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

Memorandum: LA LIHEAP 04
ISSUED: April 7, 2020

SUBJECT: Louisiana Low Income Home Energy Assistance Program (LIHEAP) Opening and Modifications During the COVID-19 Stay at Home Order

On April 2, 2020, Governor John Bel Edwards issued Proclamation Number 41 JBE 2020, State of Emergency for COVID-19 Extension of Emergency Provisions. This order combines and expands previously issued proclamations and extends the Stay at Home order previously issued in Proclamation Number 33 JBE 2020 through April 30, 2020.

2020 Cooling Season Opening

As the Low Income Home Energy Assistance Program (LIHEAP) provides essential services for the necessities of life for all citizens in need, especially those at high risk and vulnerable to COVID-19, **the Louisiana Housing Corporation (LHC) will open the LIHEAP 2020 Cooling Season, including intake and client eligibility, effective Tuesday, April 14, 2020.** This action lifts the suspension of all LIHEAP non-administrative activities issued in Memorandum: LA LIHEAP 03 on March 23, 2020.

During the Stay at Home order, Louisiana is **only** opening the 2020 Cooling Season. All eligibility requirements remain in effect. For more information on eligibility, please visit www.lhc.la.gov/energy-assistance.

Note: *The LHC will suspend requirements related to copies of Social Security cards for all applicants of the 2020 Cooling Season **only** while the Stay at Home order is in effect. All Social Security numbers must still be reported on the application. Subgrantees have the option to pull the card from previous applications to verify, if necessary.*

Each LIHEAP Subgrantee will have the ability to determine whether it has available and secure resources to accept and process client applications for the 2020 Cooling Season during the Stay at Home order while maintaining the health and safety of their employees and clients in accordance with guidelines and

recommendations of the state and federal government. Subgrantees must submit plans to the LHC for approval prior to taking applications **no less than 3 business days prior to the date applications will be taken**. Please email plans to your LHC Energy Department Representatives. The plan must detail how applications will be accepted and processed without client face-to-face interaction in adherence with the above-referenced guidelines and recommendations.

In the event that a Subgrantee does not have available resources to deliver services to the public under the Stay at Home order, administrative functions related to the LIHEAP may continue to be performed, assuming those functions can be performed in conformance with the Stay at Home order. Subgrantees may also be reimbursed for allocable leave taken by LIHEAP employees within established written leave policies. The LHC will continue to perform administrative functions for the LIHEAP during this time, including invoice processing for Subgrantees and allocating new funds.

Crisis Assistance

Crisis intake will remain suspended until Thursday, April 30, 2020. The Louisiana Public Service Commission and many local jurisdictions have suspended the disconnection of utilities for non-payment. However, the LHC strongly encourages residents to continue to pay their utility bills if they have the ability to do so. Preventing disconnects does not mean that residents will not owe for unpaid services once the disconnect suspensions are lifted. For further information, please visit lpsc.louisiana.gov.

For More Information

For further information regarding COVID-19, please visit the Louisiana Department of Health's website at www.ldh.la.gov.

For more on the Louisiana Housing Corporation's response to COVID-19, please visit www.lhc.la.gov/covid19.

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