

## 26.1 INTRODUCTION

The Low Income Energy Assistance Program (LIEAP) provides financial assistance to eligible Assistance Groups (AGs) that are responsible for a home heating cost. It is not the purpose of this program to meet the entire cost of home heating during the winter season, but it is designed to partially offset the cost.

The program is time-limited and dependent on the availability of federal funds. It is subject to closure without prior notice when funds are deemed to have been exhausted. Funds are normally disbursed on a first-come, first-serve basis, but may also be subject to disbursement based on need. When this occurs, priority is given to those groups of individuals with the greater energy burden as demonstrated by income, AG size and heating cost.

Program operation is accomplished by automatic payments, mail-out applications, outreach, and an open application intake period for both Regular and Emergency LIEAP.

### A. AUTOMATIC PAYMENTS

Households who indicated on RAPIDS screen ASEQ that they would like to be evaluated for an automatic issuance of LIEAP, if determined eligible, will not be mailed a LIEAP application. These households will be mailed a LIEAP Pre-Authorization Notice, DFA-LIEAP-9, that will consider them for an automatic LIEAP payment once returned to the Department of Health and Human Resources (DHHR). To be eligible for this automatic payment the household must use electric or natural gas as their main heat source and their heating provider must be regulated by the Public Service Commission (PSC) of West Virginia. If the household fails to complete the notice and return it to DHHR by the due date, it will not be considered for an automatic payment. No further action is required once the completed DFA-LIEAP-9 is received as long as all other eligibility requirements are met. **The** household will be sent an approval notice and the payment will be sent directly to their **electric or natural gas provider**. A denial notice will be issued if the household does not meet eligibility requirements. If a household received LIEAP **the previous** year and the DFA-LIEAP-9 is not returned, an application will be mailed to them at a later date. Once the notice is received it is the responsibility of the Worker to enter the information on RAPIDS screen BIHP.

**NOTE:** If a household fails to return the DFA-LIEAP-9 **by the due date** or it is incomplete, it will not be considered for an automatic payment and will have to apply during the Regular LIEAP season.

## B. MAIL-OUT APPLICATIONS

The LIEAP mail-out contains an application form and an instruction sheet. **It is mailed to** any household which received LIEAP during the last LIEAP season. These applications are mailed prior to the program starting date. The client may **choose** to return the completed form and information by mail or complete it online by use of West Virginia inROADS.

The process below outlines guidelines for submitting the application on inROADS:

- The recipient receives certain information in the letter which must be entered online in order to complete the inROADS process.
- inROADS brings current basic demographic information from RAPIDS into the online application.
- No signature page is required and the application is considered electronically signed when the recipient uses this process and enters information from the letter and other requested identifying information.
- The online process is available for use through the end of the Regular LIEAP season. The Worker must print the summary and E-signature page which is to be filed in the case record.

**NOTE:** Due to system constraints, these applications will function the same as a redetermination but will appear on INBX during the batch process. See the WV inROADS Desk Guide for further details.

**D. OPEN APPLICATION INTAKE PERIOD**

During the annual open application intake period, individuals who did not receive an automatic payment or were not included in the mailing may apply for LIEAP at their local DHHR office or at any of the outreach locations listed in item **C**,1. The application is also available on the DHHR website at [www.wvinroads.org](http://www.wvinroads.org). If the application is received through inROADS, the signature page must be postmarked by the close of business on the last day of the intake period.