

**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)**

**DETAILED MODEL PLAN**

**PUBLIC LAW 97-35, AS AMENDED**

**FISCAL YEAR (FY) 2015**

**GRANTEE:** District Department of Environment

**EIN:** 1-536001131

**ADDRESS:** 1200 First Street NE, 5<sup>th</sup> Floor, Washington DC 20002

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**PLEASE CHECK ONE: TRIBE** \_\_\_\_\_ **STATE**  **INSULAR AREA** \_\_\_\_\_

**Department of Health and Human Services  
Administration for Children and Families  
Office of Community Services  
Washington, DC 20447**

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01

**OMB Approval No. 0970-0075**

**Expiration Date: 04/30/2014**

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13)

Use of this model plan is optional. However, the information requested is required in order to receive a Low Income Home Energy Assistance Program (LIHEAP) grant in years in which the grantee is not permitted to file an abbreviated plan. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Assurances

The District Department of Environment agrees to:  
(Grantee Name)

(1) use the funds available under this title to:--

(A) conduct outreach activities and provide assistance to low income households in meeting their home energy costs, particularly those with the lowest incomes that pay a high proportion of household income for home energy, consistent with paragraph (5);

(B) intervene in energy crisis situations;

(C) provide low-cost residential weatherization and other cost-effective energy-related home repair; and

(D) plan, develop, and administer the State's program under this title including leveraging programs,

and the State agrees not to use such funds for any purposes other than those specified in this title;

(2) make payments under this title only with respect to:--

(A) households in which one or more individuals are receiving--

(i) assistance under the State program funded under part A of title IV of the Social Security Act;

(ii) supplemental security income payments under title XVI of the Social Security Act;

(iii) food stamps under the Food Stamp Act of 1977; or

(iv) payments under section 415, 521, 541, or 542 of title 38, United States Code, or under section 306 of the Veterans' and Survivors' Pension Improvement Act of 1978; or

(B) households with incomes which do not exceed the greater of—

(i) an amount equal to 150 percent of the poverty level for such State; or

(ii) an amount equal to 60 percent of the State median income;

except that a State may not exclude a household from eligibility in a fiscal year solely on the basis of household income if such income is less than 110 percent of the poverty level for such State, but the State may give priority to those households with the highest home energy costs or needs in relation to household income.

(3) conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and households with high home energy burdens, are made aware of the assistance available under this title, and any similar energy-related assistance available under subtitle B of title VI (relating to community services block grant program) or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(4) coordinate its activities under this title with similar and related programs administered by the Federal Government and such State, particularly low-income energy-related programs under subtitle B of title VI (relating to community services block grant program), under the supplemental security income program, under part A of title IV of the Social Security Act, under title XX of the Social Security Act, under the low-income weatherization assistance program under title IV of the Energy Conservation and Production Act, or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(5) provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size, except that the State may not differentiate in implementing this section between the households described in clauses 2(A) and 2(B) of this subsection;

(6) to the extent it is necessary to designate local administrative agencies in order to carry out the purposes of this title, to give special consideration, in the designation of such agencies, to any local public or private nonprofit agency which was receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on the day before the date of the enactment of this Act, except that—

(A) the State shall, before giving such special consideration, determine that the agency involved meets program and fiscal requirements established by the State; and

(B) if there is no such agency because of any change in the assistance furnished to programs for economically disadvantaged persons, then the State shall give special consideration in the designation of local administrative agencies to any successor agency which is operated in substantially the same manner as the predecessor agency which did receive funds for the fiscal year preceding the fiscal year for which the determination is made;

(7) if the State chooses to pay home energy suppliers directly, establish procedures to --

(A) notify each participating household of the amount of assistance paid on its behalf;

(B) assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment made by the State under this title;

(C) assure that the home energy supplier will provide assurances that any agreement entered into with a home energy supplier under this paragraph will contain provisions to assure that no household receiving assistance under this title will be treated adversely because of such assistance under applicable provisions of State law or public regulatory requirements; and

(D) ensure that the provision of vendor payments remains at the option of the State in consultation with local grantees and may be contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households, including providing for agreements between suppliers and individuals eligible for benefits under this Act that seek to reduce home energy costs, minimize the risks of home energy crisis, and encourage regular payments by individuals receiving financial assistance for home energy costs;

(8) provide assurances that,

(A) the State will not exclude households described in clause (2)(B) of this subsection from receiving home energy assistance benefits under clause (2), and

(B) the State will treat owners and renters equitably under the program assisted under this title;

(9) provide that--

(A) the State may use for planning and administering the use of funds under this title an amount not to exceed 10 percent of the funds payable to such State under this title for a fiscal year; and

(B) the State will pay from non-Federal sources the remaining costs of planning and administering the program assisted under this title and will not use Federal funds for such remaining cost (except for the costs of the activities described in paragraph (16));

(10) provide that such fiscal control and fund accounting procedures will be established as may be necessary to assure the proper disbursement of and accounting for Federal funds paid to the State under this title, including procedures for monitoring the assistance provided under this title, and provide that the State will comply with the provisions of chapter 75 of title 31, United States Code (commonly known as the "Single Audit Act");

(11) permit and cooperate with Federal investigations undertaken in accordance with section 2608;

(12) provide for timely and meaningful public participation in the development of the plan described in subsection (c);

(13) provide an opportunity for a fair administrative hearing to individuals whose claims for assistance under the plan described in subsection (c) are denied or are not acted upon with reasonable promptness; and

(14) cooperate with the Secretary with respect to data collecting and reporting under section 2610.

(15) \* beginning in fiscal year 1992, provide, in addition to such services as may be offered by State Departments of Public Welfare at the local level, outreach and intake functions for crisis situations and heating and cooling assistance that is administered by additional State and local governmental entities or community-based organizations (such as community action agencies, area agencies on aging and not-for-profit neighborhood-based organizations), and in States where such organizations do not administer functions as of September 30, 1991, preference in awarding grants or contracts for intake services shall be provided to those agencies that administer the low-income weatherization or energy crisis intervention programs.

**\* This assurance is applicable only to States, and to territories whose annual regular LIHEAP allotments exceed \$200,000. Neither territories with annual allotments of \$200,000 or less nor Indian tribes/tribal organizations are subject to Assurance 15.**

(16) use up to 5 percent of such funds, at its option, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance, including needs assessments, counseling, and assistance with energy vendors, and report to the Secretary concerning the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.

Certification to the Assurances: As Chief Executive Officer, I agree to comply with the sixteen assurances contained in Title XXVI of the Omnibus Budget Reconciliation Act of 1981, as amended.\* By signing these assurances, I also agree to abide by the standard assurances on lobbying, debarment and suspension, and a drug-free workplace.

Signature of the Tribal or Board Chairperson or Chief Executive Officer of the State or Territory.\*\*

Signature: \_\_\_\_\_

Title: Director, District Department of Environment

Date: \_\_\_\_\_

**\* Indian tribes/tribal organizations, and territories with annual regular LIHEAP allotments of \$200,000 or less, are not subject to assurance 15, and thus must only certify to 15 assurances.**

**\*\* If a person other than the Chief Executive Officer of the State or territory, or Tribal Chairperson or Board Chairperson of a tribal organization, is signing the certification to the assurances, a letter must be submitted delegating such authority. (PLEASE ATTACH DELEGATION of AUTHORITY.) The delegation must include authority to sign the assurances, not just to administer the program.**

**\*\*\* HHS needs the EIN (Entity Identification Number) of the State, territory or Tribal agency that is to receive the grant funds before it can issue the grant.**

In the above assurances which are quoted from the law, "State" means the 50 States, the District of Columbia, an Indian Tribe or Tribal Organization, or a Territory; "title" of the Act refers to Title XXVI of the Omnibus Budget Reconciliation Act of 1981 (OBRA), as amended, the "Low Income Home Energy Assistance Act"; "section" means Section 2605 of OBRA; and, "subsection" refers to Section 2605(b) of OBRA.

**Section 1**

**Program Components, 2605(a), 2605(b)(1) – Assurance 1, 2605(c)(1)(C)**

**1.1 Check which components you will operate under the LIHEAP program. (Note: You must provide information for each component designated here as requested elsewhere in this plan.)**

		<u>Dates of Operation</u>	
<input checked="" type="checkbox"/>	Heating assistance	Start date: 10/01/14	End date: 09/30/15
<input checked="" type="checkbox"/>	Cooling assistance	Start date: 10/01/14	End date: 09/30/15
<input checked="" type="checkbox"/>	Crisis assistance	Start date: 10/01/14	End date: 09/30/15
<input checked="" type="checkbox"/>	Weatherization assistance	Start date: 10/01/14	End date: 09/30/15

**Estimated Funding Allocation, 2604(c), 2605(k)(1), 2605(b)(9), 2605(b)(16) – Assurances 9 and 16**

**1.2 Estimate what amount of available LIHEAP funds will be used for each component that you will operate: The total of all percentages must add up to 100%.**

55	%	heating assistance
15	%	cooling assistance
10	%	crisis assistance
15	%	weatherization assistance
0	%	carryover to the following Federal fiscal year
5	%	services to reduce home energy needs including needs assessment (Assurance 16)
0	%	Used to develop and implement leveraging activities
100	%	TOTAL

**Alternate Use of Crisis Assistance Funds, 2605(c)(1)(C)**

**1.3 The funds reserved for winter crisis assistance that have not been expended by March 15 will be reprogrammed to:**

- Heating assistance
- Weatherization assistance
- Cooling assistance
- Other (specify): \_\_\_\_\_

**Categorical Eligibility, 2605(b)(2)(A) – Assurance 2, 2605(c)(1)(A), 2605(b)(8A) – Assurance 8**

**1.4 Do you consider households categorically eligible if one household member receives one of the following categories of benefits in the left column below?  Yes  No**

	Heating	Cooling	Crisis	Weatherization
SNAP				
TANF				
SSI				
Means-tested veteran's program				
Other (Specify)::				

**1.5 Do you automatically enroll households without a direct annual application?**

Yes  No -- If yes, explain:

**1.6 How do you ensure there is no difference in the treatment of categorically eligible households from those not receiving other public assistance when determining eligibility and benefit amounts?**

There are no categorically eligible households. All households must apply and the benefit levels are calculated on the same criteria: income level; household size; fuel type; and dwelling type.

**SNAP Nominal Payments**

**1.7 Do you allocate LIHEAP funds toward a nominal payment for SNAP clients?**

Yes  No

Amount of Minimal Assistance: \$ \_\_\_\_\_

Frequency of Assistance:

Once per year

Once every five years

Other (describe): \_\_\_\_\_

**Determination of Eligibility – Countable Income**

**1.8 In determining a household's income eligibility for LIHEAP, do you use gross income or net income?**

Gross Income\*

Net Income

\*for the self-employed, this is adjusted gross income

**1.9 Select all of the applicable forms of countable income used to determine a household's income eligibility for LIHEAP.**

Wages

Self-employment income

Contract income

Payments from mortgage or sales contracts

Unemployment Insurance

Strike pay

Social Security Administration (SSA) benefits

Including MediCare deduction  Excluding MediCare deduction

Supplemental Security Income (SSI)

Retirement / pension benefits

General Assistance benefits

Temporary Assistance for Needy Families (TANF) benefits

Supplemental Nutrition Assistance Program (SNAP) benefits

Women, Infants, and Children Supplemental Nutrition Program (WIC) benefits

Loans that need to be repaid



- Cash gifts
- Savings account balance
- One-time lump-sum payments, such as rebates/credits, winnings from lotteries, refund deposits, etc.
- Jury duty compensation
- Rental income
- Income from employment through Workforce Investment Act (WIA)
- Income from work study programs
- Alimony
- Child support
- Interest, dividends, or royalties
- Commissions
- Legal settlements
- Insurance payments made directly to the insured
- Insurance payments made specifically for the repayment of a bill, debt, or estimate
- Veterans Administration (VA) benefits
- Earned income of a child under the age of 18
- Balance of retirement, pension, or annuity accounts where funds cannot be withdrawn without a penalty.
- Income tax refunds
- Stipends from senior companion programs, such as VISTA
- Funds received by household for the care of a foster child
- Ameri-Corp Program payments for living allowances, earnings, and in-kind aid.
- Reimbursements (for mileage, gas, lodging, meals, etc.)
- Other

## Section 2 - HEATING ASSISTANCE

### Eligibility, 2605(b)(2) – Assurance 2

#### 2.1 Designate The income eligibility threshold used for the heating component:

2014 HHS poverty income level \_\_\_\_\_%

OR

FY 2015 state's median income 60 %

#### 2.2 Do you have additional eligibility requirements for HEATING ASSISTANCE?

Yes  No

#### 2.3 Check the appropriate boxes below and describe the policies for each.

	<u>Yes</u>	<u>No</u>
● Do you require an assets test?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
● Do you have additional/differing eligibility policies for:		
● Renters?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
● Renters living in subsidized housing?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
● Renters with utilities included in the rent?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
● Do you give priority in eligibility to:		
● Elderly?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
● Disabled?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
● Young children?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
● Households with high energy burdens?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
● Other?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Determination of Benefits, 2605(b)(5) – Assurance 5, 2605(c)(1)(B)

#### 2.4 Describe how you prioritize the provision of heating assistance to vulnerable households, e.g., benefit amounts, application period, etc.

Benefits are determined using a matrix based on household income, family size, type of dwelling (single or multifamily), fuel type, and home energy need or cost. (See attached matrix). The matrix was developed in order to allocate scarce resources in such a way that, while serving as many households as feasible, the highest benefits would go to households with the lowest incomes and the highest energy costs or needs in relation to income, taking into account the households' size.

**2.5 Check the variables you use to determine your benefit levels. (Check all that apply):**

- Income
- Family (household) size
- Home energy cost or need:
  - Fuel type
  - Climate/region
  - Individual bill
  - Dwelling type
  - Energy burden (% of income spent on home energy)
  - Energy need
  - Other (Describe)

**Benefit Levels, 2605(b)(5) – Assurance 5, 2605(c)(1)(B)**

**2.6 Describe benefit levels:**

\$ 250 Minimum benefit                      \$ 1500 Maximum benefit

**2.7 Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits?**

- Yes     No -- If yes, describe.

Households with inoperative heating units may be provided with electric space heaters.  
Blankets may also be provided to households.

**Section 3: COOLING ASSISTANCE**

**Eligibility, 2605(c)(1)(A), 2605(b)(2) – Assurance 2**

**3.1 Designate the income eligibility threshold used for the cooling component:**

2014 HHS poverty income level \_\_\_\_\_%

OR

FY 2015 median income 60%%

**3.2 Do you have additional eligibility requirements for COOLING ASSISTANCE**

Yes  No

**3.3 Check the appropriate boxes below and describe the policies for each.**

	<u>Yes</u>	<u>No</u>
● Do you require an assets test?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
● Do you have additional/differing eligibility policies for:		
• Renters?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Renters living in subsidized housing?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Renters with utilities included in the rent?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
● Do you give priority in eligibility to:		
• Elderly?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Disabled?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Young children?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Households with high energy burdens?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Other?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**3.4 Describe how you prioritize the provision of cooling assistance to vulnerable households, e.g., benefit amounts, application period, etc.**

Benefits are determined using a matrix based on household income, family size, type of dwelling (single or multifamily), fuel type, and home energy need or cost. (See attached matrix). The matrix was developed in order to allocate scarce resources in such a way that, while serving as many households as feasible, the highest benefits would go to households with the lowest incomes and the highest energy costs or needs in relation to income, taking into account the households' size.

**Determination of Benefits, 2605(b)(5) – Assurance 5, 2605(c)(1)(B)**

**3.5 Check the variables you use to determine your benefit levels. (Check all that apply):**

- Income
- Family (household) size
- Home energy cost or need
  - Fuel type
  - Climate/region
  - Individual bill
  - Dwelling type
  - Energy burden (% of income spent on home energy)
  - Energy need
  - Other (describe)

**Benefit Levels, 2605(b)(5) – Assurance 5, 2605(c)(1)(B)**

**3.6 Describe benefit levels:**

\$ 250 Minimum benefit      \$ 1500 Maximum benefit

**3.7 Do you provide in-kind (e.g. fans, air conditioners) and/or other forms of benefits?**

- Yes       No -- **If yes, describe.**

Households may receive fans.

**Section 4: CRISIS ASSISTANCE**

**Eligibility - 2604(c), 2605(c)(1)(A)**

**4.1 Designate the income eligibility threshold used for the crisis component:**

2014 HHS poverty income level \_\_\_\_\_%

OR

FY 2015 state median income 60 %

**4.2 Provide your LIHEAP program’s definition for determining a crisis.**

A household is considered in crisis if they have received a shut-off notice or their energy service has been disconnected or their household heating oil is at 5% or less capacity.

**4.3 What constitutes a life-threatening crisis?**

A household is considered in life threatening crisis if their energy service has been disconnected or their household heating oil is depleted and the lack of energy affects a service needed for the current season.

**Crisis Requirements, 2604(c)**

**4.4 Within how many hours do you provide crisis assistance that will resolve the energy crisis for eligible households?**

48 Hours

**4.5 Within how many hours do you provide crisis assistance that will resolve the energy crisis for eligible households in life-threatening situations?**

18 Hours

**Crisis Eligibility, 2605(c)(1)(A)**

**4.6 Do you have additional eligibility requirements for CRISIS ASSISTANCE?**

Yes       No

**4.7 Check the appropriate boxes below and describe the policies for each.**

	<u>Yes</u>	<u>No</u>
● Do you require an assets test?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
● Do you give priority in eligibility to:		
● Elderly?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
● Disabled?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
● Young children?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
● Households with high energy burdens?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
● Other?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

- In order to receive crisis assistance:
  - Must the household have received a shut-off notice or have a near empty tank?
  - Must the household have been shut off or have an empty tank?
  - Must the household have exhausted their regular heating benefit?
  - Must renters with heating costs included in their rent have received an eviction notice?
  - Must heating/cooling be medically necessary?
  - Must the household have non-working heating or cooling equipment?
  - Other?
- Do you have additional/differing eligibility policies for:
  - Renters?
  - Renters living in subsidized housing?
  - Renters with utilities included in the rent?

**Determination of Benefits**

**4.8 How do you handle crisis situations?**

- Separate component
- Fast Track
- Other

**4.9 If you have a separate component, how do you determine crisis assistance benefits?**

- Amount to resolve crisis, up to a maximum of \$ 600
- Other

**Crisis Requirements, 2604(c)**

**4.10 Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served?**

- Yes  No

**4.11 Do you provide individuals who are physically disabled the means to:**

■ Submit applications for crisis benefits without leaving their homes?

Yes       No If yes, explain.

LIHEAP staff provides client intake service through home visits or by telephone for individuals who are physically disabled.

■ Travel to the sites at which applications for crisis assistance are accepted?

Yes       No If yes, explain.





**Section 5: WEATHERIZATION ASSISTANCE**

**Eligibility, 2605(c)(1)(A), 2605(b)(2) – Assurance 2**

**5.1 Designate the income eligibility threshold used for the weatherization component:**

2014 HHS poverty income level \_\_\_\_\_%

OR

FY 2015 state median income \_\_\_\_\_ 60 \_\_\_\_\_%

**5.2 Do you enter into an interagency agreement to have another government agency administer a WEATHERIZATION component?  Yes  No**

**5.3 Name the agency. \_\_\_\_\_**

**5.4 Is there a separate monitoring protocol for weatherization?**

Yes  No

**WEATHERIZATION - Types of Rules**

**5.5 Under what rules do you administer LIHEAP weatherization? (Check only one.)**

- Entirely under LIHEAP (not DOE) rules
- Entirely under DOE WAP (not LIHEAP) rules
- Mostly under LIHEAP rules with the following DOE WAP rule(s) where LIHEAP and WAP rules differ: (Check all that apply.)
  - Income Threshold
  - Weatherization of entire multi-family housing structure is permitted if at least 66% of units (50% in 2- & 4-unit buildings) are eligible units or will become eligible within 180 days.
  - Weatherization of shelters temporarily housing primarily low income persons (excluding nursing homes, prisons, and similar institutional care facilities) is permitted.
  - Other (describe)
- Mostly under DOE WAP rules, with the following LIHEAP rule(s) where LIHEAP and WAP rules differ: (Check all that apply.)
  - Income Threshold
  - Weatherization not subject to DOE WAP maximum statewide average cost per dwelling unit.
  - Weatherization measures are not subject to DOE Savings to Investment Ratio (SIR) standards.
  - Other (describe)

**Eligibility, 2605(b)(5) – Assurance 5**

	<u>Yes</u>	<u>No</u>
<b>5.6 Do you require an assets test?</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>5.7 Do you have additional/differing eligibility policies for:</b>		
• Renters?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Renters living in subsidized housing?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>5.8 Do you give priority in eligibility to:</b>		
• Elderly?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Disabled?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Young children?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Households with high energy burdens?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Other?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>5.9 Do you have a maximum LIHEAP weatherization benefit/expenditure per household?</b>		
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
<b>5.10 What is the maximum amount?</b> <u>  \$ 6,904  </u>		

**Types of Assistance, 2605(c)(1), (B) & (D)**

**5.11 What LIHEAP weatherization measures do you provide? (Check all categories that apply.)**

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Weatherization needs assessments/audits | <input type="checkbox"/> Major appliance repairs                        |
| <input checked="" type="checkbox"/> Caulking and insulation                 | <input type="checkbox"/> Major appliance replacement                    |
| <input checked="" type="checkbox"/> Install storm windows                   | <input checked="" type="checkbox"/> Install windows/sliding glass doors |
| <input checked="" type="checkbox"/> Heating system repairs                  | <input checked="" type="checkbox"/> Install doors (interior/exterior)   |
| <input checked="" type="checkbox"/> Heating system replacement              | <input checked="" type="checkbox"/> Install water heater                |
| <input checked="" type="checkbox"/> Cooling system repairs                  | <input checked="" type="checkbox"/> Water conservation measures         |
| <input checked="" type="checkbox"/> Cooling system replacement              | <input checked="" type="checkbox"/> Compact florescent light bulbs      |
| <input type="checkbox"/> Energy related roof repair                         | <input type="checkbox"/> Other ( describe)                              |

**Section 6: Outreach, 2605(b)(3) – Assurance 3, 2605(c)(3)(A)**

**6.1 Select all outreach activities that you conduct that are designed to assure that eligible households are made aware of all LIHEAP assistance available:**

- Place posters/flyers in local and county social service offices, offices of aging, Social Security offices, VA, etc.
- Publish articles in local newspapers or broadcast media announcements.
- Include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.
- Mass mailing(s) to prior-year LIHEAP recipients.
- Inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.
- Execute interagency agreements with other low-income program offices to perform outreach to target groups.
- Other (specify):

During the summer months LIHEAP staff conduct a targeted outreach to senior citizens, visiting senior citizen housing complexes to present program information and perform on-site client intake/application for the upcoming fiscal year. After the start of the new fiscal year applications are processed that were accepted during the outreach visit.

**Section 7: Coordination, 2605(b)(4) – Assurance 4**

**7.1 Describe how you will ensure that the LIHEAP program is coordinated with other programs available to low-income households (TANF, SSI, WAP, etc.)**

- Joint application for multiple programs
- Intake referrals to/from other programs
- One-stop intake centers
- Other – describe:

LIHEAP energy assistance offices are located in the same building as the District of Columbia’s Department of Human Services (DHS), which increases the effectiveness of reaching low income residents and sharing program information. DHS administers the Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), and Medicaid programs.

**Section 8: Agency Designation, 2605(b)(6) – Assurance 6**

**8.1** How would you categorize the primary responsibility of your State agency?

- Administration Agency
- Commerce Agency
- Community Services Agency
- Energy/Environment Agency
- Housing Agency
- Welfare Agency
- Other – describe:

**Alternate Outreach and Intake, 2605(b)(15) – Assurance 15**

**8.2** How do you provide alternate outreach and intake for HEATING ASSISTANCE?

Intake for heating assistance is only provided by DDOE staff.

**8.3** How do you provide alternate outreach and intake for COOLING ASSISTANCE?

Intake for cooling assistance is only provided by DDOE staff.

**8.4** How do you provide alternate outreach and intake for CRISIS ASSISTANCE?

Intake for crisis assistance is only provided by DDOE staff.

	<u>Heating</u>	<u>Cooling</u>	<u>Crisis</u>	<u>Weatherization</u>
Who determines client eligibility?	<u>DDOE Staff</u>	<u>DDOE Staff</u>	<u>DDOE Staff</u>	<u>DDOE Staff</u>
Who processes benefit payments to gas and electric vendors?	<u>DDOE Staff</u>	<u>DDOE Staff</u>	<u>DDOE Staff</u>	
Who processes benefit payments to bulk fuel vendors?	<u>DDOE Staff</u>	<u>DDOE Staff</u>	<u>DDOE Staff</u>	
Who performs installation of weatherization measures?				Community Based Organization

**8.5** What is your process for selecting local administering agencies?

N/A

**8.6** How many local administering agencies do you use?

N/A

**8.7** Have you changed any local administering agencies from last year?

- Yes
- No

**8.8** Why?

- Agency was in noncompliance with grantee requirements for LIHEAP
- Agency is under criminal investigation
- Added agency
- Agency closed
- Other - describe

**Section 9: Energy Suppliers, 2605(b)(7) – Assurance 7**

**9.1 Do you make payments directly to home energy suppliers?**

- Heating  Yes  No  
Cooling  Yes  No  
Crisis  Yes  No  
Are there exceptions?  Yes  No

**9.2 How do you notify the client of the amount of assistance paid?**

At the conclusion of the intake process, clients are provided with a written notice that states the exact amount of assistance that will be paid on their utility bill, and the name of the payee. All payments are made directly to the energy supplier.

**9.3 How do you assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment?**

Vendor agreements are executed with each energy and oil company that supplies electric, gas and oil service. The agreements incorporate the assurance.

**9.4 How do you assure that no household receiving assistance under this title will be treated adversely because of their receipt of LIHEAP assistance?**

Vendor agreements are executed with each energy and oil company that supplies electric, gas and oil service. The agreements incorporate the assurance.

**9.5 Do you make payments contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households?**

Yes  No. If so, how?

**Section 10: Program, Fiscal Monitoring, and Audit, 2605(b)(10) – Assurance 10**

**10.1 How do you ensure good fiscal accounting and tracking of LIHEAP funds?**

Federally accepted accounting practices and fiscal controls are used to track administrative and benefit expenditures. Authorized funding is assigned budgetary codes by funding type for tracking, monitoring and compliance purposes. The program is also subject to District of Columbia audits.

**Audit Process**

**10.2 Is your LIHEAP program audited annually under the Single Audit Act and OMB Circular A-133?**

Yes     

**10.3 Describe any audit findings rising to the level of material weakness or reportable condition cited in the A-133 audits, Grantee monitoring assessments, inspector general reviews, or other government agency reviews of the LIHEAP agency from the most recently audited federal fiscal year.**

Attached is a copy of the most recent audit report and actions taken to resolve audit findings.

Finding	Type	Brief Summary	Resolved?	Action Taken
1 See Attached				
2				
3				
4				
5				

**10.4 Audits of Local Administering Agencies**

**• What types of annual audit requirements do you have in place for local administering agencies/district offices? N/A**

- Local agencies/district offices are required to have an annual audit in compliance with the Single Audit Act and OMB Circular A-133.
- Local agencies/district offices are required to have an annual audit (other than A-133).
- Local agencies/district offices' A-133 or other independent audits are reviewed by Grantee as part of compliance process.
- Grantee conducts fiscal and program monitoring of local agencies/district offices.

**Compliance Monitoring**

**10.5 Describe the Grantee's strategies for monitoring compliance with the Grantee's and Federal LIHEAP policies and procedures by:**



Grantee employees:

- Internal program review
- Departmental oversight
- Secondary review of invoices and payments
- Other program review mechanisms are in place. Describe:

Local Administering Agencies/District Offices:

- On-site evaluation
- Annual program review
- Monitoring through Central Database
- Desk reviews
- Client File Testing/Sampling
- Other program review mechanisms are in place. Describe:

**10.6 Explain, or attach a copy of, your local agency monitoring schedule and protocol.**

**N/A**

**10.7 Describe how you select local agencies for monitoring reviews?**

**N/A**

Site Visits:

Desk Reviews:

**10.8 How often is each local agency monitored?**

**N/A**

**10.9 What is the combined error rate for eligibility determinations?**

**N/A**

**10.10 What is the combined error rate for benefit determinations?**

**N/A**

**10.11 How many local agencies are currently on corrective action plans for eligibility and/or benefit determination issues?**

**N/A**

**10.12 How many local agencies are currently on corrective action plans for financial accounting or administrative issues?**

**N/A**

**Section 11: Timely and Meaningful Public Participation, 2605(b)(12) – Assurance 12, 2605(c)(2)**

**11.1 How did you obtain input from the public in the development of your LIHEAP plan?**

Check all that apply:

- Tribal Council meeting(s)
- Public Hearing(s)
- Draft Plan posted to website and available for comment
- Hard copy of plan is available for public view and comment
- Comments from applicants are recorded
- Request for comments on draft Plan is advertised
- Stakeholder consultation meeting(s)
- Comments are solicited during outreach activities
- Other, describe:

**11.2 What changes did you make to your LIHEAP plan as a result of this participation?**

**Public Hearings, 2605(a)(2)**

**11.3 List the date(s) and location(s) that you held public hearing(s) on the proposed use and the distribution of your LIHEAP funds?**

Date	Event Description
August 27, 2014	1200 First Street NE, 7 <sup>th</sup> Floor, Washington DC 20002

**11.4 How many parties commented on your plan at the hearing(s)?**

**11.5 Summarize the comments you received at the hearing(s).**

**11.6 What changes did you make to your LIHEAP plan as a result of the public hearing(s)?**

## **Section 12: Fair Hearings, 2605(b)(13) – Assurance 13**

### **12.1 How many fair hearings did the grantee have in the prior Federal fiscal year?**

Claimants filed 7 administrative appeals in FY 13. In one appeal case, management reviewed the case, revised the decision and awarded a benefit, resulting in the claimant's dismissal. Two cases were dismissed on the merits after a hearing. Four were dismissed for the claimant's failure to appear. One of these last cases was an intended appeal of a utility shutoff, not a LIHEAP appeal.

### **12.2 How many of those fair hearings resulted in the initial decision being reversed?**

As a result of the customer appeal in one of the cases, DDOE management reviewed the case and revised the appealed decision, awarding a benefit.

### **12.3 Describe any policy and/or procedural changes made in the last Federal fiscal year as a result of fair hearings?**

No policy and/or procedural changes were made in the last fiscal year because of a fair hearing.

### **12.4 Describe your fair hearing procedures for households whose applications are denied.**

Hearings are held before an Administrative Law Judge at the independent Office of Administrative Hearings.

### **12.5 When and how are applicants informed of these rights?**

Every applicant for LIHEAP assistance receives at the conclusion of the intake and the processing of their application (a) a letter confirming the decision, (b) a printout of the database information on which the decision was based, (c) the matrix used to determine benefit level, and (d) detailed instructions on how to appeal if the applicant is dissatisfied with the decision. (See attached.)

### **12.6 Describe your fair hearing procedures for households whose applications are not acted on in a timely manner.**

Hearings are held before an Administrative Law Judge at the independent Office of Administrative Hearings. (See attached)

### **12.7 When and how are applicants informed of these rights?**

Every applicant for LIHEAP assistance receives at the conclusion of the intake and the processing of their application (a) a letter confirming the decision, (b) a printout of the database information on which the decision was based, (c) the matrix used to determine benefit level, and (d) detailed instructions on how to appeal if the applicant is dissatisfied with the decision. (See attached.)

## **Section 13: Reduction of home energy needs, 2605(b)(16) – Assurance 16**

### **13.1 Describe how you use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance?**

Up to five (5) percent of awarded funds are used to conduct educational workshops to educate participants on how to identify energy waste, increase energy efficiency, and to understand and read their utility bill. Educational workshops are conducted to assist clients in reducing their energy costs and assistance is provided with energy vendors.

### **13.2 How do you ensure that you don't use more than 5% of your LIHEAP funds for these activities?**

A separate budget is established for the funds that are used for this purpose. The funds are assigned an index number and are tracked and monitored on a monthly basis to assure compliance with funding guidelines.

### **13.3 Describe the impact of such activities on the number of households served in the previous Federal fiscal year.**

In Federal fiscal year 2013, activities prevented the disconnection or assisted in the reconnection of the energy service for 2847 households.

### **13.4 Describe the level of direct benefits provided to those households in the previous Federal fiscal year.**

\$1,903,893 in direct benefits were provided to these households.

### **13.5 How many households applied for these services?**

2847 households applied for these services.

### **13.6 How many households received these services?**

2847 households received these services.

**Section 14: Leveraging Incentive Program, 2607A**

**14.1 Do you plan to submit an application for the leveraging incentive program?**

Yes     No

**14.2 Describe instructions to the third parties and/or local agencies for submitting LIHEAP leveraging resource information and retaining records.**

**14.3 For each type of resource and/or benefit to be leveraged in the upcoming year that will meet the requirements of 45 C.F.R. § 96.87(d)(2)(iii), describe the following:**

What is the type of resource or benefit?	What is the source(s) of the resource?	How will the resource be integrated and coordinated with the LIHEAP program?

**Section 15: Training**

**15.1 Describe the training you provide for each of the following groups:**

a. Grantee Staff:

Formal training on grantee policies and procedures

How often?

Annually

Biannually

As needed

Other – Describe:

Employees are provided with policy manual

Other – Describe:

b. Local Agencies:

Formal training conference

How often?

Annually

Biannually

As needed

Other – Describe:

On-site training

How often?

Annually

Biannually

As needed

Other – Describe:

Employees are provided with policy manual

Other – Describe:

c. Vendors

Formal training conference

How often?

Annually

Biannually

As needed

Other – Describe:

Policies communicated through vendor agreements

Policies are outlined in a vendor manual

Other – Describe:

**15.2 Does your training program address fraud reporting and prevention?**

Yes

No

## **Section 16: Performance Goals and Measures, 2605(b)**

### **16.1 Describe performance goals and measures that will be tracked for the upcoming Federal fiscal year.**

The reduction of the energy burden, restoration of home energy service, and the prevention or loss of home energy service are the performance goals and measures that will be tracked in Federal fiscal year 2015.

### **16.2 Summarize results of performance goals and measures for the prior Federal fiscal year.**

In the prior Federal fiscal year, to date, 19,208 unduplicated and 26,271 duplicated households received benefit assistance, resulting in the prevention or restoration of home energy service for 2847 households.

**Section 17: Program Integrity, 2605(b)(10)**

**17.1 Fraud Reporting Mechanisms**

a. Describe all mechanisms available to the public for reporting cases of suspected waste, fraud, and abuse.

- Online Fraud Reporting
- Dedicated Fraud Reporting Hotline
- Report directly to local agency/district office or Grantee office
- Report to State Inspector General or Attorney General
- Forms and procedures in place for local agencies/district offices and vendors to report fraud, waste, and abuse.
- Other – describe:

b. Describe strategies in place for advertising the above-referenced resources.

- Printed outreach materials
- Addressed on LIHEAP application
- Website
- Other – describe:

**17.2 Identification Documentation Requirements**

a. Indicate which of the following forms of identification are required or requested to be collected from LIHEAP applicants or their household members.

REQUIRED Type of Identification Collected	Collected from Whom?		
	Applicant Only	All Adults in HH	HH Members Seeking Assistance*
Social Security Card is photocopied and retained	Required <input type="checkbox"/>	Required <input type="checkbox"/>	Required <input checked="" type="checkbox"/>
	Requested <input type="checkbox"/>	Requested <input type="checkbox"/>	Requested <input type="checkbox"/>
Social Security Number (without actual card)	Required <input type="checkbox"/>	Required <input type="checkbox"/>	Required <input checked="" type="checkbox"/>
	Requested <input type="checkbox"/>	Requested <input type="checkbox"/>	Requested <input type="checkbox"/>
Government-issued identification card (i.e.: driver’s license, state ID, Tribal ID, passport, etc.)	Required <input type="checkbox"/>	Required <input type="checkbox"/>	Required <input type="checkbox"/>
	Requested <input checked="" type="checkbox"/>	Requested <input type="checkbox"/>	Requested <input type="checkbox"/>
Other:	Required <input type="checkbox"/>	Required <input type="checkbox"/>	Required <input type="checkbox"/>

\*Households may include members who are not seeking assistance and may not be included in the household count.

b. Describe any exceptions to the above policies.



### 17.3 Identification Verification

**Describe what methods are used to verify the authenticity of identification documents provided by clients or household members.**

- Verify SSNs with Social Security Administration
- Match SSNs with death records from Social Security Administration or state agency
- Match SSNs with state eligibility/management system (e.g., SNAP, TANF)
- Match with state Department of Labor system
- Match with state and/or federal corrections system
- Match with state child support system
- Verification using private software (e.g., The Work Number)
- In-person certification by staff
- Match SSN/Tribal ID number with tribal database [
- Other – describe:

### 17.4 Citizenship/Legal Residency Verification

**What are your procedures for ensuring that household members are U.S. citizens or aliens who are qualified to receive LIHEAP benefits?**

- Clients sign an attestation of citizenship or legal residency
- Clients' submission of Social Security cards is accepted as proof of legal residency
- Noncitizens must provide documentation of immigration status
- Citizens must provide a copy of their birth certificate, naturalization papers, or passport
- Noncitizens are verified through the SAVE system
- Tribal members are verified through Tribal database/Tribal ID card
- Other – describe:

### 17.5 Income Verification

**What methods does your agency utilize to verify household income?**

- Require documentation of income for all adult household members
  - Pay stubs
  - Social Security award letters
  - Bank statements
  - Tax statements
  - Zero-income statements
  - Unemployment Insurance letters
  - Other – describe:
- Computer data matches:
  - Income information matched against state computer system (e.g., SNAP, TANF)
  - Proof of unemployment benefits verified with state Department of Labor
  - Social Security income verified with SSA
  - Utilize state directory of new hires
- Other – describe:

## 17.6 Protection of Privacy and Confidentiality

**Describe the financial and operating controls in place to protect client information against improper use or disclosure.**

- Policy in place prohibiting release of information without written consent
- Grantee LIHEAP database includes privacy/confidentiality safeguards
- Employee training on confidentiality for:
  - Grantee employees
  - Local agencies/district offices
- Employees must sign confidentiality agreement
  - Grantee employees
  - Local agencies/district offices
- Physical files are stored in a secure location
- Other – describe:

## 17.7 Verifying the Authenticity of Energy Vendors

**What policies are in place for verifying vendor authenticity?**

- All vendors must register with the State
- All vendors must supply a valid SSN or TIN/W-9 form
- Vendors are verified through energy bills provided by the household
- Grantee and/or local agencies/district offices perform physical monitoring of vendors
- Other – describe, and note any exceptions to policies above:

## 17.8 Benefits Policy – Gas and Electric Utilities

**What policies are in place to protect against fraud when making benefit payments to gas and electric utilities on behalf of clients?**

- Applicants required to submit proof of physical residency
- Applicants must submit current utility bill
- Data exchange with utilities that verifies:
  - Account ownership
  - Consumption
  - Balances
  - Payment history
  - Account is properly credited with benefit
  - Other – describe:
- Centralized computer system/database tracks payments to all utilities
- Centralized computer system automatically generates benefit level
- Separation of duties between intake and payment approval
- Payments coordinated among other heating assistance programs to avoid duplication of payments
- Payments to utilities and invoices from utilities are reviewed for accuracy
- Computer databases are periodically reviewed to verify accuracy and timeliness of payments made to utilities
- Direct payment to households are made in limited cases only

- Procedures are in place to require prompt refunds from utilities in cases of account closure
- Vendor agreements specify requirements selected above, and provide enforcement mechanism
- Other – describe:

### 17.9 Benefits Policy — Bulk Fuel Vendors

**What procedures are in place for averting fraud and improper payments when dealing with bulk fuel suppliers of heating oil, propane, wood, and other bulk fuel vendors?**

- Vendors are checked against an approved vendors list
- Centralized computer system/database is used to track payments to all vendors
- Clients are relied on for reports of non-delivery or partial delivery
- Two-party checks are issued naming client and vendor
- Direct payment to households are made in limited cases only
- Conduct monitoring of bulk fuel vendors
- Bulk fuel vendors are required to submit reports to the Grantee
- Vendor agreements specify requirements selected above, and provide enforcement mechanism
- Other – describe:

### 17.10 Investigations and Prosecutions

**Describe the Grantee’s procedures for investigating and prosecuting reports of fraud, and any sanctions placed on clients/staff/vendors found to have committed fraud.**

- Refer to state Inspector General
- Refer to local prosecutor or state Attorney General
- Refer to US DHHS Inspector General (including referral to OIG hotline)
- Local agencies/district offices or Grantee conduct investigation of fraud complaints from public
- Grantee attempts collection of improper payments. If so, describe the recoupment process.
- Clients found to have committed fraud are banned from LIHEAP assistance. For how long is a household banned?
- Contracts with local agencies require that employees found to have committed fraud are reprimanded and/or terminated
- Vendors found to have committed fraud may no longer participate in LIHEAP
- Other — describes: