



## **LIHEAP Program Operations Manual 2025-2026: Summary of Updates**

### **1. EAP Operations Changes:**

1. Updated dates.
2. Updated references to other policy changes.
3. Added reference to pilot of new statewide database.

### **2. EAP Eligibility Changes:**

1. Removed references/policy exceptions for boarders.
2. Clarified existing policy on Adult Care to differentiate income from stipend.

### **3. EAP Documentation Changes:**

1. Restored definition of a dwelling.
2. Updated guidance for entering applications into statewide database.

### **4. EAP Application Processing Changes:**

1. Clarified obligation to process all applications received prior to deadline and to offer full appeal rights.
2. Updated policy regarding requirement to send early application packets.
3. Updated guidance on requirements to send applicant written notification of eligibility determination
4. Eliminated third-level IHCD appeal.

### **5. EAP Income Computations Changes:**

1. Added guidance to ask applicant to identify all employers from which they received income in previous three months when accepting Undocumented Income Verification form.

### **6. Crisis Assistance Changes:**

1. Updated guidance to conform with new vendor MOA terms.
2. Clarified allowability of use of limiters during moratorium.

### **7. EAP Benefit Changes:**

1. Updated SMI figures.
2. Adjusted benefit matrix points for heating fuel.
3. Adjusted electric service benefits.
4. Increased base electric adder benefit amount.
5. Clarified that a benefit withheld due to excessive credit balance may be released when credit balance falls below threshold.

8. Emergency Repair and Replacement Changes:

1. Clarified that Emergency Services is no longer an available line item.
2. Clarified that replacements must be indicated by results of ERR checklist and do not require IHCD A pre-approval.
3. Clarified that LSPs must meet crisis timelines in ERR situations.

9. Program Operations Changes:

1. Provided guidance regarding access to statewide database and LSP responsibility to perform timely maintenance of user access.

10. LSP Financial Management Changes:

1. Changed benchmarks and benchmark dates.