



LIHEAP Program Operations Manual 2020-2021: Summary of Updates

A. Appendices Modified

- B – Local Service Providers (LSPs) (**pending**)
- C – IHCD Department of Community Programs Contact 2020-2021
- F – Statewide Application
- F1 – Statewide Application – Spanish version (**added**)
- N – Request for Earnings Information
- V – EAP Benefit Matrix
- W – Applicant Notification Letters (**pending**)
- X – Energy Assistance Program Budget
- X1 – Energy Assistance Program Budget – CARES Act (**added**)
- Y – Energy Assistance Program Closeout Form
- Y1 – Energy Assistance Program Closeout Form – CARES Act (**added**)

B. Sections Modified:

1. Dates updated throughout.
2. Added section addressing administration of CARES Act funding.

C. Income Documentation Changes:

1. Revised Drastic Loss of Income policy consistent with PY2020 policy guidance.

D. EAP Benefit Changes:

1. Added language authorizing LSPs to enter into MOAs with local biofuel vendors, consistent with 2020 policy guidance.
2. Added more explicit guidance on the use of Emergency Services benefits.
3. Added clarifying language to Emergency Repair and Replace policies.

E. Other

1. Clarified intention of EAP benefits.
2. Clarified policy on acceptance of feedback on EAP policies.
3. Clarified use of the terms “regulated utilities” and “unregulated utilities.”
4. Added clarification language throughout that refined or explicated existing policies without changing these policies.
5. Added language addressing household eligibility as opposed to eligibility for a specific benefit on a specific utility. This policy was already presented in training but was implicit in previous program manuals.
6. Addressed change to Annual Training model for PY2021.
7. Addressed the eligibility of EAP benefits to pay on final bills for accounts that have been closed or are scheduled to be closed.

F. LSP Operations

1. Clarified requirements with regard to response time on incomplete letters to applicants.
2. Clarified definition of mail-in application as it relates to other application methods.
3. Clarified expectations/requirements of LSP if an applicant household member is marked as disabled with no documentation.
4. Clarified LSP intake requirements if an applicant fails to submit a utility bill.
5. Changed maximum amount of eligibility an LSP may charge.
6. Added line item for Direct Program Expenses.
7. Added language clarifying what can be paid out of Direct Program Expenses and what can be paid out of Eligibility.
8. Added clarifying language regarding requests for additional funding.

G. Monitoring

1. Updated Monitoring section consistent with PY2020 guidance.