
Low Income Energy Assistance Program (LIEAP)

- The Worker must first determine that the vendor accepts the form instead of the DF-67 and guarantees delivery.
- The Worker must insure that vendor payment and not direct payment is made.
- The vendor is not required to return the form to the county office to process payment.
- The Worker must use only the amount of the Regular LIEAP payment that the applicant is eligible to receive.
- The applicant's signature must be entered in the space on the form before the Worker can authorize payment on the applicant's behalf.
- The form may be faxed to the utility as appropriate.

4. Special Payments

There may be situations in which a vendor payment is not possible or appropriate. With the approval of the State LIEAP Coordinator, the Supervisor may authorize direct payment to the applicant or a mutually acceptable third party. Approvals are made on a case-by-case basis only and may not be used to create a precedent for future payments.

26.5 CASE MAINTENANCE AND CORRECTIVE ACTION

Adjustments in LIEAP payment amounts result from Worker or client errors or decisions from Fair Hearings.

NOTE: Corrections or changes in payment amounts are not permitted at the county level after the check has been written. Workers or Supervisors must contact the State LIEAP Coordinator before taking any action that results in the issuance of a payment other than the initial approval. Financial clerks must contact the LIEAP Coordinator before attempting to enter payment information that does not match the amount of LIEAP approved for the AG.

All changes affecting the amount of payment must be made by the Office of Client Accounts.

Corrective action must be initiated on all cases in which an error has occurred, regardless of who made the error.

A. CASES DENIED IN ERROR

When a case has been denied in error, the case must be re-entered in RAPIDS as an approval in order to generate payment. The Worker must notify the client in writing that his Regular and/or Emergency LIEAP application was denied in error and include the amount of the payment and to whom payment will be made. A recording of the corrective action must be entered in the recording space in Section IV of the application form and/or in case comments, as appropriate.

B. UNDERPAYMENTS

When a case has received an underpayment, the Worker must send a memorandum to the Office of Client Accounts that indicates the case name, address and case number, the amount of the underpayment and the amount of the correct payment, and the type of payment (vendor or direct) to be made on behalf of or to the AG, including the vendor number, as appropriate. The Worker will also notify the client in writing that an error has been made and is being corrected.

The Office of Client Accounts will write a check as instructed in the memorandum and make the necessary corrections in RAPIDS. Under no circumstances must staff in the local office attempt to issue a corrected payment.

C. CASES APPROVED IN ERROR

When an ineligible case is approved, an overpayment occurs, or an incorrect payment is made, regardless of who makes the error, the Worker must take the action outlined in item D below. The State must be reimbursed for all payments issued in error.