



LIHEAP Program Operations Manual 2021-2022: Summary of Updates

A. Appendices Modified

- A – List of Manual Changes
- B – Local Service Providers (LSPs)
- C – IHCDA Department of Community Programs Contact 2021-2022
- F – Income Quick Reference Chart

B. Sections Modified:

1. Dates updated throughout.
2. Added section for American Rescue Plan Act.
3. Eliminated section for CARES Act.

C. Income Documentation Changes:

1. Revised Drastic Loss of Income policy to address potential changes in case of a public health emergency declaration.
2. Clarified definition of income eligibility period as equaling three (3) complete months or thirteen (13) weeks.
3. Clarified that three-month income is used to determine equivalent annual income.
4. Updated Self-Employment income instructions.

D. EAP Benefit Changes:

1. Updated maximum crisis benefit amount.
2. Removed language authorizing benefits to be waived to another utility in cases of excess credit balances.
3. Reduced benefit for households in which heat is included in rent by reducing heating fuel points to zero.

E. Other

1. Updated guidance on counting Adult Caregivers as household members.
2. Added clarification language throughout that refined or explicated existing policies without changing these policies.
3. Updated guidance concerning automatic crisis designation of households heating with bulk fuel
4. Updated guidance concerning subaward budgets
5. Created forms and distinguished them from appendices

F. LSP Operations

1. Updated guidance on Internal Controls and changed name to Internal Operations and Controls.
2. Updated allowable percentage for Outreach and Eligibility Determination line item

G. Monitoring

1. Updated Monitoring section consistent with monitoring team practices.