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ATTENTION OF:  
All Louisiana Low Income Home Energy  
Assistance Program (LIHEAP) Providers

**Memorandum: LA LIHEAP 05**  
**ISSUED: December 30, 2021**

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**SUBJECT: Revised Louisiana LIHEAP Service Delivery Guide – January 1, 2022 Release**

The Low Income Home Energy Assistance Program (LIHEAP) is administered by the Louisiana Housing Corporation (LHC). LHC contracts with non-profit agencies and local governments to deliver LIHEAP services to low-income households throughout the State. The Louisiana LIHEAP Service Delivery Guide covers Louisiana expectations for Subgrantee local administration and program delivery of the LIHEAP to Louisiana citizens.

The last update to the manual was effective November 1, 2014. On April 1, 2021, LHC released a draft update with a 30-day public comment period. LHC received and reviewed 74 comments related to the draft.

**Effective today, the Louisiana Housing Corporation is officially releasing the revised Louisiana LIHEAP Service Delivery Guide for use by Grantee/Subgrantee Administrators and Program Staff.**

**Implementation of this manual is required at the Subgrantee level no later than February 1, 2022.**

This manual supersedes all guidance previously released related to administrative operations, service delivery and eligibility determination, heating/cooling assistance, crisis assistance, client education, Subgrantee financial management and invoicing procedures, Subgrantee compliance monitoring, and fraud, waste, and abuse prevention.

Subgrantees are required to acknowledge receipt of and adhere to the provisions of this Service Delivery Guide to ensure compliance with all federal regulations as well as all applicable Louisiana statutes. Subgrantees must provide copies of the policy and procedure manual to all intake workers, who shall be instructed to read and become familiar with the provisions contained in the manual.

If you have any questions regarding the information in this Memorandum, please contact Lauren Holmes, Program Administrator at [lhartley@lhc.la.gov](mailto:lhartley@lhc.la.gov).