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

Memorandum: LA LIHEAP 08

ISSUED: November 14, 2023

SUBJECT: Louisiana LIHEAP Service Delivery Guide – January 1, 2024 Revisions

The Louisiana LIHEAP Service Delivery Guide covers Louisiana expectations for Subgrantee local administration and program delivery of the LIHEAP to Louisiana citizens.

The full update to the manual was effective January 1, 2022 with an implementation date of February 1, 2022. On February 1, 2022, revisions were made to several references and appendices effective February 11, 2022 as noted in Memorandum: LA LIHEAP 06. Since then, LHC has made revisions to the references listed below which require Subgrantee page substitutions to the Guide.

- Chapter 3, Section 3.1, A, Page 16 – Revised Bullets 3 – 6 to further define Louisiana’s requirements for client access to services.
- Chapter 3, Section 3.3, Pages 19-22 – Revised to further define Louisiana’s requirements for client access to services.
- Chapter 3, Section 3.6, B, Page 28 – Removed the word “original” in all places to clarify that Louisiana requires only a photocopy of the Social Security Card.
- Chapter 5, Section 5.1, C, Page 44 – Removed language to exclude “NSF check amount and charges” and replaced with “NSF fees”.
- Chapter 7, Section 7.8, A, Page 58 – Revised the timeframe to submit Client Payment requests to emphasize Second Level review and to allow requests to be submitted more frequently than weekly.

The following form has also been revised:

- Appendix B – Format for LIHEAP Applicant Files

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Implementation of these changes is required at the Subgrantee level no later than January 1, 2024.

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.