

26.3 APPLICATION PROCESS

The application process for outside agencies consists of assisting clients in filling out applications, verifying income and other information as needed, attaching copies of heating bills to the form, and submitting the application to the local DHHR office for processing in RAPIDS. Clients who have received termination notices or indicate they are experiencing a heating emergency must be referred to their local DHHR office.

For the DHHR Worker, the above action is taken in addition to determining eligibility and the amount of payment and notifying the applicant of the action taken.

When the LIEAP applicant wishes to apply for another benefit in addition to LIEAP, the **DFA-2** may be used instead of the DFA-LIEAP-1 form to prevent the need to complete two application forms. Otherwise, the DFA-LIEAP-1 must be completed for all LIEAP applicants.

In order to maintain controls for receiving, processing and completing follow-up on applications to assure that checks are issued, the local office must retain a LIEAP application register or log that indicates, at a minimum, the name of the applicant, how and when the application was received (e.g., mail, office visit or from another agency) and if the application is for Regular or Emergency LIEAP. The DFA-LIEAP-6 form may be used for this purpose.

NOTE: Supervisors or others assigned to follow up on applications should check IQPS or IQPV, as appropriate, before marking the column headed “BIRS or BIRV Completed?” Incomplete payment or voucher screens require immediate corrective action. RAPIDS Help Desk must be contacted to unschedule BIRS or BIRV screens on cases approved in error.

Completed applications received from sub-grantee agencies must be accompanied by a list showing the name and address of each applicant and the total number of applications submitted. This list must be signed and dated by an authorized employee of the sub-grantee agency. The sub-grantee must keep a copy of the list for his records.

A. APPLYING FOR BENEFITS

Although it is not mandatory, the head of household should be encouraged to apply for benefits.

Regular LIEAP applications may be mailed or delivered to the local DHHR office. Applications may also be submitted by use of inROADS on the DHHR website. Additional information may be requested by the Worker if needed for eligibility determination, but incomplete applications must be denied.

Emergency LIEAP applications require a face-to-face interview at a DHHR office, but may be taken in the home for individuals who meet certain requirements.

Low Income Emergency Assistance Program (LIEAP)

EXAMPLE: The application form indicates SSI as the source of income for one AG member and employment for another. The applicant must verify the amount of employment and the SSI income.

Documentation may include pay check stubs, award letters, written statements from employers, etc.

Although documentation should include earnings from the month of application, the Worker may use pay check stubs and other documents showing earnings during the month prior to the month of application, provided the applicant indicates no change is expected. No verification from an earlier period is used.

When the applicant reports the AG has zero income during the month of application, he must verify how living expenses of the AG, defined as food, clothing, shelter, light, heat and incidentals, have been paid or how the AG members have managed without income for 30 days prior to the date of application. Form **DFA-LIEAP-4**, Zero Income Heating Cost Verification Form, must be completed by the applicant.

NOTE: The income verification policy referred to above is not required if current information in an open WV WORKS, Medicaid, SNAP or other DHHR case can substantiate the amount of income submitted by the applicant on the application form. For LIEAP purposes only, current is defined as verified within the 2 calendar months prior to the month of application.

When the LIEAP applicant does not report zero income or income from employment, the decision to request verification is made at the Worker's discretion.

2. Vulnerability

Verification of vulnerability for applicants that have home heating vendors regulated by the Public Service Commission (PSC) is satisfied when the customer account number is entered on the application form and verified by the attached bill, provided the account is active.

This account number must be entered on the application unless the applicant can demonstrate that other circumstances exist (i.e., home heating costs are paid to the landlord).

EXCEPTION: Verification of vulnerability is mandatory for all zero income applicants. Failure to provide this verification will result in the denial of the LIEAP application.