

Iowa LIHEAP Program Notice 24-01

September 01, 2023

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To: Executive Directors and LIHEAP Coordinators

From: William Marquess, LIHEAP Program Manager

Date: September 01, 2023

Re: Changes to Iowa LIHEAP Policy and Procedures Manual

Effective Date: October 1, 2023

Iowa LIHEAP FY24 Policy and Procedures Manual

Listed below are notable changes to the *Iowa LIHEAP Policy and Procedures Manual* for the FY24 program year.

- 2.10 Outreach offices
 - Clarifies that each CAA is encouraged not required to issue a news release

- 4.10 Application Dates
 - Clarifies that Regular LIHEAP is Regular Assistance
 - 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.

- 4.11 LIHEAP Regular Assistance Season (Heating Season) added the language to clarify Application deadline.
 - 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

- 4.12 ECIP/Crisis Assistance – During Heating Season
 - October 1 – April 30 (*note – service continuity not allowed if household is moratorium protected*)

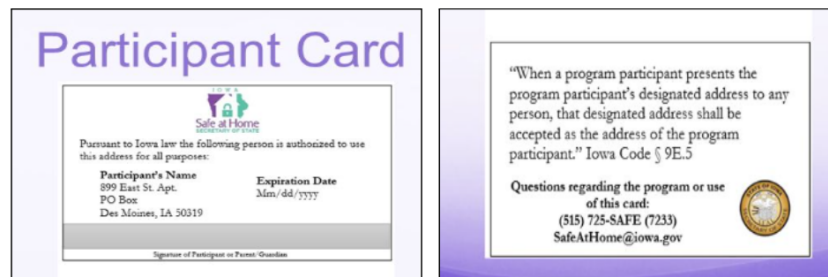
- 4.20 Application Methods
 - Clarifies that LIHEAP App and the intake form are the same doc
 - Policy change to allow two children to be claimed in 2 different households – see policy for more information -Including the same child(ren) in two different households in case of a divorce or guardianship situation

- 4.40 Automatically Eligible (AE) Households
 - 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. 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. In this instance, mark it as a source of income, but with an amount of \$0.00.

- 5.30 Who Can Apply
 - Policy change to allow two children to be claimed in two different households – see policy for more information - 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

- 5.80 Safe at Home Program
 - Added a SAH program card sample



- 6.10 Eligibility Period to Qualify for Assistance
 - Restored the No Income Verification Form
 - Through April 18, 2024 a 2022 completed tax return can be used if a 2023 return is not available. After APRIL 18, 2024 customers should use a 2023 completed tax return.

- 7.00 Social Security Number (SSN) Documentation requirements
 - The Social Security Number of each household member, regardless of age, must be provided either in writing or verbally in order for that household member to be deemed eligible.

- 7.10 Acceptable Documentation
 - Tribal ID's that include the SSN are acceptable form of documentation

- 10.00 Payment Matrix
 - Corrects minimum Regular Assistance benefit amount from \$0 to \$80.
 - Changes LP Minimum from \$1000 to \$800

- 12.30 Debarment and Suspension
 - Updated DHHS General Terms

- 14.20 After LIHEAP Payment is sent to Vendor
 - 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:

- 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.

- 14.40 Funds Returned to the State
 - Checks returned to the state must be written to DHHS
 - Mail sent to the state must contain Program Name
 Attn: Program Name (*LIHEAP, Weatherization, FaDSS, or CSBG*)
 Iowa HHS
 Lucas State Office Building
 321 E 12th St
 Des Moines, IA 50319

- FY23 Federal Income Guidelines

<u>Household Size</u>	<u>Annual Gross Income*</u> **
1	\$29,160
2	\$39,440
3	\$49,720
4	\$60,000
5	\$70,280
6	\$80,560
7	\$90,840
8	\$101,120

* For households with more than eight members, add \$10,280 for each additional member.
 ** All income will be annualized. Income will be collected for a 30-day period.

- Appendix C- Income Source Guide – FY24 Changes to income type that would not be countable.

Income Types	Definition	Considered Income		Proof of Income
		Yes	No	
Child Support	Money paid for the care of one’s minor child. Include child support income that is provided to minors.		X	
Child Support – 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	
General Welfare Exclusion of Tribes	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	

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<p>Social Security Benefits (SSA, SSI, SSDI) Benefits paid to a minors</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>A program of social insurance and benefits which include retirement income, disability income, benefits paid to minors, and death and survivorship benefits.</p> <p>Please note this only pertains to benefits paid to minors, benefits paid to an adult will be counted as income.</p>		X	
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- Clarifies Disability insurance policy for assets protection such as loan payments vs on bank note listed previously
- Clarifies that Fuel Cut-off Assistance is Energy Assistance

- 15.00 CRISIS ASSISTANCE
 - Between the end of the heating season and Sep. 30th, customers cannot apply for LIHEAP Regular Assistance, but they can still apply for Weatherization and/or ECIP. If a customer in need of Weatherization or ECIP applies for the first time within this period, the LIHEAP Application/Intake Form is still to be used, but is considered a "Weatherization/ECIP Application/Intake Form, and will suffice as long as they meet the eligibility criteria and guidelines.

- 15.50 Emergency Reconnect - Energy
 - Non-deliverable fuel max \$700.00
 - If someone is disconnected we can only pay what's required to get them connected.

- 15.60 Service Continuity - Energy
 - In order to qualify for service continuity customers must demonstrate imminent risk of disconnection, past due amount without indication of disconnection is insufficient to warrant benefits.
 - Service continuity max \$700.00

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- 15.80 Drinking Water and Wastewater – LIHWAP
 - For FY23 Households may not receive more than 2 LIHWAP assistance payments with the option for a waiver for extenuating circumstances.
- Appendix E- Sample of I-94 Card
- I-94 Card sample added

Departure Number
603106631 01 1

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

Family Name
SAMPLE

First (Given) Name
ROHIT

Country of Citizenship
INDIA

20080826 US-VISIT 20090826 MULTIPLE

See Other Side STAPLE HERE

ADMITTED ATL 5
2 AUG 26 2008
Class H1B 3
Until AUG 26 2009 4
BIRTH DATE 11 23 74

- Appendix F- Alternatives to I-94 Card
- (Permanent Resident) sample added

"PERMANENT RESIDENT" CARD EXAMPLE

Front of Form I-551 (2004 Version)

Front of Form I-551 (2004 Version)

<https://www.tlpa.state.tx.us/community-affairs/docs/SAVEGuide/CommonUsedImmigrationDocs.pdf>

- Employment Authorization card sample added

Form I-766
Employment Authorization Document (EAD)

This redesign of the Form I-766 replaced older versions in May 2017.

Front

Back

Identify

May 2017

Card validity dates, not expiry date.

Form I-766 shows:

- Identify
- Work authorization code and immigration status
- Nationality

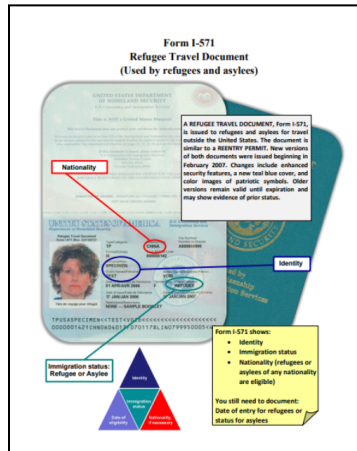
You still need to document: Date of entry or status*

*NOTE: Card dates are dates of card issuance and expiration, not date of status or entry.

USCIS began to issue this card in October 2011.

See Chapter 8 for a full list of categories. See the end of Chapter 8 for previous revisions of the employment card.

- Refugee Travel Document Form I-571 sample added



- **17.01 Program Support – LIHEAP**
 - Program support can now be used for regular assistance applications.