



LIHEAP Program Operations Manual 2022-2023: Summary of Updates

A. Appendices Modified

- A – List of Manual Changes
- B – Local Service Providers (LSPs)
- C – IHCD Department of Community Programs Contact 2022-2023

B. Sections Modified:

- 1. Dates updated throughout
- 2. Added section for Statewide Database Procedures – content forthcoming
- 3. Eliminated section for American Rescue Plan Act

C. Income Documentation Changes:

- 1. Updated and expanded instructions for calculating employment income

D. EAP Benefit Changes:

- 1. Increased maximum crisis benefit amount.
- 2. Increased matrix points for heating fuel.
- 3. Increased base electric adder benefit amount.
- 4. Increased per-household/ACPU for ERR.

E. Other

- 1. Added clarification language throughout that refined or explicated existing policies without changing these policies.
- 2. Updated information related to moratorium status for a denied household that appeals its denial.
- 3. Updated guidance regarding who may sign an application on behalf of a household.
- 4. Updated ERR guidelines/requirements
- 5. Created chapter regarding entering application data into the statewide database

F. LSP Operations

- 1. Updated guidance on Claims Submission