FY21 IOWA LIHEAP MONITORING QUESTIONNAIRE/REPORT

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| --- | --- | --- | --- | --- | --- |
| Agency: | Choose an item. | | LIHEAP Coordinator: | | Click here to enter text. |
| Date(s) of Monitoring: | | Click here to enter text. | Monitor Name(s): | Choose an item. | |

**OUTREACH AND INTAKE**

1. What outreach/intake mechanisms are used?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Radio |  | Mobile Intake Sites |
|  | Local Newspaper |  | Home Visits |
|  | Flyers/Posters |  | Social Media |
|  | Referrals – another agency |  | Other |

1. List all outreach/intake offices.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Location | Days/Hours of Operation | Number of Full-time/ Part-time LIHEAP Staff | Services Provided | Office Accepts Scheduled  In-Person  Appointments  (N/A for FY21) | Office Accepts Walk-Ins (N/A for FY21) | Office Accepts Virtual/ Remote Appointments |
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1. Are the outreach offices easily identifiable with signage?

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DCAA Comments

1. What is the agency’s most effective tool to reach targeted groups such as elderly, young children, and disabled? Please explain.

Click here to enter text.

DCAA Comments

1. How does the agency assure accessibility of services for elderly and disabled households? Does the agency provide home visits?

Click here to enter text.

DCAA Comments

1. Describe any specific changes in outreach, community partnerships, or leveraging efforts tried this year in response to the COVID-19 pandemic and how well it seems to have worked.

Click here to enter text.

DCAA Comments

1. Is each statement of affirmation explained to the applicant prior to obtaining their signature?

Yes  No

DCAA Comments

**APPLICATIONS**

1. What is the agency’s procedure for verifying automatically eligible applications? How does the agency ensure that automatically eligible applicant’s income is re-verified every third year, as required?

Click here to enter text.

DCAA Comments

1. Describe procedures for pending applications (waiting on all required documentation to be submitted).

Click here to enter text.

DCAA Comments

1. How does the agency track applications for home visits, mail, phone, fax, online, and in-person?

Click here to enter text.

DCAA Comments

1. Have there been any incidents of fraudulent applications? Please explain how the application was determined to be fraudulent. What was the outcome?

Click here to enter text.

DCAA Comments

**APPEALS AND HEARINGS**

1. Is the Appeal and Hearing Procedure posted at each outreach office (monitor should verify during visit)?

Yes  No

DCAA Comments

1. Is a copy of the appeal and hearing procedure provided to the client in their preferred language?  Yes  No

DCAA Comments

1. Did the agency receive any formal appeal requests this past year?  Yes  No If yes, what was the outcome?

Click here to enter text.

DCAA Comments

1. In case of appeal, who at the agency makes the final determination?

Click here to enter text.

DCAA Comments

**ASSURANCE 16 ACTIVITIES**

1. Does the agency use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs? If yes, what type of activities does the agency use to provide these services?

Click here to enter text.

DCAA Comments

**CONFIDENTIALITY**

1. Please attach the agency’s confidentiality policy.

DCAA Comments

**CONFLICT OF INTEREST**

1. Please attach the agency’s conflict of interest policy.

DCAA Comments

**TRAINING/MEETINGS**

1. How often are staff meetings held? What is discussed during staff meetings?

Click here to enter text.

DCAA Comments

1. Is training offered prior to the start of the regular LIHEAP season? If so, what does the training include?

Click here to enter text.

DCAA Comments

1. Describe areas needing further training and technical assistance from the State.

Click here to enter text.

DCAA Comments

1. Are meetings held with vendors? If so, which vendors attend and what is discussed?

Click here to enter text.

DCAA Comments

1. Does LIHEAP staff attend the IUB (Iowa Utility Board) fall meetings? If not, why?

Click here to enter text.

DCAA Comments

**ELIGIBILITY**

1. Describe issues or challenges with income verification or eligibility determination. Specifically, were there additional challenges for customers and/or staff in meeting these requirements during the COVID-19 pandemic? If so, how did the agency address these challenges?

Click here to enter text.

DCAA Comments

1. Does the agency understand that if a household receives SSI or FIP, that household is eligible for Weatherization, regardless of income?  Yes  No

DCAA Comments

1. Does the agency understand that a household living in subsidized housing with heat and rent is eligible for Weatherization, even though it is ineligible for LIHEAP? (effective May 1, 2021 households in subsidized housing with heat and rent became eligible for LIHEAP)  Yes  No

DCAA Comments

**VENDORS**

1. Describe challenges the agency is experiencing with vendors and challenges vendors are experiencing themselves, if known.

Click here to enter text.

DCAA Comments

1. Are vendors delivering at the price agreed upon? Are prices reasonable? Are there any challenges in making payments to the vendors? Please attach a spreadsheet of vendors, which includes the calculation for summer pre-buy awards.

Click here to enter text.

DCAA Comments

**REFUNDS**

1. Describe challenges with processing refunds from vendors.

Click here to enter text.

DCAA Comments

**ECIP**

1. How does the agency allocate ECIP funds (e.g., each county receives a certain amount of funds, each county is allowed to repair/replace a certain number of heating systems, etc.)?

Click here to enter text.

DCAA Comments

**CRISIS SITUATIONS**

1. Please explain local procedures for resolution of crisis cases within 18/48 hour deadlines.

Click here to enter text.

DCAA Comments

1. How are payment amounts for crisis awards determined? If a matrix is used, please provide a copy. (effective May 1, 2021 no requirements or burdens can no longer be placed on applicants such as the use of a crisis matrix or the requirement of a co-payment from the applicant in order to receive crisis assistance)

Click here to enter text.

DCAA Comments

**SUMMARY (State Use ONLY)**

Monthly Expenditure Reports are typically submitted on time and are accurate.  Yes  No

Agency responded to previous years’ findings within 45 calendar days?  Yes  No  NA

Click here to enter text.