

## 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 eRAPIDS screen **Special Payment Programs Questions** 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, natural gas or bulk fuel as their main heat source. Electric and natural gas must be regulated by Public Service Commission (PSC) of West Virginia. Bulk fuel, such as bottled gas, fuel oil, coal, wood, wood pellets, propane, etc., are non-PSC regulated. 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 **or a direct payment will be made to the head of household for bulk fuel**. 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 eRAPIDS screen **Heating Service Provider Details**.

**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 eRAPIDS 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.

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## E. LIEAP FORMS

One or more of the following forms may be used in connection with the application itself and the processing of the LIEAP payment.

- The DFA-LIEAP-1a, Instructions for Completing the Application Form, also provides the current LIEAP income guidelines and directions for mailing the form and obtaining additional assistance.
- The DFA-LIEAP-3, Repayment Agreement, is used to initiate the repayment process when a LIEAP payment has been issued in error.
- The DFA-LIEAP-4, Zero Income/Home Heating Cost Verification form, is used when the applicant reports zero income.
- The DF-67, Authorization For Payment, is used to authorize Regular LIEAP payments on behalf of the applicant experiencing a heating emergency.
- The DFA-LIEAP-5, Authorization for Delivery and Payment of Emergency Regular LIEAP, is used as an option to the DF-67 when desired by the local LIEAP staff and accepted by the vendor.
- The DFA-67, Authorization For Payment, is a eRAPIDS-generated voucher for the authorization and payment of Emergency LIEAP.
- The DFA-LIEAP-6, LIEAP Application Log, can be used by the county DHHR office to track LIEAP applications and insure timely processing and issuance of checks. Use of this form is optional, but the use of some type of log is mandatory.
- The DFA-LIEAP-8, LIEAP Repayment Tracking Form, is used by the Repayment Investigator to track LIEAP overpayments.
- The DFA-LIEAP-9, LIEAP Pre-Authorization Notice, is a eRAPIDS-generated notice for the authorization and payment of an automatic LIEAP payment.

In addition to the forms listed above, the LIEAP Fact Sheet is provided to local offices for distribution to the public.