
Low Income Emergency Assistance Program (LIEAP)

1. Maximum Allowable Payment

The maximum allowable payment of a combined Regular and Emergency LIEAP benefit cannot exceed the maximum per AG established for each program year.

2. Regular LIEAP Payment

The chart in Appendix A shows the base amount of the Regular LIEAP benefit. Regular LIEAP benefits are automatically determined by RAPIDS based upon the income, the number of persons in the AG, and the type of energy used for home heating.

Percentage increments for certain types of energy are applied to the base amount to arrive at the amount of increment for each type of energy. The base amount plus the incremental amount represents the Regular LIEAP benefit. **These percentage increments can now be found on the DFA Intranet web site as the FSPU-20 desk guide at <http://intranet.wvdhhr.org/ofs/DeskGuides.htm>.**

NOTE: Emergency LIEAP payments are not affected by the percentage increments.

3. Emergency LIEAP Payment

Emergency LIEAP payments cannot exceed the maximum allowable payment for the program year. To determine if a payment can be made, the Worker must compare the amount available to the applicant and the amount needed to eliminate the emergency, as shown in the following examples.

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NOTE: These examples are based on the maximum allowable payment of \$500. The maximum allowable payment is subject to change each program year.

EXAMPLE 1: A client receives a Regular LIEAP payment of \$126 in January. In March, he applies for Emergency LIEAP. The amount required to eliminate the emergency is \$100, and the maximum allowable amount for the AG is \$500.

$\$500 - \$126 = \$374$ (amount available to the AG)

\$100 (the amount of the emergency) is less than \$374.

\$100 is the amount of the Emergency LIEAP payment.

EXAMPLE 2: Same as above except the amount required to eliminate the emergency is \$374.

$\$500 - \$126 = \$374$.

\$374 is equal to the remainder.

\$374 is the amount of the Emergency LIEAP payment.

EXAMPLE 3: Same as above except the amount required to eliminate the emergency is \$550.

$\$500 - \$126 = \$374$.

\$550 is greater than \$374.

$\$550 - \$374 = \$176$. (Client Obligation)

The amount of the Emergency LIEAP payment is \$374, provided the client can pay the \$176 or otherwise obtain that amount from other agencies.

NOTE: A Regular LIEAP payment issued to and correctly credited to the applicant's account is never subtracted from the amount required to eliminate the emergency. Regular LIEAP payments issued to the wrong vendor are likewise not subtracted from the amount of the emergency. If it is determined that the vendor has received the payment but has not yet credited it to the AG's account, the Worker must first try to correct the problem. The vendor must then inform the Worker of the adjusted amount of the emergency.

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When the amount required to eliminate the emergency exceeds the amount of the Emergency LIEAP payment, the application for Emergency LIEAP benefits is denied if the emergency is not eliminated. The applicant must find other resources or negotiate with the home heating supplier to accept the Emergency LIEAP benefit.

F. CLIENT NOTIFICATION

Applicants must be notified of the eligibility decision within 30 days of the date of application. Notification is accomplished by computer-generated letter.

1. Pending Regular LIEAP Applications

Regular LIEAP applicants must be allowed 15 calendar days to respond to requests from the Worker for additional information. Failure to respond results in denial of the application. The Worker must notify the client of the eligibility decision within 30 days of the date of application.

2. Pending Emergency LIEAP Applications

If verification and/or additional information is needed in order to make a decision on an Emergency LIEAP application, the appropriate request form must be completed and given to the applicant at the time of the intake interview. The applicant must be given 5 working days to return the requested information. The applicant must be notified of the eligibility decision as soon as possible but no later than 30 days from the date of application.

NOTE: Copies of all correspondence not completed in RAPIDS must be placed in the case record.