

DETAILED MODEL PLAN (LIHEAP)

Program Name: Low Income Home Energy Assistance

Grantee Name: WEST VIRGINIA DEPT OF HUMAN SERVICES

Report Name: DETAILED MODEL PLAN (LIHEAP)

Report Period: 10/01/2025 to 09/30/2026

Report Status: Saved

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Mandatory Grant Application SF-424

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES ADMINISTRATION FOR CHILDREN AND FAMILIES		August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01 OMB Clearance No.: 0970-013 Expiration Date: 02/28/2027	
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY			
* 1.a. Type of Submission: <input checked="" type="radio"/> Plan	* 1.b. Frequency: <input checked="" type="radio"/> Annual	* 1.c. Consolidated Application/ Plan/Funding Request? Explanation:	* 1.d. Version: <input checked="" type="radio"/> Initial <input type="radio"/> Resubmission <input type="radio"/> Revision <input type="radio"/> Update
		2. Date Received:	State Use Only:
		3. Applicant Identifier:	
		4a. Unique Entity Identifier (UEI) FYXTJT2PJ4Q1	5. Date Received By State:
		4b. Federal Award Identifier:	6. State Application Identifier:
7. APPLICANT INFORMATION			
* a. Legal Name: West Virginia Department of Human Services			
* b. Address:			
* Street 1:	1 DAVIS SQ STE 100	Street 2:	
* City:	CHARLESTON	County:	
* State:	WV	Province:	
* Country:	United States	* Zip / Postal Code:	25301 - 1729
c. Organizational Unit:			
Department Name: Bureau for Family Assistance		Division Name: Division of Family Assistance	
d. Name and contact information of person to be contacted on matters involving this application: (person will be listed on Notice of Funding Awards and on the U.S. Department of Health and Human Services' LIHEAP contact list webpage)			
* First Name: Tammy		* Last Name: Sandy	
Title: LIHEAP Coordinator, HRS, Senior		Organizational Affiliation: WV DoHS	
* Telephone Number: 304-314-6043		Fax Number: 304-558-2059	
* Email: Tammy.L.Sandy@WV.gov			
* 8. TYPE OF APPLICANT: A: State Government			
* a. Is the applicant a Tribal Consortium: <input type="radio"/> Yes <input type="radio"/> No			
* b. If yes please attach at least one the following documentation:			
		Catalog of Federal Domestic Assistance Number:	CFDA Title:
9. CFDA Numbers and Titles		93.568	Low-Income Home Energy Assistance Program
10. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: LIHEAP (includes Repair or Replacement) & , Weatherization			
11. AREAS AFFECTED BY FUNDING: LIHEAP (includes Repair or Replacement) & Weatherization			
12. CONGRESSIONAL DISTRICTS OF APPLICANT: WV-001			
13. FUNDING PERIOD:			
a. Start Date: 10/01/2025		b. End Date: 09/30/2026	
* 14. IS SUBMISSION SUBJECT TO REVIEW BY STATE UNDER EXECUTIVE ORDER 12372 PROCESS?			
a. This submission was made available to the State under Executive Order 12372			

Process for review on:	
b. Program is subject to E.O. 12372 but has not been selected by State for review.	
c. Program is not covered by E.O. 12372.	
*15. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT?	
<input type="radio"/> YES <input checked="" type="radio"/> NO	
If Yes, explain:	
16. By signing this application, I certify (1) to the statements contained in the list of certifications** and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001) **I Agree <input checked="" type="checkbox"/>	
** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.	
17a. Typed or Printed Name and Title of Authorized Certifying Official	17c. Telephone (area code, number and extension)
	17d. Email Address
17b. Signature of Authorized Certifying Official	17e. Date Report Submitted (Month, Day, Year)

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Section 1 - Program Components

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) Use of this model plan is optional. However, the information requested is required in order to receive a Low Income Home Energy Assistance Program (LIHEAP) grant. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Section 1 Program Components

Program Components, 2605(a), 2605(b)(1) - Assurance 1, 2605(c)(1)(C)

1.1 Check which components you will operate under the LIHEAP program. (Note: You must provide information for each component designated here as requested elsewhere in this plan.)		Dates of Operation	
		Start Date	End Date
<input checked="" type="checkbox"/>	Heating assistance	11/01/2025	09/30/2026
<input checked="" type="checkbox"/>	Cooling assistance	12/01/2025	09/30/2026
<input type="checkbox"/>	Summer crisis assistance		
<input checked="" type="checkbox"/>	Winter crisis assistance	01/01/2026	08/30/2026
<input type="checkbox"/>	Year-round crisis assistance		
<input checked="" type="checkbox"/>	Weatherization assistance	12/01/2025	11/30/2026

Provide further explanation for the dates of operation, if necessary

Weatherization dates being later due to funding availability. The dates for weatherization coincide with the grant for Economic Development.

Cooling assistance is just for supplemental payment if funding is available.

Repair or Replace is now under Heating & cooling assistance.

LIHEAP Reg season will run from Nov. 1st through the 15th. Applications for vulnerable households will be mailed to them Oct. 21st.

The only cooling assistance for WV is with the WVDED Repair or Replacement Program. starting 12/01/25 for repairs to existing units only.

Estimated Funding Allocation, 2604(C), 2605(k)(1), 2605(b)(9), 2605(b)(16) - Assurances 9 and 16

1.2 Estimate what amount of available LIHEAP funds will be used for each component that you will operate: The total of all percentages must add up to 100%.	Percentage (%)	Prior year totals
Heating assistance	50.00%	61.00%
Cooling assistance	2.00%	5.00%
Summer crisis assistance	0.00%	0.00%
Winter crisis assistance	13.00%	5.00%
Year-round crisis assistance	0.00%	0.00%
Weatherization assistance	15.00%	15.00%
Carryover to the following federal fiscal year	10.00%	7.00%

Administrative and planning costs	10.00%	7.00%
Services to reduce home energy needs including needs assessment (Assurance 16)	0.00%	0.00%
Used to develop and implement leveraging activities	0.00%	0.00%
TOTAL	100.00%	100.00%

Tribal grant recipients: direct-grant tribes, tribal organizations, or territories with allotments of \$20,000 or less may use for planning and administration up to 20% of the funds payable. Grant recipients that are direct grant tribes, tribal organizations, or territories with allotments over \$20,000 may use for planning and administration purposes up to 20% of the first \$20,000 (or \$4,000) plus 10% of the funds payable that exceeds \$20,000. Any administrative costs in excess of these limits must be paid from non-federal sources.

Alternate Use of Crisis Assistance Funds, 2605(c)(1)(C)

1.3 The funds reserved for winter crisis assistance that have not been expended by March 15 will be reprogrammed to:

<input checked="" type="checkbox"/>	Heating assistance	<input checked="" type="checkbox"/>	Cooling assistance
<input checked="" type="checkbox"/>	Weatherization assistance	<input checked="" type="checkbox"/>	Other (specify:) Repair or Replacement Program

Categorical Eligibility, 2605(b)(2)(A) - Assurance 2, 2605(c)(1)(A), 2605(b)(8A) - Assurance 8

1.4 Do you consider households categorically eligible if at least one household member receives at least one of the following categories of benefits in the left column below? ☒ Yes ☐ No

If you answered "Yes" to question 1.4, you must complete the table below and answer questions 1.5 and 1.6.

	Heating	Cooling	Crisis	Weatherization
TANF	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
SSI	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
SNAP	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Means-tested Veterans Programs	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

1.4a. Provide your definition of categorical eligibility. Please explain how households are categorically eligible (i.e. do all household members need to receive the benefits or just one member, is there a data exchange in place?) and how categorical eligibility streamlines the LIHEAP application process.

West Virginia's integrated eligibility system automatically applies the benefits to the household and not just a member. By using the integrated eligibility it automatically streamlines all programs.

1.5 Do you automatically enroll households without a direct annual application? ☐ Yes ☒ No

If Yes, explain:

West Virginia sends an application to all categorically eligible clients prior to LIHEAP opening. This is to prevent these clients missing out on the program. Once the program opens all households have the ability to apply. This still requires all applications to be turned in a completed and signed.

1.6 How do you ensure there is no difference in the treatment of categorically eligible households from those not receiving other public assistance when determining eligibility and benefit amounts?

West Virginia LIHEAP Benefit levels are programmed into our eligibility system, and they are based on income, household size, cost of energy, and fuel type. The distinction is made regarding applicant's categorical eligible or non-categorical eligible status. Receipts of other benefits are considered in determining eligibility for LIHEAP benefits. Benefits for crisis payments are based solely on the above-listed criteria plus the presence of an immediate need for home heating and the lack of resources to meet the existing need. All applicants must submit a signed form for heating benefits and all crisis applicants must be interviewed.

SNAP Nominal Payments

1.7a Do you allocate LIHEAP funds toward a nominal payment for SNAP households? ☐ Yes ☒ No

If you answered "Yes" to question 1.7a, you must provide a response to questions 1.7b, 1.7c, and 1.7d.

1.7b Amount of Nominal Assistance: \$0.00

1.7c Frequency of Assistance

<input type="checkbox"/>	Once Per Year
<input type="checkbox"/>	Once every five years
<input type="checkbox"/>	Other - Describe:

1.7d How do you confirm that the household receiving a nominal payment has an energy cost or need?

Determination of Eligibility - Countable Income	
1.8. In determining a household's income eligibility for LIHEAP, do you use gross income or net income?	
<input checked="" type="checkbox"/>	Gross Income
<input type="checkbox"/>	Net Income
<input type="checkbox"/>	Other - Describe
1.9. Select all the applicable forms of countable income used to determine a household's income eligibility for LIHEAP	
<input checked="" type="checkbox"/>	Wages
<input checked="" type="checkbox"/>	Self - Employment Income
<input checked="" type="checkbox"/>	Contract Income
<input checked="" type="checkbox"/>	Payments from mortgage or Sales Contracts
<input checked="" type="checkbox"/>	Unemployment insurance
<input checked="" type="checkbox"/>	Strike Pay
<input type="checkbox"/>	Social Security Administration (SSA) benefits
<input type="checkbox"/>	<input type="checkbox"/> Including MediCare deduction <input type="checkbox"/> Excluding MediCare deduction
<input type="checkbox"/>	Supplemental Security Income (SSI)
<input checked="" type="checkbox"/>	Retirement / pension benefits
<input type="checkbox"/>	General Assistance benefits
<input type="checkbox"/>	Temporary Assistance for Needy Families (TANF) benefits
<input type="checkbox"/>	Loans that need to be repaid
<input type="checkbox"/>	Cash gifts
<input type="checkbox"/>	Savings account balance
<input checked="" type="checkbox"/>	One-time lump-sum payments, such as rebates/credits, winnings from lotteries, refund deposits, etc.
<input checked="" type="checkbox"/>	Jury duty compensation
<input checked="" type="checkbox"/>	Rental income
<input type="checkbox"/>	Income from employment through Workforce Investment Act (WIA)
<input type="checkbox"/>	Income from work study programs
<input checked="" type="checkbox"/>	Alimony
<input checked="" type="checkbox"/>	Child support
<input checked="" type="checkbox"/>	Interest, dividends, or royalties
<input checked="" type="checkbox"/>	Commissions

<input checked="" type="checkbox"/>	Legal settlements
<input checked="" type="checkbox"/>	Insurance payments made directly to the insured
<input type="checkbox"/>	Insurance payments made specifically for the repayment of a bill, debt, or estimate
<input type="checkbox"/>	Veterans Administration (VA) benefits
<input type="checkbox"/>	Earned income of a child under the age of 18
<input type="checkbox"/>	Balance of retirement, pension, or annuity accounts where funds cannot be withdrawn without a penalty.
<input type="checkbox"/>	Income tax refunds
<input type="checkbox"/>	Stipends from senior companion programs, such as VISTA
<input checked="" type="checkbox"/>	Funds received by household for the care of a foster child
<input type="checkbox"/>	Ameri-Corp Program payments for living allowances, earnings, and in-kind aid
<input type="checkbox"/>	Reimbursements (for mileage, gas, lodging, meals, etc.)
<input type="checkbox"/>	Other
<p>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</p>	
<p>1.10 Do you have an online application process? <input checked="" type="radio"/> Yes <input type="radio"/> No</p>	
<p>1.10a If yes, describe the type of online application (Select all boxes that apply)</p>	
<input checked="" type="checkbox"/>	A PDF version of the application is available online and can be downloaded, filled out and mailed in for processing.
<input checked="" type="checkbox"/>	A state-wide online application that allows a customer to complete data entry and submit an application electronically for processing.
<input type="checkbox"/>	One or more locally available online applications that allows a customer to complete data entry and submit an application electronically for processing.
<input checked="" type="checkbox"/>	Online application that is also mobile friendly
<input checked="" type="checkbox"/>	Other, please describe
<p>Repair or Replace and the Weatherization can now be applied for online at http://www.myLITT.com or mobile QR Scan code. Attached</p>	
<p>Please include a link(s) to a statewide application, if available:</p> <p>https://www.wvpath.wv.gov/ for LIHEAP</p> <p>http://www.myLITT.com for RRP</p>	
<p>1.10b Can all program components be applied for online? <input type="radio"/> Yes <input checked="" type="radio"/> No</p>	
<p>If no, explain which components can and cannot be applied for online.</p> <p>Crisis Emergency LIHEAP has to be done by office visit or a home visit.</p>	
<p>1.11 Do you have a process for conducting and completing applications by phone? <input type="radio"/> Yes <input checked="" type="radio"/> No</p>	
<p>1.12 Do you or any of your subrecipients require in person appointments in order to apply? <input checked="" type="radio"/> Yes <input type="radio"/> No</p>	
<p>If yes, please provide more information regarding why in-person appointments are required and in what circumstances they are required.</p> <p>Crisis Emergency LIHEAP has to be done by office visit or a home visit.</p>	
<p>1.13 How can applicants submit documentation for verification? Select all that apply:</p>	

<input checked="" type="checkbox"/>	In-person
<input checked="" type="checkbox"/>	Mail
<input checked="" type="checkbox"/>	Email
<input checked="" type="checkbox"/>	Portal application
<input checked="" type="checkbox"/>	Other, please describe FAX and we have Senior Centers assisting, and Community Action Agency Assisting with applications and submitting.

Hidden for Section 1

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Section 2 - HEATING ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN

Section 2 - Heating Assistance

Eligibility, 2605(b)(2) - Assurance 2

2.1 Designate the income eligibility threshold used for the heating component:

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	1	State Median Income	60.00%
2	8	HHS Poverty Guidelines	150.00%

2.2 Do you have additional eligibility requirements for Heating Assistance? ☒ Yes ☐ No

2.3 Check the appropriate boxes below and describe the policies for each.

Do you require an Assets test? ☐ Yes ☒ No

If yes, describe: Do you have additional/differing eligibility policies for:

Renters? ☒ Yes ☐ No

If yes, describe:

If a subsidized renter does not have an energy burden and pays a reduced rental amount, those households may be excluded . Section 2603 of the LIHEAP Statutes states: The term "household" means any individual or group of individuals who are living together as one economy for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent. .

Household in subsidized housing that pay their heat directly to a heat vendor/pay a surcharge to their landlord are considered vulnerable and are eligible for assistance.

Renters applying for Repair or Replacement Program would not be eligible for RRP, but maybe eligible for LIHEAP assistance

High Energy Burden is defined by the total amount spent on the primary heating source. Which is greater than 20% of the households income.

Renters Living in subsidized housing? ☒ Yes ☐ No

If yes, describe:

LIHEAP-Assistance groups that have utilities included in the rent but are not billed separately for heating costs must be evaluated for LIHEAP eligibility. If a client applies for LIHEAP and indicates that their utility is included in their rent, the worker will request verification of those said utilities. This can be done via phone call, rent receipt, lease, or contract.

If a subsidized renter does not have an energy burden and pays a reduced rental amount, those households may be excluded . Section 2603 of the LIHEAP Statutes states: The term "household" means any individual or group of individuals who are living together as one economy for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent.

Household in subsidized housing that pay their heat directly to a heat vendor/pay a surcharge to their landlord are considered vulnerable and are eligible for assistance.

Renters applying for Repair or Replacement Program would not be eligible for RRP, but maybe eligible for LIHEAP assistance

Renters with utilities included in the rent? ☐ Yes ☒ No

If yes, describe:

Assistance groups that have utilities included in the rent but are not billed separately for

heating costs must be evaluated for LIHEAP eligibility. If a client applies for LIHEAP and indicates that their utility is included in their rent, the worker will request verification of those said utilities. This can be done via phone call, rent receipt, lease, or contract.

Renters applying for Repair or Replacement Program would not be eligible for RRP, but maybe eligible for LIHEAP assistance

Do you give priority in eligibility to:

Older Adults (60 years or older)?

☒ Yes ☐ No

If yes, describe:

West Virginia will give priority to households that have someone in the household that is elderly, disabled, or there is a young child in the home that is age five or younger as these are the most vulnerable to the cooler temperature in the winter. We also want to give priority to those that have higher energy burdens as they may not have the extra money to pay for the higher heating bills. Those that received LIHEAP last year that have someone that is aged, disabled or a child in the home age five or under will be sent a notification and application at an earlier time than those that did not receive LIHEAP benefit last year, thus giving these individuals/household a better notification and opportunities to turn these application in. Applications can be taken different ways to make it easier for our older clients.

Individuals with a disability?

☒ Yes ☐ No

If yes, describe:

We also want to give priority to households that have someone in the household that is elderly, disabled, or there is a young child in the home that is age five or younger as these are the most vulnerable to the cooler temperature in the winter. We also want to give priority to those that have higher energy burdens as they may not have the extra money to pay for the higher heating bills. Those that received LIHEAP last year that have someone that is aged, disabled or a child in the home age five or under will be sent a notification and application at an earlier time than those that did not receive LIHEAP benefit last year, thus giving these individuals/household a better notification and opportunities to turn these application in. Applications can be taken in different ways to be able to assist our disabled clients.

Young children?

☒ Yes ☐ No

If yes, describe:

We also want to give priority to households that have someone in the household that is elderly, disabled, or there is a young child in the home that is age five or younger as these are the most vulnerable to the cooler temperature in the winter. We also want to give priority to those that have higher energy burdens as they may not have the extra money to pay for the higher heating bills. Those that received LIHEAP last year that have someone that is aged, disabled or a child in the home age five or under will be sent a notification and application at an earlier time than those that did not receive LIHEAP benefit last year, thus giving these individuals/household a better notification and opportunities to turn these application in.

Households with high energy burdens?

☒ Yes ☐ No

If yes, describe:

High Energy Burden is defined by the total amount spent on the primary heating source. Which is greater than 20% of the household's income.

We also want to give priority to households that have someone in the household that is elderly, disabled, or there is a young child in the home that is age five or younger as these are the most vulnerable to the cooler temperature in the winter. We also want to give priority to those that have higher energy burdens as they may not have the extra money to pay for the higher heating bills. Those that received LIHEAP last year that have someone that is aged, disabled or a child in the home age five or under will be sent a notification and application at an earlier time than those that did not receive LIHEAP benefit last year, thus giving these individuals/household a better notification and opportunities to turn these application in.

Other? Repair or Replacement

☒ Yes ☐ No

If yes, describe:

For the Repair or Replacement portion of the LIHEAP assistance, the client would have to

meet the income guidelines and have a non-working or unsafe heating source or have no heating source at all, to be eligible. For the Repair or Replacement of the air conditioning units, The client would have to be income eligible, have a non-working or improperly functioning unit and have someone in the household that is age 60 or over, or someone that is disabled, or a child in the home that is age five or under. The Agency can accept a doctor's statement to verify the medical condition for the cooling repair or replacement assistance if the client is not considered disabled by the Social Security Administration.

Explanations of policies for each "yes" checked above:

Explained in each above already.

Determination of Benefits 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

2.4 Describe how you prioritize the provision of heating assistance to vulnerable populations, e.g., benefit amounts, early application periods, etc.

Those that received LIHEAP last year that have someone that is aged, disable or a child in the home age five or under will be sent an application at an earlier time than those that did not receive LIHEAP benefit last year, thus giving these individuals/household a longer time to turn these application in.

2.5 Check the variables you use to determine your benefit levels. (Check all that apply):

<input checked="" type="checkbox"/>	Income
<input checked="" type="checkbox"/>	Family (household) size
<input checked="" type="checkbox"/>	Home energy cost or need:
<input checked="" type="checkbox"/>	Fuel type
<input type="checkbox"/>	Climate/region
<input checked="" type="checkbox"/>	Individual bill
<input checked="" type="checkbox"/>	Dwelling type
<input checked="" type="checkbox"/>	Energy burden (% of income spent on home energy)
<input checked="" type="checkbox"/>	Energy need
<input checked="" type="checkbox"/>	Other - Describe:

2.5 Dwelling – To receive LIHEAP you must reside in a Traditional Dwelling. Below are definitions of non-traditional and traditional dwellings.

"Traditional Dwelling:" Traditional dwelling means a structure that provides a housing or residential environment that is affixed to a physical address. These structures include houses, apartments, townhomes, mobile homes, recreational vehicles (RV's), 5th Wheel's, and campers.

"Non-Traditional Dwelling:" A non-traditional dwelling means a structure that provides housing that is not affixed to a permanent physical address and includes tents, lean-to's, cars, vans, or buses.

Repair or Replacement requirements will be if a system can be repaired or would need to be replaced. To determine the benefit level. To determine eligibility, they can no longer use the heating source due to a medical condition, i.e., a client is now disabled and cannot load a wood stove, then the heat is considered unavailable and should be evaluated for the Repair or Replacement Program. Heating system repair services assistance is in demand during the winter crisis time frame, usually December - August, Allowing for more time for completion of the program. If a client has a non-working heating and/or cooling system, the agency will replace it at any time during the fiscal year, if funds are available. The Agency will provide funds for electrical upgrades to install replacement units for clients, if needed. Propane gas tank replacement services assistance is also available.

Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

2.6 Describe estimated benefit levels for the fiscal year for which this plan applies. Please note: the maximum and minimum benefits must be shown in the payment matrix.

Minimum Benefit	\$1	Maximum Benefit	\$10,000
-----------------	-----	-----------------	----------

2.7 Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits? ☐ Yes ☒ No

If yes, describe.

2.6 1.00 is because sublimit payments could be issued not on matrix and 10,000.00 for the max for Repair or Replace

LIHEAP levels are \$1.00 to \$446.25, MAX Household x 1.75 (elect being the highest increment) up to LIHEAP max benefit of \$2000. The 1.00 lowest being if any additional funding given as a supplement, and the amount being undetermined.

Repair or Replace upto \$10,000.00

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

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Section 3 - COOLING ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN

Section 3 - Cooling Assistance

Eligibility, 2605(c)(1)(A), 2605 (b)(2) - Assurance 2

3.1 Designate The income eligibility threshold used for the Cooling component:

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	1	State Median Income	60.00%
2	8	HHS Poverty Guidelines	150.00%

3.2 Do you have additional eligibility requirements for Cooling assistance? ☒ Yes ☐ No

3.3 Check the appropriate boxes below and describe the policies for each.

Do you require an Assets test? ☐ Yes ☒ No

If yes, describe:

3.2 Cooling assistance is just for supplemental payment if funding is available. The only cooling assistance for WV with the WVDED Repair or Replacement Program. starting is for repairs to existing units only.

Do you have additional/differing eligibility policies for:

Renters? ☒ Yes ☐ No

If yes, describe:

if a subsidized renter does not have an energy burden and pays a reduced rental amount, those households may be excluded . Section 2603 of the LIHEAP Statutes states: The term "household" means any individual or group of individuals who are living together as one economy for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent.

Renters Living in subsidized housing? ☒ Yes ☐ No

If yes, describe:

LIHEAP-Assistance groups that have utilities included in the rent but are not billed separately for heating costs must be evaluated for LIHEAP eligibility. If a client applies for LIHEAP and indicates that their utility is included in their rent, the worker will request verification of those said utilities. This can be done via phone call, rent receipt, lease, or contract. We also want to give priority to households that have someone in the household that is elderly, disabled, or there is a young child in the home that is age five or younger as these are the most vulnerable.

Renters with utilities included in the rent? ☒ Yes ☐ No

If yes, describe:

If a client applies for LIHEAP and indicates that their utility is included in their rent, the worker will request verification of those said utilities. This can be done via phone call, rent receipt, lease, or contract.

Do you give priority in eligibility to:

Older Adults (60 years or older)? ☒ Yes ☐ No

If yes, describe:

Those clients that have someone that is aged, disabled or a child aged five or younger in the household will be given priority to apply before the application period is open to individuals/households with out these needs.

Individuals with a disability? ☒ Yes ☐ No

If yes, describe:

Those clients that have someone that is aged, disabled or a child aged five or younger in the household will be given priority to apply before the application period is open to individuals/households with out these needs.

Young children?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
If yes, describe:			
Those clients that have someone that is aged, disabled or a child aged five or younger in the household will be given priority to apply before the application period is open to individuals/households with out these needs.			
Households with high energy burdens?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
If yes, describe:			
Those clients that have someone that is aged, disabled or a child aged five or younger in the household will be given priority to apply before the application period is open to individuals/households with out these needs.			
Other?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
If yes, describe:			
Those clients that have someone that is aged, disabled or a child aged five or younger in the household will be given priority to apply before the application period is open to individuals/households with out these needs.			
Explanations of policies for each "yes" checked above:			
Those clients that have someone that is aged, disabled or a child aged five or younger in the household will be given priority to apply before the application period is open to individuals/households with out these needs.			
3.4 Describe how you prioritize the provision of cooling assistance to vulnerable populations, e.g., benefit amounts, early application periods, etc.			
Those clients that have someone that is aged, disabled or a child aged five or younger in the household will be given priority to apply before the application period is open to individuals/households with out these needs.			
Determination of Benefits 2605(b)(5) - Assurance 5, 2605(c)(1)(B)			
3.5 Check the variables you use to determine your benefit levels. (Check all that apply):			
<input checked="" type="checkbox"/> Income			
<input checked="" type="checkbox"/> Family (household) size			
<input checked="" type="checkbox"/> Home energy cost or need:			
<input checked="" type="checkbox"/> Fuel type			
<input type="checkbox"/> Climate/region			
<input checked="" type="checkbox"/> Individual bill			
<input type="checkbox"/> Dwelling type			
<input checked="" type="checkbox"/> Energy burden (% of income spent on home energy)			
<input checked="" type="checkbox"/> Energy need			
<input type="checkbox"/> Other - Describe:			
<p>1. WV uses 60 SMI until House holds size 7, then at House holds size of 8 we switch to 150</p>			
Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)			
3.6 Describe estimated benefit levels for the fiscal year for which this plan applies. Please note: the maximum and minimum benefits must be shown in the payment matrix.			
Minimum Benefit	\$1	Maximum Benefit	\$10,000
3.7 Do you provide in-kind (e.g., fans, air conditioners) and/or other forms of benefits? <input type="radio"/> Yes <input checked="" type="radio"/> No			
If yes, describe.			
WV uses Repair or Replacement of cooling systems with the RRP program. It is to only client with that already have heating/cooling units. RRP limits are up to 10,000.			

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

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Section 4 - CRISIS ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Clearance No.: 0970-013
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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN

Section 4: CRISIS ASSISTANCE

Eligibility - 2604(c), 2605(c)(1)(A)

4.1 Designate the income eligibility threshold used for the crisis component

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	1	State Median Income	60.00%
2	8	HHS Poverty Guidelines	150.00%

4.2 Provide your LIHEAP program's definition for determining a crisis. If you administer multiple crisis assistance programs (winter, summer, and/or year-round), include all program definitions.

WV uses 60 SMI until HH size 7 we switch to 150% FPL at HH of 8 to help client.

A crisis is not having the resources to resolve the crisis without financial assistance. If the crisis threatens the loss of a utility, a past due bill or termination notice is required to be submitted with the application. If the home heating crisis is the result of a natural disaster, state and/or national public health

A crisis is defined as being without home heat or being in danger of not having home heat and not having the resources to resolve the crisis without financial assistance. If the crisis threatens the loss of a utility, a past due bill or termination notice is required to be submitted with the application. If the home heating crisis is the result of a natural disaster, state and/or national public health emergency, payments may be issued to previously approved households. Under these circumstances, a past due bill, termination notice, or face-to-face interview may not be required. If there is an intake period in which an application is required, a past due bill or termination notice may be requested, but face-to-face contact may be waived. Households with unavailable heating sources are categorized as being in need, as well. High Energy Burden is defined as the total amount spent on the primary heating source is greater than 20% of the household income.

4.3 What constitutes a life-threatening crisis?

A life-threatening crisis is being without home heat or being in danger of not having home heat and having an illness or condition that will cause one's well being to be detrimentally affected by not having heating in the home. A client also must have no way to resolve the crisis, i.e., having no money to pay the bill or having to pay for repair/replacement of a malfunctioning heating unit. A disconnect notice or past due notice is required to verify that the utility is in danger of being terminated. If the heating unit is not functioning, the client can be issued a voucher for a day's lodging if no shelters are available, to eliminate the life-threatening danger. They can also be evaluated for the Repair or Replacement Program. Life-threatening crisis must be documented in all cases.

Crisis Requirement, 2604(c)

4.4 Within how many hours do you provide an intervention that will resolve the energy crisis for eligible households? 48Hours

4.5 Within how many hours do you provide an intervention that will resolve the energy crisis for eligible households in life-threatening situations? 18Hours

Crisis Eligibility, 2605(c)(1)(A)

	Winter Crisis	Summer Crisis	Year-Round Crisis
4.6 Do you have additional eligibility requirements for Crisis Assistance?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7 Check the appropriate boxes below to indicate type(s) of assistance provided			
0			
Do you require an Assets test?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you give priority in eligibility to:			
Older Adults (60 years or older)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Individuals with a disability?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Young Children?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Households with high energy burdens?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In Order to receive crisis assistance:			
Must the household have received a shut-off notice or have a near empty tank?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Must the household have been shut off or have an empty tank?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Must the household have exhausted their regular heating benefit?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Must renters with heating costs included in their rent have received an eviction notice?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Must heating/cooling be medically necessary?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Must the household have non-working heating or cooling equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Specify): Less than 3 days of coal/wood	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have additional/differing eligibility policies for:			
Renters?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Renters living in subsidized housing?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Renters with utilities included in the rent?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanations of policies for each "yes" checked above:			
<p>The client must have a past-due bill or termination notice to be eligible for crisis assistance. The client must verify the lack of resources to eliminate the crisis. Lack of resources can be verified by the client to validate their income, which would show that he/she does not have sufficient income to eliminate the termination. If the client reports no income, then the client must fill out a zero-income form.</p> <p>Renters applying for Repair or Replacement Program would not be eligible for RRP, but maybe eligible for LIHEAP assistance</p>			
Determination of Benefits			
4.8 How do you handle crisis situations?			
<input checked="" type="checkbox"/>	Separate component		
<input type="checkbox"/>	Benefit Fast Track, no separate amount of crisis funds is issued. Rather benefits are issued to crisis customers within crisis response time frames.		
<input checked="" type="checkbox"/>	Other - Describe: <p>Once approved workers contact the utility companies and resolve issue that day, if for some reason it could not be handled the same day as approved. Vouchers can be given for nights lodging if can't be resolved in 18 hrs and no shelters are available. Approval for vouchers but must be approved prior by the LIHEAP Coordinator</p>		
4.9 If you have a separate component, how do you determine crisis assistance benefits?			
<input checked="" type="checkbox"/>	Amount to resolve the crisis. \$2,000		
<input type="checkbox"/>	Other - Describe: <p>WV Emergency LIHEAP assists client that are in crisis and can pay up to 2000. Less any regular LIHEAP assistance received for the season.</p>		
Crisis Requirements, 2604(c)			
4.10 Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served?			
<input checked="" type="radio"/> Yes <input type="radio"/> No Explain.			
<p>Clients who require crisis assistance must be interviewed in a local DoHS office. There are fifty-four county offices to accommodate this need. If a client is not physically able to come into the local office the client can appoint someone to apply on his/her behalf or arrangements can be made for a worker to go out in the field to accommodate the client if necessary.</p>			
4.11 Do you provide individuals who are individuals with a disability the means to:			

Submit applications for crisis benefits without leaving their homes?			
<input checked="" type="radio"/> Yes <input type="radio"/> No			
If No, explain.			
Travel to the sites at which applications for crisis assistance are accepted?			
<input checked="" type="radio"/> Yes <input type="radio"/> No			
If No, explain.			
If you answered "No" to both options in question 4.11, please explain alternative means of intake to those who are homebound or physically disabled?			
Benefit Levels, 2605(c)(1)(B)			
4.12 Indicate the maximum benefit for each type of crisis assistance offered.			
Winter Crisis	\$2,000.00 maximum benefit		
Summer Crisis	\$0.00 maximum benefit		
Year-round Crisis	\$0.00 maximum benefit		
4.13 Do you provide in-kind (e.g. blankets, space heaters, fans) and/or other forms of benefits?			
<input type="radio"/> Yes <input checked="" type="radio"/> No If yes, Describe			
4.14 Do you provide for equipment repair or replacement using crisis funds?			
<input type="radio"/> Yes <input checked="" type="radio"/> No			
If you answered "Yes" to question 4.14, you must complete question 4.15.			
4.15 Check appropriate boxes below to indicate type(s) of assistance provided.			
	Winter Crisis	Summer Crisis	Year-round Crisis
Heating system repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heating system replacement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cooling system repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cooling system replacement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wood stove purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pellet stove purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Solar panel(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utility poles / gas line hook-ups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.16 Do any of the utility vendors you work with enforce a moratorium on shut offs?			
<input type="radio"/> Yes <input checked="" type="radio"/> No			
If you responded "Yes" to question 4.16, you must respond to question 4.17.			
4.17 Describe the terms of the moratorium and any special dispensation received by LIHEAP clients during or after the moratorium period.			
4.18 If you experience a natural disaster, do you intend to utilize LIHEAP crisis funds to address disaster related crisis situations? <input checked="" type="radio"/> Yes <input type="radio"/> No			
If yes, describe			
<p style="text-align: center;">WV will leave this option open and if a disaster would take place, we would evaluate funding to assist with the crisis and evaluate program impact.</p>			
If any of the above questions require further explanation or clarification that could not be made in			

the fields provided, attach a document with said explanation here.

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Section 5 - WEATHERIZATION ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN

Section 5: WEATHERIZATION ASSISTANCE

Eligibility, 2605(c)(1)(A), 2605(b)(2) - Assurance 2

5.1 Designate the income eligibility threshold used for the Weatherization component

Add	Household Size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	HHS Poverty Guidelines	200.00%

5.2 Do you enter into an interagency agreement to have another government agency administer a WEATHERIZATION component? ☒ Yes ☐ No

5.3 If yes, name the agency and attach a copy of the Internal Agreement or Contract. West Virginia Department of Development (WVDED)

5.4 Is there a separate monitoring protocol for weatherization? ☒ Yes ☐ No

WEATHERIZATION - Types of Rules

5.5 Under what rules do you administer LIHEAP weatherization? (Check only one.)

- ☐ Entirely under LIHEAP (not DOE) rules
- ☒ Entirely under DOE WAP (not LIHEAP) rules
- ☐ Mostly under LIHEAP rules with the following DOE WAP rule(s) where LIHEAP and WAP rules differ (Check all that apply):
- ☐ Income Threshold
- ☐ Weatherization of entire multi-family housing structure is permitted if at least 66% of units (50% in 2- & 4-unit buildings) are eligible units or will become eligible within 180 days
- ☐ Weatherize shelters temporarily housing primarily low income persons (excluding nursing homes, prisons, and similar institutional care facilities).
- ☒ Other - Describe:

The LIHEAP rules will be used for the electrical upgrades, home repair, and Emergency Crisis Intervention Program (ECIP).

Not LIHEAP rules for eligibility threshold.

☒ Mostly under DOE WAP rules, with the following LIHEAP rule(s) where LIHEAP and WAP rules differ (Check all that apply.)

- ☒ Income Threshold
- ☐ Weatherization not subject to DOE WAP maximum statewide average cost per dwelling unit.
- ☐ Weatherization measures are not subject to DOE Savings to Investment Ratio (SIR) standards.
- ☐ Other - Describe:

Weatherization uses DOE WAP income of 200%FPL

The LIHEAP rules will be used for the electrical upgrades, home repair and Emergency Crisis Intervention Program (ECIP). Avg. Cost per Dwelling for LIHEAP funds should be \$12,000 per dwelling.

Eligibility, 2605(b)(5) - Assurance 5

5.6 Do you require an assets test? ☐ Yes ☒ No

5.7 Do you have additional/differing eligibility policies for :

Renters	<input checked="" type="radio"/> Yes <input type="radio"/> No
Renters living in subsidized housing?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Renters with utilities included in the rent?	<input type="radio"/> Yes <input checked="" type="radio"/> No
5.8 Do you give priority in eligibility to:	
Older Adults?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Individuals with a disability?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Young Children?	<input checked="" type="radio"/> Yes <input type="radio"/> No
House holds with high energy burdens?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Other?	<input type="radio"/> Yes <input checked="" type="radio"/> No
<p>If you selected "Yes" for any of the options in questions 5.6, 5.7, or 5.8, you must provide further explanation of these policies in the text field below.</p> <p>5.7 [Rental Units: The WV WAP may provide weatherization to rental units, including multiple dwelling units (MDUs). The WV WAP has procedures that address the protection of renters' rights as per 10 CFR 440.22(b)(3) and 440.22(c)(e). No rented dwelling unit can be weatherized without first obtaining the written permission of the owner (or his/her agent) of the dwelling unit. Completion of the "Weatherization Rental Release and Agreement" form is mandatory for rental units.</p> <p>5.8 Prioritization of Weatherization Applications: The WV WAP will prioritize clients on the weatherization waitlist by assigning points for households with high energy burden and/or high energy use; points will also be assigned for households where at least one individual with the following characteristics reside; elderly (those 60 years of age or older), disabled, and/or children (18 years of age or younger). Clients can be considered a high energy burden if: 1Twenty percent (20%) or more of the household income is utilized to pay for energy usage; and/or 2.Clients are eligible for the Energy Crisis Intervention Program (ECIP), an emergency heat services component of the LIHEAP funding the WV WAP receives from the West Virginia Department of Health and Human Resources (DHHR).</p> <p>Priority can also be given to clients considered high energy users. Clients will be considered high energy users if \$2,100 or more is expended by the client on residential energy annually. High energy burden users are users who spend 20% or more of their annual income on residential energy annually.</p> <p>The WV WAP has also incorporated priority features to enhance the DOE required priority eligible population categories and allow for reasonable, efficient, and effective implementation of the WAP. Such prioritization features allow for consideration of timing of services provided by other funding sources. Applicants which receive assistance through the LIHEAP Emergency Crisis Intervention Program, or Emergency Repair and Replacement Program can receive additional points in order to allow for comprehensive weatherization services to be provided within a reasonable amount of time from when the client received emergency heat services, increasing the efficiency and cohesiveness between the programs as well as cost savings.</p> <p>Additionally, there could be instances in which clients are given priority as part of a multifamily project completion. Clients in an identified eligible multifamily dwelling may not all be at the top of the prioritization list, and therefore additional priority could be given to the clients in order for the project to be completed. However, WVDED requires advance planning from subrecipients for the completion of multifamily dwellings and ensures that multifamily projects do not supplant services provided to single family dwellings, which are the large majority of completions for the WV WAP.]</p> <p>WVDED has developed a point system within the WV WAP data management system, WAPLink, to prioritize clients eligible for weatherization work: 10 points for high energy users, 10 points for high energy burden clients, 5 points for elderly clients (60 years or older), 5 points for clients with disabilities, and 5 points for households with children under 18 years old.</p> <p>Households that qualify for the max 35 points will be weatherized ahead of households with lesser points. When multiple households have the same amount of points, households which have been on the waitlist the longest should be served first. The WV WAP subrecipients must adhere to this prioritization list and point system within the data management system unless otherwise directed or approved by WVDED. WVDED may modify the prioritization system throughout the Program Year within the parameters of the program in instances including but not limited to adjusted rules and regulations or additional funding sources identified. The intent of the prioritization system will always remain consistent on serving low-income clients as efficiently and effectively as possible, working to reduce energy costs, as well as to expending all funding sources within the proper timeframes and in compliance to all applicable rules and regulations. Subrecipients may not manipulate or alter the prioritization system or criteria without written approval from WVDED.</p> <p>The data management system only allows those clients highest on the priority list (based on the previously described point system) to be selected for service by a particular subrecipient, unless otherwise approved by WVDED. The system allows for a reasonable "pool" of high priority clients a subrecipient must select from so that there is flexibility built into the system, while also ensuring all clients served are high priority clients. Due to the number of high priority clients that will be available for a subrecipient to select from, WVDED does not anticipate any issue with all counties in West Virginia being provided weatherization services in an efficient and effective manner throughout the year. However, this process will be monitored throughout the year by WVDED and adjusted if necessary.</p>	
Benefit Levels	
5.9 Do you have a maximum LIHEAP weatherization benefit/expenditure per household? <input checked="" type="radio"/> Yes <input type="radio"/> No	
5.9a If yes, what is the maximum? \$12,000	
5.10 Do you use an Average Cost per Unit (ACPU). <input type="radio"/> Yes <input checked="" type="radio"/> No	
5.10a If so, what is the ACPU amount? \$0	
Types of Assistance, 2605(c)(1), (B) & (D)	
5.11 What LIHEAP weatherization measures do you provide ? (Check all categories that apply.)	
<input checked="" type="checkbox"/> Weatherization needs assessments/audits	<input checked="" type="checkbox"/> Energy related roof repair

<input checked="" type="checkbox"/> Caulking and insulation	<input type="checkbox"/> Major appliance repairs
<input checked="" type="checkbox"/> Storm windows	<input type="checkbox"/> Major appliance replacement
<input checked="" type="checkbox"/> Furnace/heating system modifications/repairs	<input checked="" type="checkbox"/> Windows/sliding glass doors
<input checked="" type="checkbox"/> Furnace replacement	<input checked="" type="checkbox"/> Doors
<input checked="" type="checkbox"/> Cooling system modifications/repairs	<input checked="" type="checkbox"/> Water Heater
<input type="checkbox"/> Water conservation measures	<input checked="" type="checkbox"/> Cooling system replacement
<input type="checkbox"/> Roof top solar	<input checked="" type="checkbox"/> Community solar projects
<input type="checkbox"/> Compact florescent light bulbs	<input checked="" type="checkbox"/> Other - Describe: LED Bulbs, ASHRAE fan, and any measures required by the home energy audit. (insulates attics, floors and walls as needed, install smoke and carbon monoxide detectors, checking combustion appliances such as stoves/ furnaces/ water heaters.)
<p>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</p>	

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Section 6 - Outreach, 2605(b)(3) - Assurance 3, 2605(c)(3)(A)

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN

Section 6: Outreach, 2605(b)(3) - Assurance 3, 2605(c)(3)(A)

6.1 Select all outreach activities that you conduct that are designed to assure that eligible households are made aware of all LIHEAP assistance available:

- ☒ Place posters/flyers in local and county social service offices, offices of aging, Social Security offices, VA, etc.
- ☒ Publish articles in local newspapers or broadcast media announcements.
- ☒ Include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.
- ☒ Mass mailing(s) to prior-year LIHEAP recipients.
- ☒ Inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.
- ☒ Execute interagency agreements with other low-income program offices to perform outreach to target groups.
- ☒ Web Posting
- ☒ Email
- ☐ Texting
- ☐ Events
- ☒ Social Media
- ☒ Other (specify):

West Virginia will let Veterans Centers of dates and provide applications about our programs.

To reach vulnerable populations in West Virginia, the Agency plans to work closely with Senior Centers to coordinate outreach and to assist with completing LIHEAP applications. The Agency will also seek permission from the public schools in all counties to send informational flyers home with students so that parents and/or guardians can receive information about LIHEAP application timeperiods and about the Repair or Replacement Program.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 7 - Coordination, 2605(b)(4) - Assurance 4

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN

Section 7: Coordination, 2605(b)(4) - Assurance 4

7.1 Describe how you will ensure that the LIHEAP program is coordinated with other programs available to low-income households (TANF, SSI, WAP, etc.).

<input checked="" type="checkbox"/>	Joint application for multiple programs (indicate programs included) WV People's Access to Help (PATH) is a multi-layer integrated eligibility system that aligns most all DoHS administered programs, LIHEAP, TANF, SNAP, MEDICAID, CHILD CARE & SUPPORT.
<input checked="" type="checkbox"/>	Intake referrals to/from other programs (indicate programs included) WV DoHS office can refer clients for the Repair or Replacement Program, and WAP. It can also be done with the client in the LITT system.
<input type="checkbox"/>	One - stop intake centers
<input checked="" type="checkbox"/>	Other - Describe:

The Agency will have information about Weatherization services posted at all county DoHS offices. When a client asks a social services worker about Weatherization assistance, the worker can refer the client to the local Weatherization Community Action Partners(WVCAP). The Agency also intends to seek permission to advertise the Weatherization program in Senior Centers throughout the State. Also, the Agency will seek permission from public schools in all counties to have an informational flier about the Weatherization program be sent home with students to inform parents and/or guardians about the program. Clients can also get a referral from the WV DoHS office for the Repair or Replacement Program. Clients can apply at a West Virginia Community Action Partners(WVCAP) or to WV LITT for online applications <http://www.myLITT.com>.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 8 - Agency Designation,, 2605(b)(6) - Assurance 6

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN

Section 8: Agency Designation, 2605(b)(6) - Assurance 6 (Required for state Grant recipients and the Commonwealth of Puerto Rico)

8.1 How would you categorize the primary responsibility of your State agency?

<input checked="" type="checkbox"/>	Administration Agency
<input type="checkbox"/>	Commerce Agency
<input checked="" type="checkbox"/>	Community Services Agency
<input checked="" type="checkbox"/>	Energy/Environment Agency
<input type="checkbox"/>	Housing Agency
<input checked="" type="checkbox"/>	State Department of Welfare (administers TANF, SNAP, and/or Medicaid)
<input checked="" type="checkbox"/>	Economic Development Agency
<input type="checkbox"/>	Other - Describe:

Include current list of subrecipient name, main office address (do not list P.O. Box), phone number, county(s) served, Congressional District, and UEI number. Used for Near hotline and OCS Service Provider Tool and clearinghouse.

Alternate Outreach and Intake, 2605(b)(15) - Assurance 15

If you selected "State Department of Welfare (administers TANF, SNAP, and/or Medicaid)" in question 8.1, you must complete questions 8.2, 8.3, and 8.4, as applicable.

8.2 How do you provide alternate outreach and intake for heating assistance?

LIHEAP has a separate intake process, which is completed mostly by mail. Outreach is accomplished by mailing an application packet. The application form may be mailed to the local DoHS office or taken to a Community Action or Area Agency on Aging (Senior Citizen Centers)office or Center for Assistance. Community Action and Area Agency on Aging volunteers make home visits to reach those clients who are disabled and/or homebound.

8.3 How do you provide alternate outreach and intake for cooling assistance?>

West Virginia will implement Cooling Assistance with any remaining funds. This will be as a supplement payment only if funds are available to do so.

8.4 How do you provide alternate outreach and intake for crisis assistance?

Public Service Commission regulated energy providers use billing notice inserts to inform customers about when LIHEAP crisis funds are available and to refer them to DoHS. Community Action and Area Agency on Aging personnel make referrals to DoHS when clients request assistance with heating bills and/or Weatherization services.

8.5 LIHEAP Component Administration.	Heating	Cooling	Crisis	Weatherization
8.5a Who determines client eligibility?	State Welfare Agency	State Welfare Agency	State Welfare Agency	Other
8.5b Who processes benefit payments to gas and electric vendors?	State Welfare Agency	State Welfare Agency	State Welfare Agency	
8.5c who processes benefit payments to bulk fuel vendors?	State Welfare Agency	State Welfare Agency	State Welfare Agency	
8.5d Who performs installation of weatherization measures?				Other

Include a current list of subrecipient(s) name, main office address (do not list P.O. Box), phone number, county(s) served, Congressional District, and UEI number.

If any of your LIHEAP components are not centrally-administered by a state agency, you must complete questions 8.6, 8.7, 8.8, and, if applicable, 8.9.

8.6 What is your process for selecting local administering agencies?

WV has 54 local county DoHS office that administer LIHEAP and Emergency LIHEAP (Crisis)

WV DED has 14 locations in WV. The RRP and Weatherization Programs are administered by

WV Department of Economic Development

1900 Kanawha Boulevard, East Building 3 STE 600

Charleston, West Virginia 25305

1-800-982-3386

UEI#R9BKAALC8M

The agencies list are chosen by WV Department of Economic Development.

WV Department of Economic Development 1900 Kanawha Boulevard, East Building 3 STE 600 Charleston, West Virginia 25305 1-800-982-3386 UEI#R9BKAALC8MQ7

Central West Virginia Community Action, Inc.

106 Frederick Street

Clarksburg WV 26301

304-622-8495

CHANGE, Inc.

3158 West Street

Weirton, WV 26062

Customer Assistance

304-797-7733

Coalfield Community Action Partnership

1626 W. 3rd Avenue

Williamson, WV 25661

304-235-1701

Community Action of South Eastern WV (CASE WV)

355 Bluefield Avenue

Bluefield, WV 24701

304-342-0450

Community Resources, Inc

The Southern Mountains
148 McDowell Street
Welch, WV 24801
304-436-6800

Eastern WV Community Action Agency

228 Clay Street
Moorefield, WV 26836
304-538-7711

Mountain CAP of West Virginia, Inc., a CDC

26 N. Kanawha Street, Suite 201
Buckhannon, WV 26201
304-472-1500

Mountain Heart Community Services, Inc.

33 Mountain Heart Lane
Matheny, WV 24860
Mailing Address:
P.O. Box 1509
Oceana, WV 24870
304-682-8271

Nicholas Community Action Partnership, Inc.

1205 Broad Street
Summersville WV 26651
304-872-1162

North Central WV Community Action, Inc.

146 Terrace Manor
Fairmont, WV 26554
304-363-2170 x 135

PRIDE Community Services, Inc

699 Stratton Street
Logan, WV 25601
Mailing Address
P.O. Box 1346
Logan, WV 25601
304-752-6868

Raleigh County Community Action Association, Inc.

111 Willow Lane
Beckley, WV 25801

Mailing Address:

P.O. Box 3066

Beckley, WV 25801

304-237-6410

Southwestern Community Action Council, Inc.

540 Fifth Avenue

Huntington, WV 25701

304-525-5151

Telamon Corporation

67 Aikens Center

Martinsburg, WV 25404

304.263.0916

8.7 How many local administering agencies do you use? 54

8.8 Have you changed any local administering agencies in the last year?

☒ Yes

☐ No

8.9 If so, why?

☐

Agency was in noncompliance with Grant recipient requirements for LIHEAP -

☐

Agency is under criminal investigation

☐

Added agency

☒

Agency closed

☐

Other - describe

EnAct Community Action 1701 5th Avenue, Suite 7 Charleston, WV 25387 304-414-4475

8.10 If a subrecipient is no longer providing LIHEAP, are you aware of prior-year LIHEAP funds being mismanaged or misspent? ☐ Yes

☒ No

8.10a If yes, please explain.

8.10b If you are aware, were other federal programs impacted such as CSBG, SSBG, Head Start, TANF, and Department of Energy Weatherization funding, etc. ☒ Yes ☐ No

8.10c If yes, please explain.

EnAct, Inc. voluntarily relinquished it's CSBG funding

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 9 - Energy Suppliers,, 2605(b)(7) - Assurance 7

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Clearance No.: 0970-013
Expiration Date: 02/28/2027

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN

Section 9: Energy Suppliers, 2605(b)(7) - Assurance 7

9.1 Do you make payments directly to home energy suppliers?

Heating ☒ Yes ☐ No

Cooling ☒ Yes ☐ No

Crisis ☒ Yes ☐ No

Are there exceptions? ☒ Yes ☐ No

If yes, Describe.

Public Service Commission (PSC) regulated vendors. If the vendor is set up in the Agency's eligibility system, the Agency can pay them directly instead of sending a payment to the client. If the fuel vendor is not PSC regulated, the Agency will pay the client directly. These are typically wood, coal, propane, and kerosene vendors. Some of the home energy suppliers are vendors in the Agency's eligibility system. These are Public Service Commission (PSC) regulated vendors. If the vendor is set up in the Agency's eligibility system, the Agency can pay them directly instead of sending a payment to the client. If the fuel vendor is not PSC regulated, the Agency will pay the client directly. These are typically wood, coal, propane, and kerosene vendors.

9.2 How do you notify the client of the amount of assistance paid?

If a client is found eligible for energy assistance, he/she will receive an approval letter that tells the client the amount that he/she have been approved for and the method of disbursement. For the heating payment the client should receive notice no later than 30 days after the Agency has received the application. If this is a crisis payment, the application is processed the day that the client comes in to apply and the client is informed during the application process, and will receive a decision letter in the mail as well.

9.3 How do you assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment?

The vendor agreement contains the following statement: Households that receive LIHEAP in the normal billing process will be charged no more than the difference between the cost of the home energy used and the payment that is provided by the DoHS.

example

This is the vendor's authorization to deliver items specified above in an amount not to exceed \$ ~~\$\$\$~~

Purchase of goods and service under this voucher are not subject to the West Virginia consumer sales and service or use tax and is not valid unless signed by the customer and vendor and returned within 60 days of issuance to the financial clerk at the DHHR office address shown above. Vendors should retain a copy of this voucher in their business records.

The vendor hereby certifies the above services or merchandise to be correct as shown and that no part of the charges listed has been paid or will payment be requested from any other person or agency, and that this amount does not include West Virginia consumer and use tax.

A vendor providing shelter, heat, light, telephone or water sewage service, by signing and accepting this authorization to receive payment, agrees to provide on behalf of the customer identified, the services enumerated above for a period of not less than 30 days from the date in the recording remittance section of this document. If a bulk fuel provider, the agreed upon amount of fuel will be delivered within 48 hours of being made aware that an emergency exists for which payment will be made by DHHR. The vendor also agrees to ensure that eligible households, in the normal billing process, will be charged no more than the difference between the cost of home energy used as authorized in SUPPLIER's tariff schedules approved by the Public Service Commission of West Virginia and payments the supplier has received.

The vendor hereby certifies the above services or merchandise and the price of such services or merchandise were determined and/or rendered without regard to race color, national origin, gender, age, religious or political beliefs, or disability and type of public assistance received.

The vendor understands that payment of the above service or merchandise as received by the vendor on behalf of the customer from the Department of Health and Human Resources does not in any way imply that the Department or any of its employees are liable or responsible for any damage or loss to the vendor caused by the customer in the use or receipt of the service or merchandise listed above.

The customer hereby acknowledges receipt of merchandise or services in the amount authorized.

9.4 How do you assure that no household receiving assistance under this title will be treated adversely because of their receipt of LIHEAP assistance?

The vendors accept the LIHEAP payments as they would any other payment. The clients are not coded differently in the vendor systems for receiving LIHEAP. Our eligibility system creates a payment file, and if refunds are necessary vendors return LIHEAP funds back to the State Auditor's Office. Vendors have a direct line of communication with the Auditor's Office to resolve any issues. The vendors have been trained in how to handle any funds that need to be returned. The vendor agreement also states no household that is receiving LIHEAP will be treated adversely because the household receives assistance from the DoHS.

Example of vendor agreement signed for each:

This is the vendor's authorization to deliver items specified above in an amount not to exceed \$ ~~\$\$\$~~

Purchase of goods and service under this voucher are not subject to the West Virginia consumer sales and service or use tax and is not valid unless signed by the customer and vendor and returned within 60 days of issuance to the financial clerk at the DHHR office address shown above. Vendors should retain a copy of this voucher in their business records.

The vendor hereby certifies the above services or merchandise to be correct as shown and that no part of the charges listed has been paid or will payment be requested from any other person or agency, and that this amount does not include West Virginia consumer and use tax.

A vendor providing shelter, heat, light, telephone or water sewage service, by signing and accepting this authorization to receive payment, agrees to provide on behalf of the customer identified, the services enumerated above for a period of not less than 30 days from the date in the recording remittance section of this document. If a bulk fuel provider, the agreed upon amount of fuel will be delivered within 48 hours of being made aware that an emergency exists for which payment will be made by DHHR. The vendor also agrees to ensure that eligible households, in the normal billing process, will be charged no more than the difference between the cost of home energy used as authorized in SUPPLIER's tariff schedules approved by the Public Service Commission of West Virginia and payments the supplier has received.

The vendor hereby certifies the above services or merchandise and the price of such services or merchandise were determined and/or rendered without regard to race color, national origin, gender, age, religious or political beliefs, or disability and type of public assistance received.

The vendor understands that payment of the above service or merchandise as received by the vendor on behalf of the customer from the Department of Health and Human Resources does not in any way imply that the Department or any of its employees are liable or responsible for any damage or loss to the vendor caused by the customer in the use or receipt of the service or merchandise listed above.

The customer hereby acknowledges receipt of merchandise or services in the amount authorized.

9.5. Do you make payments contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households?

☒ Yes ☐ No

If so, describe the measures unregulated vendors may take.

Direct payments are made to clients who use bulk fuel unless crisis funds are involved. In a crisis, vendor payment is preferred unless the client must self-deliver in partial amounts and no vendor is willing to set up a "credit" account.

Attach a copy of the template statewide vendor agreement or a policy that indicates local agreements must adhere to statewide policies and assurances.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 10 - Program, Fiscal Monitoring, and Audit, 2605(b)(10) - Assurance 10

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Clearance No.: 0970-013
Expiration Date: 02/28/2027

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN

Section 10: Program, Fiscal Monitoring, and Audit, 2605(b)(10)

10.1. How do you ensure good fiscal accounting and tracking of funds?

Federal funds awarded to West Virginia are committed and identified in WV (Our Advanced Solution with Integrated Systems) OASIS. LIHEAP Customer payments are also entered into OASIS and daily payments are tracked and monitored to determine that expenditure does not exceed the amounts that are awarded. The state's People Access To Help (PATH) is the benefits issuance processing program that workers access to determine customer eligibility for LIHEAP. The system provides individual approvals and daily batch approvals which allow for dual controls. Benefits are approved in PATH and can be sent to OASIS for payments to utility companies, bulk fuel vendors and to clients. Weatherization funds are not transferred to other state agencies. The West Virginia Department of Economic Development (WVDED) runs the Weatherization program for West Virginia. The WVDED is allotted 15% of the total grant funds. The DoHS Finance department tracks all funding spent for this grant. This includes refunds, weatherization, administration, heating assistance, crisis, and carryover.

10.1a Provide your definitions of the following:

Obligation

Obligations

The OSA Finance defines "financial obligations" to mean orders placed for property and services, contracts and subawards executed, and similar transactions that require payment by the Departments under a Federal award that will result in expenditures by the Departments under a Federal award. (The OSA Finance recognizes that expenditures are not always contemporaneous with the financial obligation. Rather, an obligation will often require a future – but not immediate – expenditure or outlay of funds.)

"Unliquidated financial obligation" means financial obligations incurred by the Departments but not paid (liquidated) for financial reports prepared on a cash basis. For reports prepared on an accrual basis, unliquidated financial obligations are financial obligations incurred by the Departments but for which expenditures have not been recorded.

"Unobligated balance" means the amount of funds under a Federal award that the Departments have not obligated. The amount is computed by subtracting the cumulative amount of the applicable Department's unliquidated financial obligations and expenditures under the Federal award from the cumulative amount of funds the Federal agency authorized the Department to obligate.

"Budget period" means the time interval from the start date of a funded portion of an award to the end date of that funded portion, during which the Departments are authorized to incur financial obligations of the funds awarded, including any funds carried forward or other revisions pursuant to 2 CFR 200.308 (titled, "Revision of budget and program plans"). The "period of performance" is the time interval between the start and end date of a Federal award, which may include one or more budget periods. A "no-cost extension" [of the period of performance] is an extension of time that does not require the obligation of additional Federal funds.

When executing subawards and subsequently reporting on first-tier subawards within the Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS) at <http://www.fsrs.gov>, the OSA Finance determines when an action constituting a legal obligation of the subaward has occurred, which begins the reporting clock. (The OSA Finance recognizes that it must use some discretion and reasonable judgement to determine when an action constituting a legal obligation of the subaward has occurred, which is per the U.S. Office of Management and Budget.)

For the purposes of closeout, OSA Finance, on behalf of the Departments, liquidates all financial obligations incurred under a Federal award no later than 120 calendar days after the conclusion of the period of performance, unless the Federal agency approves an extension of the due date.

Financial management standards within the Departments, OSA Finance, and the State as a whole require the maintenance of records that sufficiently identify the amount, source, and expenditure of Federal funds for Federal awards. These records contain information necessary to identify Federal awards, authorizations, financial obligations, unobligated balances, as well as assets, expenditures, income, and interest. All records are supported by source documentation.

Expenditures

Expenditures

For purposes of Federal awards and other financial assistance received by the West Virginia Department of Health, Department of Health Facilities, and Department of Human Services (hereinafter referred to as "Departments"), the Office of Shared Administration, Office of Finance (hereinafter referred to as "OSA Finance") defines the word "expenditures" to mean charges made by the Departments to a project or program for which a Federal award and other financial assistance (e.g., State-appropriated funds) is received. [Note: Per Federal regulations and financial management standards, the charges may be reported on a cash or accrual basis as long as the methodology is disclosed and consistently applied.]

For reports prepared on a cash basis, expenditures are the sum of:

- Cash disbursements for direct charges for property and services.
- The amount of indirect expense charged.
- The value of third-party in-kind contributions applied.
- The amount of cash advance payments and payments made to subrecipients.

For reports prepared on an accrual basis, expenditures are the sum of:

- Cash disbursements for direct charges for property and services.
- The amount of indirect expenses incurred.
- The value of third-party in-kind contributions applied.
- The net increase or decrease in the amounts owed by the Departments for goods and other property received; services performed by employees, contractors, subrecipients, and other payees; and programs for which no current services or performance are required, such as annuities, insurance claims, or other benefit payments.

Per 2 CFR 200.34, "Expenditures means charges made by a non-Federal entity to a project or program for which a Federal award was received. The charges may be reported on a cash or accrual basis, as long as the methodology is disclosed and is consistently applied."

Expenditure timeframe

2 CFR 200.343; liquidates all obligations incurred under the Federal award not later than 90 calendar days after the end date of the period of performance unless the Federal awarding agency authorizes an extension; and promptly refunds any balances of unobligated cash that the Federal awarding agency paid in advance or paid and that is not authorized to be retained by the DHHR for use in other projects.

Administrative costs

Costs associated with taking applications, determining eligibility and benefit levels, and monitoring the assistance provided.

Audit Process

10.2. Is your LIHEAP program audited annually under the Single Audit Act and OMB Circular A - 133?

☒ Yes ☐ No

10.2a - if yes, describe your auditor selection process.

West Virginia uses an accounting firm to conduct our LIHEAP audits. Internal communications reach out to LIHEAP policy for needed information. A random sample of cases are chosen each year for audit.

10.3. Describe any audit findings of the grant recipient (i.e. State/Tribe/Territory) rising to the level of material weakness or reportable condition cited in the single audits, inspector general reviews, or other government agency reviews from the most recently audited fiscal year.

No Findings ☐

Finding	Type	Brief Summary	Resolved?	Action Taken
1	financial	Benefit Error- Management indicated that the errors were due to the benefit tables not being properly updated within the People's Access To Help (PATH) system to properly calculate the recipients benefits during the months of May and June	Yes	training changes

		2023. This was due to insufficient oversight to ensure the table amounts were correct and the benefits were calculating properly based on the eligible recipients household size, income, and source of energy. The LIHEAP policy staff within the DoHS, Bureau for Family Assistance (BFA), have worked with the People's Access To Help (PATH)System team to confirm that the benefit table has been accurately entered into the PATH system for fiscal year 2024. The LIHEAP policy staff will continue to review the work of the PATH team to ensure that the benefit table has been accurately entered prior to the opening of LIHEAP application intake annually.		
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10.4. Audits of Local Administering Agencies

What types of annual audit requirements do you have in place for local administering agencies/district offices?
Select all that apply.

☒ Local agencies/district offices are required to have an annual audit in compliance with Single Audit Act and OMB Circular A-133

☐ Local agencies/district offices are required to have an annual audit (other than A-133)

☐ Local agencies/district offices' A-133 or other independent audits are reviewed by Grant recipient as part of compliance process.

☒ Grant recipient conducts fiscal and program monitoring of local agencies/district offices

☒ Local agencies and district offices are required to have an annual audit in compliance with Single Audit Act and OMB Circular A-133

Compliance Monitoring

10.5. Describe your monitoring process for compliance at each level below. Check all that apply.

Grant recipients have a policy in place for appropriate separation of duties and internal controls.

☒ Internal program review

☒ Departmental oversight

☐ Secondary review of invoices and payments

☒ Other program review mechanisms are in place. Describe:

Other program review mechanisms are in place. Describe: West Virginia has a program called Rushmore that caseworkers enter LIHEAP cases into a system including the clients income information, utility information, and all other needed information and the supervisor must review the case before case worker can approve the case. This helps prevent errors and helps determine caseworker's issues when processing these applications. LIHEAP review elements are applications, forms, income, utility bills, vendor/voucher, bulk fuel, timeliness, incorrect approval/denial/amounts, case comments, and notices. Also LIHEAP Coordinator Pulls case to review as well to look for errors.

Local Administering Agencies/District Offices:

☒ On - site evaluation

☒ Annual program review

☒ Monitoring through central database

☒ Desk reviews

☒ Client File Testing/Sampling

☒ Other program review mechanisms are in place. Describe:

There is a Statewide Single Audit that is completed each year. There is a sampling of LIHEAP cases that are reviewed each year.

West Virginia has a data monitoring system that helps determine what are the most common errors in cases. This system is called Rushmore. For Fiscal year 2023 LIHEAP has been added to the system. Supervisors review LIHEAP applications that are being processed by caseworkers and report all information into the database. With this information we can determine what part of training we need to improve on.

West Virginia LIHEAP coordinator also pulls LIHEAP cases from each county and adds them to the Rushmore monitoring system for review for potential errors and to see what additional training assistance is needed.

10.6 Explain, or attach a copy of your local agency monitoring schedule and protocol.

West Virginia has a LIHEAP Monitoring Plan: West Virginia LIHEAP monitors WV Department of Economic Development, that covers Repair or Replacement Program and Weatherization. Monthly meetings are held, office visits and site visits are also completed.

10.7. Describe how you select local agencies for monitoring reviews. Attach a risk assessment if subrecipients are utilized.

Site Visits:

A large sample is pulled for the Statewide Single Audit.

Also to prevent issues the LIHEAP Coordinator holds and month/weekly meetings.

A sample of the LIHEAP applications are taken from all three regions to ensure that there is not a trend or an issue with the local DoHS offices in the application process. The monitoring reviews are done yearly based on the schedule of our auditors who complete the Statewide Single Audit.

Desk Reviews:

The LIHEAP Coordinator for West Virginia pulls 2 cases from each county to ensure workers are processing LIHEAP correctly and it is all documented on Rushmore.

A large sample is pulled for the Statewide Single Audit to ensure that the LIHEAP applications are not all coming from the same local DoHS office and to ensure that all processes and procedures are consistent

10.8. How often is each local agency monitored? Please attach a monitoring schedule if one has been developed.

Annually

10.9. How many local agencies are currently on corrective action plans? 0

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 11 - Timely and Meaningful Public Participation, , 2605(b)(12) - Assurance 12, 2605(c)(2)

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES ADMINISTRATION FOR CHILDREN AND FAMILIES	August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01 OMB Clearance No.: 0970-013 Expiration Date: 02/28/2027	
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN		
Section 11: Timely and Meaningful Public Participation, 2605(b)(12), 2605(C)(2)		
11.1 How did you obtain input from the public in the development of your LIHEAP plan? Select all that apply. <i>Note: Tribes do not need to hold a public hearing but must ensure participation through other means.</i>		
<input type="checkbox"/> Tribal Council meeting(s)		
<input checked="" type="checkbox"/> Public Hearing(s)		
<input checked="" type="checkbox"/> Draft Plan posted to website and available for comment		
<input checked="" type="checkbox"/> Hard copy of plan is available for public view and comment		
<input checked="" type="checkbox"/> Comments from applicants are recorded		
<input checked="" type="checkbox"/> Request for comments on draft Plan is advertised		
<input checked="" type="checkbox"/> Stakeholder consultation meeting(s)		
<input checked="" type="checkbox"/> Comments are solicited during outreach activities		
<input checked="" type="checkbox"/> Other - Describe:		
<p>Public participation was complete by placing a draft of 2026 LIHEAP Model Plan on the DoHS web site and the Secretary of State website with the public hearing date, press release and communication via email with some of the major utility companies. The plan was also sent to the Weatherization partner agency and subgrantee. The public hearing for participation was a virtual meeting on ????</p>		
Public Hearings, 2605(a)(2) - For States and the Commonwealth of Puerto Rico Only		
11.2 List the date and location(s) that you held public hearing(s) on the proposed use and distribution of your LIHEAP funds?		
	Date	Event Description
1		Public Hearing
11.3. How many parties commented on your plan at the hearing(s)?		
11.4 Summarize the comments you received at the hearing(s).		
<p>WV responded and defined the explanation of renters. West Virginia discussed the changes to apply for Repair or Replacement Program, and how the cooling componit will be determined.</p>		
11.5 What changes did you make to your LIHEAP plan as a result of public participation and solicitation of input?		
<p>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</p>		

Section 12 - Fair Hearings, 2605(b)(13) - Assurance 13

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN

Section 12: Fair Hearings, 2605(b)(13) - Assurance 13

12.1 How many fair hearings did the Grant recipient have in the prior federal Fiscal Year? 70

12.2 How many of those fair hearings resulted in the initial decision being reversed? 5

12.3 Describe any policy and/or procedural changes made in the last federal Fiscal Year as a result of fair hearings?

There were 70 requests for a fair hearing for FY 2025. There were 34 cases that were withdrawn prior to the hearing, as they were resolved by the parties, 17 cases were abandoned by the client/no shows, 7 cases that were dismissed, 6 cases that upheld the Department's decision, and 5 cases were reversed, with 1 of them still pending. There were no hearing request for Repair or Replacement, or Weatherization. There will be yearly training for all eligibility workers prior to this LIHEAP season. There will also be hands-on training and technical assistance as needed by the local offices. LIHEAP Coordinator is reviewing all fair hearing information to determine if a policy change is needed or strengthened.

12.4 Describe your fair hearing procedures for households whose applications are denied and/or not acted upon in a timely manner.

Applicants who indicate that they want a fair hearing receive a form on which they must indicate whether they want a pre-hearing conference, fair hearing, or both. Requests must be made within 60 days of the date of the denial, and the Hearings Officer must render a decision within 60 days from the date of the hearing. In most cases, the issue is resolved in a pre-hearing conference. The applicant is informed of his or her rights to a fair hearing at the time of application and when he or she is notified of the decision made on the application. There is a posted notice at each agency that informs applicants of their right to a fair hearing. Any Weatherization and Repair or Replacement fair Hearing requests will be handled by the sub-grantee that administers our Weatherization program.

12.5 When and how are applicants informed of these rights?

The applicant is informed of his or her right to a fair hearing at the time of application and when he or she is notified of the decision made on the application. There is a notice at each agency that informs applicants of their right to a fair hearing. Any Weatherization & Repair or Replacement Fair Hearing requests would be handled by the sub-grantee that administers our Weatherization program.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 13 - Reduction of home energy needs,2605(b)(16) - Assurance 16

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN

Section 13: Reduction of home energy needs, 2605(b)(16) - Assurance 16

13.1 Describe how you use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance?

No funding is used for Assurance 16, but Our subrecipients conduct energy efficient education during post work inspection after installing heating units from the Repair or Replacement. Subrecipients also conduct the very same energy effecient education during weatherization.

13.2 How do you ensure that you don't use more than 5% of your LIHEAP funds for these activities?

No funding is used for Assurance 16

13.3 Describe the impact of such activities on the number of households served in the previous federal Fiscal Year.

13.4 Describe the level of direct benefits provided to those households in the previous federal Fiscal Year.

13.5 How many households received these services? 0

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 14 - Leveraging Incentive Program ,2607A

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Clearance No.: 0970-013
Expiration Date: 02/28/2027

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN

Section 14:Leveraging Incentive Program, 2607(A)

14.1 Do you plan to submit an application for the leveraging incentive program?

☐ Yes ☒ No

14.2 Describe instructions to any third parties and/or local agencies for submitting LIHEAP leveraging resource information and retaining records.

N/A

14.3 For each type of resource and/or benefit to be leveraged in the upcoming year that will meet the requirements of 45 C.F.R. § 96.87(d)(2)(iii), describe the following:

Resource	What is the type of resource or benefit ?	What is the source(s) of the resource ?	How will the resource be integrated and coordinated with LIHEAP?
1			

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 15 - Training

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Clearance No.: 0970-013
Expiration Date: 02/28/2027

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN

Section 15: Training

15.1 Describe the training you provide for each of the following groups:

a. Grant recipient Staff:

☒ Formal training provided virtually, on-site, and/or formal training conference

How often?

☒ Annually

☐ Biannually

☐ As needed

☒ Other, describe:

☒ Employees are provided with policy manual

☒ Other, describe:

Other: Monthly meeting are held to discuss any issues or to clarify any issues or understanding.

b. Local Agencies:

☒ Formal training provided virtually, on-site, and/or formal training conference

How often?

☒ Annually

☐ Biannually

☐ As needed

☒ Other, describe: weekly meetings during open LIHEAP

☒ On-site training

How often?

☐ Annually

☐ Biannually

☒ As needed

☐ Other, describe:

☒ Employees are provided with policy manual

☒ Other, describe:

Policy Reminders are sent out to local offices through out the year.

c. Vendors

☒ Formal training conference

How often?

☐ Annually

☐ Biannually

☒ As needed

☐ Other, describe:

<input type="checkbox"/> Policies communicated through vendor agreements	
<input type="checkbox"/> Policies are outlined in a vendor manual	
<input type="checkbox"/> Other, describe:	
15.2 Does your training program address fraud reporting and prevention?	
<input checked="" type="radio"/> Yes	
<input type="radio"/> No	
If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.	

DRAFT

Section 16 - Performance Goals and Measures, 2605(b)

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Clearance No.: 0970-013
Expiration Date: 02/28/2027

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN

Section 16: Performance Goals and Measures, 2605(b) - Required for States Only

16.1 Describe your progress toward meeting the data collection and reporting requirements of the four required LIHEAP (Benefit Targeting Index, Burden Reduction Targeting Index, Restoration of Home Energy Service, and Prevention of Loss of Home Energy Service). Include timeframes and plans for meeting these requirements and what you believe will be accomplished in the coming federal fiscal year.

West Virginia will collect and report on LIHEAP performance measures data to ensure that the Agency is targeting and serving and providing bill payment assistance to households with the highest energy burden. The Agency will concentrate on restoration and prevention of loss, energy source, energy burden, income, and imminent risk of running out of fuel. West Virginia has defined "Imminent Risk" as being without, disconnected, or with in three days of being without heat. The Agency's eligibility system currently collects annual household income, annual LIHEAP benefit, main fuel type and whether the client must pay for electricity or electric services. The Agency is also working with the major PSC-regulated utility vendors to capture annual energy usage (if applicable), prevention of loss and restoration of service. West Virginia will also work with the 54 local offices to ensure that workers complete all the LIHEAP screens correctly in our eligibility system and that they are documenting this information correctly. From our past Statewide Single Audits, it was noted that workers did not keep copies of the utility bills for all case files, or a portion of the LIHEAP application was not properly stored in our online database. We are taking measures to improve this based on training and desk guides for our eligibility workers.

West Virginia DoHS will work more closely with the WV Department of Economic Development Office and give assistance to their Community Service agencies to make sure that relationships between the two agencies work more efficiently and can assist West Virginians with the best assistance that can be given to needy families.

WV will work with APPRISE and our IT contractor to resolve any reporting deficiencies in FY25.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 17 - Program Integrity, 2605(b)(10)

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Clearance No.: 0970-013
Expiration Date: 02/28/2027

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN

Section 17: Program Integrity, 2605(b)(10)

17.1 Fraud Reporting Mechanisms

a. Describe all mechanisms available to the public for reporting cases of suspected waste, fraud, and abuse. Select all that apply.

- ☒ Online Fraud Reporting
- ☒ Dedicated Fraud Reporting Hotline
- ☒ Report directly to local agency/district office or Grant recipient office
- ☒ Report to State Inspector General or Attorney General
- ☒ Forms and procedures in place for local agencies/district offices and vendors to report fraud, waste, and abuse
- ☐ Other - Describe:

b. Describe strategies in place for advertising the above-referenced resources. Select all that apply

- ☒ Printed outreach materials
- ☒ Posted in local administering agencies offices.
- ☒ Addressed on LIHEAP application
- ☒ Website
- ☐ Other - Describe:

17.2. Identification Documentation Requirements

a. Indicate which of the following forms of identification are required or requested to be collected from LIHEAP applicants or their household members.

Type of Identification Collected	Collected from Whom?						
	Applicant Only		All Adults in Household		All Household Members		
Social Security Card is photocopied and retained	<input type="checkbox"/>	Required	<input checked="" type="checkbox"/>	Required	<input checked="" type="checkbox"/>	Required	
	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested	
Social Security Number (Without actual Card)	<input type="checkbox"/>	Required	<input type="checkbox"/>	Required	<input type="checkbox"/>	Required	
	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested	<input checked="" type="checkbox"/>	Requested	
Government-issued identification card (i.e.: driver's license, state ID, Tribal ID, passport, etc.)	<input type="checkbox"/>	Required	<input type="checkbox"/>	Required	<input checked="" type="checkbox"/>	Required	
	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested	<input type="checkbox"/>	Requested	
Other		Applicant Only Required	Applicant Only Requested	All Adults in Household Required	All Adults in Household Requested	All Household Members Required	All Household Members Requested
1							

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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17.3. Citizenship/Legal Residency Verification

What are your procedures for ensuring LIHEAP recipients are U.S. citizens or qualified non-citizens who are eligible to receive LIHEAP benefits? Select all that apply.

☐ Clients sign an attestation of citizenship or U.S. Citizen or Qualified Non-Citizen

☐ Client's submission of certain Social Security Administration cards is accepted as proof of U.S. Citizen or Qualified Non-Citizen.

☒ Non-Citizens must provide documentation of immigration status

☒ Citizens must provide a copy of their birth certificate, naturalization papers, or passport

☒ Non-Citizens are verified through the SAVE system

☐ Tribal members are verified through Tribal enrollment records/Tribal ID card

☐ Other - Describe:

All new clients that are not known to our DoHS data system are required to provide two identifications when applying for services.

Those identifications are saved in the clients file to refer to when clients apply for any services.

When a client comes into the office, they are asked for their social security number at the front desk to link the client to their case. When a case worker sees the client, they will refer to the identification that is saved into the case file. Our data system prevents clients from receiving duplicate payments by the client's personal identification number that is assigned to them.

17.4. Income Verification

What methods does your agency utilize to verify household income? Select all that apply.

☒ Require documentation of income for all adult household members

☒ Pay stubs

☒ Social Security award letters

☐ Bank statements

☒ Tax statements

☒ Zero-income statements

☒ Unemployment Insurance letters

☒ Other - Describe:

Written verifications are acceptable only if forms of verifications have been tried. And the worker verified the written income verification with the source.

☒ Computer data matches:

☒ Income information matched against state computer system (e.g., SNAP, TANF)

☒ Proof of unemployment benefits verified with state Department of Labor

☒ Social Security income verified with SSA

☒ Utilize state directory of new hires

☐ Other - Describe:

b. Describe any exceptions to the above policies.

All new clients that are not known to our DoHS data system are required to provide two identifications when applying for services.

Those identifications are saved in the clients file to refer to when clients apply for any services. When a client comes into the office, they are asked for their social security number at the front desk to link the client to their case. When a case worker sees the client, they will refer to the identification that is saved into the case file.

Our data system prevents clients from receiving duplicate payments by the client's personal identification number that is assigned to them.

17.5 Identification Verification

Describe what methods are used to verify the authenticity of identification documents provided by clients or household members. Select all that apply

<input checked="" type="checkbox"/>	Verify SSNs with Social Security Administration
<input checked="" type="checkbox"/>	Match SSNs with death records from Social Security Administration or state agency
<input checked="" type="checkbox"/>	Match SSNs with state eligibility/case management system (e.g., SNAP, TANF)
<input checked="" type="checkbox"/>	Match with state Department of Labor system
<input checked="" type="checkbox"/>	Match with state and/or federal corrections system
<input checked="" type="checkbox"/>	Match with state child support system
<input checked="" type="checkbox"/>	Verification using private software (e.g., The Work Number)
<input type="checkbox"/>	In-person certification by staff (for tribal Grant recipients only)
<input type="checkbox"/>	Match SSN/Tribal ID number with tribal database or enrollment records (for tribal Grant recipients only)
<input type="checkbox"/>	Other - Describe:
17.6. Protection of Privacy and Confidentiality	
Describe the financial and operating controls in place to protect client information against improper use or disclosure. Select all that apply.	
<input checked="" type="checkbox"/>	Policy in place prohibiting release of information without written consent
<input checked="" type="checkbox"/>	Grant recipient LIHEAP database includes privacy/confidentiality safeguards
<input checked="" type="checkbox"/>	Employee training on confidentiality for:
<input checked="" type="checkbox"/>	Grant recipient employees
<input checked="" type="checkbox"/>	Local agencies/district offices
<input checked="" type="checkbox"/>	Employees must sign confidentiality agreement
<input checked="" type="checkbox"/>	Grant recipient employees
<input checked="" type="checkbox"/>	Local agencies/district offices
<input checked="" type="checkbox"/>	Physical files are stored in a secure location
<input checked="" type="checkbox"/>	Electronic files are protected in a secure location.
<input type="checkbox"/>	Other - Describe:
17.7. Verifying the Authenticity	
What policies are in place for verifying vendor authenticity? Select all that apply.	
<input checked="" type="checkbox"/>	All vendors must register with the State/Tribe.
<input checked="" type="checkbox"/>	All vendors must supply a valid SSN or TIN/W-9 form
<input checked="" type="checkbox"/>	Vendors are verified through energy bills provided by the household
<input checked="" type="checkbox"/>	Grant recipient and/or local agencies/district offices perform physical monitoring of vendors
<input type="checkbox"/>	Other - Describe and note any exceptions to policies above:
17.8. Benefits Policy - Gas and Electric Utilities	
What policies are in place to protect against fraud when making benefit payments to gas and electric utilities on behalf of clients? Select all that apply.	
<input checked="" type="checkbox"/>	Applicants required to submit proof of physical residency
<input checked="" type="checkbox"/>	Applicants must submit current utility bill
<input checked="" type="checkbox"/>	Data exchange with utilities that verifies:
<input checked="" type="checkbox"/>	Account ownership
<input checked="" type="checkbox"/>	Consumption
<input checked="" type="checkbox"/>	Balances
<input checked="" type="checkbox"/>	Payment history
<input checked="" type="checkbox"/>	Account is properly credited with benefit
<input type="checkbox"/>	Other - Describe:
<input checked="" type="checkbox"/>	Centralized computer system/database tracks payments to all utilities

<input type="checkbox"/>	Centralized computer system automatically generates benefit level
<input checked="" type="checkbox"/>	Separation of duties between intake and payment approval
<input type="checkbox"/>	Payments coordinated among other energy assistance programs to avoid duplication of payments
<input checked="" type="checkbox"/>	Payments to utilities and invoices from utilities are reviewed for accuracy
<input checked="" type="checkbox"/>	Computer databases are periodically reviewed to verify accuracy and timeliness of payments made to utilities
<input type="checkbox"/>	Direct payment to households are made in limited cases only
<input checked="" type="checkbox"/>	Procedures are in place to require prompt refunds from utilities in cases of account closure
<input checked="" type="checkbox"/>	Vendor agreements specify requirements selected above, and provide enforcement mechanism
<input type="checkbox"/>	Other - Describe:
17.9. Benefits Policy - Bulk Fuel Vendors	
What procedures are in place for averting fraud and improper payments when dealing with bulk fuel suppliers of heating oil, propane, wood, and other bulk fuel vendors? Select all that apply.	
<input type="checkbox"/>	Vendors are checked against an approved vendors list
<input checked="" type="checkbox"/>	Centralized computer system/database is used to track payments to all vendors
<input checked="" type="checkbox"/>	Clients are relied on for reports of non-delivery or partial delivery
<input type="checkbox"/>	Two-party checks are issued naming client and vendor
<input checked="" type="checkbox"/>	Direct payment to households are made in limited cases only
<input type="checkbox"/>	Vendors are only paid once they provide a delivery receipt signed by the client
<input checked="" type="checkbox"/>	Conduct monitoring of bulk fuel vendors
<input type="checkbox"/>	Bulk fuel vendors are required to submit reports to the grant recipient.
<input checked="" type="checkbox"/>	Vendor agreements specify requirements selected above, and provide enforcement mechanism
<input type="checkbox"/>	Other - Describe:
17.10. Investigations and Prosecutions	
Describe the Grant recipients procedures for investigating and prosecuting reports of fraud, and any sanctions placed on clients, staff, or vendors found to have committed fraud. Select all that apply.	
<input checked="" type="checkbox"/>	Refer to state Inspector General
<input type="checkbox"/>	Refer to local prosecutor or state Attorney General
<input type="checkbox"/>	Refer to US DHHS Inspector General (including referral to OIG hotline)
<input type="checkbox"/>	Local agencies/district offices or Grant recipient conduct investigation of fraud complaints from public
<input type="checkbox"/>	Grant recipient attempts collection of improper payments. If so, describe the recoupment process
<input checked="" type="checkbox"/>	Clients found to have committed fraud are banned from LIHEAP assistance. For how long is a household banned? permanently
<input checked="" type="checkbox"/>	Contracts with local agencies require that employees found to have committed fraud are reprimanded and/or terminated
<input checked="" type="checkbox"/>	Vendors found to have committed fraud may no longer participate in LIHEAP
<input type="checkbox"/>	Other - Describe:
<p>If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.</p>	

Section 18: Certification Regarding Debarment, Suspension, and Other Responsibility Matters

Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions

Instructions for Certification

1. By signing and submitting this proposal, the prospective primary participant is providing the certification set out below.

2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.

3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

5. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.

6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency entering into this transaction.

7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or

voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions

(1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

(a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;

(b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and

(d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions

Instructions for Certification

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.

2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later

determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.

4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.

5. The prospective lower tier participant agrees by submitting this proposal that, [[Page 33043]] should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Certification Regarding Debarment, Suspension, Ineligibility an Voluntary Exclusion--Lower Tier Covered Transactions

(1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

☒ By checking this box, the prospective primary participant is providing the certification set out above.

DRAFT

Section 19: Certification Regarding Drug-Free Workplace Requirements

This certification is required by the regulations implementing the Drug-Free Workplace Act of 1988: 45 CFR Part 76, Subpart, F. Sections 76.630(c) and (d)(2) and 76.645(a)(1) and (b) provide that a Federal agency may designate a central receipt point for STATE-WIDE AND STATE AGENCY-WIDE certifications, and for notification of criminal drug convictions. For the Department of Health and Human Services, the central point is: Division of Grants Management and Oversight, Office of Management and Acquisition, Department of Health and Human Services, Room 517-D, 200 Independence Avenue, SW Washington, DC 20201.

Certification Regarding Drug-Free Workplace Requirements (Instructions for Certification)

1. By signing and/or submitting this application or grant agreement, the Grant recipient is providing the certification set out below.
2. The certification set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. If it is later determined that the Grant recipient knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, the agency, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.
3. For Grant recipients other than individuals, Alternate I applies.
4. For Grant recipients who are individuals, Alternate II applies.
5. Workplaces under grants, for Grant recipients other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the Grant recipient does not identify the workplaces at the time of application, or upon award, if there is no application, the Grant recipient must keep the identity of the workplace(s) on file in its office and make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the Grant recipients drug-free workplace requirements.
6. Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio studios).
7. If the workplace identified to the agency changes during the performance of the grant, the Grant recipient shall inform the agency of the change(s), if it previously identified the workplaces in question (see paragraph five).
8. Definitions of terms in the Nonprocurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grant recipients attention is called, in particular, to the following definitions from these rules:

Controlled substance means a controlled substance in Schedules I through V of the Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 CFR 1308.11 through 1308.15);

Conviction means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes;

Criminal drug statute means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance;

Employee means the employee of a Grant recipient directly engaged in the performance of work under a grant, including: (i) All direct charge employees; (ii) All indirect charge employees unless their impact or involvement is insignificant to the performance of the grant; and, (iii) Temporary personnel and consultants who are directly engaged in the performance of work under the grant and who are on the Grant recipients payroll. This definition does not include workers not on the payroll of the Grant recipient (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the Grant recipients payroll; or employees of subrecipients or subcontractors in covered workplaces).

Certification Regarding Drug-Free Workplace Requirements

Alternate I. (Grant recipients Other Than Individuals)

The Grant recipient certifies that it will or will continue to provide a drug-free workplace by:

(a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the Grant recipients workplace and specifying the actions that will be taken against employees for violation of such prohibition;

(b) Establishing an ongoing drug-free awareness program to inform employees about --

(1) The dangers of drug abuse in the workplace;

(2) The Grant recipients policy of maintaining a drug-free workplace;

(3) Any available drug counseling, rehabilitation, and employee assistance programs; and

(4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;

c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);

(d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will --

(1) Abide by the terms of the statement; and

(2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;

(e) Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a

central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

(f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted - (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or

(2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

(g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).

(B) The Grant recipient may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

Place of Performance (*That this must be physical address. No PO Boxes allowed.*)

350 CAPITAL STREET
*** Address Line 1**

Address Line 2

Address Line 3

CHARLESTON
*** City**

WV
*** State**

25301
*** Zip Code**

Check if there are workplaces on file that are not identified here.

Alternate II. (Grant recipients Who Are Individuals)

(a) The Grant recipient certifies that, as a condition of the grant, he or she will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant;

(b) If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, he or she will report the conviction, in writing, within 10 calendar days of the conviction, to every grant officer or other designee, unless the Federal agency designates a central point for the receipt of such notices. When notice is made to such a central point, it shall include the identification number(s) of each affected grant.

[55 FR 21690, 21702, May 25, 1990]

☒ **By checking this box, the prospective primary participant is providing the certification set out above.**

Section 20: Certification Regarding Lobbying

Section 20: Certification Regarding Lobbying

The submitter of this application certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Statement for Loan Guarantees and Loan Insurance

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

☒ By checking this box, the prospective primary participant is providing the certification set out above.

Assurances

Assurances

(1) use the funds available under this title to--

(A) conduct outreach activities and provide assistance to low income households in meeting their home energy costs, particularly those with the lowest incomes that pay a high proportion of household income for home energy, consistent with paragraph (5);

(B) intervene in energy crisis situations;

(C) provide low-cost residential weatherization and other cost-effective energy-related home repair; and

(D) plan, develop, and administer the State's program under this title including leveraging programs, and the State agrees not to use such funds for any purposes other than those specified in this title;

(2) make payments under this title only with respect to--

(A) households in which one or more individuals are receiving--

(i) assistance under the State program funded under part A of title IV of the Social Security Act;

(ii) supplemental security income payments under title XVI of the Social Security Act;

(iii) food stamps under the Food Stamp Act of 1977; or

(iv) payments under section 415, 521, 541, or 542 of title 38, United States Code, or under section 306 of the Veterans' and Survivors' Pension Improvement Act of 1978; or

(B) households with incomes which do not exceed the greater of -

(i) an amount equal to 150 percent of the poverty level for such State; or

(ii) an amount equal to 60 percent of the State median income;

(except that a State may not exclude a household from eligibility in a fiscal year solely on the basis of household income if such income is less than 110 percent of the poverty level for such State, but the State may give priority to those households with the highest home energy costs or needs in relation to household income.

(3) conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and households with high home energy burdens, are made aware of the assistance available under this title, and any similar energy-related assistance available under subtitle B of title VI (relating to community services block grant program) or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(4) coordinate its activities under this title with similar and related programs administered by the Federal Government and such State, particularly low-income

energy-related programs under subtitle B of title VI (relating to community services block grant program), under the supplemental security income program, under part A of title IV of the Social Security Act, under title XX of the Social Security Act, under the low-income weatherization assistance program under title IV of the Energy Conservation and Production Act, or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(5) provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size, except that the State may not differentiate in implementing this section between the households described in clauses 2(A) and 2(B) of this subsection;

(6) to the extent it is necessary to designate local administrative agencies in order to carry out the purposes of this title, to give special consideration, in the designation of such agencies, to any local public or private nonprofit agency which was receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on the day before the date of the enactment of this Act, except that -

(A) the State shall, before giving such special consideration, determine that the agency involved meets program and fiscal requirements established by the State; and

(B) if there is no such agency because of any change in the assistance furnished to programs for economically disadvantaged persons, then the State shall give special consideration in the designation of local administrative agencies to any successor agency which is operated in substantially the same manner as the predecessor agency which did receive funds for the fiscal year preceding the fiscal year for which the determination is made;

(7) if the State chooses to pay home energy suppliers directly, establish procedures to --

(A) notify each participating household of the amount of assistance paid on its behalf;

(B) assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment made by the State under this title;

(C) assure that the home energy supplier will provide assurances that any agreement entered into with a home energy supplier under this paragraph will contain provisions to assure that no household receiving assistance under this title will be treated adversely because of such assistance under applicable provisions of State law or public regulatory requirements; and

(D) ensure that the provision of vendor payments remains at the option of the State in consultation with local Grant recipients and may be contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households, including providing for agreements between suppliers and individuals eligible for benefits under this Act that seek to reduce home energy costs, minimize the risks of home energy crisis, and encourage regular payments by individuals receiving financial assistance for home energy costs;

(8) provide assurances that,

(A) the State will not exclude households described in clause (2)(B) of this subsection from receiving home energy assistance benefits under clause (2), and

(B) the State will treat owners and renters equitably under the program assisted under this title;

(9) provide that--

(A) the State may use for planning and administering the use of funds under this title an amount not to exceed 10 percent of the funds payable to such State under this title for a fiscal year; and

(B) the State will pay from non-Federal sources the remaining costs of planning and administering the program assisted under this title and will not use Federal funds for such remaining cost (except for the costs of the activities described in paragraph (16));

(10) provide that such fiscal control and fund accounting procedures will be established as may be necessary to assure the proper disbursement of and accounting for Federal funds paid to the State under this title, including procedures for monitoring the assistance provided under this title, and provide that the State will comply with the provisions of chapter 75 of title 31, United States Code (commonly known as the "Single Audit Act");

(11) permit and cooperate with Federal investigations undertaken in accordance with section 2608;

(12) provide for timely and meaningful public participation in the development of the plan described in subsection (c);

(13) provide an opportunity for a fair administrative hearing to individuals whose claims for assistance under the plan described in subsection (c) are denied or are not acted upon with reasonable promptness; and

(14) cooperate with the Secretary with respect to data collecting and reporting under section 2610.

(15) * beginning in fiscal year 1992, provide, in addition to such services as may be offered by State Departments of Public Welfare at the local level, outreach and intake functions for crisis situations and heating and cooling assistance that is administered by additional State and local governmental entities or community-based organizations (such as community action agencies, area agencies on aging and not-for-profit neighborhood-based organizations), and in States where such organizations do not administer functions as of September 30, 1991, preference in awarding grants or contracts for intake services shall be provided to those agencies that administer the low-income weatherization or energy crisis intervention programs.

*** This assurance is applicable only to States, and to territories whose annual regular LIHEAP allotments exceed \$200,000. Neither territories with annual allotments of \$200,000 or less nor Indian tribes/tribal organizations are subject to Assurance 15.**

(16) use up to 5 percent of such funds, at its option, to provide services that encourage and enable households to reduce their home energy needs and

thereby the need for energy assistance, including needs assessments, counseling, and assistance with energy vendors, and report to the Secretary concerning the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.



By checking this box, the prospective primary participant is agreeing to the Assurances set out above.

DRAFT

Plan Attachments

PLAN ATTACHMENTS
The following documents must be attached to this application
<ul style="list-style-type: none">• Delegation Letter is required if someone other than the Governor or Chairman Certified this Report.
<ul style="list-style-type: none">• Heating component benefit matrix, if applicable
<ul style="list-style-type: none">• Cooling component benefit matrix, if applicable
<ul style="list-style-type: none">• Minutes, notes, or transcripts of public hearing(s).
<ul style="list-style-type: none">• Policy Manual.
<ul style="list-style-type: none">• Subrecipient Contract.
<ul style="list-style-type: none">• Model Plan Participation Notes for Tribes.