accounts and are excluded from income.		X	NA	Ignore flex dollars used for health insurance premiums when the dollars would not otherwise be available to the LIHEAP customer.
Food (donated)	Value of federally donated foods [distributed under Section 32 of Public Law No. 74-320 (49 Stat. 774)]		X	NA	

	or Section 416 of the Agriculture Act of 1949 (63 Stat. 1058, 7, CFR 250.6 (c) (9)] are exempt from income.				
Food (received in lieu of wages)	When a person receives food instead of payment for the work done by the individual.		X	NA	
<a href="#">Foreign Exchange Student</a> (money received from home)	A student exchange program is a program in which students from a secondary school or university study abroad at one of their institution's partner institutions. A student exchange program may involve international travel, but does not necessarily require the student to study outside their home country.		X	NA	
<a href="#">Foster Care</a>	Payments made to foster families are not counted as income. Types of foster care: Family Foster Care, Special Rate Foster Care, Family Shelter Care, Relative Foster Care, Independent Living Program, After Care, Kinship Care.  Foster care paid for by tribal funds are <i>excluded</i> from income.		X	NA	
<a href="#">Foster Grandparents Program</a>	A program for limited income people ages 60 and older to serve as a role model, mentor and friend for a small stipend.		X	NA	
<a href="#">Free or Reduced School Lunches</a>	Value of free or reduced-price food for women and children under the Child Nutrition Act of 1966 Section 11(b) of Public Law No. 89-642 [80 Stat. 889, 42 USC 1780 (b) and Section 17 of that Act as added by Public Law No. 92-433 (86 Stat. 729, 42 USC, 1786)]; and National School Lunch Act [Section 13 (h) (3), as amended by Section 3 of Public Law No. 90-302 (82 Stat. 119, 42 USC 1761 (h) (3))] is excluded from income.		X	NA	

Energy Assistance	Assistance to prevent fuel cut-offs and to promote energy efficiency under Title XXVI of the Omnibus Reconciliation Act of 1981, Volume 45, CFR 96(h). (LIHEAP benefit) is excluded from income.		X	NA	
<a href="#">Gambling/Lottery</a>	Winnings from horse racing, dog racing, bingo games, lotteries, and/or professional gambler.	X		D	Count only winnings subject to tax. Use the Federal 1099 tax form or Federal tax return.
<a href="#">General Relief/ Assistance</a>	General Assistance provides temporary assistance with basic and special needs.		X	NA	
<a href="#">General Welfare Exclusion of Tribes</a>	The Tribal General Welfare Exclusion Act of 2014 added IRC Section 139E. Section 139E provides an exclusion from income for payments from certain benefit programs provided by an Indian tribal government for the general welfare of its members.		X	NA	
<a href="#">G.I. Education Benefits</a>	The term GI Bill refers to any Department of Veterans Affairs education benefit earned by members of Active Duty, Selected Reserve and National Guard Armed Forces and their families. The benefit is designed to help service members and eligible veterans cover the costs associated with getting an education or training.		X	NA	
Grants	A grant is an amount of money that a government or other institution gives to an individual or to an organization for a particular purpose such as education or home improvements.  Please reach out to the state LIHEAP office regarding any unusual circumstances regarding if a grant should be counted.		X	NA	

<a href="#">Home and Community Based Services Waivers</a>	Iowa currently has seven Home and Community Based Services Waivers in the Waiver Program that provides service funding and individualized supports to maintain eligible members in their own homes or communities who would otherwise require care in a medical institution.		X	NA	
<a href="#">Housing Allowance</a>	Individuals such as ministers receive an amount of money in compensation for basic living expenses for employment situations. Housing allowance amounts are not taxable on your income but are subject to taxation under self-employment laws.  Example: A clergy person receives a housing allowance, which is used to pay the mortgage or rent.		X	NA	
<a href="#">Housing Assistance (government)</a>	Public housing assistance, or PHA, is a group of federal programs designed to aid in subsidizing rents for low-income individuals and families. They're administered by various city and state public housing authorities.		X	NA	
<a href="#">IAble Savings Plan</a>	IAble (Achieving a Better Life Experience) accounts are tax-free savings accounts for people with disabilities and their families. People with disabilities and their families can save for disability-related expenses without losing their eligibility for certain assistance programs, such as SSI and Medicaid. These accounts can be used for short-term savings or long-term investing, whatever best meets the needs of the account owner.  Iowa's ABLE savings plan is not considered income and should not be counted as savings, even if there is over \$50,000 in the account.		X	NA	
Income Earned by HH Members under the age of 18	Earned income of individuals under 18 still in high school, employed part-time, is exempt from verification, unless the individual is emancipated, and applying as head of household.		X	NA	

	Earned income of individuals under 18 who are not in school but work full-time is NOT included as income, unless the individual is emancipated and applying as head of household.				
<a href="#">In-Kind Income</a>	Income in kind, or in-kind income, is income other than money income. It includes many employee benefits and government-provided goods and services, such as toll-free roads, food stamps, public schooling, or socialized medicine.		X	NA	
<a href="#">Interest</a> (Bonds, Investments, etc.)	Owning a bond is essentially like possessing a stream of future cash payments. Those cash payments are usually made in the form of periodic interest payments and the return of principal when the bond matures. Interest on investments are usually made quarterly.	X		D	Payment record or Bank Statement
Interest Bearing Bank Accounts (savings, checking, etc.)	With an interest-bearing account, the owner of the account is paid interest on the money in the account.		X	NA	
Internship	The position of a student or trainee who works in an organization, sometimes without pay, in order to gain work experience or satisfy requirements for a qualification.	X		A	Payment record or Bank Statement
<a href="#">IRA</a>	An individual retirement account (IRA) is a kind of tax-deferred or tax-free retirement savings account that many financial institutions offer. Four main types of IRAs are Traditional, Roth, SEP and SIMPLE. There are also these types of IRAs: backdoor Roth, spousal, self-directed, inherited, and rollover.	X		B	*Pro-rate for the verification period selected.
<a href="#">Job Related Reimbursements</a>	A reimbursement is a repayment for money you've already spent. When you travel for work, you get a reimbursement for your work-related expenses, such as hotel bills, registration, plane tickets, meal allowances, and mileage.		X	NA	



	If a paystub indicates “travel pay”, this may or may not indicate a reimbursement. More questions are to be asked of the customer.				
<a href="#">Jury Duty</a>	One of the highest duties of citizenship, it accrues from the constitutional right to be tried by a panel of one's peers and involves direct participation in the administration of justice. When summoned for a jury duty, a citizen must appear before the court or be tried for contempt of court. Jurors receive a payment for their jury service.		X	NA	
Life Insurance	Insurance that pays out a sum of money either on the death of the insured person or after a set period.		X	NA	
Loans	Because a loan is money borrowed that must be paid back, it is excluded from income.		X	NA	
<a href="#">Long-Term Disability Insurance</a>	Disability insurance replaces a portion of a persons’ income if illness or injury keeps that person from working.	X		C	Count only the deposit amount but be sure to count the SSD payment as well. Note - A Long-Term Disability (LTD) insurance carrier will likely require the person to file for Social Security Disability benefits because most insurance policies allow the insurance company to reduce the LTD payment dollar-for-dollar by the amount the person receives from Social Security. For example, when a person who receives \$1,500 in LTD benefits per month is approved for \$1,000 in Social Security Disability, that person will still collect a total of

					\$1,500 with \$1,000 of the amount coming from Social Security and the remaining \$500 from the LTD insurance carrier. The amount by which the LTD payment is reduced is called an offset.
Lump-Sum* (Non-Recurring)	<p>If it is a lump-sum retroactive payment, received during the verification period, count only the payment that would apply to the verification period.</p> <p>Was the non-recurring lump-sum (unlikely to occur again) received during the verification period?</p> <p><b>No</b> – not counted as income</p> <p><b>Yes</b> – counted as income and pro-rated for the verification period (see below)</p> <p><i>Example #1</i> Aaron Aardvark has been trying to obtain disability approval for two years (24 months) and finally received a lump-sum payment of \$10,000 during the 30-day verification period. The payment covered 24 months; therefore, it is to be divided by 24, which equals \$416.67 per month. Only one month is to be counted as income. If the verification period is 12 months, \$5,000 of income is to be counted.</p>	X	X	D	Official documents, check stubs, bank statement, or check copy can be used as documentation.
Lump-Sum* (Recurring)	<p>This is income that will most likely recur over time and is income that is paid in one single payment instead of smaller more regular installments.</p> <p><i>Example #1</i> Paige Turner was paid \$6,000 last week and is applying for LIHEAP today. The verification period being used is the most recent 30 calendar days. The lump sum covered three</p>	X		D	*Pro-rate for the verification period selected.

	<p>months of work, which would equal \$2,000 per month. Because 30-days verification is being used, \$2,000 would be entered as income.</p> <p><i>Example #2</i> Teri Dactyl receives money from an IRA once a year. In May, \$5,000 was received and the application is occurring in October. The income verification period used is the most recent 30 calendar days. Recurring payments must be counted if received in the previous 12 months and pro-rated. Therefore \$5,000 would be divided by 12, to equal \$416.67/month. Because the verification period is 30 calendar days, one month's income (\$416.67) would be counted.</p> <p><i>Example #3</i> Barry Cuda receives a monthly payment from a settlement that was put into a trust account. This is considered a lump-sum recurring payment.</p> <p><i>Example #4</i> A LIHEAP customer receives a dividend payment once a year and earns income weekly. The customer is using the 30-calendar day verification period. The dividend is to be pro-rated for the 30-day period.</p>				
Lump-Sum (SSA)	<p>Lump sum payments are made when SSA awards somebody benefits after an extended application or appeal process. They're getting a lump-sum for all the monthly payments they missed.</p> <p>If the lump-sum is a retroactive payment, received during the verification period, count only the payment that would apply to the verification period, and only for members 18 and over.</p>	X		B and/or C	Payment record should indicate if payment is related to SSI, SSDI, or SSA Retirement Benefits
<a href="#">Medicaid</a>	Medicaid provides health coverage to millions of Americans, including eligible low-income adults, children, pregnant women, elderly adults and people with disabilities. Medicaid is		X	NA	

	administered by states, according to federal requirements. The program is funding jointly by states and the federal government.				
<a href="#">MEPD</a> (Medicaid for Employed People with Disabilities)	Medicaid for Employed People with Disabilities (MEPD) is a Medicaid coverage group to allow persons with disabilities to work and continue to have access to medical assistance.		X	NA	
<a href="#">Medicare</a> Parts A, B, C, and D	<p>Medicare is the federal health insurance program for:</p> <ul style="list-style-type: none"> <li>● People who are 65 or older</li> <li>● Certain younger people with disabilities</li> <li>● People with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant, sometimes called ESRD)</li> </ul> <p>The different parts of Medicare help cover specific services:</p> <ul style="list-style-type: none"> <li>● Medicare Part A (Hospital Insurance)</li> <li>● Medicare Part B (Medical Insurance)</li> <li>● Medicare Part D (prescription drug coverage)</li> </ul>		X	NA	
<a href="#">Military Pay</a> (active duty)	<p>Wages and Benefits paid to a person who is serving in a military force.</p> <p>Weekend guard duty pay is counted as income.</p>	X		A and/or C	Official document(s) stating amount (e.g. leave and earnings statement). Count the soldier as a household member, even if deployed. Only the income that is made available to the household should be counted as income. Housing allowance is not considered income.
Military Combat Zone Pay (to the Military)	Military members deployed to areas of combat or to combat support operations receive hostile fire pay/imminent danger pay (HFP/IDP) and the combat zone tax exclusion (CZTE). HFP/IDP provides <b>\$225 for any month or part of a month</b> the		X	NA	

	member is deployed to a combat zone or to a designated imminent danger area.				
<a href="#">Money Market</a>	A money market account or money market deposit account is a deposit account that pays interest based on current interest rates in the money markets.		X	NA	
<a href="#">Nursing Home Insurance</a>	There are two kinds of nursing home insurance:  1. Insuring your personal belongings and/or liability when you live in a nursing home  2. Purchasing insurance that will help you cover the costs of living in a nursing home if you ever need to live in one		X	NA	
Overpayments	Income received in error during the previous month, which the household member is responsible to pay.		X	NA	<i>Note - Must have documentation from the entity that made the payment in question verifying the payment is in fact an overpayment</i>
<a href="#">PAL</a> (Preparation for Adult Living)	Financial support is available to Aftercare participants who qualify for the Preparation for Adult Living (PAL) program. The amount of the monthly PAL stipend is based on your individual income and expenses.		X	NA	
<a href="#">PASS</a> (Plan to Achieve Self Support)	An SSI provision to help individuals with disabilities return to work		X	NA	
<a href="#">Pensions</a>	Assistance, paid at regular intervals to a person or to the person's surviving dependents in consideration of past services, age, merit, poverty, injury or loss sustained, etc.	X		B	Statement from source received within the last 12 months, or bank statement no more than 60 days old

<a href="#">Plasma</a>	Plasma is processed into a wide variety of life-saving therapeutics that benefit thousands of people every day. Plasma-based therapeutics are used in the treatment of serious disorders such as hemophilia and immune system deficiencies, and to treat victims of shock and burns. Plasma donors are sometimes compensated for their donation.		X	NA	
Proceeds from the Sale of Personal Property	Examples of personal property include: house, land, car, tractor, clothes, appliances, TVs, furniture, sale of lamb when not considered a farm, etc.		X	NA	
<a href="#">Railroad Retirement</a>	It provides retirement, survivor, unemployment, and sickness benefits to individuals who have spent a substantial portion of their career in railroad employment, as well as to these workers' families.	X		B	Deductions not allowed to be deducted from gross income are: Federal Income Taxes, State Income Taxes, FICA, (Social Security), Medicare, and any local taxes. <i>Tax Statement Form RRB-1099 (Payments by the Railroad Retirement Board): Count box #5 as income</i>  <i>Tax Statement Form RRB-1099-R (Annuities or Pensions by the Railroad Retirement Board): Count box #7 as income</i>
<a href="#">Rebates</a> and <a href="#">Refunds</a>	A rebate is an amount paid by way of reduction, return, or refund on what has already been paid or contributed.		X	NA	
<a href="#">Refugee Resettlement Funds</a>	Refugee resettlement funds, such as those provided by Catholic Charities, are meant to pay for housing, groceries, transportation, etc.		X	NA	

<p><a href="#">Rental Income</a>*</p>	<p>Income received from rental properties, such as farm land or dwellings.</p> <p>Scenario: If a household member pays rent to another member living in the same household, the payment is not considered income for the payee.</p> <p><i>Note – Air B&amp;B, VRBO, and similar home vacation rentals count as rental income</i></p>	<p>X</p>		<p>D</p>	<p>Paperwork re: rental of property, receipts, farm lease, bank statement and/or Federal tax return.</p> <p>*Pro-rate for the verification period selected.</p>
<p><a href="#">Retirement Income</a></p>	<p>A monthly payment made to someone who is retired from work (e.g., 401K).</p> <p>Note: An irregular withdrawal is not counted as income (withdrawals from savings or assets is excluded as income).</p>	<p>X</p>		<p>B</p>	<p>Statement from source, or bank statement.</p>
<p><a href="#">Reverse Mortgage Payments</a></p>	<p>A reverse mortgage is a loan available to homeowners, 62 years or older, that allows them to convert part of the equity in their homes into cash.</p>		<p>X</p>	<p>NA</p>	
<p><a href="#">Royalties</a>*</p>	<p>A compensation or portion of the proceeds paid to an owner of a right, as a patent, oil or mineral right, for the use of it or an agreed portion of the income from a work paid to its author, composer, etc.</p>	<p>X</p>		<p>D</p>	<p>Statement from source, or bank statement.</p> <p>*Pro-rate for the verification period selected.</p>
<p><a href="#">SAL</a> (Supervised Apartment Living)</p>	<p>Supervised Apartment Living Foster Care (SAL) is the least restrictive foster care placement in Iowa. Youth either live in a cluster site living arrangement (where up to 6 youth can live in the same building and are supervised 24/7) or is a scattered-site living arrangement (where a youth is placed in their own living arrangement, such as an apartment, and have access to contractor staff 24/7). The living arrangement must provide the youth with an environment in which the youth can experience living in the community with less supervision than other types of foster care placements.</p>		<p>X</p>	<p>NA</p>	

<p><a href="#">Savings</a></p>	<p>Savings refer to money put aside for future use rather than spending it immediately.</p> <p><i>Note – only count if Savings are over \$50,000 as indicated on the LIHEAP application</i></p>		X	NA	Statement from source, or bank statement.
<p><a href="#">Scholarships</a></p>	<p>A scholarship is an award of financial aid for a student to further their education.</p>		X	NA	
<p><a href="#">SCSEP/MEP</a> (Senior Community Service Employment Programs, Making Employment Pay)</p>	<p>Examples include: Experience Works (formerly known as Green Thumb – U.S. Code Chapter 35 of Title 42), AARP, National Able Network, etc.</p>		X	NA	Only count if employed full-time.
<p><a href="#">Seasonal Workers</a>*</p>	<p>A seasonal worker is an employee who performs labor or services on a seasonal basis.</p> <p>Example: A customer is a seasonal worker for 9 months out of the year as a school bus driver and presented a 1099. How do we pro-rate this customers' income for 30-days verification? Take the annual amount (in this case it's 9 months) and divide by 12 months. One month's worth of income should be used.</p>	X		A	<p>W-2, 1099</p> <p>*Pro-rate for the verification period selected.</p>



<p><a href="#">Self-Employment Income</a></p>	<p>Income from a business, less business expenses.</p>	<p>X</p>		<p>A</p>	<p>Filed Federal tax return required if deducting business expense, otherwise gross income is used. The LIHEAP program does NOT deduct business expenses. Self-employed individuals are encouraged to file a Federal tax return, where deductions are made.</p> <p>When unable to use a Federal tax return (e.g., a new business, taxes weren't filed, etc.), customer is to complete the Self-Employment Form, which can be found in the Members Only page at <a href="https://hhs.iowa.gov/liheap-members">https://hhs.iowa.gov/liheap-members</a></p>
<p><a href="#">Sheltered Workshops: Sub-Minimum Wage</a></p>	<p>A supervised workplace and/or training facility for physically, mentally, and developmentally disabled adults.</p> <p>Though technically considered wages for the individual, workers receiving a sub-minimum wage will not have earnings count as part of household income.</p>		<p>X</p>	<p>NA</p>	
<p><a href="#">SNAP</a> (Supplemental Nutrition Assistance Food Program)</p>	<p>SNAP offers nutrition assistance to millions of eligible, low-income individuals and families and provides economic benefits to communities. Value of food coupons under the Food Stamp Act of 1977 [Section 1301 of Public Law No. 95-112 Stat. 968.7 USC 2017 b] is exempt from income.</p>		<p>X</p>	<p>E</p>	
<p><a href="#">Social Security Benefits</a> (SSA, SSI, SSDI)</p>	<p>A program of social insurance and benefits which include retirement income, disability income, benefits</p>	<p>X</p>		<p>C</p>	<p>Official documentation such as an award letter</p>

<p><i>*Only count for HH members 18 and older</i></p> <p><i>If only source of HH income is SS benefits for member(s) under 18, record payment to capture source of income for AE fixed income criteria, but put amount received as \$0.00</i></p>	<p>paid to minors, and death and survivorship benefits.</p> <p>It should be noted that Social Security payments are made one month behind. In other words, a payment made in December is for the month of November.</p> <p>At the end of the calendar year, in December, recipients receive a letter detailing the amount paid per month for the previous 11 months. The letter also states the amount to be paid per month, beginning in January of the next year. The letter does not state the amount paid in December. For households applying in December, use the amount paid in the previous month.</p> <p>Q: If a LIHEAP customer receives social security and is being reimbursed for Medicare Part B that was previously deducted, do we count the reimbursement? A: Only count the amount received that applies to the verification period.</p> <p>SSA (State Supplementary Assistance)</p> <ul style="list-style-type: none"> <li>● Fully state-funded</li> </ul> <p>SSI (Supplemental Security Income)</p> <ul style="list-style-type: none"> <li>● Federally-funded</li> <li>● Also known as Title XVI</li> </ul> <p>Three main types of Title II disability benefits:</p> <ul style="list-style-type: none"> <li>● SSDI (Social Security Disability Insurance)</li> <li>● CDB (Childhood Disability Benefit)</li> <li>● DWB (Disabled Widow/Widower Benefit).</li> <li>● Title II benefits are not needs-based and there are no income or asset limitations.</li> </ul>				<p>from the calendar year in which the application is being submitted, benefit verification letter or letter from Social Security Administration (SSA) from the calendar year in which the application is being submitted. Count the net amount as income (<b>gross minus Medicare costs</b>). As a <u>last resort</u> a bank statement (assume the amount shown is net), check copy or SNAP documents may be used. The bank statement can be from up to 60 calendar days prior to the application date.</p> <p>To verify SSA, SSI, SSDI income using a DirectExpress Card, you have the following options:</p> <ul style="list-style-type: none"> <li>● Award Letter</li> <li>● Website Verification</li> <li>● I-Saw or I-Heard note, if everything else fails</li> </ul>
<p><a href="#">Strike Benefits</a></p>	<p>Compensation and benefits offered by a union to striking workers.</p>	<p>X</p>		<p>C</p>	<p>Copy of check statement from Union</p>
<p><a href="#">Student Loans</a></p>	<p>A student loan is a type of loan designed to help students pay for post-secondary education and the</p>		<p>X</p>	<p>NA</p>	

	associated fees, such as tuition, books and supplies, and living expenses.				
<a href="#">Subsidized Housing Assistance</a> (from a government agency or a non-profit program)	Subsidized housing is a government sponsored economic assistance program aimed towards alleviating housing costs and expenses for impoverished people with low to moderate incomes.		X	NA	
<a href="#">TANF</a> (Temporary Assistance For Needy Families)	<p>A program which aids needy families so that children may be cared for in their own homes or in the home of relatives.</p> <p>FIP is Iowa’s version of TANF.</p> <p><a href="#">Tribal TANF</a> gives federally recognized Indian tribes flexibility in the design of welfare programs that promote work and responsibility and strengthen families. Similar to states, they receive block grants to design and operate programs that accomplish one of the four purposes of the TANF program.</p>		X	NA	

Trade Act	<p>Trade Adjustment Assistance (TAA) and Trade Readjustment Allowance (TRA) are benefits available to workers who experience a lack of work dislocation from employment due to a foreign labor impact. To be eligible for TAA benefits the layoff must be certified by the Department of Labor via a petition process that verifies the foreign labor impact. TRA is a weekly benefit payable to eligible workers following exhaustion of unemployment benefits. It is paid only to individuals enrolled in a full-time, TAA-approved training program. An individual may also receive a partial reimbursement for transportation and living expenses if attending training beyond the normal commuting distance of 25 miles one-way from home. If the individual finds a job beyond the normal commuting distance from home and wants to relocate to the job site, TAA may provide a relocation allowance.</p> <p>Because TAA payments made directly to program participants are partial reimbursements for items covered under an entitlement program (once eligibility is confirmed) they are not counted towards household income.</p> <p>Because TRA payments represent a federal extension of state unemployment insurance benefits and are intended to address living expenses for full-time students they are counted towards household income.</p>	X TRA	X TAA	C	<p>Note: the DBRO printout that shows regular unemployment status and payments does not show TRA status and payments. Applicants will want to ask Iowa Workforce for a printout of the KTRA and KPY1 screens and provide this to the agency to verify status and payments at the time of application.</p>
<a href="#">Training Stipends</a>	From Federal and State Employment Programs. Only the portion that pays for reimbursement of living expenses.	X		C	ACCESS Iowa is excluded.

<a href="#">Tribal per Capita Payments</a>	Profits paid by a tribe directly, including payments made to minors.	X		D	Statement from a tribe regarding payment amounts. Up to \$2,000 annually, per person, is exempt.
Trust Payment (qtrly/mo/annual)	Payment for an equitable or beneficial right or title to land or other property, held for the beneficiary by another person.  Example: A LIHEAP customer has a trust, worth over \$50,000, and is receiving an interest payment of \$300/month. The \$300/month is considered income. But, because this isn't savings, do NOT mark "over \$50,000 in savings".	X		D	
<a href="#">Unemployment Compensation</a>	Unemployment benefits are counted incomes. If a lump sum retroactive payment is received, count only the amount of the payment that would have been received during the eligibility period.	X		C	Agencies may contact Iowa Workforce Development directly to obtain needed information.  Benefit letters provide frequency of pay and should be used whenever possible. Awards are made in whole dollars and do not include cents.  The use of bank statements is not allowed.  Note: Do not annualize Unemployment benefits by multiplying by 52 weeks since the maximum amount of weeks Iowa allows for Unemployment benefit payments is 16 weeks
Utility Allowance	A utility allowance is a subsidy to help pay for utility bills.		X	NA	

<a href="#">VA Aid and Attendance</a>	VA Aid and Attendance or Housebound benefits provide monthly payments added to the amount of a monthly VA pension for qualified Veterans and survivors.		X	NA	
<a href="#">VA Compensated Work Therapy Program Income</a>	The Department of Veterans Affairs' (VA) Compensated Work Therapy Program matches and supports work ready Veterans in competitive jobs.  The program helps Veterans with disabilities get competitive employment in the community, working in jobs they choose, while receiving the support they need.		X	NA	
VA Reimbursement	When a veteran is reimbursed by the VA for mileage to go to VA appointments.		X	NA	
<a href="#">VA Service-Connected Disability Pension</a>	Disability compensation is a monetary benefit paid to Veterans who are determined by VA to be disabled by an injury or illness that was incurred or aggravated during active military service. To be eligible for compensation, the Veteran must have been separated or discharged under conditions other than dishonorable.	X		C	Copy of a recent check, the current award letter, or a copy of the deposit printout provided by a bank, such as a bank statement (as a last resort). The bank statement can be from up to 60 calendar days prior to the application date.  When VA checks are not available, verification may be obtained by calling the toll-free number provided by the Veteran's Administration for this purpose: 1-800-827-1000.  This is considered fixed income.
<a href="#">VA Non-Service-Connected Disability Pension</a>	Disability Compensation is for veterans who suffer from disabilities that were caused or aggravated by their service in the military. Disability Pension is for low-income veterans who are totally and permanently	X		C	Copy of a recent check, the current award letter, or a copy of the deposit printout provided by a bank, such as a

	disabled due to disabilities which are not related to their time in the service.				<p>bank statement (as a last resort). The bank statement can be from up to 60 calendar days prior to the application date.</p> <p>When VA checks are not available, verification may be obtained by calling the toll-free number provided by the Veteran's Administration for this purpose: 1-800-827-1000.</p> <p>This is considered fixed income.</p>
<a href="#">Veterans Educational Allowance/Housing Allowance</a>	<p>The Survivors' and Dependents' Educational Assistance (DEA) Program offers education and training opportunities to eligible dependents of Veterans who are permanently and totally disabled due to a service-related condition or of Veterans who died while on active duty or as a result of a service-related condition.</p> <p>Basic Allowance for Housing (BAH) is one of several VA benefits available to the men and women who proudly served our country.</p>		X	NA	
Veteran's Non-Recurring Lump-Sum Payments			X	NA	
Veteran's Payments	Payments paid directly to a person who has served in a military force or a surviving family member.	X		C	Benefit award letter, correspondence from the VA office, benefit payment check, bank statement (as a last resort). The bank statement can be from up to 60 calendar days prior to the application date.

<p><a href="#">Vietnam Agent Orange Benefits</a></p>	<p>Benefits for the children of women-Vietnam veterans who suffer from certain birth defects must not be considered as income or resources in determining eligibility or benefits. If a child receives a benefit from the Veteran’s Administration because of a birth defect, it is likely this benefit (P.L. 106-419).</p> <p>A veteran receiving payments due to exposure to agent orange is also excluded from income.</p> <p>A widow receiving payments due to her spouse’s exposure to agent orange is also excluded from income.</p>		X	NA	
<p><a href="#">VISTA Payments</a></p>	<p>AmeriCorps VISTA is a national service program designed to alleviate poverty.</p>		X	NA	
<p>Vocational Rehabilitation Services</p>	<p>Iowa Vocational Rehabilitation (VR) is an employment program for individuals who experience a disability. Recipients of this program are paid wages while learning job skills, etc.</p> <p>VR can authorize payments under a Rehabilitation Act service called Maintenance in which they provide monetary support to an individual for expenses (food, clothing, shelter) incurred as a result of their participation in a VR service.</p> <p>Example: VR is sending the person to a specialist for assessment out of state and is paying for the person to stay in a hotel overnight so they can attend the evaluation appointment.</p> <p>This is means-tested and is excluded from income.</p>		X	NA	



<p><a href="#">WIC</a> (Women Infants and Children Program)</p>	<p>The Special Supplemental Nutrition Program for Women, Infants, and Children - better known as the WIC Program - serves to safeguard the health of low-income pregnant, postpartum, and breastfeeding women, infants, and children up to age 5 who are at nutritional risk by providing nutritious foods to supplement diets, information on healthy eating including breastfeeding promotion and support, and referrals to health care.</p>		<p>X</p>	<p>NA</p>	
<p>Work Study</p>	<p>The Work-Study program helps to provide graduates and undergraduates with part-time employment during the school year by paying a portion of the student's salary.</p>	<p>X</p>		<p>A</p>	<p>Pay stubs</p>
<p>Work for Landlord (in lieu of paying rent)</p>	<p>When a person receives free lodging by working for the landlord instead of paying rent.</p>		<p>X</p>	<p>NA</p>	
<p>Workers' Compensation</p>	<p>Compensation for time lost due to a work-related illness or injury.</p> <p>Workers' Compensation also covers temporary and permanent disability. Some people get paid for time lost, however, others who have reached maximum medical improvement can receive permanent disability benefits which are regardless of time lost and separate from other disability programs.</p>	<p>X</p>		<p>C</p>	<p>Check stubs, statement from Workers' Compensation, or bank statement (as a last resort).</p> <p>Workers' compensation payments are issued in whole dollars. If the payment amount includes cents, it is net income; not gross income.</p>

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**APPENDIX D – ENERGY BURDEN TABLE**

<b>LIHEAP Customer Heat/Electric Situation</b>	<b>Energy Burden</b>	<b>Rationale</b>	<b>Type of Payment</b>	<b>Documentation</b>
LIHEAP customer pays a vendor directly for utilities	Yes	HH energy bills rise and fall with market	Paid to vendor	Utility bill
All utility costs (heat and electric) included in rent (non-subsidized and Regular Assistance only)	Yes	HH rent may increase with an increase in energy costs	Direct pay to LIHEAP customer	Landlord letter or rental agreement
Heat costs included in rent and LIHEAP customer is billed directly for electric (non-subsidized and subsidized)	Yes	HH has a direct energy burden with secondary vendor	Paid to electric vendor because gas usage is indeterminate	Utility bill
LIHEAP customer pays the landlord or trailer park owner for utility costs (if billed separate from rent)	Yes	HH energy bills rise and fall with market	Direct pay to LIHEAP customer	Landlord letter or trailer park agreement
LIHEAP customer lives in subsidized housing and pays a vendor directly for utility costs (receives a utility allowance)	Yes	HH energy costs rise with market	Paid to vendor	Utility bill
LIHEAP customer lives in subsidized housing and pays a landlord for utility costs (billed separately, whether or not receives a utility allowance)	Yes	HH energy costs rise with market	Paid to electric supplier or direct pay to LIHEAP customer	Landlord letter or subsidized housing contract

<b>LIHEAP Customer Heat/Electric Situation</b>	<b>Energy Burden</b>	<b>Rationale</b>	<b>Type of Payment</b>	<b>Documentation</b>
LIHEAP customer either has a disconnect notice or receiving a disconnect notice is imminent	Yes	HH energy bills rise and fall with market	Paid to vendor	Utility bill
LIHEAP customer resides in mobile home that has been stationary for six months or more, and heats using small propane tanks.	Yes	HH cost of fuel is subject to rise and fall with market	Direct Pay	Verification that customer has been stationary for six months or more
LIHEAP customers' source of heat is electricity or they are requesting assistance with electric (secondary utility) and it is obtained from solar cells, wind power, an extension cord, or a generator	No	HH energy bill will not increase with an increase in energy costs		
College student in dorm room	No	HH energy bill will not increase with an increase in energy costs		
Customer is not being charged by the landlord (or anyone) for primary and secondary utility service	No	Customer is not responsible for energy costs		
Customer lives in subsidized housing and all utilities are included in rent (not billed separately)	No	Customer already receives reduction in energy costs through housing subsidy		



## APPENDIX F – SAMPLE I-94 CARD

- 1- Departure Number: A unique number to this 1-94 card
- 2- Date of entry into the U.S.
- 3- Class of admission is a visa class, such as H1B, H4, B1, B2, F1, refugees etc.
- 4- Admitted until; This is the date until which the person can stay in the U.S. if it says “D/S”, which means “Duration of Status”, the person can stay as long as they hold a valid non-immigrants status. This is most relevant for H-, L-F-, and J-type of visas. Refugees will have the word “indefinitely” instead of a date.
- 5- The visa stamp expiration date and the 1-94 expiration dates are two different things.

7/14/2017

Form I-94 | USCIS



**U.S. Citizenship and  
Immigration Services**

### Form I-94

#### Form I-94:

U.S. Customs and Border Protection  
Securing America's Borders

Get I-94 Number [I-94 FAQ](#)

**Admission (I-94) Number Retrieval**

Admission (I-94) Record Number: 69000888062

Admit Until Date (MM/DD/YYYY): 10/10/2012

Details provided on Admission(I-94) form:

Family Name:	L1
First (Given) Name:	LYDIA
Birth Date (MM/DD/YYYY):	01/01/1990
Passport Number:	P123123213
Passport Country of Issuance:	Mexico
Date of Entry (MM/DD/YYYY):	04/11/2012
Class of Admission:	B1

#### Form I-94A:

Departure Number  
813106636 11

Department of  
Homeland Security  
CBP I-94A (11/04)  
Departure Record

Family Name  
**SAMPLE**

First (Given) Name  
**AHMET**

Country of Citizenship  
**PAKISTAN**

20041122 US-VISIT 20050207 MULTIPLE

See Other Side

Class  
Unst

Birth Date (Day Mo Yr)  
22, 12, 50

U.S. DEPARTMENT OF HOMELAND SECURITY  
CUSTOMS AND BORDER PROTECTION  
FOUNDED 12/31/00  
L1  
12345  
09/17/2007

STAPLE HERE

## APPENDIX G – ALTERNATIVES TO I-94 CARD

### “PINK” I-551 “RESIDENT ALIEN” CARD

FRONT: Pink background (blue header bar); blue INS seal overlaps photo area. Repeating “I- 551” becomes visible when card is tilted under normal light. Expiration date on front of card: Month, day, and year.

BACK: Color gradually changes from pink to blue, with map of U.S. in white. Three lines of machine-readable printing at bottom on white background. Immigrant classification and admission/adjustment date on back of card. First set of code is immigrant classification, beginning with letter(s) followed by numbers(s). Third set of code is admission/adjustment date, beginning with year, month, and day.

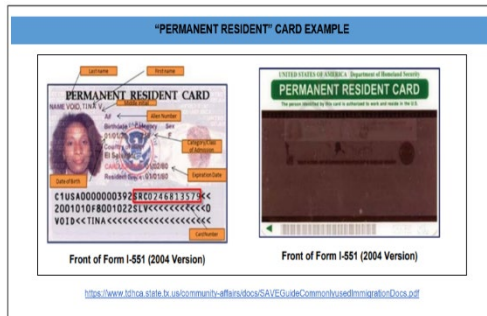
### “WHITE” I-551 “RESIDENT ALIEN” CARD

FRONT: White background (blue header bar); salmon lines cover the photo in an unbroken pattern. Printing “detail” in eagle is excellent. Immigrant classification is on front of card in lower right corner, beginning with letter(s) followed by number(s).

BACK: Pale greenish background, map of U.S. in white. Three lines of machine-readable codes. Admission/adjustment date is at bottom, left corner on back of card, beginning with year, month, and day.

### “PERMANENT RESIDENT” CARD

Having a [Green Card](#) (officially known as a [Permanent Resident Card](#) (PDF)) allows a person to live and work permanently in the United States.



### UNEXPIRED FOREIGN PASSPORT WITH I-551 STAMP

An I-551 stamp may be present in a foreign passport, with a handwritten “Valid Until” date. A proof of entry and inspection stamp will also present in the passport, similar to the stamp for an I-94. Date of entry is stamped. Immigrant visa classification (letter and number) is printed or stamped on “Admitted” line. Valid status expires on date enumerated at “Until” section of I-551 stamp. The alien number may be printed beginning with letter A.\*61366

### I-94 ARRIVAL/DEPARTURE RECORD

Proof of entry is signified by U.S. immigration stamp. Date of entry is stamped. Non-immigrant visa classification (letter or letter and number) is printed or stamped on “Admitted” line. Valid status expires on date enumerated at “Until” section of stamp. Refugees and asylees each receive a separate INS stamp. Asylum seekers have “valid to” date, while refugees have a date of admission.

**“RED” I-688B “EMPLOYMENT AUTHORIZATION”**

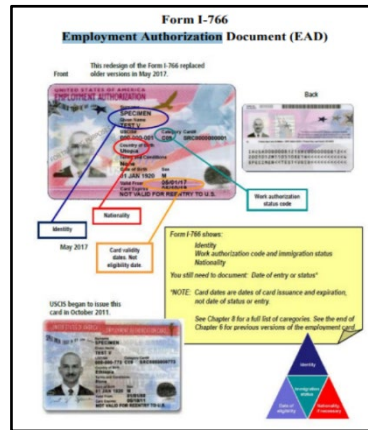
FRONT: White background, read header bar and yellow interlocking wavy lines, gold INS seal becomes visible when tilted under normal light. Expiration date is on front, month, day, and year.

BACK: Red outline of U.S., Alaska, and Hawaii. The word “Void” is capitalized and underlined.

**“RED” I-766 “EMPLOYMENT AUTHORIZATION”**

FRONT: White background, red header bar. Statue of Liberty, USA, and Immigration and Naturalization Service symbols become visible when tilted under normal light. Expiration date is at bottom, right corner. Non-immigrant category listed over justice seal by a letter and number abbreviation of the 274A.12 immigration law citation.

BACK: White background, black magnetic strip and bar code.



Reference: <https://www.myffamilies.com/sites/default/files/2022-11/6%20-%20Immigration%20Documents%20and%20Eligibility.pdf>

**DECISION GRANTING ASYLUM**

Documents issued to aliens, granted asylum vary.

Form I-589 is used to apply for asylum. If it is approved, that individual would be eligible for LIHEAP.

Form I-797 is a notification/communication form, used simply to notify LIHEAP customers of a decision (or otherwise communicate information) made on a particular application. It, in-and-of itself, is not a fillable form that is completed for approval. Therefore, it appears that the decision made on a citizenship application, that might be communicated on an I-797 would indicate whether or not a customer was qualified/eligible. If someone presented an I-797, you would have to know what it is that they applied to get.

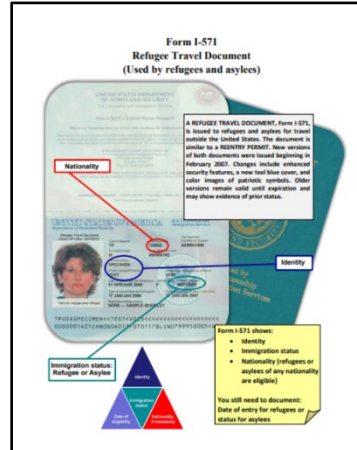
Details on I-797 - <https://www.uscis.gov/i-797-info>

Details on I-589 - <https://www.uscis.gov/i-589>



## REFUGEE TRAVEL DOCUMENT FORM I-571

Form I-571 is issued by the INS to aliens who have been granted refugee status.



## ORDER GRANTING WITHHOLDING OF DEPORTATION

The documents used by immigration judges to grant withholding of deportation vary.

## EXCHANGE STUDENTS

A student visa or other formal documentation. Send to State office for review

## APPENDIX H – HEATING SYSTEM INSTALLATION STANDARDS

### Heating Unit Installation

#### *WX Worker*

No used furnaces may be installed.

All new units shall carry a minimum one-year (1) warranty on workmanship. Each LIHEAP customer shall receive the manufacturer's product warranty information, clear maintenance instructions, and a phone number of who to contact for warranty problems. Furnace specifications must also be left with LIHEAP customer.

When installing a replacement furnace, it must be installed at least  $\frac{3}{4}$ " off the floor on blocks or a plastic pad. Concrete pads and wood blocks are not acceptable. Concrete blocks may be used but air must be able to circulate between the bottom of the furnace and the concrete. The return air drop also needs to be off the floor with the same specifications as the furnace.

All furnaces must have a filter rack outside the cabinet with a cover.

New forced air furnaces must be a minimum of 95% or higher AFUE except in cases of attic or garage installation. A minimum of 80% is required in those cases. A two-pipe system is required. Condensate lines must terminate to a drain or drain line or according to local codes.

If the furnace panel of a high efficiency furnace is being used as combustion air chamber, there must be a rubber gasket around the panel to seal the combustion chamber. Grommets and/or rubber gaskets must be installed to seal openings in the furnace cabinet.

Request approval for a fuel switch by sending the state LIHEAP office an email which explain the reason for the request.

Ensure thermostats are working properly, replace if defective. When possible, the thermostat must be wired for "fan only" function.

For new furnace installation, wiring from ceiling down to appliance must be secured at the top and bottom and in rigid or flexible metal conduit or non-metallic (gray) electrical PVC. Repair or replace any unsafe power supply and install a properly sized and fused switch on the appliance or within 24". By code, all new furnaces must be on a dedicated electrical circuit. This will not be enforced in cases where this causes excessive work (inaccessible panel, finished ceiling in furnace area, breaker/fuse box can't handle another circuit, etc.) unless required by local jurisdiction.

For gas line specifications, refer to Section 2021 of the *Iowa Weatherization Work Standards* or the NFPA 54-2009. Drip legs (sediment traps) need to be installed to code. When installing a new appliance (furnace or water heater) fuel lines coming down from the ceiling to the appliance gas valve must be hard pipe. Corrugated stainless steel tubing (CSST) will not be used to drop to the appliance. When used for other purposes, it must be installed in accordance with manufacturer guidelines and the National Electrical Code.

All venting shall be completed according to the manufacturer's specifications. Combustion and exhaust air (only applies to heating systems) must terminate outside (not under decks, in crawlspaces, or attics). They must both draw air from the same location. This applies to both new and existing terminations. Support for the PVC piping need to be installed per the manufacturers' specifications or a maximum of four feet apart. See Section 2110 for procedures if venting through possible asbestos material.

If an atmospheric appliance (water heater) shares a chimney with a draft-induced appliance, the draft of the atmospheric appliance must be checked to ensure no drafting problems. Call the state LIHEAP office if there are drafting issues to determine a solution within LIHEAP program guidelines.

Perform a temperature rise and total external static pressure test to ensure they are within the manufacturer's guidelines. Call the State LIHEAP Office if there are static pressure issues.

Perform CO testing to ensure it does not exceed 100 PPM, without any alterations to the furnace, lowering gas pressure below manufacturer recommendations, or changing orifice size.

All condensate lines must be 3/4" line (unless using a condensate pump) and terminate to a drain line or according to local code. They cannot terminate outside the envelope of the house or to a sump pump unless required by local code. Condensate pumps must be installed at the same level as the furnace (if the furnace is raised because of flooding issues, the pump must be raised also). Drain lines from a condensate pump must be 3/8" line. Condensate pump cord must have original plug, it cannot be cut and hard wired into the unit. There must be a single outlet receptacle for the pump. Ensure the condensate line does not present a trip hazard for the LIHEAP customer. No copper piping may be used as a condensate line. High efficiency boiler condensate discharge will be an acceptable pH level in accordance with local code.

Contractor must record information from the equipment data plate for future service work.

Contractors must remove and dispose of equipment being replaced unless otherwise directed by the agency.

In cases of existing hazardous materials such as asbestos, the agency may direct the contractor to disable and leave in place the existing.

### ***Manufactured Homes***

- Replacement furnaces installed in manufactured homes must be for that purpose or a sealed combustion high efficiency furnace may be installed with proper modifications per manufacturer's instructions. When a condensate pump cannot be installed for a 90%+ efficient unit, an 80% efficient furnace may be installed. Notations explaining the need for an 80% unit are to be included in the file.
- Condensate lines installed with high efficiency furnaces must go to a drain line and not through the bottom of the home because it could freeze.
- Adjust the heating anticipator in the thermostat to match the amp draw of the system control.
- Repair or replace any unsafe power supply.
- All gas piping must be installed according to the American Gas Association (AGA) specification and any other appropriate codes. Hard pipe must be used to go into the furnace closet. Flexible gas line connector or hard gas pipe may be used to go through the wall of the furnace cabinet.
- All venting shall be completed according to the manufacturer's specifications. A collar should be installed at the ceiling around the flue pipe. Where the venting exits through the ceiling, it must be air sealed.

### ***Attic Furnace***

- When replacing a furnace, if not present, a code compliant walkway and service platform will be installed in attics. Walkway and platform will be above the level of insulation (if practical).
- A secondary drain pan must be installed under the system if it includes air conditioning. It must drain to a sewer line or outside.
- All loose fill insulation must have a 12" clearance around the back, sides, top, and plenum and a 24" clearance in the front.
- Damming must be installed if the bottom of the unit is below the top of the insulation. Metal damming must be a minimum of .007" thick and permanently attached to the ceiling joist with staples, nails, or screws.
- Un-faced fiberglass may also be used as a damming material, but it must equal the height of the loose fill insulation and extend 24" away from the furnace in all directions.
- If the combustion air is taken from the bottom 6" clearance must be provided below the unit.

- Whenever possible the return drop must allow for the filter to be changed by the client from the living side of the ceiling in a safe and easy manner. The client must sign-off if the filter cannot be changed from the living area.
- All furnaces installed in the attic areas must be installed according to local codes and manufacturer's instructions.

### ***Heat Pumps and Air Conditioners***

#### **Electric service must be adequate to handle the needs of the unit.**

- Replacement heat pumps and air conditioners should be sized properly.
- All air-source heat pumps with electric auxiliary must be served by a control system – thermostat(s) – to minimize the operation of the electric heaters.
- The heat pump must also include a properly functioning outdoor lockout thermostat.
- The outdoor lockout thermostat must lock out the auxiliary heat (usually electric resistance) when the outdoor temperature is greater than the heat pump balance point (usually 25°F to 40°F, depending on the climate).
- This also serves to lock out the heat pump at the lower temperatures.
- Heat pumps must be a minimum 15 SEER and 8.0 HSPF.
- All new units shall carry a minimum one-year (1) warranty on workmanship.
- Each customer shall receive the manufacturer's product warranty information, clear maintenance instructions, and a phone number of who to contact for warranty problems.
- All furnaces must have a filter rack outside the cabinet with a cover and shall have no open returns in the combustion area.
- Contractors must remove and dispose of equipment being replaced.
- Measure air flow across the indoor coil. Airflow across this coil should be 400 CFM per ton for a wet coil (condensation on coil) and 425 CFM per ton for a dry coil (no condensation on coil), plus or minus 50 CFM.
- Check for correct amount of refrigerant. Follow the manufacturer's specification for refrigerant charge. The airflow across the indoor coil should be adjusted and verified before the refrigerant charge is checked.
- The efficiency for new heat pumps is designated as Seasonal Energy Efficiency Rating (SEER) for cooling performance and Heating System Performance Factor (HSPF) for heating performance. New heat pumps have SEERs ranging from 15.0 to over 18.0 and HSPFs from 8.0 to over 10.0.
- For split heat pump systems with an indoor and outdoor coil, the system efficiency varies with the match of these coils. The manufacturer should be consulted to determine the combined efficiencies.
- Clients will be provided maintenance and upkeep instructions for new heat pump.

### ***Electric Baseboard***

- Replacement baseboard heaters must be hard wired on dedicated circuits with individual thermostatic wall control in each room.
- Electric service must be adequate to handle the needs of the units.

Older style shut off valves (see photo below) must be replaced when replacing appliances.

### ***Energy Inspector***

All furnace work shall be performed by a qualified, furnace technician, or trained agency personnel. Load calculation will be performed in accordance with the manufacturer's specifications. Furnace repair shall be performed in conformance with **ANSI Z223.1-1999 (same as NFPA 54-2009) including [Appendix H](#)** and shall be done in accordance with program spending limits. All furnace work must be in compliance with:

International Residential Code (IRC)  
The Uniform Mechanical Code  
National Fire Prevention Association (NFPA)  
Local Codes adopted by the authority having jurisdiction (where they exist)  
The Furnace Manufacturer's Specifications (must be left in the home)

Electrical service must be inspected to determine if it will handle the unit to be installed.

If a new non-portable space heater is installed it must be vented.

Perform a temperature rise and total external static pressure test to ensure they are within the manufacturer's guidelines.

Perform CO testing to ensure it does not exceed 100 PPM, without any alterations to the furnace, lowering gas pressure below manufacturer recommendations, or changing orifice size.

### ***Fuel Lines***

Check gas piping that was disturbed during the heating system replacement, for leaks. If checking natural gas lines, test above the lines. If propane, the probe must be placed under the lines because propane is heavier and will sink. Gas line connections must be tested by moving the probe around the connections at a rate of 1" per second. Gas leaks must be verified by soapy or bubbling solution to eliminate false positives. Copper piping on natural gas appliances is not to be replaced unless leaking or required by local code or the appliance is being replaced with ECIP funds. All gas piping must be installed according to the American Gas Association (AGA) specifications and any other appropriate codes. Flexible brass fuel lines must be replaced on all appliances. Flexible connectors manufactured before 1973 must be replaced. These can be identified by the manufacturer's tag on the connector.

The LIHEAP customer must be informed of any other fuel leaks discovered during inspection and must be noted on the inspection form.

The LIHEAP customer must be informed of any CSST line that is not bonded and must be noted on the inspection form.

Basic operation of the new equipment will be explained to the occupant including:

- Efficiency measures
- Proper operation of controls
- Electrical and fuel disconnects or shut offs
- Location of combustion air intake including importance of not blocking the intake
- Importance of cleaning dust and debris from return grilles
- Importance of not blocking return or supply registers
- Importance of proper filter selection and how to change the filter
- Importance of routine maintenance

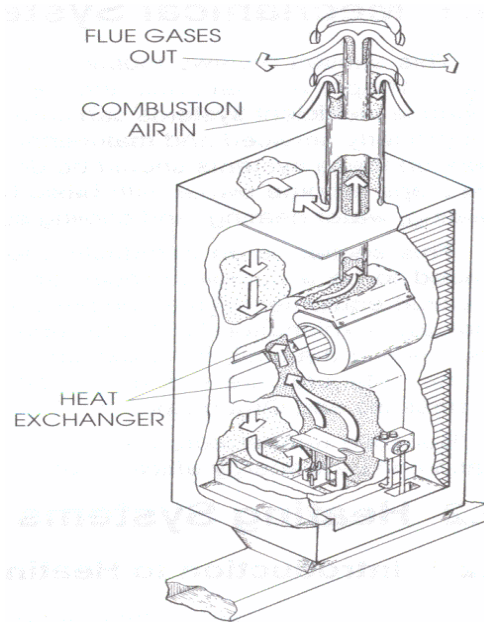
### ***Manufactured Homes***

All units shall be sealed combustion.

### ***Furnace Types***

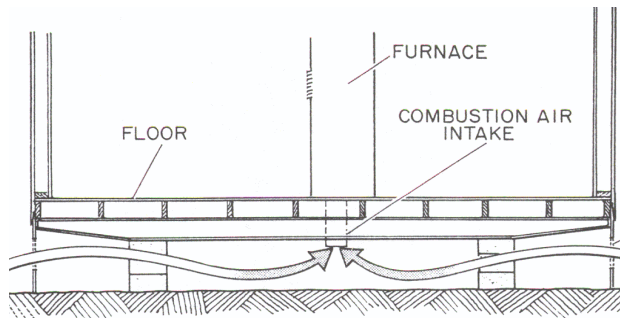
- Concentric Pipe Combustion Air  
Combustion air from the roof comes down the outside of the flue pipe, around the furnace cabinet, and into the heat exchanger where it mixes with gas during combustion. (See Figure 1)

FIGURE 1



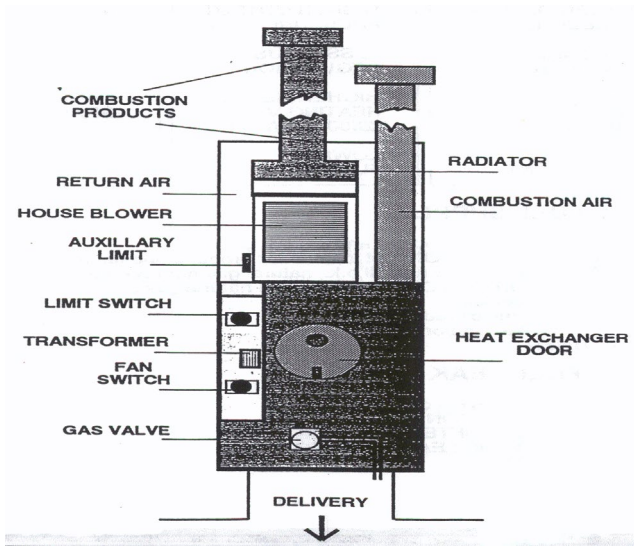
- Floor Supply Combustion Air  
A floor supply, sealed combustion air system supplies combustion air directly to the heat exchanger through a duct from under the manufactured home. (See Figure 2)

FIGURE 2



- Dual Pipe Combustion Air  
A dual pipe, sealed combustion air system supplies combustion air to the heat exchanger from above the manufactured home through a separate pipe. (See Figure 3)

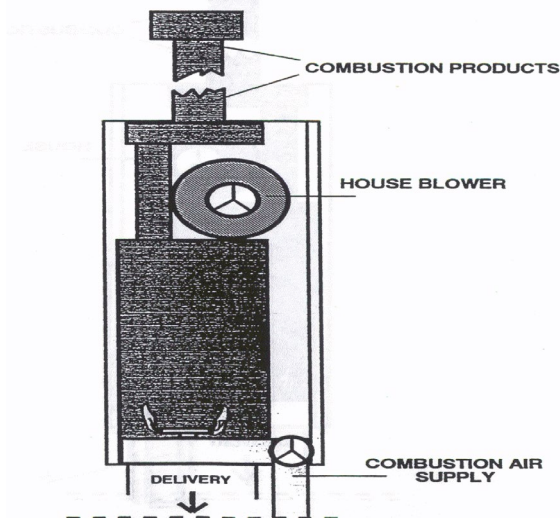
FIGURE 3



***Induced Combustion Air***

An induced combustion air, sealed combustion air system supplies combustion air to the heat exchanger using a small blower. An induced system may bring the air in from above or below the manufactured home. (See Figure 4)

FIGURE 4



***Attic Furnace, Heat Pump, Electric Baseboard***

Because these types of heating systems are not normally replaced by ECIP, contact the state LIHEAP office for guidance.

## **Thermostats**

### **Energy Auditor/Inspector**

Document the location of the thermostat. Ensure it is not on an outside wall or near an outside door or over a heat supply/return duct. Thermostats should not be installed on a marriage wall of the manufactured home. If a thermostat is located in these areas, the thermostat may be moved using program funds and within program expenditure limits.

Compatibility will be verified (e.g., voltage, wiring condition, location) and documented. Location of existing thermostat will be assessed for appropriateness (e.g., central to the house, out of direct sunlight, away from supply air, protected from abnormal radiant surface temperatures).

Ensure the thermostat is level and dirt free. Relocate if necessary. Ensure thermostats are working properly, replace if defective. When possible, the thermostat must be wired for “fan only” function.

Mercury containing thermostats should be replaced (only when the heating unit is replaced).

### **WX Worker**

All thermostats must be installed according to the manufacturer’s instructions. When possible, the thermostat must be wired for “fan only” function.

If being replaced, mercury containing thermostats will be disposed of properly.

The LIHEAP customer will be taught how to use the thermostat and written manufacturer’s instructions are to be left with the LIHEAP customer.



## APPENDIX I - BENEFIT MAXIMUMS

### LIHEAP REGULAR ASSISTANCE PAYMENT MATRIX FOR FY25

<u>1. Poverty Level*</u>	<u>Points</u>
0 – 75%	8
76 – 100%	6
101 – 125%	5
126 – 200%	4
Over 200%	Ineligible

*\*NOTE: Poverty levels of .01% are rounded up to the next percentage*

<u>2. Targeting Factors</u>	
Fixed Income Only (no other sources of income)	1
Elderly (60 years of age and older)	1
Disabled	1
Children (under 6 years of age in household)	1
Detached Dwelling	1
Subsidized Housing	-2
5-Plexes (or more than 5)	-1
Heating Included in Rent	-4
Over \$50,000 in Savings	-4

<u>3. Fuel/Energy Type</u>	
Natural Gas	4
Electric	4
Liquid Propane (LP)	5
Fuel Oil	5
Solid Fuel (Wood/Coal/Corn)	2

### AWARD CALCULATION – FY25

**\$40** per point determined by total funding and expected # of participating households

**The minimum benefit an approved LIHEAP customer may receive is \$80 and the maximum is \$800.**

All income shall be verified for each household member based on a 30-day, 60-day, or 12-month period and annualized as defined by the program to estimate the total annual household income for the Program Year of application

**The minimum Regular Assistance benefit for liquid propane and fuel oil LIHEAP customers is \$800**

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**ECIP CRISIS ASSISTANCE MAXIMUMS FOR FY25**

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**Type of Funding Year:** (refer to [section 15.20](#) for related operational rules)

**FY25 - Single Award - Standard Model**

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**ECIP Bill Pay Services & Maximums:** (waiver eligible)

The services listed below have a **shared** maximum for FY25 of \$800.00

- Service Continuity
- Reconnection
- Low Tank – Emergency Delivery
- Empty Tank – Emergency Delivery

**ECIP Primary Heating Equipment Services & Maximums:** (waiver eligible)

The services listed below have a **shared** maximum for FY25 of \$4,000.00

- Primary Heating Unit Repair
- Primary Heating Unit Replacement

**ECIP Primary Heating Equipment Inspection Maximum:** (not waiver eligible)

The service listed below has a **separate** maximum for FY25 of \$200.00

- Heating Unit Replacement Inspection Fee

**ECIP Emergency Cooling Services & Maximums:**

The services listed below have a **shared** maximum for FY25 of \$500.00

- Central AC Unit Repair (waiver eligible)
- Central AC Unit Replacement (not waiver eligible)
- Window AC Units or other types of portable cooling units
- Fans

**ECIP – Other Low-Cost Measures & Maximums:** (not waiver eligible)

The service listed below have a **shared** maximum for FY25 of \$300.00

- Space Heaters or other types of portable heating units
- Blankets or warm clothing, plastic window coverings, heating unit filters, etc.

**ECIP Temporary Shelter Service & Maximum:** (waiver eligible)

The service listed below has a **separate** maximum for FY25 of \$500.00

- Temporary Shelter

## **APPENDIX J – LIHEAP APPEAL AND HEARING PROCEDURE**

### **IOWA DEPARTMENT OF HEALTH AND HUMAN SERVICES COMMUNITY ACCESS and ELIGIBILITY DIVISION COMMUNITY ACTION AGENCIES SUB-DIVISION IOWA STATE LIHEAP OFFICE**

#### **LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM**

An applicant may initiate an appeal if the application was denied, or incorrect facts or improper procedures were used to determine eligibility, assistance amounts, or services. The applicant has 30 calendar days from the date of the approval or denial letter to appeal that decision by mailing or delivering the request for appeal to the local Community Action Agency (CAA) at which the application was made.

If the CAA neither approves nor denies the application within 30 calendar days of receipt of a complete application, the applicant may treat the failure to act as a denial. The applicant then has 30 additional calendar days to appeal. To appeal, the applicant (claimant) must submit a written appeal to the CAA at which they applied, and include the action the applicant would like taken, and any other information which might affect the decision. Those claimants unable to read or write shall have the CAA assist them in reading, writing, or understanding appeals, hearings, and their associated procedures.

The CAA will act on the claimant's request and notify the claimant of the result in writing within seven calendar days of the date an appeal was requested (postmark date if sent in mail).

If the claimant does not agree with the decision reached, the claimant may write the CAA within 14 calendar days of the decision (postmark date if sent in mail) and request that a state hearing be held with the Iowa Department of Health & Human Services, Community Action Agencies Sub-division's, LIHEAP Program Manager. The claimant must explain in writing why the agency's decision is being appealed and include any information which might affect the decision.

The CAA will forward all information about the request for a hearing to the state LIHEAP office and a hearing will be scheduled within 14 calendar days of receipt of the appeal and request for a hearing. The claimant will receive written notice of a state scheduled hearing from the division. The notice will include the date, time, and place of the hearing. State hearings may be held in person, virtually or by telephone at a mutually convenient time. During the hearing, all information will be reviewed, and a decision will be rendered by the state LIHEAP office within 7 calendar days.

The client may appeal the decision of the state LIHEAP office to the Iowa Department of Inspection and Appeals (DIA). The client must submit a written appeal to the CAA Unit within 7 calendar days (postmark date if sent in mail) of receiving the division's decision. The division will follow the appeal procedures outlined in 481 – Chapter 10 of the Iowa Administrative Code.