

Iowa LIHEAP Program Notice 25-01
September 01, 2024

Iowa LIHEAP Program Notice (PN) 25-01

To: Executive Directors and LIHEAP Coordinators
From: Bill Marquess, LIHEAP Program Manager
Date: September 01, 2024
Re: Changes to Iowa LIHEAP Policy and Procedures Manual

Effective Date: October 1, 2024

Iowa LIHEAP FY25 Policy and Procedures Manual

Listed below are notable changes to the *Iowa LIHEAP Policy and Procedures Manual* for the FY25 program year.

Website Address for State LIHEAP Data Management System: liheap-apply.iowa.hhs.gov

**active Oct 01, 2024 for general public*

- 2.30 Outreach Offices
 - Clarifies that the LIHEAP Appeal & Hearing Procedure remains the same as it has been in the past, but now also addresses how to handle appeal hearing requests that come directly through Iowa HHS.

- 3.30 Data Management
 - Revised to reflect new state LIHEAP data management system.

- 4.11 LIHEAP Regular Assistance Season (Heating Season)
 - Added information for applying online through the state LIHEAP data management system.

- 4.12 ECIP/Crisis Assistance Applications / Requests
 - Added information for applying online through the state LIHEAP data management system.

- 4.20 Application Methods
 - Added information for applying online through the state LIHEAP data management system.

- 4.40 Automatically Eligible (AE) Households
 - This Program Notice overrides the requirement stated in section 4.40 that all AE applications received prior to October 01st are acted upon by October 30th. For FY25, agencies will have until November 30th to act upon all AE applications received prior to October 01st. Any AE applications received after October 01st will need to be acted upon within 60-days from the date the agency received the application.

- 4.60 Online Applications / System Intake
 - Revised section to reflect the new state LIHEAP data management system.

- 4.80 Separation of Duties
 - Revised to remove confusion regarding “neighbors”. Updated to “personal connections”.

- 8.00 Customer Documentation and Recordkeeping Requirements
 - Added requirement that all LIHEAP program data, including supporting documents, must be entered into and maintained in the state LIHEAP data management system.

- 9.00 Vendor & Outreach Office Documentation and Recordkeeping Requirements
 - Added requirement that all LIHEAP Vendor program data, including supporting documents, must be entered into and maintained in the state LIHEAP data management system.

- 10.00 Moratorium Period on Winter Disconnections
 - Clarified through the use of the term “Moratorium Period” that the timeframe for moratorium protection, which is November 01st – April 01st, is distinct from the timeframe referred to programmatically as the LIHEAP Heating Season, which is October 01st – April 30th.

- 11.40 Refunded Benefit Amounts
 - Revised section to reflect process changes due to the new state LIHEAP data management system.

- 14.30 Household Moves to Another Service Area
 - Revised section to reflect process changes due to the new state LIHEAP data management system.

- 15.00 ECIP Crisis Assistance
 - Revised section to reflect process changes due to the new state LIHEAP data management system.

- 15.20 New Section – ECIP Operational Rules per Funding Levels
 - Section added to help provide a model of program operation at both single-award and multiple-award funding years.

- 18.00 Monthly Expenditure Report
 - Revised section to provide more context regarding Unpaid Approved, 30-day Projections, and recording Cash-on-Hand / Refunds.

- 20.00 Definitions
 - New Term – Annualized Income
 - New Term – Heating Season
 - New Term – Moratorium Period

- Appendix A – Sample Press Release
 - Revised to updated dates, FPG amounts, and add web address for new state LIHEAP data management system.

- Appendix B – Poverty Guidelines
 - Updated amounts for FY25

- Appendix C – Income Source Guide
 - Updated countable income sources / types for FY25
 - Added Income Code identifier to help align specific countable income sources for LIHEAP with Basic Intake and CSBG categories.

- Appendix E – Monthly Expenditure Report Template
 - New Section – Provides format sample and guidance on LIHEAP monthly reporting

- Appendix I – Benefit Maximums
 - New Section – Provides information regarding the type of program model that will be used for FY25, as well as the point calculations for Regular Assistance, and ECIP Crisis Assistance benefits maximum amounts/shared limits.

- Appendix J – LIHEAP Appeal & Hearing Procedure
 - New Section – Provides copy of LIHEAP Appeal & Hearing Procedure