LIHEAP SUBGRANTEE TRAINING

November 6, 2019

Louisiana Housing Corporation

LHC Energy Assistance Department

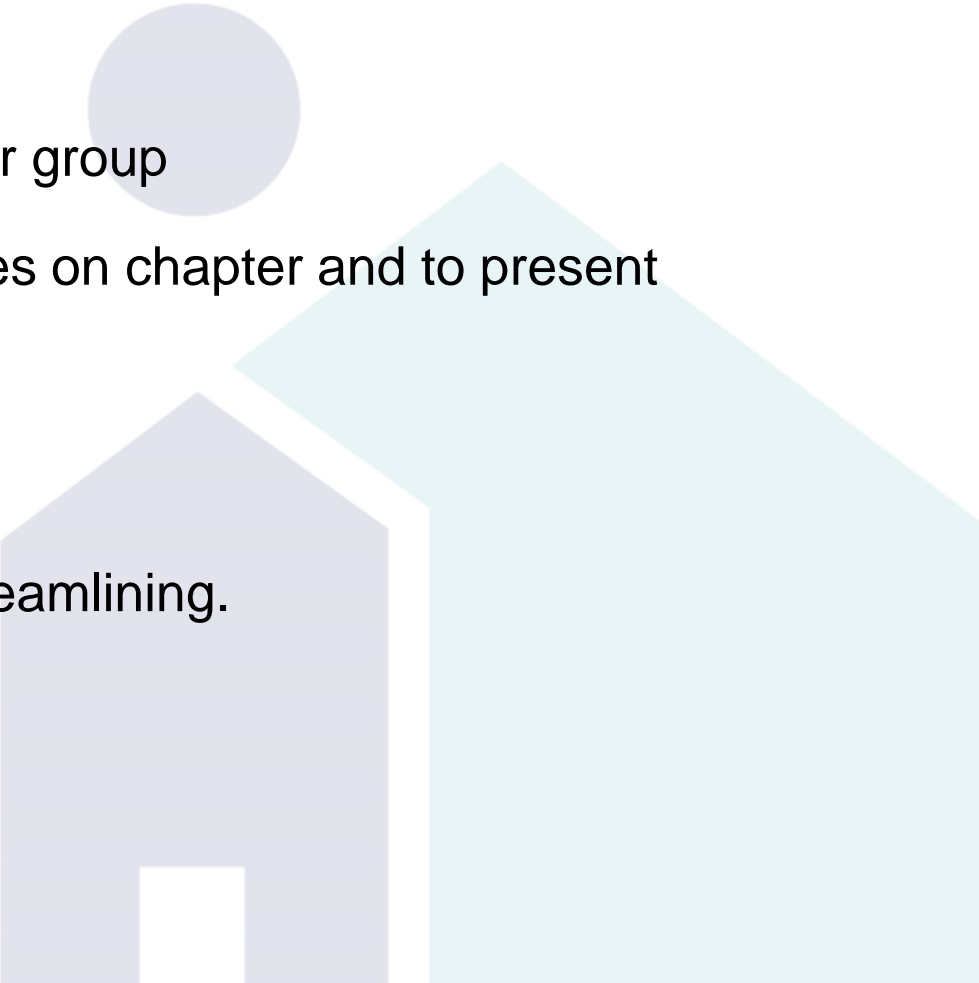# LIHEAP SERVICE DELIVERY GUIDE UPDATE WORKING GROUPS

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Collette Oglesby

LIHEAP Service Delivery Guide Working Group

Last Revision: November 1, 2014

- 30 minutes to review and discuss assigned chapter with your group

- Choose 1 person from group to take notes regarding changes on chapter and to present your group's information to everyone

- What needs more clarification?

- Ideas regarding the process and suggestions to possibly streamlining.

QUESTIONS AND ANSWERS

COMPLIANCE MONITORING

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2020 State Plan Changes

- Heating Assistance   11/15/2019 – 3/15/2020

- Cooling Assistance   4/1/2020 – 9/30/2020

- Crisis Assistance   10/1/2019 – 9/30/2020

- Beginning in FY2019, LHC requires all users of the LIHEAP Hancock software to sign a Rules of Behavior form which covers confidentiality and security of client information annually.

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2020 State Plan Changes

- Photocopy of original Social Security Card requirement changed:

    Required of the Applicant

    Requested of All Adults in Household and All Household Members

Updates to verification of SSN:

- All other household members must provide a SSN by either the original Social Security card or with any federal or state government agency generated document containing the name, SSN, and other identifying information of the individual.

    Exceptions to providing original SS card for verification:
    1. Applicants 60 years of age or older or Applicants with disabilities may substitute the photocopy of the original card with any federal or state government agency generated document containing the name,
    SSN, and other identifying information of the individual.
    2. Any child born within the previous twelve months of application for which the SSA has not issued a SSN yet.

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Top Monitoring Findings

Crisis Payments: If the client presents a disconnection notice where the balance exceeds our maximum crisis payment amount allowed of $475.00, we should request the client provide proof that the difference is paid or contact the vendor to ensure the $475.00 payment will prevent client from being disconnected or will restore services. If vendor is contacted, file should be documented

If the requires payment of an amount that is different than what is on the disconnect notice, the file must be documented.

Top Monitoring Findings

Income verification: LIHEAP Service Delivery Guide, Section 3.2, Part A, (page 24) states, "Last four consecutive check stubs, if the applicant does not have four check stubs, the Verification of Employment (VOE) form must be completed."

➢ File must contain last four check stubs
➢ Check stubs must be in sequence, if client is missing a stub from sequence, the employer must complete the VOE form.

Zero Income Verification: LIHEAP Service Delivery Guide, Chapter 3, Section 3.2, Part G Zero Income states, "If an applicant reports zero income and sign a Zero Income Statement (See Chapter 10: LIHEAP Forms – 10.3 Zero Income Statement Form), they must also explain how household expenses are paid utilizing the **Zero Income Supplemental Sheet** (See Chapter 10: LIHEAP Forms - 10.3A). All zero income statements should include an acknowledgement that providing false information will subject them to prosecution for falsely obtaining assistance. Expenses are not considered income."

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Top Monitoring Findings

Verification of vulnerability: LIHEAP Service Deliver Guide, Chapter 2, Part 3 (pages 11 - 12) states, "Contractor must document each applicant's vulnerability for energy costs. Acceptable documentation of vulnerability must include a photocopy of the original energy bill, attached to the Application for LIHEAP Assistance, and one of the following:

☐ The original signed statement from a lease or landlord certifying that a portion of the rent is used for heating and cooling costs, attached to Application for LIHEAP Assistance.

☐ A photocopy of any other written proof that the applicant is responsible for the residential household heating and cooling costs, attached to the Application for LIHEAP Assistance. "**All documentation must be dated within 30 days of application.**"

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Top Monitoring Findings

Data Entry Error - Vulnerability: LIHEAP Service Delivery Guide, Chapter 5 Part E **Vulnerability Established** states, "Whichever document is used to establish vulnerability is to be named in the Vulnerability section of HES."

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Top Monitoring Findings

TEC calculation when presented a leveled bill: LIHEAP Service Delivery Guide, Section 2.5, Non-Crisis Assistance – Determining the Total Energy Cost (TEC) for Non-Crisis Assistance, (page 13) states, "When customers present these leveled energy bills for use in determining LIHEAP benefit payments amounts, providers shall **use the higher of these two costs**. This will allow the highest benefit payment to each customer. If the bill presented by the client is the month being used in the application, and the current monthly charge is greater than the average, use the figures detailing the **Current month's** use, not the monthly average."

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Top Monitoring Findings

TEC calculation when gas and electricity are used: LIHEAP Service Delivery Guide, Section 2.5, Non-Crisis Assistance – Determining the Total Energy Cost (TEC) for Non-Crisis Assistance, (page 12) states, "The cost of the natural gas and the cost of the electricity should be added together to determine the TEC for a month. However, the costs for the different fuel sources must be for the same calendar month or billing period."

➢ If an energy bill does not contain a billing date, then the second priority (date of meter reading) should be used to determine the month of service. Gas bills usually contain a billing date. With electricity bills, we usually have to go by the meter reading date.

➢ If both gas and electricity bill are used to maximize the benefit amount, they must be from the same month.

Top Monitoring Findings

TEC inclusions and exclusions: LIHEAP Service Delivery Guide, Section 2.5, Non-Crisis

Assistance – Determining the Total Energy Cost (TEC) for Non-Crisis Assistance, (pages 12 - 13)

Most common errors:

➢ Not including reconnect fees, including excluded charges (customer charge, infrastructure fee, municipal fee, city franchise fee, etc.)

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