

Low Income Emergency Assistance Program (LIEAP)

26.1	INTRODUCTION	1
A.	MAIL-OUT APPLICATIONS	1
B.	OUTREACH	1
1.	The Department's Role.....	1
2.	The Role Of The Sub-Grantee Agency.....	2
C.	OPEN APPLICATION INTAKE PERIOD	2
D.	LIEAP FORMS	2
26.2	ELIGIBILITY REQUIREMENTS	4
A.	REGULAR LIEAP.....	4
1.	Income.....	4
2.	Assistance Group (AG).....	7
3.	Vulnerability To The Cost Of Home Heating.....	7
4.	Residence And Citizenship.....	10
5.	Duplicate Payments.....	10
6.	Customer Account Number	10
7.	Time Limits	10
B.	EMERGENCY LIEAP	10
1.	Income	11
2.	Household And Assistance Group.....	11
3.	Vulnerability To The Cost Of Home Heating.....	11
4.	Residence And Citizenship.....	15
5.	Duplicate Payments.....	15
6.	Customer Account Number	16
7.	Time Limits	16
C.	OTHER PROGRAMS.....	16
1.	Emergency Assistance	16a
2.	20% Utility Discount Program	16a
3.	Vendor-Supported Home Heating Assistance Programs.....	16a
4.	Food Stamp Standard Utility Allowance (SUA).....	16a
26.3	APPLICATION PROCESS	17
A.	APPLYING FOR BENEFITS	17

Low Income Emergency Assistance Program (LIEAP)

B.	COMPLETION OF FORM DFA-LIEAP-1	18
1.	Section I - Identifying Information	18
2.	Section II - Home Heating Information.....	18
3.	Section III - Signatures And Statements Of Liability	19
4.	Section IV - For Other Agency And DHHR Use Only	19
C.	VERIFICATION	20
1.	Income	20
2.	Vulnerability	21
3.	Social Security Number (SSN)	22
4.	Emergency Home Heating Need	22
5.	Age Of The Head Of The Household.....	23
6.	Customer Account Number	23
7.	Home Heating Payments In Shared Situations	23
D.	DETERMINING ELIBILITY	23
1.	Regular LIEAP Benefits.....	23
2.	Emergency LIEAP Benefits	24
3.	Alternate Use Of LIEAP Benefits	24
E.	DETERMINING THE AMOUNT OF PAYMENT	24
1.	Maximum Allowable Payment.....	24
2.	Regular LIEAP Payment.....	24
3.	Emergency LIEAP Payment	25
F.	CLIENT NOTIFICATION	27
1.	Pending Regular LIEAP Applications	27
2.	Pending Emergency LIEAP Applications.....	27
26.4	PAYMENT AND AUTHORIZATION PROCESS	28
A.	REGULAR LIEAP BENEFITS	28
1.	Direct Payment	28
2.	Vendor Payment.....	28
B.	EMERGENCY LIEAP BENEFITS	29
1.	Authorization Of The Emergency LIEAP Payment	29
2.	Completion And Processing Of Form OFS-67 For Emergency LIEAP Payments	29

Low Income Emergency Assistance Program (LIEAP)

3.	Use Of Form DF-67 For Regular LIEAP Payments	30
4.	Special Payments.....	31
C.	LIEAP FUEL SUPPLIER AGREEMENT (DFA -LIEAP-7)	31
26.5	CASE MAINTENANCE AND CORRECTIVE ACTION	32
A.	CASES DENIED IN ERROR	32
B.	UNDERPAYMENTS.....	32
C.	CASES APPROVED IN ERROR.....	32
D.	REPAYMENT	33
1.	Repayment Agreement.....	33
2.	Repayment By The Vendor	33
3.	Refusal To Sign The Repayment Agreement	34
4.	Tracking The Penalty.....	34
5.	Withholding The Regular LIEAP Payment.....	35
6.	Making Adjustments In The Regular LIEAP Payment	35
7.	Client Notification.....	35
E.	RETURNED CHECKS	35
1.	Check Returned By The Postal Service	35
2.	Change Of Payee	35
3.	Check Returned By The Vendor	36
4.	Client Refuses To Accept The LIEAP Check.....	36
F.	LOST, STOLEN OR DESTROYED CHECKS	36
G.	CLIENT REFUSES EMERGENCY LIEAP DELIVERY OF BULK FUEL	36
H.	FRAUD.....	37
I.	FAIR HEARINGS	37
APPENDIX A	REGULAR LIEAP BENEFIT PAYMENT CHARTS.....	A-1
APPENDIX B	PSC-REGULATED VENDORS	B-1